

Why Avaya IO Office?

Avaya IP Office systems can simplify the way you do business by enhancing your internet and external communications. With 15 essential features available.



Mobile Twinning – Mobile phone call control feature so you can transfer calls back to the office with one number application & turn twinning on and off remotely.

Adaptable Main Equipment - Scalable & flexible from 2 to 384 Extensions.

Future Ready - Hybrid architecture allows digital, analogue, IP and SIP extensions along with PSTN, ISDN, H323 and SIP trunks to be connected to the system.

User and Group Announcements – Upload professionally recorded auto to play a welcome courtesy message advising your callers that all agents are busy & will be with you shortly then caller is placed on hold hearing your Company music/messages.

Multi Adhoc Conferences - Connect multiple internal and external people together (2x Up to 64 Participants MAX). Works on ISDN and SIP lines only*.

Call Monitoring/Coaching/Intrusion - Out of the box ability to monitor, coach or intrude on calls from a handset as a supervisor. Great for staff training and development.

Click to Call - Built in TAPI 1st party so you can dial from your contacts in Outlook or other TAPI enabled applications.

Practical Handsets - IP Office offers a dual LED handset layout for ease of use and training of new staff. Digital and IP phones feature same fixed Button layout.

Advanced Voicemail - Every users voice mailbox features a mini automated attendant with 3 options so the caller is given a few options on where they may want to redirect the call or leave a message. Professionally recorded audio can also be uploaded to the system.

Automated Attendant- Personalised key press options, e.g. please press 1 for sales, press 2 for accounts and the ability to queue these calls with a welcome greeting followed by a comfort greeting after a specified time.

Simplified Voicemail to Email - Any compatible email device can receive SMTP voicemail to email messages.

Hot Desking - Allows any user/s logging in and out of any extension to keep their user profile.

Multiple Music on Hold - Up to 4 different tracks (Great for multi – tenanting for businesses).

Easy Web Management - System administrator has access to manage the entire system on line. Staff are given access to do some of their own administration e.g. changing the call forwarding of the extension.

Simple Headset Connections - Electronic Hook switches so there is no need for mechanical lifters (Jabra Pro 920 with Link EHS cable).

*Maximum of three participants when using conferencing on PSTN lines.