

DEFINITY® Servers

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Full Product Information

Product Summary



As part of the Avaya™ Enterprise Class IP Solutions (ECLIPS) portfolio, the DEFINITY® Servers - powered by Avaya MultiVantage™ Software - deliver a full range of global communications capabilities to help your enterprise meet its goals for increased productivity, customer care, and network efficiency. These premier voice and data solutions are designed to simplify your move to a converged communications network while protecting the investments you have in place.

The Avaya DEFINITY servers and associated Avaya™ Media Gateways with Avaya MultiVantage™ Software offer you powerful choices for migrating your business to an integrated communications environment without compromising interoperability, features, applications, scalability, or reliability. You can add Internet Protocol (IP) functionality to your existing enterprise systems, deploy a pure IP solution, or implement a combination of the two - whichever and whenever it is right for your business. And as you migrate, you can realize efficiencies and cost savings by maximizing investments already made in existing voice/data infrastructure and in user/administrator training.

Built on a long tradition of excellence, these servers provide long-term investment protection and prepare you to meet the challenges of the customer economy, by delivering:

- Complete communications solutions that support your enterprise's evolving voice, data, video, and messaging requirements.
- System reliability that keeps your business running with minimal downtime.
- Scalability that easily and seamlessly accommodates your company's growth.
- Industry-leading security that protects your corporate assets.

The DEFINITY solution is based on an upgradeable processor, a high-level operating system, uniform software, open interfaces, and distributed processing. Each server uses the same software, circuit packs, phones, and wiring. So, you can leverage the equipment you have in place and minimize the cost to upgrade to new capabilities and capacities by reusing your DEFINITY hardware with new Avaya MultiVantage Software enhancements.

[Customer Relationship Management Solutions](#)
[Unified Communication Solutions](#)
[MultiService Networking Infrastructure Solutions](#)
[Headsets](#)
[Overhead and Wireless Paging Systems](#)
[Power Systems](#)
[Call Accounting - Customer Owned Software](#)
[Music/Magic On Hold](#)
[Security Systems](#)
[Signal Alerts](#)

There are four DEFINITY servers to fit your needs:

- Avaya DEFINITY One™ Communications Server**
 This DEFINITY server is an "all in one" solution with telephony, multimedia messaging, and system management co-located on the same processor. This server is ideal for multisite organizations or branch offices needing 20-60 telephones, with growth potential to 240 telephones.
- Avaya MultiVantage Software with an Avaya DEFINITY® Server CSI and Avaya™ CMC1 Media Gateway**
 This solution is ideal for growing companies needing 50 to 500 telephones, and for the satellite offices of large corporations that need cost effective use of the same applications available at headquarters. As sophisticated as the larger DEFINITY servers, this server provides call processing, business applications - such as, voice messaging, shared voice mail, and small call center - networking capabilities, and expert systems for remote diagnostics and self-healing.
- Avaya MultiVantage Software with an Avaya DEFINITY® Server SI and Avaya™ SCC1 Media Gateway or an Avaya™ MCC1 Media Gateway**
 This solution is ideal for locations with 250 to 1,000 employees. It can support up to 2,400 stations with a seamless migration to larger Avaya™ Media Servers.
- Avaya MultiVantage Software with an Avaya DEFINITY® Server R and Avaya SCC1 Media Gateway or an Avaya MCC1 Media Gateway**
 This solution is a powerful, scalable, reliable, and application rich solution. It is ideal for locations with 1,000 or more employees. It can support up to 25,000 stations, so it can be sized to provide the capacity you need today and well into the future.

