

IP Office

Simple, Powerful communications for your Small & Medium Business

Successful companies are always looking for opportunities to do more with less. Their aim is to keep the company 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 all about IP Office in five simple steps:

Get to know Avaya - Back page

Introduction to IP Office - Page 2

Learn more about IP Office System components - Pages 3 & 4

Create your own IP Office Servers and telephones - Pages 5, 6 & 7

Learn more about the features and applications - Pages 8, 9 & 10



What is IP Office?

Avaya IP Office is the right choice for all small and medium size businesses today. Supporting up to 384 employees, it is the perfect solution for start-ups and more established businesses, whether you operate from a single office, a home office or across multiple stores or locations.

Built-in resiliency for non-stop operations

IP Office provides business continuity through its built-in resiliency and remote working capabilities enabling business with multiple locations or with staff unable to travel to the office to work effectively during unforeseen circumstances. Storms or family emergencies don't get in the way of making business happen.

Lower mobile phone/long-distance bills

IP Office offers many opportunities for reducing the cost of calls made by your staff out on the road, from mobiles, in hotels and even abroad.



Introduction to IP Office

IP Office system components

IP Office server and telephones

Features and applications

IP Office improves productivity

Putting together your Unified Communications solution is child's play. It takes just four steps:

the system and telephones you want

ication system Commun

How many sites do you have? One, or several? Do you want to improve your ervice? With IP Office laying the groundwork, you can add as many customer s different applications and users as you need. Whether you have two employees, two hundred or more, IP Office is the right choice for you.

For further d s, see page 6.

Telephor

IP Office supports a wide range of different telephones. These devices are designed for many different applications. To enable your employees to carry on working outside the office, all you need is a broadband Internet connection at the remote end. The connection to the main site can be made either with or without a VPN gateway. For further details, see page 7.

- Decide which edition best meets your needs

Basic Edition

Includes: Integrated voicemail, 2 channels (scalable to 6), simple web management interface

Designed for the sub-20 user market space with simple telephony needs

- Targeted at business that requires traditional key-system functionality.
- Supports analogue or digital desktop phones (IP Phones are not supported).
- Customers can upgrade to Essential Edition at any time without replacing hardware or licences.



The foundation of your office communications solution. entry-level Unified Communications to all of your employees

- Available around the clock: A personalised voicemail greeting for each employee increases customer loyalty.
- Ability to send voicemail to email improves employee productivity.
- Automated Attendant: Incoming calls are directed to the right person using straightforward rules.
- Dial By Name Using your internal directory, callers can easily search the person they wish to connect with via touch tone.
- Mobility: All users can be reached on a single number, whether they are in the office or on the road. Besides one-X Mobile Essential provides a graphical interface for call control and allows a one-number service for both incoming and outgoing calls.

Preferred Edition

Includes: VoiceMail Pro licence, 4 channels (scalable to 40)

Improved reaction capabilities and productivity

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

- Secure —Meet-Mel conferencing: Faster decision-making and better team work. The integrated conferencing features allow all participants to organise their own password-protected conference calls with up to 64 participants.
- Intelligent call routing: A number of programmable options that ensure your customers can quickly reach the right person.
- Call recording: Built-in automatic and on-demand call recording is a great way to keep tabs on your business operations, deal with disputed orders and help you train your staff.
- Increased voicemail capacity helps improve availability.

Advanced Edition

Includes: Customer Call Reporter (CCR) Server with one Supervisor licence and numerous reporting functions

Perfect customer communications and service

Requires Preferred Edition. In addition to the features of the Preferred Edition you also get:

- Real-time customer service management: Detailed reports are available at all times, giving you immediate warning of critical call levels being exceeded enabling you to take swift action to ensure your service levels do not fall.
- Call recording library: Easily archive all recorded calls and seamlessly search and replay any conversation.
- Self-Service 24/7: Customers can check order status and more using Integrated Voice Response (IVR) services.

ur optional extras

- Contact Store (call recording with functions to search by date and time)
- Computer Telephony Integration (CTI)

- Cordless telephones: DECT R4, Wireless LAN (Wi-Fi)
- Multi-site option: Small Community Network (SCN) Supports up to 32 locations and 1000 employees



3

D - Select the appropriate user profile for your employees



Office Worker.

Delivers ability to work smarter in the office

- Make and receive calls from your PC. Transfer calls, take part in telephone conferences and access dozens of speed dial numbers with a single mouse-click.
- Manage messages efficiently using Unified Messaging features.
- Set up and manage audio conferences, for improved information sharing and faster team-based decision-making.
- View colleagues' presence, indicate your availability and use instant messaging to speed up response times.
 - * (Requires Avaya IP Office Preferred Edition)



Mobile Worker_{*}

Delivers ability to work from on the road

- Let customers reach account managers on a single number, whether they are in the office or on the road.
- Integrate mobile telephones out and about or on site.
- From your mobile, view colleagues' presence, indicate your availability and use instant messaging to speed up response times
- From your mobile, set up and manage audio conferences for improved information sharing and faster team-based decision-making
 - * (Requires Avaya IP Office Preferred Edition)



Teleworker*

Delivers ability to work from home or alternative location

- Turn any phone into your office phone from a PC with internet access.
- Availability indicators make collaboration easier for geographically remote
- Increase productivity by reducing or eliminating travel time.
- PC-based telephony, point-to-point video speeds up work processes, improves communication and reduces call costs when travelling abroad.
- Save costs of office rental and furnishing.
- * (Requires Avaya IP Office Preferred Edition)



Power User_{*}

Delivers ability to work from anywhere

- Includes all of the features from Office Worker, Mobile Worker and Teleworker.
- Single numbering ensures highest availability for customers and employees alike. (One
- Just a laptop, Internet connection and a headset are required to create an office wherever your employees are.
 - * (Requires Avaya IP Office Preferred Edition)



Receptionist

Delivers professional call handling, even at peak periods

- Fast call processing, including during periods of large call volumes, with intuitive PC user interface and system status indicators for all employees in the network.
- Centralized call management for all sites, receive and route calls throughout
- One receptionist can act for several companies or sites, helping reduce costs.



Customer Service Agent*

Delivers ability to efficiently and effectively service customer calls

- Better availability of customer service information.
- Better time management improves employee satisfaction.
- Agents can visualise their own performance through a browser-based client.
- * Requires Avaya IP Office Advanced Edition.



Supervisor_{*}

Delivers ability to track, measure and create custom reports on customer service & agent productivity

- Perfect control thanks to intuitive and easy-to-use browser interface.
- Save time creating reports drag and drop reporting with built-in templates
- Optimised scheduling of employees' time by analysing reports.
- Requires Avaya IP Office Advanced Edition (includes 1 Supervisor). Additional Supervisor & Agent licences must be ordered separately.

