





Contents

- 3 How to use this guide
- 4 The IP Office
- 6 One-X IP Value Edition Desk Phones
- 8 Analogue Phones
- 9 IP Office Release - Features
- 10 IP Office Applications - System
- 11 IP Office Applications - Users
- 12 IP Office Applications - Features
- 12 One-X Portal
- 13 Call Centre Applications
- 14 Jabra Corded Headsets
- 15 Jabra Cordless Headsets
- 16 Plantronics Headsets
- 17 Plantronics Headsets Continued
- 18 Conferencing Units
- 19 Call Management

Why Choose Avaya?

Avaya delivers intelligent communications solutions that help companies transform their businesses to achieve marketplace advantage.

More than one million businesses worldwide, including more than 90% of the Fortune 500R, use Avaya solutions for IP Telephony, Unified Communications, Contact Centres and Communications – Enabled Business Processes.

Avaya Global Services provides comprehensive service and support for companies, large and small.

For more information visit the Avaya website, www.avaya.co.uk

Avaya has specific focus on the small and medium business sector and utilising its flagship SMB portfolio to deliver true business benefit for all types of organisations.

Avaya focus on 3 key areas:

Reliability

A communication system needs to be available all day, every day! Avaya build their product to be inherently resilient.

Scalability

A communication system needs to grow with your business. Avaya ensures flexibility and scalability to give true investment protection from 384 users.

Applications

It's not just about making and taking calls, applications provide real business benefit. Avaya have a suite of applications that assist an organisation in saving money and providing excellent service.



Business Communications

Why Choose Digitel?

Formed in 1992, Digitel is a total ICT solutions integrator whose success is due to our ability to bring technologies, processes and people together to enable organisations to simply work and communicate better.

We provide solutions that work in unison with our fixed line, mobile and data network services to help optimise your technology and communications investments. This provides you with the means to:

- Enhance your productivity
- Drive competitive advantage and profitability
- Improve customer service
- Reduce environmental impact

Digitel has been partnered with Avaya for over 18 years. As a total ICT solutions integrator we can help your organisation with it's communications and collaboration strategy.

Our philosophy is that business value is only created when technology enhances the capability of the client's organisation, empowering the people and processes to achieve its business objectives. Using industry leading processes, we have become a market leader in:

- IP Telephony
- VoIP Community Networking
- Unified Communications
- Call Recording Systems
- Fixed Line Services
- Numbering Services
- Contact Centres
- Data Networking/Services
- Call Management Software
- Mobile GSM Services

Digitel Services

With over 3000 systems installed we recognise that service is our most important commodity. That's why we can provide on site emergency service within 4 hours of the fault being received by our Customer Service centre.

The high standard of customer service we provide is just one reason why we are a recognised leader and quality provider of communications systems and services.

This is why we have global partners like Avaya, and that's why we believe you won't find a better combination of technical excellence and customer support.

Digitel engineers are factory trained and carry a complete stock of parts to ensure fast, responsive service. Digitel's Total Customer Care program also provides for disaster recovery in the event of total loss of service through fire, flood, etc. We can have you back in business with a replacement system on-site within 24 hours.

Contact Us

Digitel Europe Ltd
Communications Centre, 1 Ivy Street,
Priory Lane Industrial Estate,
Birkenhead, Merseyside, CH41 5EE

Ray Cullen 0844 387 7823
E-mail: rcullen@digiteurope.co.uk

How to use this guide

To select the hardware components for your system, establish the capacity requirements and then choose from the available control units, trunk cards, daughter cards and expansion modules.

- 1 How many trunks are required and what type of trunk - choose from Analogue, Basic Rate ISDN2, Primary Rate ISDN30 or SIP Trunk.
- 2 How many end points are required and what type - choose from Analogue, Digital, IP or ISDN extensions
- 3 Is multi-site connectivity or data access required?
- 4 Are there any business applications needs such as auto attendant, contact centre management, database interaction etc?

System Capabilities

Optional Applications	CCR, One-X Portal, VMPRO, Contact Store
Extensions	384
Trunk Ports	240
Analogue Lines	208
BRI (ISDB2) Trunk	32
PRI (ISDN30) Trunk	240
DECT Cell Stations	32
DECT Handsets	120
Dimensions (WxHxD)	445 x 73 x 365mm
Weight	3.2kg
Handset Supported	16XX Series, 54XX Series, 56XX Series, Analogue, SIP, H323, 96XX Series, 14XX Series
Expansion Modules	12



IP500 Control Unit

Telephone Systems

The IP Office

The Avaya Office family of components share a common set of features and applications which deliver a cost effective solution to any business.

Every IP Office has a built-in conference bridge for quick & easy dial-in audio conferencing