The following chart summarizes the features/capabilities of the four DEFINITY Communications Servers:

	DEFINITY One	DEFINITY CSI	DEFINITY SI	DEFINITY R
Max. Stations	240	500	2,400	25,000
Max. Trunks	168	400	400	4,000
Max. Ports	408	600	2,800	29,000
Max. IP Endpoints	240	390	1,500	10,000
Call Center	Advanced	Advanced	Advanced	Advanced
Networking	Advanced	Advanced	Advanced	Advanced
Messaging	Embedded	Adjunct	Adjunct	Adjunct

Avaya Advantage

The DEFINITY® Server architecture has a proven track record of successfully incorporating innovative technologies—including more networking options, applications, and end user devices—your enterprise needs to meet its challenges and remain competitive. Our product philosophy has always made it easy for you to leverage the newest technology while maximizing your existing network.

IP telephony is the latest technology to be supported by the DEFINITY platform. You can IP-enable your DEFINITY Server simply by activating software and adding a circuit pack(s). Today you can realize the cost saving and productivity benefits of IP telephony while maintaining reliability, implementing powerful applications, and protecting valuable investments.

We understand how critical voice communication is to your business. Avaya's high quality production and testing, combined with Avaya-patented EXPERT Systems proactive monitoring, deliver industry-leading reliability that helps ensure maximum communications availability.

Key Features

[Enhanced Productivity and Customer Service](#)

[Flexibility](#)

[Security](#)

[Investment Protection](#)

[Reliability and Support](#)

All DEFINITY® Servers provide:

Enhanced Productivity and Customer Service

These servers give you access to more than 500 Avaya MultiVantage™ Software features designed to help you be more productive and responsive. For example, your customers need only one number to reach you virtually anywhere you are, via pager, fax, or PC. They also support advanced contact center capabilities, including multichannel routing, agent effectiveness, and center management systems. These servers also support wireless telephones to improve productivity and help ensure fast response to callers.

Flexibility

DEFINITY servers give you choices for networking options, including IP, Asynchronous Transfer Mode, and Integrated Services Digital Network to reduce your network costs. They also provide choices in user devices (analog, digital, and IP telephones, IP softphones, and wireless telephones). These elements all work together seamlessly on the same system to meet your needs.

These servers have an open architecture that supports voice and data network standards in a multivendor environment, allowing fast application deployment while protecting investments.

Security

Several features of Avaya MultiVantage Software are specially designed to help maintain the security of your system, network, and employees. The servers unique "challenge- and response-" based login and security violation reports help prevent unauthorized access to your system. Your employees benefit from safety features, such as Malicious Call Trace, which helps control threatening calls, and E911 features that determine which telephone was used to make a 911 call. Passwords are encrypted for greater security and the Access Security Gateway protects server administration.

Investment Protection

The DEFINITY Servers and Avaya™ Media Gateways universal module design allows you to grow your system up to 25,000 telephones simply by adding circuit cards and cabinets. The hardware is reusable with Avaya MultiVantage Software Enhancements to protect your investment and minimize the expense of upgrades.

Reliability and Support

World-renowned DEFINITY Server reliability is a result of Avaya high quality production and testing together with Avaya-patented EXPERT Systems' proactive monitoring. Robust service and support includes 7x24 access, a Helpline for specialized assistance, and online information and services to help ensure your system operates at peak performance.

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Additional Features

[Simplified System Management](#)[Support for Remote and Traveling Workers](#)[Flexible Administration Options](#)[Self-Monitoring](#)[System Usage Reports](#)[Scalability Options](#)

All DEFINITY® Servers provide

Simplified System Management

When figuring the total cost of ownership, one of the most important areas to consider is system management. Rather than rely on third party software, DEFINITY Servers utilize the VisAbility™ Management Suite to provide a full range of effective, easy-to-use system management tools for administration and for monitoring performance, maintaining the system, and allocating its costs.

Avaya™ Directory Enabled Management simplifies information and configuration management with directory-enabled real-time, read/write access to Avaya servers throughout your network, which streamlines administration and frees your administrators to focus on other tasks.

Support for Remote and Traveling Workers

Using the Avaya IP Softphone or the Avaya IP Agent with your DEFINITY Server enables your remote and traveling workers to experience the same high quality communications capabilities as those in their offices. All incoming calls are routed to remote users providing the same full-featured options that are available to desktop users.