- Unified Messaging
 _{TM} Portal for IP Office
- one-X excluding telecommuter function)

- one-X ™ Mobile Pr
- Text-to-speech

Includes:

- one-XTM
- Portal for IPOffice
- Video softphone
- Unified Messaging
- Remote Worker
- VPN Phone

Includes:

- one-X^{IM} Mobile Preferred
- one-X[™] Portal for IP Office
- Unified Messaging
- Text-to-speech
- Video softphone
- Remote Worker VPN Phone

Includes:

SoftConsole

Includes:

Customer Call Reporter Agent (CCR)

Includes:

 Customer Call Reporter Supervisor (CCR)



IP Office system components

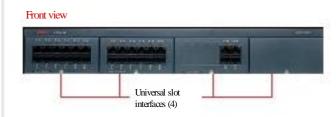
IP Office server and telephones

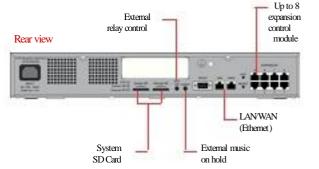
Features and applications



IP Office Platform Options

Control Unit





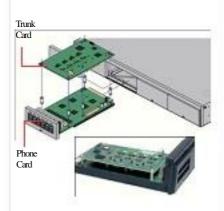
IP OFFICE 500v2

The IP Office 500v2 Communications Solution supports up to 384 telephones and 8 T1/E1 trunks. Avaya IP Office provides full voice functionality with a wide range of features. IP Office can be configured as a traditional PBX and used as a traditional telephone system with call routing or can be configured as an IP telephony server.

Specifications:

- Supports up to 384 extensions (digital, IP & analogue)
- Trunk interface 204 Analogue trunks, 8 PRI trunks (240 channels), 16 BRI trunks (32 channels), 128 SIP trunks voice
- 2 x 64 participant conferences, Meet-Me Conferencing
- Supports up to 1000 employees across 32 locations

Expansion cards



The IP Office 500 Control unit has 4 slots for the insertion of phone and trunk cards.

Phone cards:

The following phone cards are available

- 8 port digital phone card (maximum of 3)
- 32 channel VCM card (maximum of 2)
- 64 channel VCM card (maximum of 2)
- 2 port analogue phone card (maximum of 4)
- 8 port analogue phone card (maximum of 4)

Trunk cards:

The following trunk cards are available:

- 4 port analogue trunk card (maximum of 4)
- 2 or 4 port BRI trunk card (maximum of 4)
- 1 or 2 port PRI trunk card (maximum of 4)

Combination cards: (maximum of 2)

Combination cards are available with:

- 1) 6 digital and 2 analogue telephones, and 4 analogue trunks and 10 VCM channels
- 2) 6 digital and 2 analogue telephones, and 2 port BRI trunk card and 10 VCM

4 port expansion card:

(maximum of 1) For connection of 4 additional expansion modules Avaya IP Office C110 Unified Communications Module

Avaya IP Office C110 Unified Communications Module:

- A n integrated processor server running Linux OS.
- Comes preloaded with Preferred Edition, one-X Portal and IM/Mobility server software images.
- · Simplifies deployments by providing an integrated server option for supporting and maintaining IP Office applications
- Linux-based server means customer avoids paying for Microsoft Server licences

Expansion modules



External expansion module options:

- IP500 analogue phone expansion module with 16 or 30 extensions
- IP500 digital phone expansion module with 16 or 30 extensions

Supported telephones

IP Telephones





9600 series

All phones offers high-quality audio and support VPN software for remote working.

9620 L /C: 12 lines, backlit display, 4 soft keys, 3 programmable multifunctional keys with LFDs, Energy-saving PoE Class 1Built-in speakerphone integrated loud speaker and call log up to 100 calls

9630 G, 9640: 320x240 pixel large display, 4 soft keys, 6 programmable multifunctional keys with LFDs, both support of mobility applications, 9640 offers colour display. Both phones support up to 3 SBM24.

9650 / 9650 C: The 9650C is for receptionists and contact centre agents—anyone who manages large call volumes—and delivers advanced capabilities like built-in button functions for one-touch access to bridges and feature keys. Up to 3 SBM 24 are supported and 9650C has a 3,1 x 2,3 Inch VGA colour display.

1600 series

1608: Backlit display, 2 rows of 16 characters, 3 programmable feature keys with red/green LEDs that give the user easy to read status information.

1603 SW: As 1603, but also has a second 10/100 Ethernet port and an integrated switch.

1608: 8 programmable feature keys with red/green LEDs, integrated headset interface, 3 rows of 24 characters.

1616: 16 programmable feature keys,

BM32 port, integrated headset interface, 3 rows of 24 characters.

Digital telephones







BM12

9500 series

95048: Backlit graphical display, 4/8 programmable call appearance or feature keys with red/green LHDs usable in three states, headset socket and hands-free features. Model 9508 supports the BM12 expansion module.







1400 series

The Avaya 1400 range of phones is aimed at companies that want a simple, inexpensive communications solution for their digital network. Backlit displays, programmable keys with dual-state LEDs (red & green) for easy to read status information. Model 1416 supports the DBM32 expansion module.

Conference telephones







B149 B159

B179

B100 series

All of the Avaya B100 conference telephones support OmniSound® 2.0 technology, provide telephone directory and SD-card call recording features, and a conference guide.

B149: Analogue, medium-sized conference rooms <10 participants.

B159: Analogue, GSM, mini USB for VoIP, larger conference rooms >10 participants, wireless headset port.

B179: SIP, PoE, large conference rooms >10 participants, wireless headset port, web interface. (requires Avaya IP end-point license)

Cordless telephones

IP DECT radio cells







3720/3725



3740/3749

IPDECT-DECTR4

In addition to the convertional handsets 3720 and 3725, the product range is complemented by the new IP65-compatible models 3740/49. All handsets have a local telephone directory with up to 250 entries.

3720: Monochrome display with white backlight, 16 hrs call time, 180 hrs standby.

3725: Colourdisplay, 16 hrs call time, 180 hrs standby, Bluetooth, SMS.

3740: Monochiome display with white backlight, 16 hrs call time, 180 hrs standby, graphical user interface, IP 65 water and dust resistant, shock resistant to IEC68-2-32.

3749: As 3740 with backlit colour display, Bluetooth for headsets, position sensor, integrates with alarm systems, water and dust resistant to ATEX and IECEX.

Gas: II 2G EEx ib IICT4 Dust: II 3D Ex ibD 22

WLAN radio cells



Voice Priority Processor



3641



3645

WLAN telephony

Models 3641 and 3645 are pure wirdess telephones that support 802.11a wirdess networks. The 802.11a standardis suitable for networks in which a large number of users wish to transmit voice data wirelessly. These telephones also support 802.11b g, are water and dust resistant, have large displays and easy-to-use interfaces, and come with a variety of battery sizes. The 3641 and the 3645 use the same

easy-to-use interfaces, and come with a variety of battery sizes. The 3641 and the 3645 use the same Avaya Voice Priority processor and Open Application Interface. For integration into your existing voice ready enterprise wireless network.

Other telephones



IP Office Video Softphone



One-XTMMobile Essential Edition



One-X [®] Mobile Preferred for IP Office

Video softphone/Mobile Clients

The IP Office video softphone allows users of PCs or Laptops equipped with USB webcans to communicate with audio and video (raquires Teleworker or Power User license).

