



IP Telephony

Contact Centers

Mobility

Services

FACT SHEET

# Mobility Solutions

## Overview

When key employees are out of touch, even for a few moments, important decisions get delayed...customer needs go unmet...sales are lost. Avaya IP Office Mobility Solutions give employees the communications capabilities to keep them connected and ready to do business inside and outside the office.

## Capabilities

Avaya IP Office Mobility Solutions include:

**Wireless Softphone Solution**—A softphone designed for laptops that provides all the functionality of a 4606 IP phone without the wires, or the need for a separate telephone. Solution components include the Avaya Phone Manager PC Softphone, a headset and a wireless (Wi-Fi) card—turning a laptop into a totally mobile communications hub.

**Wireless IP Deskset**—Connect a D-Link Wi-Fi access point to the IP Office Server and one to an IP endpoint (desk sets or conference phones supported by IP Office) for use in unwired locations, or for mobility around the office. Note: D-Link wireless access point is Avaya tested and approved, but not an Avaya product.

**Wi-Fi Handsets**—Use wireless IP 3616 and 3626 cordless phones, optimized for Avaya telephony, delivering the features of desktop IP phones with the freedom to move about the premises.

**Messaging**—IP Office Messaging Solutions enable employees to send and receive information, wherever they are located, at any time of day or night. The messaging system can be set up to automatically “find” you and let you know you have a new message. Voicemail and e-mail can be managed in one mailbox. A voice message can be attached to an e-mail for remote access on a PC. Hear e-mails read out over the phone (via text-to-speech).

**Conferencing**—IP Office conferencing makes it easy to arrange telephone conferences with internal and/or invited external participants. All a participant has to do is dial the telephone number reserved for the conference bridge. No special conferencing equipment is required.

**Twinning**—With the Twinning capability (available starting with IP Office 3.1, not supported in North America), calls that are directed to one station can be simultaneously directed to an additional station. Calls will alert simultaneously on both extensions. Users can set up their desk phone and an in-building wireless phone for twinning to ensure that they are always covered.

## Benefits

**Productivity:** Respond to virtually any business need without being confined to a desk. It makes people more productive—they can keep doing their job without having to hunt down a desk phone.

**Customer Service:** Salespeople can be out on a selling floor and still check messages, return important calls, and serve customers.

**Management:** Managers and supervisors can constantly move around, coaching, solving problems and offering their support.

**Expertise:** People with specialized skills—doctors, IT professionals, designers, engineers—need to be where the action is—and that’s not necessarily at their desks. Avaya mobility solutions help keep the experts in the loop.

**Security:** Security personnel need to be canvassing the business premises—and they especially need to be in touch. They need the ability to summon help if it’s required and to report in. With Avaya mobility solutions, they’ll be able to do just that.



### Avaya Advantage

Enjoy complete flexibility in extending the reach of your communications, and your investment, by wireless-enabling your phones and laptops.

## Wi-Fi Mobility Options

	Wireless Softphone Solution	Wireless IP Deskset	Wi-Fi Phone Solution
<b>Format</b>	Hardware & software	Hardware	Hardware
<b>System Requirements</b>	Any IP Office platform	DWL-2100AP Wireless Access Point w/ SNMP, AES, 802.11g, 108Mbps	Any IP Office platform
<b>User Requirements</b>	<ul style="list-style-type: none"> <li>One Phone Manager Pro PC Softphone license</li> <li>One headset (can be purchased from Avaya or separately)</li> <li>One wireless (Wi-Fi) card</li> </ul>	<ul style="list-style-type: none"> <li>Any IP Office IP phone (46xx, 56xx)</li> <li>Range: Up to 300 feet (optimal up to 150 feet)</li> <li>Standards-based: Compatible with the IEEE 802.11b and 802.11g standards.</li> </ul>	<ul style="list-style-type: none"> <li>Avaya 3616/3626 IP Wireless Telephones</li> <li>Requires the Avaya Voice Processing Platform (AVPP) server that provides quality of service</li> <li>Security: 40 and 128 bit WEP security</li> </ul>

