

IP Office Mobile Worker

One number access for employees on the road

Overview

For staff who are often out of the office, but don't require a laptop, IP Office *Mobile Worker* (available with IP Office *Preferred Edition and Advanced Edition*) keeps them readily accessible. Wherever they're working - with clients, between stores/locations, down the hall, in the warehouse, or on the road - *Mobile Worker* turns any phone (cell or home phone, for instance) into an extension of their office phone, with many of the call handling features available in the office.

Staff give out just one phone number - their office number - and calls ring simultaneously on any other designated phone, making it easy for customers, colleagues and vendors to reach them wherever they are.



Capabilities

One number access – Provide customers and others with just your office phone number – and have all calls ring simultaneously on any other phone (mobile, remote office, home), eliminating missed calls when out of the office or away from your desk. Key call handling features – such as transfer, conference, forward and hold – are available, even on a mobile or home phone.

Roam the office/warehouse – With an Avaya wireless IP phone (purchased separately), staff can roam throughout the building or campus and stay completely accessible, as though at their desk.

Easy access to messages – All messages – voicemail, email, faxes – appear in a single inbox on the PC for fast, efficient message retrieval. Hear and reply to email messages over the phone – no need for a laptop or smartphone.

Benefits

- **Enhanced customer service** – Mobile sales and service staff stay connected and responsive to customers regardless of where they are.
- **Increased productivity** – Access to people, messages and information help mobile employees deliver whether in or out of the office.
- **Increased customer knowledge** – All calls that go through IP Office can be tracked and monitored to capture data on customer interactions.
- **Reduced costs** – Calls that are routed through IP Office take advantage of business calling plans, which can significantly reduce overall calling costs.

Specifications

Format	IP Office Software Download	
System Requirements	<ul style="list-style-type: none"> • IP Office Preferred Edition or IP Office Advanced Edition • ISDN-PRI, T1, E1, or SIP trunks • Voice Compression Module (VCM) Channels when using IP wireless • Microsoft Exchange when using Email Reading 	
User Requirements	<p>Mobile call control</p> <ul style="list-style-type: none"> • Any fixed phone (e.g. home line) or any mobile device (Cell phone, smartphone, etc.) <p>Mobile Call Control with enhanced graphical user interface</p> <ul style="list-style-type: none"> • Symbian Single Mode Version 4, Windows Mobile Version 5, or Windows Mobile Version 6 <p>In building roaming options</p> <ul style="list-style-type: none"> • Avaya DECT R4 • Avaya IP Wireless telephones • Avaya cordless 	<ul style="list-style-type: none"> • Avaya 3641/3645 IP Wireless telephones • Requires the Avaya Voice Processing Platform (AVPP) server that provides quality of service • Security: 40- and 128-bit WEP security • 3725 supports standard Bluetooth headset <p>Email Reading and Reply</p> <ul style="list-style-type: none"> • IP Office Preferred Edition • Microsoft Exchange
Feature Detail	<ul style="list-style-type: none"> • One number access • Simultaneous ringing of mobile device when calls arrive at IP Office desk phone • Transfer, Conference, Hold, Record Conversations • Make calls from mobile device through IP Office • Called party receives CLI of IP Office (called party requires CLI from local service provider) • Email Reading and Reply using Text-To-Speech technology 	

About Avaya

Avaya is a global leader in business communications systems. The company provides unified communications, contact centers, data solutions and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.



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References to Avaya include the Nortel Enterprise business, which was acquired as of December 18, 2009.

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