



# **IP Office Essential Edition**

For Essential Business Communications

### Overview

The IP Office Essential Edition is the foundation upon which to build your IP Office solution. Providing the necessary mobility, call handling and routing functionality for IP Office, Essential Edition helps ensure small businesses have the communications tools they need to operate effectively and efficiently.

One number access, caller ID, dial-by-name, automated attendants, conferencing, voicemail, and more. Essential Edition provides the "must haves" small businesses need to enhance their communications with customers and colleagues and streamline their operations.

## **Capabilities**

- One Number Access Provide customers and others with just your office phone number and have all calls ring simultaneously on your mobile phone, eliminating missed calls when out of the office or away from your desk.
- Dial By Name/Extension Callers can easily reach the person they want to connect with by simply typing the name or extension on the phone keypad.
- Voicemail A range of choices that enable staff to stay connected regardless of where they are. Retrieve voicemail messages from the keypad on any telephone, through the contextsensitive display on an Avaya phone, or via email (voicemail messages show up just like an email).

• Automated-Attendants - Program up to 40 automated attendants (maximum 6 simultaneous calls) to handle almost any customer situation. Customize caller greetings so key clients receive a personal message and are routed directly to the most appropriate person or team.

#### **Benefits**

- Efficient call handling Through touch tone prompts, quickly route customers to the right department to save your time and their's
- Convenience Enable callers to easily enter the name of the representative they seek for fast, personalized attention
- 24-hour access Customized voicemail greetings for each member of your staff enables customers to feel connected even when you're not there

Specifications	
Format	IP Office Software Download
System Requirements	IP Office Basic Edition
Feature Detail	Mobile Call Control
	One number access
	Simultaneous ringing of mobile device when calls arrive at IP Office desk phone
	Remote Worker
	Up to two people can work from anywhere with just an Internet connection and an Avaya 9600 series IP Phone
	Voicemail
	Maximum of 6 concurrent calls to voicemail
	• 15 hours voicemail storage (2 ports)
	• 20 hours voicemail storage (4 ports)
	• 25 hours voicemail storage (6 ports)
	40 simple automated attendants
	Multiple language support
	Message control: Save, Delete, Forward, Repeat, Rewind, Fast Forward, and Skip Message
	All messages time & date stamped
	Break out to reception
	Voicemail to email presentation
	Visual Voicemail
	128 party audio conference bridge, 64 in any one conference
Related Products	IP Office Basic Edition
	IP Office Preferred Edition
	IP Office Advanced Edition

## 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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