## Messaging

	Embedded Voicemail	VoiceMail Lite	VoiceMail Pro
<b>Format</b>	64MB Flash Memory card or 512MB SD card	CD-ROM	CD-ROM
<b>System Requirements</b>	Works with: <ul style="list-style-type: none"> <li>Small Office Edition – Requires VCM</li> <li>IP406 V2</li> </ul>	<ul style="list-style-type: none"> <li>Works with all IP Office platforms (provided free of charge)</li> <li>Ethernet attached PC running Microsoft Windows 2000//2003/XP Professional, with recommended Pentium 4, 2.4GHz or higher</li> </ul>	<ul style="list-style-type: none"> <li>Works with any IP Office platform</li> <li>Ethernet attached PC; Microsoft Windows 2000//2003/XP Professional; Pentium 4, 2.8GHz or higher with 256MB RAM min (recommended)</li> <li>Integrated Messaging Pro/Campaign Manager requires 512MB of RAM</li> <li>Text to Speech, Information Management System and Third-Party Database requires 1024MB RAM minimum, HD minimum 20GB (preferably 7200rpm for better performance), 2GB for Operating System, VoiceMail Pro and voicemail storage.</li> <li>Integrated Messaging requires MAPI or SMTP compliant e-mail application (i.e., MS Outlook)</li> </ul>
<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> </ul>	<ul style="list-style-type: none"> <li>Any telephone</li> <li>Integrated Messaging requires client e-mail application</li> </ul>
<b>Capacities</b>			
Mailboxes	<ul style="list-style-type: none"> <li>Unlimited</li> </ul>	<ul style="list-style-type: none"> <li>Unlimited</li> </ul>	<ul style="list-style-type: none"> <li>Unlimited</li> </ul>
Max number of concurrent calls(ports)	<ul style="list-style-type: none"> <li>4 on IP406 V2; 1-10 on Small Office Edition</li> </ul>	<ul style="list-style-type: none"> <li>4</li> </ul>	<ul style="list-style-type: none"> <li>Up to 30 depending on license &amp; platform (Small Office Edition/IP403=10, IP406/V2=20, IP412=30)</li> </ul>

## Conferencing

	Audio Conference Bridge	Conferencing Center
<b>Format</b>	<ul style="list-style-type: none"> <li>Installed Software</li> </ul>	<ul style="list-style-type: none"> <li>Web-based software package that consists of two parts: the Web Scheduler and the Web Client, which requires no download</li> </ul>
<b>System Requirements</b>	<ul style="list-style-type: none"> <li>IP406 and IP412 (Small Office Edition offers simple 8-party conferencing)</li> <li>Requires as many digital trunks/VoIP channels as external participants (for example 1 T1 allows 23/24 external parties, 1 E1 allows 30 parties and a VCM-20 allows 20 parties).</li> <li>Dial-in prompts and PIN codes for security require VoiceMail Pro R1.3 or higher, and associated PC specifications</li> </ul>	<ul style="list-style-type: none"> <li>IP Office R2.1 or higher; VoiceMail Pro R2.1 or higher; Phone Manager R2.1 or higher (optional); SoftConsole R2.1 or higher (optional)</li> </ul> Conferencing Center Server requires: <ul style="list-style-type: none"> <li>Pentium 4 2.8GHz above with 512MB RAM running Windows 2000/2003 Server (Windows XP/2000 Professional could be used but would typically support a max of 10 Web clients)</li> <li>Microsoft Internet Information Services (IIS) installed capable of supporting as many Web clients as required (refer to Microsoft for licensing)</li> <li>80MB of free disk space</li> </ul> Conferencing Center Web Client requires: <ul style="list-style-type: none"> <li>Internet Explorer 6.0 or higher (no download required)</li> </ul>
<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>Networked PC with above requirements</li> </ul>

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