The one-X® Mobile Essential Edition integrates mobile users into the IP Office System and offer a simple GUI interface. (Available to all users with Essential Edition)

The one X® Mobile Preferred Edition for smartphones provides a rich Unified Communications experience with IMPresence, visual voicernail and click-to-conference (Requires Teleworker or Power User license. Sup-ported on Android mobiles now with support on iPhone planned).

3rd party SIP phones

IP Office supports a range of 3rd party SIP phones, such as Polycom, Grandstream, Nokia SIP Client, etc (requires 3rd party IP endpoint license).



IP Office Features and Applications

Mobility

Mobile Twinning

This is a typical application for customer-facing staff who have an office with a telephone extension, but are often out on the road. The employee only needs to provide his customers with his office extension number. Calls are indicated in the office and on his mobile or DECT telephone. Mobile telephones can also be defined as twinning destinations when deskphones are not logged in (e.g. virtual extensions). Calls can even seamlessly be transferred from desktop phone to mobile and vice-versa.

Mobile Call Control

This application allows a mobile user to accept a twinning call on a mobile device, use DTMF codes to hold the call and use the features of IP Office just like any other IP Office user.

one-X® Mobile Essential Edition

Avaya one-X ® Mobile Essential Edition allows a one-number service for both incoming and outgoing call and provides an easy-to-use graphical interface for call control. IP Office supports —Single Model mobile clients, including selected Nokia/Symbian, Apple iPhone OS Client and Windows Mobile 5 & 6 handsets.

one-X® Mobile Preferred Edition

Avaya one-X ® Mobile Preferred Edition provides a rich user interface and makes use of the advanced capabilities available on smartphones like speech recognition to issue audible commands and streaming audio for visual voicemail. Unified communications features like Presence, Instant Messaging are provided along with click-to-conference and visual voicemail capabilities., IP Office supports this rich mobile client on Android mobiles (Apple iPhone support is also planned). Android home screen widget provides updates on events of interest like outstanding IM messages, newly deposited voicemail messages and conference participants' entry/exit.

Avaya one-X® Portal

one-X ® Portal for IP Office is an application that lets users control their telephones from a networked PC. one-X ® Portal for IP Office is a browser-based server solution and allows users to access telephony functions such as call management, conferences, speed dial, call logs, telephone directories, voicemail, instant messaging and federated presence with Google Talk and Microsoft OCS, Microsoft Exchange calendar integration. Addition of 3rd party gadgets to provide customised user productivity enhancements is also supported. one-X ® Portal can be used with all IP Office phone interfaces (analogue, digital, IP, wireless).

A one-X $^{\circ}$ Portal Microsoft Outlook Plug-in is available. This provides federated Presence, click-to-call, call logs as well as alerts for incoming calls with options to accept or reject and visual voicemail all of which greatly improves user productivity.

one-X $\,^{\circ}$ Portal integration with Salesforce enables Salesforce users to control their calls from within Salesforce itself through their preferred phone on IP Office.

Text-to-speech

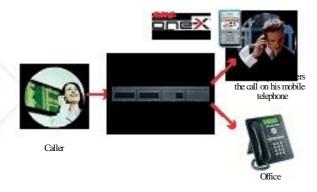
Text-to-speech allows emails to be read over the telephone or lets callers access database information in different languages.

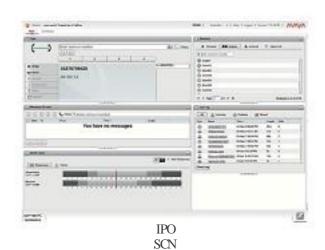
Video softphone

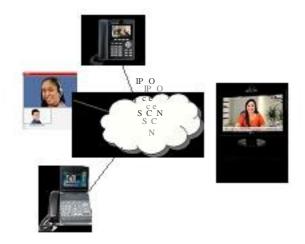
Users can use a USB webcam connected to a PC to make video calls using the video softphone.

Avaya Video Conferencing Solution

Straightforward, cost-effective and flexible video-conferencing solutions, from single-seat to systems for larger conference rooms with several monitors, point-to-point and point-to-multi point connections. AVCS is designed for operation in the IP Office with up to 4 participants, and in the entire SCN network with up to 32 locations. The benefits for customers are clear to see, with immediate reduction in travel expenses by reducing the cost of business travel, business processes and decision-making allowing sales to be expedited as the time needed for travel is eliminated.







all Reporter (CCR) Call Center

IP Office Customer Call Reporter is a server-based Contact-Center solution specifically developed for small companies. CCR is completely web-based and can very easily be installed on a server without the need for

- Browser-based tool for managing and controlling customer service levels.
- Track and record agent and supervisor workload.
- Create real-time and historical reports in a variety of formats.

 Target segment: small companies with fewer than 30 agents.
- Wall-board can be modified according to customer requirements.
- Report Scheduler. built-in templates & custom reports.



ony Integration (CTI)

your PC shows who is calling.

Computer Telephony Integration (CTI) is the missing link between your communications system and your IP Office supports the open CTI standards. This means that a wide range of third-party solutions can gain access to IP Office. For example, vertical solutions that help you meet industry

IP Office offers 2 CII solutions:

CTI Link Lite-Free, supports all required functions for a range of applications, including screenpopping and many third-party products.

CTI Link Pro - Supports advanced features including the option to control several telephones and access to call centre operations.

Console for Receptionist

tConsole is the PC-based Windows Operator Console for IP Office aimed at receptionists. O ave to handle hundreds of calls every day. This call management application is therefore extr efficient, and absolutely vital. Incoming calls are shown on the screen along with the status of and transferred calls

Receptionists can easily see which parties are busy, available or not at their desk. That allows them to route calls quickly and effectively. SoftConsole can be minimized when not in use, but will pop up on the screen when a call is received.



Unified Messaging

Part of Office Worker, Teleworker & Power User, the Unified Messaging Service (UMS) allows users to synchronise email and voicemail between the VoiceMail Pro Server and email clients.

Email applications such as Outlook, which support IMAP, can connect to the IMAP server on which the VoiceMail Pro server is running. When a voicemail is received by the email client as a .WAV attachment, it is handled like every other email. Once the voicemail message has been heard, its status is set to read. When it is deleted, it is removed from the VoiceMail Pro server too. This synchronization through IMAP improves employee productivity and increases customer service.

Remote Worker and VPN phone

Either the Remote Worker (NAT Traversal) feature or the VPN phone can be used for remote working / home-working. The Remote Worker functionality allows a remote IP phone to connect to the IP Office over the public internet without requiring any special equipment other than a standard broadband connection.

A VPN phone is an IP phone with VPN software built-in, allowing secure remote IP phone connection to the IP Office. For the VPN phone connection a VPN router/gateway is required at the IP Office site.

Essential Edition delivers 2 Remote Worker licenses, additional Remote Worker licenses as well as VPN phone licenses are part of the Teleworker and Power User packages.



Features and applications

IP Office Features and Applications

Continued...

Hot-desking

Hot-desking allows a number of users to share the same extension. Users log in with their own identity, and thus receive only their calls, their voicemail and other personal features.

