

Avaya IP Office - a system that grows with your needs

A complete solution for growing companies

IP Office is a highly modular IP telephone system designed to meet the needs of home offices, standalone businesses, and networked branch and head offices for small and medium enterprises. The award-winning IP Office 500 gives growing companies a complete solution for telephony, messaging, networking, conferencing, customer management, and unified communications.

Reduce costs, increase productivity

This versatile communications solution combines the reliability and ease of a traditional telephony system with the applications and advantages of an IP telephony solution. This converged communications solution can help businesses reduce costs, increase productivity, and improve customer service.

The IP Office 500 supports 12 expansion modules providing a combination of up to 384 analogue, digital, IP, and 3rd party SIP telephones, with capacity for 16 analogue trunks or 8 digital trunks (192 T1/PRI channels or 240 E1 channels). Optionally, SIP trunks are also supported. Additional analogue trunks can be achieved by using Expansion Modules. Optional support for up to 128 voice compression channels is available.

Migrate to IP at your own pace

Arrow's supports customers as they migrate to IP telephony at their own pace, following their own path. Our clients can use a mix of digital, analogue, and IP technology and still take advantage of all the applications that convergence provides.

The Avaya IP Office series includes a robust set of tools for administration (Manager), call tracking (SMDR), system monitoring and diagnostics (System Status Application). The ability for users to manage their own calls is supplied through a simple GUI (Phone Manager). Phone Manager functionality can be enhanced through simple licensing and to support IP softphones.



Additional applications

When needed, add additional applications, including:

- Synchronising voice mail messages in an email inbox for easy message management
- Scheduling conferences
- Uploading documents for real-time viewing
- Managing audio privileges for conference calls
- Using agent reporting and wallboards for call centre environments

The Auto Attendant application enables callers to route their calls to the relevant department/person without the need to speak to an operator/receptionist. Receptionists/operators can take advantage of the SoftConsole GUI application to present a professional view of the business to all callers. TAPI (Telephone Applications Programming Interface) support enables IP Office to be linked to Microsoft Outlook and other popular desktop applications for screen pops and PC-based telephony management.

Protect your investment

Investment protection is offered through handsets supported by several Avaya platforms and a migration path that is forward and backwards compatible. IP Office supports IP and digital telephone operation with large display desktop phones and sophisticated screen-driven feature access. Single button on/off control and menu driven displays are available for selected features for ease of use.



If you would like to learn more about Avaya and how it can benefit your organisation, please contact us on
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