AVAYA

Quick Edition Phone System

Intelligent Communications for Your Small Business

IT Week Editor's Choice Award 2008

Avaya Quick Edition wins IT Week Editor's Choice Award 2008

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Each day you strive to stay one step ahead of your competitors, your costs, and your workload. Now there's a phone system that does that, too.

Quick Edition helps small businesses: Improve customer service. Convey a professional image. Reduce costs. Increase efficiency. And do it all today and into the future.

Welcome to the full-featured phone system that's quick to install and easy to use — specifically for small and growing businesses like yours.

Avaya Quick Edition is a simple yet sophisticated phone system with everything included right inside the desk phones themselves – voicemail, conference calling, caller ID, forwarding/transferring, auto attendants, and much, much more.

The world of business relies on Avaya.

Small, midsize or large… Five employees or 5,000… Local or global… Businesses of every kind and size, in every part of the world, rely on Avaya – and the knowledge and expertise we derive from our AT&T heritage – to provide communications systems to meet their exact requirements.

For very small businesses, Avaya Quick Edition is the phone system that delivers a host of capabilities that are important to your business.

Avaya Quick Edition delivers big business functionality and simplicity on a small business budget

— VoIP News,

March 2006

Stay a step ahead with Quick Edition.

As a small business owner, you are always under pressure to stay a step ahead – of your competitors, your workload, your customers and your costs. So, you want a phone system that:

- Is simple to set up and install, and a snap to use

- Is easy to add new phones whenever you grow your business

- Enables cost savings using today's new Internet calling services

- Has built-in "big business" capabilities to help you deliver superior service that keeps your customers coming back for more

- Offers state-of-the-art technology right now and can be easily and cost-effectively upgraded in the future, to protect your investment

Bottom line, if you have 20 or fewer employees, and are looking for lightning fast set-up and zero maintenance, Avaya Quick Edition should be at the top of your list...

- PC Magazine,

The Independent Guide to Technology,

May 2006

With Quick Edition, business owners can concentrate on running their business, not managing their phone system. Enjoy big business functionality, without the hassles.

Avaya Quick Edition is simple and sophisticated.

Quick Edition is a converged communications system. That's a fancy way of saying it uses both standard phone service and new Internet-based technologies to deliver intelligent ways for you to delight your customers, improve productivity and cut costs.

The beauty of Quick Edition is its simplicity and ability to deliver sophisticated capabilities – phone system qualities often considered mutually exclusive. And you won't find a phone system anywhere else that offers such an abundance of both.

Avaya Quick Edition — Winner, 2007 IP Telephony Product of the Year

NetEvents, Evian, France

How does Quick Edition help keep customers coming back for more?

Auto Attendants: Using keypad prompts and recorded messages, auto attendants let your callers quickly reach the right person for fast, seamless customer service. You can have multiple auto attendants with pre-set or custom recordings. And with just the push of a button, you can go from day to nighttime settings to care for your customers around the clock.

Efficient Call Handling: With Quick Edition, you can conference in up to three people quickly and easily; prioritize your calls with Caller ID; transfer calls to colleagues with the push of a button; and use 2- to 6-digit dialing for lightning fast communications around the office.

Does a receptionist handle your incoming calls? Each Quick Edition phone clearly displays "presence" status of all your employees – showing who's on or off the phone, away, busy, etc., to make routing calls more efficient.

Voicemail: With Quick Edition, it's easy to prioritize messages since you can see them right on your phone's display – simply select and listen to the most important messages first. When you're out of the office, you can

check your voicemail via the web and get voice messages in your e-mailbox. And with Quick Edition, you can even monitor messages as they are coming in and choose to interrupt and answer a call live.

One Number Access: This capability makes it easy for your most important customers to reach you anytime and anywhere you want to be reached. You can set up individual Quick Edition phones to automatically send calls to any other location – home, another office or even mobile phones.

Telecommuter Ready: With Quick Edition, your employees can work from home as though they were in the office, with the ability to answer, transfer and manage the phones without missing a beat. Your customers will never know the difference, and you'll gain access to a wider labor pool and can even reduce your real estate costs.

It's so advanced, it's simple.

Set up and management is easy. With Quick Edition, all the intelligence of a phone system is built right into the phones themselves. That means your Avaya Authorized BusinessPartner can install it quickly, to your specifications, and you'll be taking care of business in no time.

Are you worried you're not a phone system "guru"? Don't. Quick Edition comes with a full one-year warranty – so Avaya will keep a close watch on your Quick Edition phones to help ensure maximum uptime. And you can breathe easy.

Expansion is easy, too. When the time comes for you to add new phones, you can do it yourself – just connect a new Quick Edition phone to the network and it will "introduce itself" to the others. Simple set-up commands will have your new phone up and running in no time. No expansion units, voicemail cards or other expensive equipment is required.

Your phones are always there for you. Because there is no central "server," each Quick Edition phone backs up the others, including voicemail messages and all your settings.

Best of all, Quick Edition puts you and your business at the forefront of communications technologies without the hassles of a complicated and difficult-to-manage system.

Be ready for the future – today!

Investing in a new phone system has implications for years to come. You want to know it will grow as you move into the future with your company – and as new technologies add capabilities that can benefit your business. These are both areas in which Quick Edition excels!

With Quick Edition, you can use your standard phone service right now (with the addition of a PSTN gateway, available from Avaya) or you can link up with the Internet to take advantage of significant cost savings with Voice over IP (VoIP), using a technology called SIP (Session Initiation Protocol).

And at any time you can download the latest innovations from Avaya — because we're constantly adding to and improving our products to help you always stay a step ahead. You can continue to use your Quick Edition phones even if you move to another Avaya phone system in the future.

Avaya Quick Edition family of phones. Introducing the *new* Quick Edition 1616 phone (at right) with optional 32-button module.

1st SCORECARD

Avaya Quick Edition

Easy to deploy, utilizes existing network infrastructure.

Features ★★★★
Deployment ★★★★★
Ease of Use ★★★★★
Management and Reporting ★★★★
Profit Potential ★★★★
Price/Performance ★★★★★

CRN TEST CENTER

Avaya Quick Edition Takes First Place

— CRN.com

Bake Off: Small Business VoIP Contenders, February 2008

click here

Avaya Quick Edition – At-A-Glance

Superior Customer Service	Multi-level auto attendant; state-of-the-art, built-in voicemail; professional call handling (conferencing, forwarding, re-direct); beautifully-designed phones; call park/retrieve; call pickup; music on hold; remote worker-ready
Easy Management	Up to 40 phones added quickly and easily as needed; phone settings changed in minutes; no extra wiring required; easy-to-use web administration; call logging and reporting; one-year warranty
Future-Ready Right Now	System upgrades downloadable directly from Avaya; advantages of Internet-based Voice-over-IP technology

Learn More

For more information, contact your Avaya Authorized BusinessPartner or visit **avaya.com/small**.

About Avaya

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve market-place advantage. More than 1 million businesses worldwide, including more than 90 percent of the FORTUNE 500®, use Avaya solutions for IP Telephony, Unified Communications, Contact Centers and Communications Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large. For more information visit the Avaya Web site: http://www.avaya.com.

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