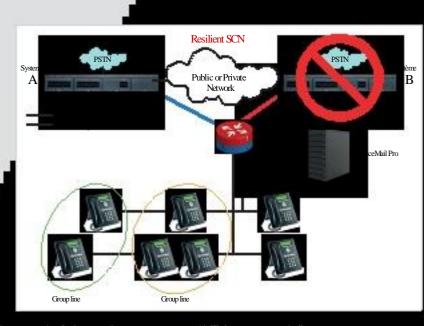
This allows staff such as sales personnel who are in the office only occasionally to use the telephones and voicemail features without needing their own physical telephone. Once they have finished work, they simply log off from the phone, freeing it up for the next employee. Logging on in one location automatically logs an employee off in the previous location.

Multisite option

IP Office is ideal for any company with multiple locations. Connect up to 32 sites and have all the IP Office systems communicate seamlessly.

The following additional features are available:

- Presence / Busy Lamp Field across the Network
- \bullet Camp on
- Call-back when free
- Paging
- Call Pickup
- Centralized and personal/system directories
- Centralized call log
- Centralized and/or distributed voicemail
- Absent text messages
- SCN channel optimization
- Distributed hunt group
- Remote hot-desking
- Breakout dialing



For businesses with more than one location, TP Office can deliver continuous operation. In the event of a power outage, users with IP phones can automatically failover to another location, retaining full communications capabilities. The voicemail system can also have redundancy built in, so that a backup solution is always available.

Conferencing applications

Avaya IP Office comes with two built-in 64-party conference bridges to help small businesses collaborate seamlessly and cost-effectively. Businesses currently spending on conference calls with a service provider can reduce or eliminate those costs entirely. IP Office Conferencing employs easy-to-use conference control features to help keep people connected and making decisions faster.

Conference participants can be on-site personnel as well as external parties whether field-based engineers, sales staff on the road, customers or suppliers.

Conference calls can be planned in advance or established ad-hoc as and when required. Meet-me conferencing, allowing participants to dial into the conference themselves using a security code, is provided with Preferred Edition. The conference host can view, mute or drop the participants as well as record/lock the conference using his Avaya display phone, one-X Portal and/or the one-X Mobile Preferred client.

> IP Office Code Listing

Order Code	Group	Description
700429194	P500 Hardware.	IP Office IP500 Blanking Plate Kit
700472889	P500 Hardware.	IP Office IP500 Expansion Card 4 Port
700449473	P500 Hardware.	IP Office IP500 Expansion Module Analog Trunk 16
700449499	P500 Hardware.	IP Office IP500 Expansion Module Digital Station 16
700426216	P500 Hardware.	IP Office IP500 Expansion Module Digital Station 30
700500699	P500 Hardware.	IP Office IP500 Expansion Module Ds16A Digital Station Rj21
700500698	P500 Hardware.	IP Office IP500 Expansion Module Ds30A Digital Station Rj21
700449507	P500 Hardware.	IP Office IP500 Expansion Module Phone 16
700426224	P500 Hardware.	IP Office IP500 Expansion Module Phone 30
700417330	P500 Hardware.	IP Office IP500 Extension Card Digital Station 8
	P500 Hardware.	IP Office IP500 Extension Card Phone 2
	P500 Hardware.	IP Office IP500 Extension Card Phone 8
	P500 Hardware.	IP Office IP500 Extension Card Tcm-8 Digital Station 8
	P500 Hardware.	IP Office IP500 Legacy Card Carrier
	P500 Hardware.	IP Office IP500 Media Card Voice Coding Module 32
700417397	P500 Hardware.	IP Office IP500 Media Card Voice Coding Module 64
	P500 Hardware.	IP Office IP500 Rack Mounting Kit
	P500 Hardware.	IP Office IP500 Trunk Card Analog 4 Universal
	P500 Hardware.	IP Office IP500 Trunk Card Basic Rate 4 Universal
1.0	P500 Hardware.	IP Office IP500 Trunk Card Basic Rate 8 Universal
	P500 Hardware.	IP Office IP500 Trunk Card Primary Rate Universal Dual
	P500 Hardware.	IP Office IP500 Trunk Card Primary Rate Universal Single
	P500 Hardware.	IP Office IP500 V2 System Sd Card A Law
	P500 Hardware.	IP Office IP500 V2 System Sd Card Mu Law
	P500 Hardware.	IP Office IP500 Version 2 Combination Card Atm
12.	P500 Hardware.	IP Office IP500 Version 2 Combination Card Bri
20	P500 Hardware.	IP Office IP500 Version 2 Control Unit
	P500 Hardware.	IP Office IP500 Version 2 Demo Kit International
	P500 Hardware.	IP Office IP500 Wall Mounting Kit
20	P500 Hardware.	IP Office IP500 Wall Mounting Kit V2
	Cables and Miscellaneous.	IP Office Barrier Box 1U Panel
	Cables and Miscellaneous.	IP Office Cableexp Rj45 And Rj45 1M Blue
	Cables and Miscellaneous.	IP Office Cableison Rj45 And Rj45 3M Red
	Cables and Miscellaneous.	IP Office Cablelan Ri45 And Ri45 3M Grey
	Cables and Miscellaneous.	IP Office Dvd Text To Speech Set
V.	Cables and Miscellaneous.	IP Office Expansion Cable Rj45 And Rj45 2M Yellow
	Cables and Miscellaneous.	IP Office IP500 Basic Rate S0 Converter Cable
· X	Cables and Miscellaneous.	IPo 24 Pr/Sngl Pr Rj45 Adptr
	Power.	1151C1 Dcp Phone Power Unit With Cat5 Cable
	Power.	1151C2 Dcp Phone Power Unit With Battery Cat5 Cable
	Power.	1151D1 Terminal Power Supply With Cat5 Cable For IP Phones
700101007	OVG.	1151D2 Terminal Power Supply With Battery And Cat5 Cable For
700434905	Power.	IP Phones
	Power.	Awts 364X Avpp/Appl Interface Gateway Power Supply Global
1	Power.	Awts 364X Quad Charger Power Supply Global
	Power.	Awts 364X Single/Dual-Slot Desktop Charger Power Supply Global
	Power.	IP Office Power Lead (Earthed) European Cee7
	Power.	IP Office Spare Power Supply (Earthed)
	Power.	Poe Power Adapter For 1603 IP Phone
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Order Code	Group	Description
700451255	Power.	Power Adapter For 1600 IP Phones 5V Eu
407786623	Power.	Pwr Cord Europe
700502693	Release 8.0.	IP Office R8+ Tts Pro Dvd Set
700502043	Release 8.0.	IPo R8.0 Appl Srvr Dvd
700502044	Release 8.0.	IPo R8.0 Prefrd Edition Processor
700502042	Release 8.0.	IPo R8.0 User/Admin Set Dvd
268843	Release 8.0.	IP Office R8+ Bt Race Lic:Ds
269480	Release 8.0.	IPo Lic Prefrd R8+ Vm Pro Rfa Lic:Ds
267792	Release 8.0.	IPo Lic Upg R8.0
267785	Release 8.0.	IPo Lic Upg R8.0 Sml
267786	Release 8.0.	IPo R8+ Essntl Edition+ Lic
267802	Release 8.0.	IPo R8+ Mobile To Pwr User Upg 5
267803	Release 8.0.	IPo R8+ Off Worker To Pwr User Upg5
	Productivity Products\Mobile	7
229434	Worker - Teleworker.	IP Office License Release 6+ Mobile Worker 1
	Productivity Products\Mobile	IDOW 1: DI O MILL W 1 00
229436	Worker - Teleworker.	IP Office License Release 6+ Mobile Worker 20
220435	Productivity Products\Mobile Worker - Teleworker.	IP Office License Release 6+ Mobile Worker 5
229+33	Productivity Products\Mobile	II Office Licel be Nacase of Madrie Worker 3
229437	Worker - Teleworker.	IP Office License Release 6+ Mobile Worker 5 Trial
	Productivity Products\Mobile	
229438	Worker - Téleworker.	IP Office License Release 6+ Office Worker 1
	Productivity Products\Mobile	
229440	Worker - Teleworker.	IP Office License Release 6+ Office Worker 20
200420	Productivity Products Mobile	ID Office License Delegas Gr. Office Worker F
229439	Worker - Teleworker. Productivity Products\Vobile	IP Office License Release 6+ Office Worker 5
229441	Worker - Teleworker.	IP Office License Release 6+ Office Worker 5 Trial
	Productivity Products\Mobile	
229426	Worker - Téleworker.	IP Office License Release 6+ Power User 1
*	Productivity Products\Mobile	
229428	Worker - Teleworker.	IP Office License Release 6+ Power User 20
220427	Productivity Products Mobile	IP Office License Release 6+ Power User 5
229421	Worker - Teleworker. Productivity Products\Wobile	IP Office Licer se release of Power User 3
229429	Worker - Teleworker.	IP Office License Release 6+ Power User 5 Trial
220120	Productivity Products\Mobile	in Cines 255.55 (Green's Francisco Co. Fortis Co. Co. Fortis Co.
229430	Worker - Teleworker.	IP Office License Release 6+ Teleworker 1
	Productivity Products\Mobile	
229432	Worker - Teleworker.	IP Office License Release 6+ Teleworker 20
200404	Productivity Products Mobile	IP Office License Release 6+ Teleworker 5
229431	Worker - Teleworker. Productivity Products\Mobile	IF OIIICE LICEI BE MELEASE OF TELEWORKEI 3
229433	Worker - Teleworker.	IP Office License Release 6+ Teleworker 5 Trial
225700	Productivity	III CIIICC ECCI DO I GICAGO CI TOICHICH CI III C
I	Products\Softconsole-	
171987	Receptionist.	IP Office License Receptionist Rfa 1 Lic Cu
	Productivity	
400700	Products\Softconsole-	ID Office License Deconfigured Die 4 Triel Licens
	Receptionist.	IP Office License Receptionist Rfa 1 Trial License
	Customer Call Reporter.	IP Office Ccc To Customer Call Reporter Upgrade License
	Customer Call Reporter.	IP Office License Contactstore Rfa Lic Ds
	Customer Call Reporter.	IP Office License Customer Service Agent Rfa 1 Lic Cu
	Customer Call Reporter. Customer Call Reporter.	IP Office License Customer Service Agent Rfa 20 Lic Cu
21/001		IP Office License Customer Service Agent Rfa 5 Lic Cu

