

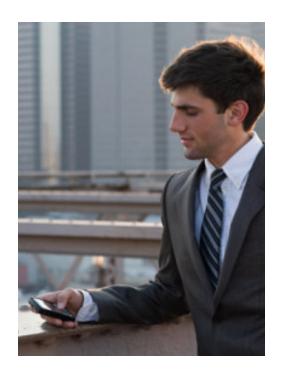
IP Office Mobile Worker

One number access for employees on the road

Overview

For staff who are often out of the office, but don't require a laptop, IP Office *Mobile Worker* (available with IP Office *Preferred Edition*) keeps them readily accessible. Wherever they're working – with clients, between stores/locations, down the hall, in the warehouse, or on the road – *Mobile Worker* turns any phone (cell or home phone, for instance) into an extension of their office phone, with many of the call handling features available in the office.

Staff give out just one phone number - their office number - and calls ring simultaneously on any other designated phone, making it easy for customers, colleagues and vendors to reach them wherever they are.



Capabilities

One number access – Provide customers and others with just your office phone number – and have all calls ring simultaneously on any other phone (mobile, remote office, home), eliminating missed calls when out of the office or away from your desk. Key call handling features – such as transfer, conference, forward and hold – are available, even on a mobile or home phone.

Roam the office/warehouse – With an Avaya wireless IP phone (purchased separately), staff can roam throughout the building or campus and stay completely accessible, as though at their desk.

Easy access to messages – All messages – voicemail, email, faxes – appear in a single inbox on the PC for fast, efficient message retrieval. Hear and reply to email messages over the phone – no need for a laptop or smartphone.

Benefits

- Enhanced customer service Mobile sales and service staff stay connected and responsive to customers regardless of where they are.
- **Increased productivity** Access to people, messages and information help mobile employees deliver whether in or out of the office.
- Increased customer knowledge All calls that go through IP Office can be tracked and monitored to capture data on customer interactions.
- Reduced costs Calls that are routed through IP Office take advantage of business calling plans, which can significantly reduce overall calling costs.

Specifications		
Format	IP Office Software Download	
System Requirements	IP Office Preferred Edition or IP Office Advanced Edition	
	ISDN-PRI, T1, E1, or SIP trunks	
	Voice Compression Module (VCM) Channels when using IP wireless	
	Microsoft Exchange when using Email Reading	
User Requirements	Mobile call control	Optional Avaya In-building Wireless Server (AIWS)
	Any fixed phone (e.g. home line) or any mobile	for Management and Directory integration
	device (Cell phone, PDA, etc.)	 Avaya 3720 DECT R4 handset
	Mobile Call Control with enhanced graphical user interface	Avaya 3725 DECT R4 handset with color display
	• Symbian Single Mode Version 4, Windows Mobile Version 5, or Windows Mobile Version 6	Avaya DECT R4 optional accessories include: Chargers: Basic, Advanced, Rack Mount, Multiple Belt Clip
	In building roaming options	
	Avaya 3641/3645 IP Wireless telephones	
	Requires the Avaya Voice Processing Platform	Leather Case
	(AVPP) server that provides quality of service	Headset
	Security: 40- and 128-bit WEP security	3725 supports standard Bluetooth headset
	Avaya DECT R4	Email Reading and Reply
	Requires DECT R4 Base Station (IPBS)	IP Office Preferred Edition
	Sufficient Voice Compression Module (VCM) Channels	Microsoft Exchange
Feature Detail	One number access	
	Simultaneous ringing of mobile device when calls arrive at IP Office desk phone	
	Transfer, Conference, Hold, Record Conversations	
	Make calls from mobile device through IP Office	
	Called party receives CLI of IP Office (called party requires CLI from local service provider)	
	Email Reading and Reply using Text-To-Speech technology	

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.



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