Flexible Administration Options

DEFINITY Servers provide powerful policy management capabilities. System administrators can define calling privileges and feature access permissions, and specify the voice-encoding scheme to manage bandwidth utilization more effectively. These servers also provide powerful call routing and private network access capabilities, making system administration easier and more efficient.

Self-Monitoring

Your enterprise needs a dependable communications system that is easy to troubleshoot and repair. The DEFINITY Servers come with continuous self-monitoring capabilities. In most instances, if the diagnostic software is unable to resolve a problem, it automatically notifies our remote servicing center (Technical Service Organization or Global Service Organization). Most problems can be resolved remotely without the need to dispatch a technician. When a dispatch is necessary, an on-site service technician can use the right hardware and maintenance procedures for quick problem resolution.

System Usage Reports

DEFINITY Servers increase productivity in your enterprise by offering full usage/call accounting features and full call detail recording capabilities for all enterprise locations, whether your employees are in your main office, at remote sites, or traveling. These servers also provide a robust set of system configuration and traffic reports to assist IT managers with managing inventory and system capacities.

Scalability Options

DEFINITY Servers can help you leverage your existing investments by providing a flexible, scalable server platform that can expand and change as your enterprise grows.

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Components

[Hardware Components](#)

[Software Components](#)

Hardware Components

The Avaya DEFINITY® Servers and associated Avaya™ Media Gateways with universal hardware architecture delivers a tremendous advantage over other vendors' systems. You benefit from seamless growth, ease of management, and investment protection.

The major hardware components of the servers are housed in one of three Avaya Media Gateways designed to allow for incremental growth with a smooth and predictable growth path:

- Avaya™ MCC1 Media Gateway that houses up to five individual carriers
- Avaya™ SCC1 Media Gateway
- Avaya™ CMC1 Media Gateway

Any type of port circuit pack (station, trunk, or service) can be installed in any available slot. Most hardware is reusable among all DEFINITY Servers, minimizing upgrade planning, and expense.

Software Components

DEFINITY Servers utilize truly universal Avaya MultiVantage™ Software. Using common software for all DEFINITY Servers globally provides consistent feature operation and interfaces across your entire enterprise. Avaya MultiVantage Software supports advanced applications such as:

- Call Center Routing and Reporting
- Global networking via PSTN, IP, Frame Relay or ATM networks
- Feature Transparency between company locations
- Telephony features which improve employee productivity
- Mobility Features for "road warriors" and full and part time telecommuters
- Easy to learn and use system management

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Product Architecture

DEFINITY® Servers are designed to integrate new technologies while protecting original investments. Two key components of the DEFINITY Servers are the switching fabric architecture and Avaya MultiVantage™ Software.

The distributed switching fabric architecture of DEFINITY Servers and associated Avaya™ Media Gateways enables straightforward and cost effective integration of IP, Asynchronous Transfer Mode, and Time Division Multiplex technologies, as well as various end user devices—such as digital, IP, and wireless—in a seamless architecture designed for performance, flexibility, and reliability. You can extend and re-use your enterprise infrastructure investment and distribute your DEFINITY solution across your enterprise network, providing converged networks that deliver the capacities and functionality you need.

Avaya MultiVantage™ Software delivers superior, comprehensive feature-functionality and applications that drive increased revenue, enhanced customer service, and improved productivity.