Order Code	Group	Description
229442	Customer Call Reporter.	IP Office License Release 6+ Customer Service Spv 1
	Customer Call Reporter.	IP Office License Release 6+ Customer Service Spv 1 Trial
	Operating Licenses.	IP Office License Advanced Networking Lic Ds
	Operating Licenses.	IP Office License IP500 Uni Pri Add 2 E1 Channels Lic Cu
	Operating Licenses.	IP Office License IP500 Uni Pri Add 2 E1R2 Channels Lic Cu
	Operating Licenses.	IP Office License IP500 Uni Pri Add 22 E1 Channels Lic Cu
	Operating Licenses.	IP Office License IP500 Uni Pri Add 22 E1R2 Channels Lic Cu
	Operating Licenses.	IP Office License IP500 Uni Pri Add 8 E1 Channels Lic Cu
	Operating Licenses.	IP Office License IP500 Uni Pri Add 8 E1R2 Channels Lic Cu
	Operating Licenses.	IP Office License IP500 Vcm License 4 Channels Lic Cu
	Operating Licenses.	IP Office License IP500 Voice Networking Add 4 Lic Cu
	Operating Licenses.	IP Office License IPsec Vpn Rfa Lic Ds
	Operating Licenses.	IP Office License Release 6+ Avaya IP Endpoint 1
	Operating Licenses.	IP Office License Release 6+ Avaya IP Endpoint 20
	Operating Licenses.	IP Office License Release 6+ Avaya IP Endpoint 5
	Operating Licenses.	IP Office License SIP Trunk Rfa 1 Lic Cu
	Operating Licenses.	IP Office License SIP Trunk Rfa 10 Lic Cu
	Operating Licenses.	IP Office License SIP Trunk Rfa 20 Lic Cu
	Operating Licenses.	IP Office License SIP Trunk Rfa 5 Lic Cu
	Third Party Licenses.	IP Office Licence 3Rd Party IP Endpoint 1 Lic Cu
	Third Party Licenses.	IP Office Licence 3Rd Party IP Endpoint 10 Lic Cu
	Third Party Licenses.	IP Office Licence 3Rd Party IP Endpoint 20 Lic Cu
	Third Party Licenses.	IP Office Licence 3Rd Party IP Endpoint 5 Lic Cu
	Third Party Licenses.	IP Office Licence 3Rd Party IP Endpoint 50 Lic Cu
	Third Party Licenses.	IP Office License 3Rd Party Tts Support Rfa Lic Cu
102303	Voice Messaging	ir Oilice dealse siturally its supportiva de ou
700343460	Pro\Hardware.	IP Office Essential Edition Embedded Messaging Media Card
	Voice Messaging	
177467	Pro\Software.	IP Office License Acm Central Vm Lic Ds
9	Voice Messaging	
182299	Pro\Software.	IP Office License Avaya Tts Rfa 1 Lic Cu
400007	Voice Messaging	ID Office License Neturnland Managerica Dfe Lie De
182297	Pro\Software.	IP Office License Networked Messaging Rfa Lic Ds
171991	Voice Messaging Pro\Software.	IP Office License Preferred (Voice Mail Pro) Rfa Lic Ds
17 1991	Voice Messaging	ii Olioc Boorbe Fractica (Voice Wait Fro) Na Be 25
189782	Pro\Software.	IP Office License Preferred (Voice Mail Pro) Rfa Trial License
00.02	Voice Messaging	
229423	Pro\Software.	IP Office License Release 6 Essential Edition Add 2 Channels
	Voice Messaging	ID Off Live Delivery 1 To 1
229424	Pro\Software.	IP Office License Release 6+ Advanced Edition
047000	Voice Messaging	IP Office License Voice Mail Pro Unified Messaging Service 1 User
217880	Pro\Software.	0 0
217883	Voice Messaging Pro\Software.	IP Office License Voice Mail Pro Unified Messaging Service 20 User
21700	Voice Messaging	
217881	Pro\Software.	IP Office License Voice Mail Pro Unified Messaging Service 5 User
	Voice Messaging	
174462	Pro\Software.	IP Office License Voicemail Pro Rfa 16 Lic Cu
	Voice Messaging	ID 0// 11
174459	Pro\Software.	IP Office License Voicemail Pro Rfa 2 Lic Cu
174460	Voice Messaging	IP Office License Voicemail Pro Rfa 4 Lic Cu
1/4400	Pro\Software. Voice Messaging	II Office Decide voice tall FIU Na 4 De Ou
174461	Pro\Software.	IP Office License Voicemail Pro Rfa 8 Lic Cu
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Order Code	Group	Description
	Phone Manager	
700411184	Pro\Software.	IP Office Phone Status Software
	Phone Manager	
171992	Pro\Software.	IP Office License Phone Manager Pc Softphone Rfa 1 Lic Cu
4	Phone Manager	ID Off Live District
177468	Pro\Software.	IP Office License Phone Manager Pro Rfa 1 Lic Cu
171988	Computer Telephony Integration\Software.	IP Office License Cti Rfa Lic Ds
17 1900	Computer Telephony	IF Office Deerse of Na De Ds
177466	Integration\Software.	IP Office License Tapi Wav Rfa 4 Lic Cu
	Trial Licenses.	IP Office License Cti Rfa Trial Lic:Ds
205821	Trial Licenses.	IP Office License Advanced Networking Try And Buy Lic Ds
229425	Trial Licenses.	IP Office License Release 6+ Advanced Edition Trial
229449	Trial Licenses.	IP Office License Release 6+ Avaya IP Endpoint 5 Trial
205820	Trial Licenses.	IP Office License SIP Trunking Try And Buy Rfa 1 Lic Cu
189786	Trial Licenses.	IP Office License Trial Acm Central Vm Lic Ds
189778	Trial Licenses.	IP Office Trial Avaya Tts Rfa 1 Lic Cu
227040	Trial Licenses.	IP Office Licence 3Rd Party IP Endpoint 5 Trial
189781	Trial Licenses.	IP Office Trial 3Rd Party Tts Rfa Lic Cu
189776	Trial Licenses.	IP Office Trial Networked Messaging Rfa Lic Ds
217890	Trial Licenses.	IP Office Trial Unified Messaging Service 10 Users
700469927	Telsets and Accessories.	1403 Telset For IP Office
700469851	Telsets and Accessories.	1408 Telset For Cm And IP Office And Integral Enterprise Upn
700469869	Telsets and Accessories.	1416 Telset For Cm And IP Office And Integral Enterprise Upn
700500206	Telsets and Accessories.	9504 Telset For IP Office
700500207	Telsets and Accessories.	9508 Telset For IP Office
700415573	Telsets and Accessories.	IP Phone 1600Series 32 Button Module Black
700476849	Telsets and Accessories.	IP Phone 1603 I Black
700458524	Telsets and Accessories.	IP Phone 1603Sw I Black
700458532	Telsets and Accessories.	IP Phone 1608 I Black
700458540	elsets and Accessories.	IP Phone 1616 I Black
700461205	Telsets and Accessories.	IP Phone 9620 Color With Charcoal Grey Faceplate
700461197	elsets and Accessories.	IP Phone 9620 Lite With Charcoal Grey Faceplate
700405673	Telsets and Accessories.	IP Phone 9630G Gry 9630Gd01A
700383920	elsets and Accessories.	IP Phone 9640 Gry 9640D01A
700419195	Telsets and Accessories.	IP Phone 9640G Charcoal Gray
700461213	Telsets and Accessories.	IP Phone 9650 Color With Charcoal Grey Faceplate
700383938	Telsets and Accessories.	IP Phone 9650 Gry 9650D01A
700469968	Telsets and Accessories.	Button Module Dbm32 For 1400 Series
700480643	Telsets and Accessories.	Button Module 12 Button
700500727	Telsets and Accessories.	Button Module 12 Replacement Stand
700462518	Telsets and Accessories.	IP Phone Button Module For 9600 Series Models Grey
700500907	elsets and Accessories.	9601 Wall Mount
700383375	elsets and Accessories.	9620/08/11 Wall Mount
700 10		Ak1G 2001 Replacement Handset For N5 Sn 24 And 46 And 54
700465750	Telsets and Accessories.	And 56Xx Sets
700385495	elsets and Accessories.	IP Office Phone Barrier Box (101V)
700500869	elsets and Accessories.	IP Phone 9601 Replacement Stand
700500725	elsets and Accessories.	IP Phone Single Port Power Over Ethernet Injector Sppoe-1A
700383326	Telsets and Accessories.	S Series Replacement Line Cord
700501533	Conterence Phones and Accessories.	Avaya B149 Analog Conference Phone
700501530	Conference Phones and Accessories.	Avaya B159 Analog Conference Phone

