

Upgrade to Avaya IP Office 500 v2

If you are currently using an Avaya IP Office 4xx you will be aware of the tremendous benefits it has over other phone systems. You may however not be aware of the additional customer service and productivity improvements that can be made by upgrading to the Avaya IP Office 500 v2 as well as the security and productivity risks that you are taking by staying on a system that does not support a modern Microsoft desktop.



In this brief document we have highlighted some of the benefits that businesses can take advantage of by cost effectively upgrading to the Avaya IP Office 500 v2.

Microsoft stops support for Windows XP and Windows Server 2003.

In 2014 Microsoft ended its support of Windows XP and Windows Server 2003. This means that they will no longer be producing new security updates, non-security hotfixes, free or paid assisted support options or online technical content updates for users of [Windows XP](#). This also means that security updates will no longer be produced for [Windows Server 2003](#).

The Avaya IP Office 400 is only supported up to software version 6.x. Unfortunately this means that if you are using this phone system it is incompatible with Windows 7. Using a Windows operating system that is no longer supported by Microsoft leaves you vulnerable to security threats and technical issues. The IP Office 500 v2 is fully compatible with Windows 7, 8 and 10 so if you are considering an OS upgrade to continue receiving Microsoft support then you will need to update your IP Office 4xx.

Endpoint Applications

Business telephone technology moves at a rapid pace. Users upgrading to the Avaya IP Office 500 v2 can benefit from the efficiencies gained by using Smart Phone Applications, Softphones, Desktop Applications, conferencing and cordless handsets.

	IP Office 400 Series	IP Office 500 v2
Multi-party Video Conferencing	No support for multi-party video conferencing	Support for 6-party video conferencing
Smart Phone Application	Not available	Mobility app with VoiP mode available on iOS and android
Mobile Twinning	Not available	Basic twinning between mobile and desktop phone
Home Working	Soft phone and IP VPN Phone.	Soft phone, IP VPN phone, tablet, and smart phone
Digital Handsets	Supports DTs and 54xx series	Supports 54xx, 14xx and 95xx series
VoiP Handsets	Supports 46xx and 56xx series	Supports 46xx, 56xx, 16xx, 96xx,

		961x and E series
Conference Phones	Digital and IP	Digital, IP, SIP and Wi-Fi
3rd Party Endpoints	IP	IP and SIP
Contact Centre	Voice only, 2 to 75 agents	Multi-media contact centre. Up to 250 agents.
Nortel Handsets	Not compatible	Support for BST T7000 AND M7000
iPad and iPhone Docking Station	Not available	Available for iPhone 5, 6 and iPad
Cordless Phones	Analogue and IP	Analogue, IP, SIP and Wi-Fi

System Enhancements

The Avaya 500 v2 unit offers users of the Avaya IP Office 4xx a cost effective method of upgrading to a system that is capable utilising (and integrating with) the very latest business technology and tools in particular soft phones, Skype for business, conferencing tools, management tools and SIP networking.

	IP Office 400 Series	IP Office 500 v2
Launch Date/End Dates	2001-2009	2010 onwards
Supported Software	Software version 1.x to version 6.x	Supported from software version 7.x to version 9.1. (with future updates due)
Memory/Licencing	Internal/feature key dongle	SD Memory Card
Chassis	Less flexible fixed configurations	Modular, customizable, flexible and low cost.
Embedded Voicemail	Stored on an external PC, only supported up to Windows XP	Stored on an SD card
Voice mail ports	IP Office 406v2 supports 20 voice mail ports; IP Office 412 supports 30 voice mail ports.	IP Office IP500v2 Preferred supports up to 40 voice mail ports.
Number of extensions	IP Office 403 –up to 100 users. IP Office 406 –up to 190 users. IP Office 412 –up to 360 users. IP Office 406v2, IP Office 412 and	IP Office 500v2 can support up to 500 users in 32 sites networked together over IP. IP Office Server Edition will support 2,000 users and IP Office Select will support 3,000 users over as many as 150 sites.
Microsoft Windows Compatibility	Compatible up to Windows XP	Compatible with Windows 7, 8 and 10
Integrated UC Media Module	Not available, uses external PC.	Available for PC Applications and voice mail.
Security	MS no longer releases security	Ongoing MS security updates due

	updates for compatible operating systems.	to compatibility with current MS operating systems
Meet-me Conferencing Bridge	Basic 64 party conference bridge	Up to 128 party conference bridge with Outlook integration and screen sharing with web collaboration.
System Management	On Premise GUI	Web based GUI interface and extension user self-service portal.
Virtualisation	Not available	Software supported with VMware 4+
Resiliency	Fail over in SCN only	High availability with duplicate processors

Application Enhancements

Avaya IP Office 400 customers that switch to the IP Office 500 v2 can benefit from the latest in advanced telephony applications including multimedia contact centre and CRM integration.

	IP Office 400 Series	IP Office 500 v2
Skype Integration	Not available	Full integration
Contact Centre	Voice only, 2 to 75 agents	Multi-media contact centre. Up to 250 agents.
Application deployment	Thick client	Thin and thick client
CRM Integration	3 rd party TAPI	Outlooks, Dynamics and Salesforce

If you would like to discuss the Avaya IP Office 500 v2 or any other telecommunications and networking options available to you then call us on 0844 264 5522 or email Matthew van Til (matthew.vt@westpiertele.com). Visit our [website](#) or learn about our [Customer Excellence Award](#).