Technical Specifications

DEFINITY® Servers Specifications				
	DEFINITY One™	DEFINITY CSI	DEFINITY SI	DEFINITY R
Max. Stations	240	500	2,400	25,000
Max. Trunks	168	400	400	4,000
Max. Ports	408	600	2,800	29,000
Max. IP Endpoints	240	390	1,500	10,000
Call Center	Sophisticated	Sophisticated	Advanced	Sophisticated
Networking	Sophisticated	Sophisticated	Advanced	Sophisticated
Messaging	Embedded	Adjunct	Adjunct	Adjunct
IP Trunking	Yes	Yes	Yes	Yes
IP Telephones	Yes	Yes	Yes	Yes
IP Softphones	Yes	Yes	Yes	Yes
Wireless Phones	Yes	Yes	Yes	Yes
Bridged Cellular	Yes	Yes	Yes	Yes
Telecommuting	Yes	Yes	Yes	Yes

Options

[Avaya VisAbility™ Management Suite](#)

[Avaya TransTalk® Digital Wireless System](#)

[Avaya™ R300 Remote Office Communicator](#)

[DEFINITY® IP Solutions](#)

[Full-Featured IP Endpoints](#)

[4600 Series IP Telephones](#)

[6400 Series Digital Telephones](#)

[Avaya™ EC500 Mobility Solution](#)

Avaya VisAbility™ Management Suite

As your communications needs change or grow, so will your system, and you will need to be able to make the necessary adjustments. The Avaya VisAbility Management Suite simplifies and streamlines system management to help you accommodate system changes and updates quickly, increase productivity, and make smarter decisions about your communications resources.

If your network includes multiple switches and adjunct equipment, you may find your system administrators are spending too much time logging on and off different administration terminals or running from building to building to complete administration tasks. You can eliminate that inefficiency and its associated costs with Avaya™ Site Administration.

Routine administration and maintenance of the DEFINITY® Server are performed via the Avaya Site Administration capability - part of the Avaya VisAbility Management Suite - residing on an existing PC. This software application allows your system administrator to make system changes through an easy-to-use, Microsoft Windows software-based, English-language management tool that guides him/her through administration task menus.

With Avaya VisAbility Management, you can administer multiple DEFINITY Servers, as well as Call Management System (CMS), AUDIX® system, INTUITY™ AUDIX® Multimedia Messaging Server, and DEFINITY AUDIX adjuncts. Your system administrators can save time by scheduling changes to stations and trunks, including "bulk" transactions. The software provides detailed information for decision-making through its standard and custom reports on network and system activity as well as via monitoring and tracking features.

Avaya TransTalk® Digital Wireless System

Designed to help you be more accessible and productive, Avaya TransTalk 9000 Digital Wireless systems deliver the convenience and accessibility of a wireless phone with all the power and functionality of a wired desk phone.

This wireless solution is ideal for associates that need optimum mobility within your facility and you benefit from better call coverage, control, and flexibility. It also helps you control costs by reducing valuable time and resources spent on paging systems and by minimizing interruptions to work. A reliable wireless phone can help you be more responsive to your customers who want to reach you directly.

The TransTalk 9031 Pocket Phone allows you to roam up to 700 feet from the base station. It effectively covers up to 500,000 square feet in most environments. You have the same capabilities as a DEFINITY wired telephone, including crystal-clear voice quality. In fact, the TransTalk 9000 System integrates completely with the DEFINITY Server. You can put calls on hold, transfer, conference, send or receive voice mail, and get Caller ID information.

Avaya™ R300 Remote Office Communicator

Until now, setting up a small branch office could present challenges like buying, installing, and programming a new communication system and then retraining your people. With the Avaya R300 Remote Office Communicator, you can break down the barriers of distance and technology that separate your headquarters from your remote offices. It is a seamless, flexible, cost-saving solution for your remote location needs.

The Avaya R300 system extends your voice and data network to branch locations by integrating your remote offices with your main DEFINITY Server, enabling all locations to benefit from the rich call handling features and high availability of the DEFINITY Server. And you can administer the entire system - main location and branches - centrally.

The Avaya R300 is a compact, 19-inch, rack-mounted module available in several hardware configurations to meet your local and wide area network requirements.

DEFINITY® IP Solutions

You can extend the powerful applications of the DEFINITY Server with DEFINITY IP Solutions. These solutions deliver the best of both worlds: the reliability, functionality, and rich applications of Avaya MultiVantage Software, plus the flexibility and ubiquity of Internet Protocol networks. Ethernet connectivity lets you integrate IP endpoints - stations and trunks - with traditional analog and digital endpoints, in a single communications server.