Order Code	Group	Description
	Conference Phones and	
700501532	Accessories.	Avaya B179 SIP Conference Phone
	Conference Phones and	Š
700501534	Accessories.	Avaya B100 Series Ac 100-240V/14 Dc Power Adapter
700504500	Conference Phones and	A reside D400 Ordina Oraforna a Phone Well Manufact Devolution
700501536	Accessories.	Avaya B100 Series Conference Phone Wall Mounting Bracket
700501541	Conference Phones and Accessories.	Avaya B100 Series Dual Analog Line And Power Cable 7.5M
700001041	Conference Phones and	Avaya B100 Series Dual Analog Line And Power Extension Cable
700501543	Accessories.	7.5M
	Conference Phones and	
700501552	Accessories.	Avaya B100 Series Ethernet Network Cable 6.5M
	Conference Phones and	Avaya B100 Series Expansion Microphones 1Pr For Conference
700501539	Accessories.	Phone
	Conference Phones and	Avaya B100 Series Interface Box W/Sftw For Auditorium Pa
700501537	Accessories.	System
700501520	Conference Phones and Accessories.	Avaya B100 Series Memory Card 2Gb
700001000	Conference Phones and	Avaya B100 Series Mobile Phone Cable For DECT/GSW/2.5Mm
700501548	Accessories.	1.5M
700001040	Conference Phones and	1.GIVI
700501549	Accessories.	Avaya B100 Series Mobile Phone Cable For GSM Htc Usb 1.5M
	Conference Phones and	Avaya B100 Series Mobile Phone Cable For GSM IPhone 4/3Gs
700501553	Accessories.	1.5M
	Conference Phones and	Avaya B100 Series Mobile Phone Cable For GSM Nokia 2.5Mm
700501547	Accessories.	1.5M
	Conference Phones and	(
700501546	Accessories.	Avaya B100 Series Mobile Phone Cable For GSM Nokia N95 1.5M
700501545	Conference Phones and	Avaya B100 Series Mobile Phone Cable For GSM Sony Ericsson 1.5M
700501545	Accessories. Conterence Phones and	Avaya B100 Series Power Cable Connection 7.5M Lija-5320 Class
700501551		Avaya B100 Series Fower Cable Confilection 7.5W Elja-5520 Class
700001001	Conference Phones and	
700501542	Accessories.	Avaya B100 Series Power Extension Cable 7.5M
	Conference Phones and	· ·
700501540	Accessories.	Avaya B100 Series Security Lock And Cable For Conf Phone
	Conference Phones and	
700501544	Accessories.	Avaya B100 Series Usb Cbl 1.5M
700504554	Conference Phones and	A P400 0 : 1/1 0 4 0 6 0 11 4 514
	Accessories.	Avaya B100 Series Video Systems Connection Cable 1.5M
700466105		DECT 3720 Handset
700466139		DECT 3725 Handset
700479454	D. B.	DECT 3740 Handset
700479462	•	DECT 3749 Handset
700501829		DECT 3720 Battery Cover
700466683	5	DECT 3720 Handset Battery Pack
700466691		DECT 3725 Handset Battery Pack
700501830	III	DECT 3725 Std Belt CIIP
700471592		DECT 372X Spare Headset Plug 5 Pack
700500841		DECT 3740 Handset Battery Pack
700500843	1.0	DECT 3749 Battery Pack Opener
700500842		DECT 3749 Handset Battery Pack
700479488	A Part of the Control	DECT 374X Handset Advanced Charger Kit European
700479553	DECT.	DECT 374X Handset Basic Belt CIIP
700479470	DECT.	DECT 374X Handset Basic Charger Kit Eu
700479561	IDECT.	DECT 374X Handset Swivel Belt CIIP

