

## IP Office Messaging

### Powerful and Effective Messaging Applications

#### Overview

IP Office Messaging applications do much more than simply answer calls when employees aren't at their desks. Messaging applications help ensure businesses effectively interact with customers and colleagues to keep operations running smoothly.

Easy to use and administer, yet offering sophisticated "big business" capabilities, IP Office Messaging includes applications for voicemail, e-mail, unified messaging, interactive voice response and distributed and networked messaging. IP Office Messaging helps keep operations running smoothly by helping businesses communicate with speed and efficiency.

#### Capabilities

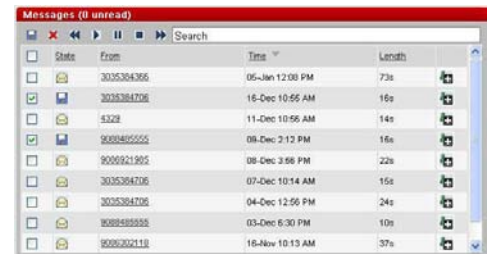
**Automated Attendant** – Free up staff with automated, customizable caller greetings. Easily provide answers to frequently asked questions. IP Office automated attendants improve efficiency and customer service, and can be customized to handle calls differently, at different times of day.

**Voicemail** – Sophisticated voicemail capabilities help make employees more productive and speed decision-making. Send a voice message to one or all employees quickly and easily. Accurately address messages by name or extension. With *Preferred Edition*, IP Office voicemail can automatically "find" you when you're out of the office to alert you of new messages.

**Voicemail to E-mail presentation** — Access voicemail and e-mail in one mailbox and see all your messages together. Receive voicemail messages attached to an e-mail and access them remotely on your PC without having to dial into the phone system. Save and forward voice messages just like e-mail. With IP Office *Preferred Edition*, users can hear e-mails read over the phone and reply to them while on the move.

**Unified Messaging** – IP Office *Preferred Edition* enhances built-in voicemail to email capability by adding synchronization, helping to keep mailboxes up to date. Delete a voicemail message from your email Inbox and it is simultaneously deleted from the voicemail box. The reverse is also true. Additionally, *Preferred Edition* provides the ability to access voicemail messages through a web-based browser without dialing into the mailbox from a telephone.

**Distributed Voice Messaging** – For businesses with more than one location, distributed voice messaging can help improve business continuity. Systems can automatically back up messages, and even take over should another one fail. Administrators can easily manage all messaging systems from a central location.



#### Benefits

- **Improve access for customers** – Important customer calls to the right person, extension or department, every time.
- **Increase efficiency and productivity** – Handle calls quickly during peak calling periods and streamline call routing. Screen calls so users can see who is calling without interrupting important tasks.
- **Serve customers at their convenience** – Automated attendants enable customers to interact with your business anytime, even "after hours".
- **Protect your investment as business grows** – Start basic and expand with additional capacity and applications when and if you need them.
- **Business continuity** – All messages can still be placed and received even in the event of an outage.

## Specifications

	IP Office Essential Edition	IP Office Preferred Edition
<b>Format</b>	<ul style="list-style-type: none"> <li>Secure Digital (SD) Card</li> </ul>	<ul style="list-style-type: none"> <li>DVD</li> </ul>
<b>System Requirement</b>	<ul style="list-style-type: none"> <li>IP Office 500</li> </ul>	<ul style="list-style-type: none"> <li>IP Office 500</li> <li>Ethernet-attached PC running one of the following Server Operating systems: Microsoft Windows Server 2003 (32-bit), Small Business Server 2003 (32-bit and 64-bit), Microsoft Windows Server 2008 (32-bit and 64-bit), Windows Server 2008 R2</li> <li>Voicemail synchronization in Email and Browser based access to voicemail works with any IMAP mail client (Outlook); Web access supported on Microsoft Windows Server 2003, Windows Server 2008, and Windows Server 2008 R2</li> </ul> <p>For complete and latest PC and Server specifications, refer to latest Avaya IP Office Technical Bulletin and Technical Tip documents.</p>
<b>User Requirements</b>	<ul style="list-style-type: none"> <li>Any telephone</li> </ul>	<ul style="list-style-type: none"> <li>Any telephone</li> <li>Voicemail synchronization in Email and Browser based access to voicemail works with any IMAP mail client (Outlook)</li> </ul>
<b>Maximum Number of Concurrent Calls</b>	<ul style="list-style-type: none"> <li>6</li> </ul>	<ul style="list-style-type: none"> <li>40</li> </ul>
<b>Storage Time</b>	<ul style="list-style-type: none"> <li>Approximately 15 hours</li> </ul>	<ul style="list-style-type: none"> <li>PC dependent (1MB per minute)</li> </ul>

## Feature Details

	IP Office Essential Edition	IP Office Preferred Edition
Multi-lingual Support	Yes	Yes
Centralized Voicemail Services	No	Yes
LIFO/FIFO Playback (Last In First Out/First In First Out)	No	Yes
Integration with Avaya one-X® Portal for IP Office (included with IP Office Power User, Office Worker, and Teleworker solutions)	No	Yes
Greetings: Personalized/Continuous Loop	No	Yes
Extended Greetings	No	Yes
Send Notification/Forward/Copy to Email	Yes	Yes
Listen and Reply to Email (text-to-speech)	No	Yes (Included with Mobile Worker and Power User solutions)
Synchronization of voice mail messages in Email Inbox	No	Yes (Included with Power User, Office Worker, Teleworker solutions)
Microsoft Exchange Server 2007 Integration	No	Yes (Included with Power User, Office Worker, Teleworker solutions)
Voice Mail Web Access	No	Yes (Included with Power User, Office Worker, Teleworker solutions)
Save/Delete/Forward/Repeat/Rewind/Fast Forward/Skip Messages	Yes	Yes
Pause Message	No	Yes
Set Message as Priority	No	Yes
In-Queue Announcements	Limited	Yes
Outcalling	No	Yes
Call Recording	No	Yes
3rd Party Database Access (IVR)	No	Yes
Text-To-Speech	No	Yes (Available with Mobile Worker and Power User solutions; included in Advanced Edition)
Personal Automated Attendant	No	Yes
Visual Voice	Yes	Yes
Voicemail Channel Reservation	No	Yes

## 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](http://www.avaya.com).



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12/09 • BP2131-09

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