DEFINITY IP Solutions also support powerful, yet user-friendly tools for administering features and policy management across all your network endpoints - from your headquarters to branch offices, home office workers, suppliers, and other remote locations.

Full-Featured IP Endpoints

DEFINITY IP Solutions include a choice of IP endpoints to meet your network configuration and end user needs - and to deliver DEFINITY Server functionality and applications throughout your converged network.

- Avaya™ IP Softphone - this software application resides on a client desktop or laptop PC, giving you access to the major capabilities of the DEFINITY server. The Softphone's convenient on-screen graphical interface provides features designed to help you boost your productivity.
- Avaya™ IP Agent - this dual-connection Avaya application gives customer care agents the tools they need to work at home or any remote location. A software-based solution, Avaya IP Agent, delivers call signaling and phone features to an agent's PC through an IP connection; the voice portion of a call is carried via a circuit-switched line to the agent's desk phone.

Like the Avaya IP Softphone, Avaya IP Agent allows remote agents to take advantage of DEFINITY Server features and applications, with calls routed to the agents just as if they were sitting in one of your call center locations. Each agent can even customize the screen interface to suit his or her needs.

4600 Series IP Telephones

The Avaya™ 4600 Series IP Telephones are IP capable and easy to use, providing you with all the high-value, proven telephony features and functions available with Avaya MultiVantage Software.

The 4600 Series supports DHCP for IP address registration. As new features and functions become available, you can reprogram these phones simply by downloading new firmware. They require only a single Ethernet connection that simplifies your wiring requirements.

Each 4600 Series phone includes a full-duplex speakerphone with directional microphone and tuned speaker cavity for optimal sound quality, plus an integrated RJ-11 headset jack. Infrared and DSS ports are included for future applications.

6400 Series Digital Telephones

The Avaya™ 6400 series of digital telephones has a sleek, international styling designed for use all over the world, in any type of business environment. Supporting ten different languages (English, Canadian French, European French, Dutch, German, Italian, European Spanish, Latin American Spanish, Portuguese and Japanese), it is specially designed to meet global connectivity requirements.

These phones offer maximum ease of use, plus an array of valuable features including user programmability, expandability, "plug and play" installation, and Automatic Customer Terminal Rearrangement (ACTR). ACTR allows users or technicians to easily move 6400 "Serialized" Terminals from one physical location to another while keeping the same extension number and translations, greatly simplifying adds, moves, and changes.

The 6400 Series Digital Telephones also allow for one-touch operation with headsets so you can answer, hang up, and dial without having to pick up the handset.

Avaya™ EC500 Mobility Solution

The powerful Avaya EC500 mobility solution leverages Avaya™ Call Processing Software to bridge calls transparently from your DEFINITY Server to any digital cell phone, regardless of the wireless service provider or cellular standard you use. Bridging your Avaya station to your digital cell phone means you can be reached via one telephone number at any time, anywhere in the world, while reducing the ringing time associated with a standard call forwarding approach.

This solution smoothly and efficiently connects calls arriving on a wide variety of Avaya communications systems - including DEFINITY Servers, the Avaya R300 Remote Office Communicator, or the Avaya™ IP600 Internet Protocol Communications Server - to any cellular phone.

The Avaya EC500 solution helps you improve customer satisfaction by allowing your customers to reach you immediately and easily. It also helps you boost productivity within your operations by offering one-number portability and one-number access to anyone in your company.

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Release History

[Avaya MultiVantage™ Software, May 2002](#)

[Avaya™ Call Processing, Release 10.0, January 2002](#)

[Avaya Call Processing, Release 9.5, July 2001](#)

[DEFINITY Avaya Call Processing, Release 9.1, November 2000](#)

[DEFINITY Communications Servers, Release 8.2, April 2000](#)

[DEFINITY Communications Servers, Release 7.1, July 1999](#)

Avaya MultiVantage™ Software, May 2002

Avaya MultiVantage Software, evolved from DEFINITY® software, provides enhanced, distributed networking, which is standards-based and is extensible to a wide range of communication devices. New features in this release include six party "Meet Me" conferencing and support for six- to seven-digit dial plans.

