

IP Office: Simple, Powerful Communications for Small Business

Successful companies are always looking for new ways to do more with less—keeping their business flexible, innovative and competitive without driving up operating costs and capital expenses.

Avaya puts the solution at your fingertips: the Avaya IP Office communications system.

Learn More About Avaya IP Office:

- ▶ Watch a Demo
- ▶ Calculate Your ROI in 5 Minutes
- ▶ See Customer Stories

Go to avaya.com/small



Avaya IP Office is the right choice for any small business today—whether you are 5, 25 or 250 employees... just getting started or already established...have a single office, a home office or multiple stores/sites.

Avaya IP Office unifies your communications, providing your employees with a solution that lets them handle all their business communications on the device of their choice: their laptop, mobile phone, office phone or home phone—using wired, wireless or broadband connections.

IP Office easily adapts to your goals and budget and provides individual user productivity solutions to give each of your employees just the capabilities they need—whether it's your receptionist, sales or service representatives, home telecommuter or on-the-go knowledge worker.

Helping small to large companies around the world use communications to grow sales and lower operating expenses has made Avaya the global leader in business communications systems. If that's what you want for your small business, it's time to take a close look at Avaya IP Office.

Meet the Needs of All Your Employees

Essential Edition



“I just need basic communications.”

Help keep your costs down and get the essential call handling capabilities growing businesses need.

IP Office Essential Edition is the perfect small business starter kit with all the “must haves” (call routing, Caller ID, hold/conference/transfer, voice mail) plus a great selection of Avaya phones.

When you are ready, move up to the Preferred Edition.

Preferred Edition

“I want to make my people more responsive and professional.”

Communications capabilities to give your business a competitive edge... as well as the built-in capacity you need to keep growing: that's the idea behind the **IP Office Preferred Edition**. With ten times more voice messaging capacity than Essential Edition and the ability to handle dozens of calls simultaneously, Preferred Edition is the right choice for any business that wants to use communications to operate more efficiently and effectively today and for the foreseeable future.

With IP Office Preferred Edition, you get everything that's in the Essential Edition, plus:

Scalable, sophisticated voice mail: The voice messaging capabilities in Preferred Edition deliver productivity and efficiencies day-in

and day-out. Handle up to 40 simultaneous calls. Broadcast a single voice mail to the entire company, a specific department or just a team. Have the system “find” you and let you know when new messages arrive.

Secure “Meet me” conferencing: With its built-in conferencing capability, IP Office Preferred Edition makes it easy for all your users to host their own password-protected conference calls. The user experience becomes seamless for your staff and customers—whoever you invite to your audio conference. With its unique conference call capacity, IP Office lets you host a multitude of calls simultaneously.

Intelligent call routing: You never know when your most important customer will call. Now you don't have to worry. IP Office Preferred Edition gives you many programmable options to handle calls any time of the day or night. Program IP Office to recognize your best customers and even greet them with a personal message. Forward calls virtually anywhere with different options for each extension, times of day and different incoming numbers or area codes.

Automated service prompts: Enrich the experience for incoming callers by providing information such as wait time, information on promotions or other communications that will add value to their overall experience.

Call recording: Built-in call recording is a great way to keep tabs on your business operations, reduce legal risks to your company and potentially meet industry-compliance criteria. Record incoming or outgoing calls. Set it up in advance (establish a set frequency) or record on demand with the push of a button.

When you are ready, build on your investment and just add the Advanced Edition.



1400 Series Digital Deskphones

The 1400 Series Digital Deskphones is a new, value-priced family of deskphones designed to meet communication needs with the quality and reliability you expect from Avaya.

The 1400 Series Digital Deskphones family is designed for the same user profiles as the 9600 Series IP Deskphones or the 1600 Series IP Deskphones. By providing a range of endpoints covering the differing needs of users, Avaya makes it possible for companies to equip their workforce with deskphones that look great, sound better, enhance productivity, and turn communications into a competitive advantage. With similar industrial design, the 1400 Series Digital Deskphones, 1600 Series IP Deskphones and the 9600 Series IP Deskphones may be deployed in mixed environments or on their own, delivering:

- Digital telephones for the value-oriented customer
- Straightforward, familiar access to the most common telephony features
- Cost effective, competitive price point
- Quality and reliability you expect from Avaya

For businesses seeking an easy, cost-effective solution for digital networks, Avaya presents the 1400 Series Digital Deskphones. With features and capabilities of the Avaya digital/DCP network, these phones offer an attractive upgrade from older systems or an addition to your existing Avaya phone solution portfolio.

The 1400 Series Digital Deskphones combine traditional telephone features such as dual LED indicators and fixed feature buttons (e.g., conference, transfer, hold) with contemporary innovations such as softkeys, navigation wheel and a context-sensitive user interface.



Also standard on the 1400 Series Digital Deskphones: speakerphones, white backlit displays and multi-line capabilities. These stylish phones are a smart addition to any retail store, branch or corporate office.

The phone's streamlined industrial design reflects its function as a true business-class communications device.

A Familiar, Functional Interface

The 1400 Series Digital Deskphones combine the best of past and present. Fixed keys – familiar to any phone user – provide easy access to the most common features. Meanwhile, flexible softkeys provide contextual guidance and prompts for ease of use and efficiency.

Built-in Investment Protection

The 1400 Series Digital Deskphones have been engineered to adapt to your company's growing needs. The headset interface allows you to attach headsets on your 1408 Digital Deskphone and 1416 Digital Deskphone, while the 32-button expansion module for the 1416 Digital Deskphone can be custom-programmed to fulfill a wide range of specific user needs.

Clear Sound, Clean Looks

The 1400 Series Digital Deskphones offer clear, clean audio that will more than satisfy the most discerning users. All models come with an integrated speakerphone.

Top Value for Your Communications Dollar

You expect top quality and reliability from Avaya and the 1400 Series Digital Deskphones deliver by giving you a solidly built phone that can stretch your investment

AVAYA

IP Telephones



9610 IP Telephone



1603 IP Telephone



9640 IP Telephone



1608 IP Telephone



9670G IP Telephone



1616 IP Telephone

Get the Power of Unified Communications

Growing businesses that want to keep growing need to harness the power of unified communications.

Getting all of your communications working together is a key element in driving better business performance:

- Your customers expect it.
- Your employees need it.
- Your bottom line requires it.

Avaya IP Office delivers it.

In a single, compact solution, Avaya IP Office provides an unprecedented set of leading-edge communications capabilities to help your employees work better and serve your customers more effectively.

And with IP Office you have the backing of Avaya—a global leader in business communications systems—and our network of experienced, authorized



Avaya Partners: smart, local experts who understand the challenges facing small and growing businesses and know how unified communications helps solve them.

WE'LL HELP YOU GET THE CAPABILITIES YOU NEED

Your authorized Avaya Partners will work with you to tailor an Avaya IP Office solution to meet your needs and budget. Learn more about what Avaya IP Office can do for you at avaya.com/smallbiz

FLEXIBLY ACCOMMODATES YOUR CHOICE OF DEVICES

IP Office has the ability to work with IP, digital, analog, SIP or wireless technologies. Use the devices you want, wherever you need them.



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.

AVAYA

INTELLIGENT COMMUNICATIONS

© 2009 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. and may be registered in certain jurisdictions. All trademarks identified by ®, TM or SM are registered marks, trademarks, and service marks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

12/09 • SB4318