Order Code	Group	Description
700479538	DECT.	DECT 374X Headset Adapter Industry And Atex
700500879	DECT.	DECT 374X Headset Adapter Qd
700479520	DECT.	DECT 374X Headset Industry
700479512	DECT.	DECT 374X Headset Microphone On Boom
700479504	DECT.	DECT 374X MultIPle Battery Charger Kit
700479496	DECT.	DECT 37Xx Handset Rackmount Charger Kit
700466568	DECT.	DECT Handset 3720 Basic Belt CIIP
700466337	DECT.	DECT Handset 3725 Swivel Belt CIIP
	DECT.	DECT Handset Advanced Charger Kit European
	DECT.	DECT Handset Basic Charger Kit European
700471576		DECT Handset Leather Case 3720
700471584		DECT Handset Leather Case 3725
700479546		DECT Handset Leather Case 374X
700466311	DECT.	DECT Handset Rackmount Charger Kit
700480080		DECT IP Radio Base Station Compact 4 Channels IP Office
700466402		DECT IP Radio Base Station With External Antennae
700466394		DECT IP Radio Base Station With Internal Antennae
700502034	DECT.	DECT IP Rbs V2 Compact IPo
700502015	DECT.	DECT IP Rbs V2 W/Extl Antna
700502016	DECT.	DECT IP Rbs V2 W/Int Antna
700501996	DECT.	DECT Isdn Base Sta Extl Antna
700501994	DECT.	DECT Ison Base Sta Std
700466329	рест.	DECT MultIPle Battery Charger Kit
700466071	DECT.	DECT Radio Base Station Bracket Kit 10 Pack
700466535	DECT.	DECT Radio Base Station Directional Dual Antenna Kit
700466543	DECT.	DECT Radio Base Station Directional Single Antenna Kit
700466550	DECT.	DECT Radio Base Station Ormidirectional Single Antenna Kit
700501200	DECT.	DECT Radio Base Station Outdoor Housing V2
700466444	DECT.	DECT Radio Base Station Power Supply European
700466576		DECT Radio Base Station Standard Antenna Kit 10 Pack
700466410	•	DECT Rm627 Tdm Radio Base Station With Internal Antennae
700466428		DECT Rm637 Tdm Radio Base Station With External Antennae
700471568		DECT Sari Certificate
700501993		DECT IP DECT Gateway
700501480		DECT Aws2 Basic
700501481		DECT Aiws2 Basic+
700501484		DECT Aiws2 Entprs Mgmt
700501780		DECT Aiws2 Front Mntng Kit
700501483		DECT Aiws2 Oap
700501781		DECT Alws2 Reverse Mntng Kit
700501482		DECT Aiws2 Std
700501489		DECT Aiws2 Std Ar
700466493		DECT Avaya Inbuilding Wireless Server Basic
700477466	•	DECT Avaya Inbuilding Wireless Server Basic+
700471543		DECT Avaya Inbuilding Wireless Server Enterprise Management
700471535		DECT Avaya Inbuilding Wireless Server Open Application Protocol
700471550		DECT Avaya Inbuilding Wireless Server Spare Universal Psu
700471527		DECT Avaya Inbuilding Wireless Server Standard
700501218		DECT Site Survey Kit V2 Spr Battery
700501219		DECT Site Survey Kit V2 Spr Chrgr
700501216		DECT Site Survey Kit V2 W/Battery
700501217	PECT.	DECT Site Survey Kit V2 W/O Battery