Avaya™ Call Processing, Release 10.0, January 2002

This release included enhancements to our ECLIPS portfolio of solutions, such as performance improvement, increased capacities, new functionality and downloadable firmware support. We also introduced the 4630 IP Screenphone, as well as Release 3V1 of our IP Softphone software.

Avaya Call Processing, Release 9.5, July 2001

Enhancements to this release included increased IP capacities, Quality of Service (QoS) values to the IP endpoint, QoS integration with Avaya™ Policy Manager (formerly CajunRules™) or Avaya™ MultiService Network Manager (formerly CajunView™) software, IP support for E911 (CAMA), and IP serviceability improvements. In conjunction with R9.5, we introduced two new software releases—R1.51 for our 4600 series of IP Telephones and Release 3 of our IP Softphone software.

DEFINITY Avaya Call Processing, Release 9.1, November 2000

The primary enhancements to this release built upon the IP Solutions foundation by providing QoS enhancements (DiffServ and Q.802p and Q.802Q), increased IP endpoint capacities, and native support for the 4600 Series IP Telephone.

DEFINITY Communications Servers, Release 8.2, April 2000

This release provided the next phase of IP solutions by supporting LAN-based H.323v2 IP endpoints and enhanced trunk support. In conjunction with this release, two new client applications, the DEFINITY IP Softphone and Avaya™ IP Agent were introduced to provide the full complement of DEFINITY telephone capabilities to your desktop or laptop PC.

DEFINITY Communications Servers, Release 7.1, July 1999

This release delivered the first phase of DEFINITY IP Solutions: the DEFINITY IP Trunk. DEFINITY IP Trunk lets you route voice calls over a WAN to reduce network charges.

Country Availability

Please contact your local Avaya representative or Authorized BusinessPartner to determine availability and delivery intervals if your desired location is not listed here.

NorthAmerica	Europe/ Middle East/Africa (EMEA)	Asia/ Pacific (APAC)	Caribbean and Latin America (CALA)
Canada UnitedStates	Austria Bahrain Belgium Bulgaria Burkina Faso Cameroon Congo Croatia Cyprus Czech Republic Denmark Egypt Finland France Gabon Germany Ghana Greece Hungary Ireland Israel Italy Ivory Coast	Australia China Hong Kong India Indonesia Japan Korea Malaysia New Zealand Philippines Singapore Sri Lanka Taiwan Thailand Vietnam	Argentina Bahamas Bermuda Bolivia Brazil Chile Colombia Costa Rica Ecuador El Salvador Guatemala Honduras Mexico Nicaragua Panama Peru Puerto Rico St. Kitts Trinidad/ Tobago Venezuela

Jordan		
Kenya		
Kuwait		
Lebanon		
Luxembourg		
Macedonia		
Mauritius		
Morocco		
Mozambique		
Netherlands		
Nigeria		
Norway		
Oman		
Pakistan		
Poland		
Qatar		
Romania		
Russia		
Saudi Arabia		
Senegal		
Sierra Leone		
Slovak		
Republic		
Slovenia		
South Africa		
Spain		
Sweden		
Switzerland		
Tanzania		
Turkey		
Uganda		
Ukraine		
United Arab		
Emirates		
United		
Kingdom		
West Africa		
Yugoslavia		
Zimbabwe		

Related Products

[Avaya CRM Solutions](#)

[Avaya Unified Communication Solutions](#)

[Avaya MultiService Networking Infrastructure Solutions](#)

[Headsets](#)

[Paging Solutions](#)

[Power Systems](#)

[Call Accounting](#)

[Announcement Systems](#)

[Security Systems](#)

[Speakerphones](#)

[Signal Alerts](#)

[Custom Solutions](#)

Avaya CRM Solutions

These solutions enable you to build customer relationships, fulfill customer requests, and gather and analyze the information you need to gain insight into your customers and your business. Our CRM Solutions include a combination of communications technologies and services that work in unison across your enterprise.

