



Avaya IP Office Release 10.0

Quick Guide



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About IP Office R10.0

IP Office R10.0 is Avaya's latest IP Office update and extends Avaya's innovation in the Midmarket, delivering greater resilience, security and value through a wide range of endpoints, and fully integrated, easy to use, resilient desktop and mobile clients. Our Quick Guide highlights the main improvements that will be experienced by businesses looking to upgrade to IP Office R10.0. We have taken the time to pick out some of the most important benefits and set them out in an easy to understand format for your convenience.

Why Upgrade to IP Office R10.0?

Throughout this document, readers will learn much more about the extensive innovation being delivered in IP Office R10.0. Some key highlights about how Avaya customers will benefit from IP Office R10.0 include:

Stronger resiliency and security

Resiliency and security are strengthened by the resiliency features added to the one-X® portal and SIP end points, in addition to emergency services API's, new voice quality monitoring functionality combined with H.323 TLS signalling security and LDAP synchronization for Server Edition.

Increased Scalability

Scalability is being increased to provide additional capacity to support solutions of up to 3,000 users and 150 nodes. A few examples include, increasing the number of hunt groups to 600, soft consoles to 75, music-on-hold sources to 32, button modules to 8192 and directory capacities (system directories:10 000/personal directories 250).

Enhanced Collaboration

IP Office collaboration is made richer with the H175 video endpoint and web collaboration updates. Other new capabilities include the availability of a Web RTC Software Developers Kit, enabling 3rd parties to create voice and video applications, tighter integration with the Avaya Communicator for Web, along with an impressive list of one-X® portal and one-X® Mobile Preferred enhancements.

Simplified Installation, Administration and Support

IP Office R10.0 will contain features aimed at making installation both faster and simpler. Administrators can look forward to UCM improvements and an expanded Web Manager capable of being the administrative tool of choice for R10.0.

Additional Benefits

SIP Trunk Enhancements

Service Providers continue to broaden their SIP trunk offerings and customers are increasingly adopting SIP trunks. IP Office R10.0 continues to respond to these market trends, with several new SIP trunk capabilities including:

- indicate Call on Hold
- Behavior When Held
- P-Preferred Identity
- Diversion Header
- Diversion Counter
- Local Domain Name

SMGR Geo-Redundancy

Allows support for a geographically separate System Manager system (SMGR) for high availability situations where the customer wants to ensure no down time for the System Manager Administration tool.

Avaya IP Office R10.0 boasts a vast number of benefits and improvements over previous versions. We could not fit all of them in to a quick guide so if you want to know more about Release 10.0 or Avaya products in general then call or email us.

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If you would like impartial advice on your telecoms and networking infrastructure give West Pier a call on 0844 264 5522 or email Mathew van Til (matthew.vt@westpiertele.com)

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