



Goulet Communications, Inc.  
968 Northside Road  
Stark, NH 03582  
Tel 603-636-2525  
Fax 603-636-2609  
[sales@gouletcomm.com](mailto:sales@gouletcomm.com)

# Avaya IP Office 500 Control Unit:

## Overview

### Main Features

- IP Office 500

Avaya IP Office is an intelligent communications solution specially designed to meet the communications challenges facing small and mid-sized businesses. Intelligent Communications for small and mid-sized businesses addresses basic telephony needs, leverages built-in convergence capabilities, and capitalizes on the robust unified applications to deliver intelligence to users and customers. IP Office provides solutions that simplify processes, streamline information exchange within systems to create simple and prosperous experiences for all.

The Avaya IP Office is highly modular scaling from 2 to 360 telephones to meet the needs of home offices, standalone businesses, and networked branch and head offices. Built on Avaya latest advancements in converged voice and data technology, small to mid-sized businesses can benefit from many of the advantages sophisticated communications deliver to their operations. IP Office supports a wide range of telephones but the 5400 series Digital phones and the 5600 series IP phones have been specifically designed to work with IP Office and provide small and mid-sized businesses with a choice of solutions to meet business efficiency and customer service requirements

### IP Office 500:

Included with IP Office R4.0 Standard Edition, the IP Office 500 system supports up to 32 telephones, with capacity for 16 analog trunks or 8 digital trunks (192/240 T1). Optionally, SIP trunks are also supported. With Professional Edition software, the IP Office 500 system supports 8 expansion modules providing for a combination of 270 analog, digital, and IP extensions. Additional analog trunks can be provisioned using the IP400 Analog Trunk 16 module.

The Avaya IP Office system includes a robust set of tools for administration

**(Manager), call tracking (SMDR), system monitoring and diagnostics (System Status Application), to name a few. Additionally, the ability for users to manage their own calls is supplied through a simple GUI (Phone Manager). Phone Manager functionality can also be enhanced through simple licensing and to support IP softphones.**

**Additional applications, such as synchronizing voice mail messages in Microsoft Exchange e-mail InBox for easy message management; scheduling conferences, uploading documents for real-time viewing, and managing audio privileges for conference calls; and agent reporting and PC wallboards for call center environments can be added when needed. The Auto Attendant application enables callers to route their own 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.**

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