Avaya Unified Communication Solutions

Avaya Unified Communication Solutions include traditional products and services—voice messaging, unified messaging, and audio and video conferencing—and new offerings that combine simplified voice, video, and data collaboration, and directory access.

Avaya MultiService Networking Infrastructure Solutions

Avaya's award-winning solutions can help you build better customer relationships and optimize customer experiences with a true "convergence-quality" network. This added value of Avaya's feature-rich MultiService Networking Infrastructure (MSNI) solutions complement your existing network and helps lower your total cost of ownership.

Headsets

Headsets can enhance the productivity and performance, up to as much as 40%, of your managers, office workers, and customer service representatives by increasing their comfort and convenience. Manufactured to exacting quality standards, these headsets can be used with any Avaya system and come in a choice of styles: ultra-lightweight, single or dual earpiece, bandless 'over-the-ear' models, cordfree, and more.

Paging Solutions

Our complete line of audio, visual, audio-visual, and wireless paging systems can provide individuals, groups, or office zones with real-time notification of waiting calls or visitors, messages, general announcements, emergency warnings/alarms, night bells, and even background music. From horns to loudspeakers, desktop to overhead, inside or out, Avaya can design a paging solution to suit unique business needs.

Power Systems

A power solution from Avaya helps protect mission-critical communications systems from power disruptions, from everyday disturbances to power disasters, to maximize uptime and keep your business serving your customers. The complete line of Avaya surge protectors and Uninterruptible Power System (UPS) models offers everything from basic protection to online solutions that help reduce maintenance and replacements costs, and loss of data and system programming.

Call Accounting

Avaya™ Call Accounting systems help you manage communications costs through accurate reporting of calls processed. You can store call records from phone extensions, assign costs to calls, create custom reports to analyze and reallocate costs, bill back expenses to clients or departments, detect toll fraud, and more. Avaya offers a choice of call accounting systems to meet the needs of businesses of any size, from two employees to two thousand.

Announcement Systems

Avaya Magic On Hold® systems provide an alternative to leaving callers waiting in silence on 'hold,' and running the risk that they will hang up. With a Magic On Hold system, you have a choice of professionally-recorded announcements or music to help turn 'hold time' into an opportunity to generate sales and improve your customers' experience with your company. Magic On Hold systems deliver crisp, clear all-digital sound, no matter how many times a recording is played.

Security Systems

You have to make it as easy as possible for telecommuters, mobile phone users, and remote site staff to access your telecommunications systems—while keeping hackers out. Avaya™ Remote Port Security Device (RPSD) Lock and Key does just that. The RPSD prevents unauthorized access to a host resource while giving you the control you need. The RPSD Lock and Key provides protection for your DEFINITY® Servers voice mail system, other systems with dial-up ports, and products that support analog tip/ring capability.

Speakerphones

Full-duplex technology brings you high-quality, two-way communication that lets callers talk at the same time and still be heard—without clipping and the echo sound from conventional speakerphones. Avaya offers both desktop and conference room speakerphones that provide crystal clear audio—not the hollow sound of most speakerphones.

Signal Alerts

Improve your customer service by never missing a call. We have a complete line of bells, horns, chimes, and strobes to fit your needs. If your environment is very quiet, consider a tranquil, but distinctive sound of a chime. If your environment is large or noisy, consider adding a bell or horn that rings louder than the telephone. If your environment is too loud to hear a bell or horn or must be silent, consider adding our low- or high-intensity strobes.

Custom Solutions

If you have unique needs that we do not currently meet, our Custom Solutions group can modify a current product, develop a special software package, or assist in developing the product to meet your needs.