Order Code	Group	Description
700471121	Wireless.	Avaya 3920 Wrls Phone
700471337	Wireless.	Avaya 3920 Wrls Phone And Repeater
700430408	Mreless.	Avaya Wireless 3641 Wireless Phone
700430416	Mreless.	Avaya Wireless 3645 Wireless Phone
700413131	Mreless.	Avaya Wireless 3626 Clothing CIIP Rohs
700430549	Mreless.	Avaya Wireless Carrying Case For 3641 With 3645 Rugged Holster
700430580	Wireless.	Avaya Wireless Coiled Lanyard With Clothing CIIP
700430572	Wreless.	Avaya Wireless Cord Lanyard With Quick Disconnect
700430432	Mreless.	Avaya Wireless Dual Charging Stand For 3641 And 3645
700430481	Mreless.	Avaya Wireless Handset Belt CIIP For 3641
700430507	Mreless.	Avaya Wireless Handset Belt CIIP For 3645
700430499	Mreless.	Avaya Wireless Handset Swivel Belt CIIP For 3641
700430515	Mreless.	Avaya Wireless Handset Swivel Belt CIIP For 3645
700430465	Mreless.	Avaya Wireless Li-Lon Battery Pack Extended For 3641 And 3645
700430457	Mreless.	Avaya Wireless Li-Lon Battery Pack Standard For 3641 And 3645
700430473	Wireless.	Avaya Wireless Li-Lon Battery Pack Ultra For 3641 And 3645
700430440	Mreless.	Avaya Wireless Quad Charger For 3641 And 3645
700412976	Mreless.	Avaya Wireless Rack Mount Kit Rohs
700430424	Mreless.	Avaya Wireless Single Charging Stand For 3641 And 3645
700 400 500	L	Avaya Wireless Swivel Carrying Case 3641 Black With Keypad
700430523	Mreless.	Cover
700430556	Wireless.	Avaya Wireless Swivel Carrying Case 3645 Black With Keypad Cover
700430622	Wireless.	Avaya Wireless Usb Cable For 3641 And 3645 Dual Charging Stand
700413107	Wireless.	Avaya Wireless Application Interface Gateway With 128 Ds Rohs
	Mreless.	Avaya Wireless Netlink Voice Priority Processor 10 Rohs
700413073	Mreless.	Avaya Wireless Netlink Voice Priority Server Rohs
700413172	Mreless.	Avaya Wireless Voice Priority Processor 20 Rohs
700500359	Video Systems	Avaya 1010 Video No China Jpn Rus
700500327	Video Systems and Accessories.	Avaya 1040 Video No China Jpn Rus
700500000	Video Systems and	Averya Video Conf Phono 1000
700500333	Accessories. Video Systems and	Avaya Video Conf Phone 1000
700500360	Accessories.	Avaya Cam 200&1010/20 Pw Sup No Ch Jp
10000000		II AVAVA CADITIZATA KITATA WA SADITIWA SATATA
		Avaya Carrizood 10 10/201 W Sup 140 Crisp
700500340	Video Systems and Accessories.	Avaya Camera 200 Cbl 7.5M/25Ft No Chin
	Video Systems and Accessories. Video Systems and	Avaya Camera200 Cbl 7.5M/25Ft No Chin
700500340 700500351	Video Systems and Accessories. Video Systems and Accessories.	
700500351	Video Systems and Accessories. Video Systems and Accessories. Video Systems and	Avaya Camera200 Cbl 7.5M/25Ft No Chin Avaya Vid Remote Contrl Blk Eng No China
700500351	Video Systems and Accessories. Video Systems and Accessories. Video Systems and Accessories.	Avaya Camera200 Cbl 7.5M/25Ft No Chin
700500351 700500355	Video Systems and Accessories. Video Systems and Accessories. Video Systems and Accessories. Video Systems and	Avaya Camera 200 Cbl 7.5 M/25 Ft No Chin Avaya Vid Remote Contrl Blk Eng No China Avaya Vid Sys Pwr Supp No China Jpn
700500351	Video Systems and Accessories. Video Systems and Accessories. Video Systems and Accessories.	Avaya Camera200 Cbl 7.5M/25Ft No Chin Avaya Vid Remote Contrl Blk Eng No China Avaya Vid Sys Pwr Supp No China Jpn Avaya Video Camera 200 No China Jpn
700500351 700500355	Video Systems and Accessories.	Avaya Camera 200 Cbl 7.5 M/25 Ft No Chin Avaya Vid Remote Contrl Blk Eng No China Avaya Vid Sys Pwr Supp No China Jpn
700500351 700500355 700500379 700500330	Video Systems and Accessories.	Avaya Camera 200 Cbl 7.5 M/25 Ft No Chin Avaya Vid Remote Contrl Blk Eng No China Avaya Vid Sys Pwr Supp No China Jpn Avaya Video Camera 200 No China Jpn Avaya Video Fixed Camera 100 No China
700500351 700500355 700500379	Video Systems and Accessories.	Avaya Camera200 Cbl 7.5M/25Ft No Chin Avaya Vid Remote Contrl Blk Eng No China Avaya Vid Sys Pwr Supp No China Jpn Avaya Video Camera 200 No China Jpn
700500351 700500355 700500379 700500330 700500337	Video Systems and Accessories.	Avaya Camera 200 Cbl 7.5M/25Ft No Chin Avaya Vid Remote Contrl Blk Eng No China Avaya Vid Sys Pwr Supp No China Jpn Avaya Video Camera 200 No China Jpn Avaya Video Fixed Camera 100 No China Avaya Video Micpod 1000 No China
700500351 700500355 700500379 700500330	Video Systems and Accessories.	Avaya Camera 200 Cbl 7.5 M/25 Ft No Chin Avaya Vid Remote Contrl Blk Eng No China Avaya Vid Sys Pwr Supp No China Jpn Avaya Video Camera 200 No China Jpn Avaya Video Fixed Camera 100 No China
700500351 700500355 700500379 700500330 700500337 700500348	Video Systems and Accessories.	Avaya Camera 200 Cbl 7.5 M/25 Ft No Chin Avaya Vid Remote Contrl Blk Eng No China Avaya Vid Sys Pwr Supp No China Jpn Avaya Video Camera 200 No China Jpn Avaya Video Fixed Camera 100 No China Avaya Video Micpod 1000 No China Avaya Video Micpod Splitter No China
700500351 700500355 700500379 700500330 700500337	Video Systems and Accessories.	Avaya Camera 200 Cbl 7.5 M/25 Ft No Chin Avaya Vid Remote Contrl Blk Eng No China Avaya Vid Sys Pwr Supp No China Jpn Avaya Video Camera 200 No China Jpn Avaya Video Fixed Camera 100 No China Avaya Video Micpod 1000 No China

Order Code	Group	Description
263147	Support Services\Advanced Parts Replacement.	Sme Advanced Parts Replace Entitle - IP Office R6 And R7 Advanced 4 Year
263145	Support Services\Advanced Parts Replacement.	Sme Advanced Parts Replace Entitle - IP Office R6 And R7 Essential 4 Year
263141	Support Services\Advanced Parts Replacement.	Sme Advanced Parts Replace Entitle - IP Office R6 And R7 Preferred 2 Year
263146	Support Services\Advanced Parts Replacement.	Sme Advanced Parts Replace Entitle - IP Office R6 And R7 Preferred 4 Year
263140	Support Services\Advanced Parts Replacement.	Sme Advanced Parts Replace Entitle -IP Office R6 And R7 Essential 2 Year
244882	Support Services\Base Support Hours.	15 Hours Additional Support Hour Increments
244883	Support Services\Base Support Hours.	30 Hours Additional Support Hour Increments
244881	Support Services\Base Support Hours.	5 Hours Additional Support Hour Increments
244880	Support Services\Base Support Hours.	Support Hours Base Offer

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We are always just around the corner

- With several hundred business partners across the country, Avaya has a broad service network for consulting, implementation and maintenance, 24 hours a day, 7 days a week
- Consulting planning and design of custom solutions by certified sales personnel employed by our business partners
- Live product demonstrations at our customer briefing centers

The full range of communication solutions

- The perfect applications and devices for your communications needs
- Integration of Unified Communications and Contact Center solutions
- The leading designer and implementer of Business Collaboration solutions
- Made-to-measure industry solutions
- Provisioning of data networking components, e.g. Ethernet switching and wireless LAN

Innovative market leader

- Number 1 provider of telephone systems for SMEs in Europe and the Middle East (source: Canalys), and of audio conference systems (source: MZA)
- Leading position in the Gartner Leader Quadrant for Unified Communications
- 30 million Avaya IP Office users around the world



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IP Office system components

IP Office server and telephones

Features and applications

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networks

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Avaya Labs

Experience from a large, loyal customer base

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Unified Communications¹

- Contact Center 2
- Messaging ³
- Audio Conferencing⁴

• Hardware Maintenance 5

Sources 1-Dell'Oro Group, Enterprise Telephony Repont, 3010, November, 2010; 2-Gartner Inc., Market Share, Contact Center: Worldwide, 2009, Drew Kraus, March 2010; 3-T3i Group, InfoTrack for Converged Applications, Full Year 2009, Messaging, June 2010; 4-MZA, Ltd., The World UC Applications Market, 2010 Edition, June 2010; 5-IntelliComAnalytics, Services Market Dashboard, Q3 2010 Global Lifacycle Services Market Workbook, November 2010

About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, data solutions and related services to companies of all sizes around the world. For more information please visit www.avaya.com

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