The Avaya IP Office

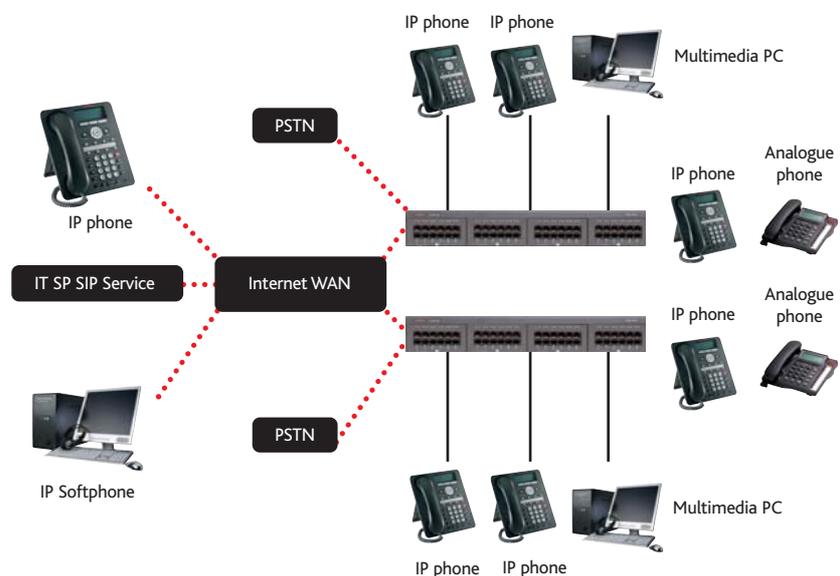
Hugely flexible and cost-effective 'office in a box' offering has everything from a simple, traditional telephone system to a multi site VoIP contact centre solution. All IP Office systems include:

- DHCP sever
- Internet access router
- LAN 10/100Mbps switch
- WAN Point-to Point Protocol or Frame Relay for RAS or IP routed networks
- Firewall
- Remote Access Server
- Fully featured PBX with optional key functionality
- Massive range of telephony features including divert, caller ID, screen popping, hunt groups and queue notification, voice mail, auto attendant and much more
- Choice of Endpoint – analogue (POTS), digital ISDN, IP hard and softphones, wireless DECT
- Conferencing bridge
- Advanced call routing message store and replay applications
- Unified messaging – voice, email and fax
- VPN support for L2TP or IPSec
- SNMP monitoring and SMTP email alarms
- SIP trunking enabling call via a SIP Service Provider

Community Networking with VoIP

VoIP with IP Networking allows all users on all sites to be visible as one integrated large community.

Homeworkers and teleworkers are incorporated into the central office system just as any other user, so call distribution and reporting are achieved without typical limitations. Voicemail, call routing and therefore call billing and management can be centralised. Advanced features such as remote hot desking and distribution hunt groups are also available.



Telephone Systems

IP500 V2 Control Unit

Entry level to the IP Office family offering IP applications.

- Modular chassis serves up to 32 users
- Smart Card Feature Key
- Supports 12 expansion modules for a maximum of 384 users
- Supports analogue, digital and IP extensions
- 2 switched LAN ports
- 2 IP 500 Voice Compression Modules for up to 128 VoIP channels
- 2 x 64 party conferencing
- 2 SD Card Slots



Description

IP500 System V2 Unit
SD Card (Essential Edition and Smart Card)

Accessories

IP500 Rack Mount Kit
Blanking Plate

IP500 Base & Daughter Cards Base Cards

New Combo Base Cards

IP Office Release 6 also provides support for another new base card, the Combination card. This card will provide a mix of digital phone (6 ports), analog phone (2 ports) and trunk connections and also provide 10 voice compression channels in a single base card.

Extension Cards

Support 2 or 8 analogue devices or 8 digital devices

Daughter Cards

Analogue 4 Card

Connects up to 4 trunks

BRI 4 Card

Connects up to 2 ISDN lines (4 channels)

VCM Cards

Support up to 32 or 64 VoIP channels

Legacy Card Carrier

Supports IP 400 trunk cards, VCM 4, 8, 16, 24 and 30 cards. 1 card per LCC, 2 LCC per control unit

BRI 8 Card

Connects up to 4 ISDN lines (8 channels)

IP500 Universal PRI Daughter Card

Provides single or dual PRI digital trunk interfaces and 8 channels (expandable) without need for a Legacy Card carrier



Description

Base Cards

IP500 Phone 2
IP500 Phone 8
IP500 DS 8
IP500 VCM 32
IP500 VCM 64
IP500 Legacy Card Carrier
IP500 V2 Combo Card ATM
IP500 V2 Combo Card BRI

Daughter Cards

IP500 ATM4
IP500 BRI4
IP500 BRI8
IP500 PRI Trunk Card – Single
IP500 PRI Trunk Card – Dual
License E1 Add. 2 Channels
License E1 Add. 8 Channels
License E1 Add. 22 Channels



IP500 Expansion Modules

Increase IP Office capacity with a Phone Module providing POTS ports for analogue devices and Digital Station Module providing DS ports for 5400 series phones.

IPO So8 Module

The IP400 Office So8 module provides 8 S-Bus (ISDN2e) extensions for Basic Rate ISDN devices (video conferencing, group 3 faxes, etc)

IPO ATM16

Each module supports up to 16 Loop Start or Ground Start trunks (not available in all territories) The first two ports on the module are automatically switched to 2 dedicated extensions on the rear of the unit in the event of power failure



Description

IPO So8 Module
IPO ATM16
IP500 Phone 30 Module
IP500 Phone 16 Module
IP500 Digital Station 16 Module
IP500 Digital Station 30 Module

Expansion Card

IP500 4 Port Expansion Card

Telephone Systems

One-X Value Edition Desk Phones Low cost, robust and surprisingly feature packed for the price

1603 / 1403 Value Edition

Ideal for walk-up and simple everyday use

- 3 administrable feature buttons with dual LED indicators
- 2 line, 16 character backlit display
- Fixed feature keys (eg conference, transfer, hold)
- 2 way speakerphone



Description

1603 IP Value Edition
1403 Value Edition

1608 / 1408 Value Edition

Ideal for light everyday use. Features as 1603 / 1403 plus

- 3 administrable feature buttons with dual LED indicators
- 3 line, 24 character backlit display
- Full duplex speakerphone
- Integrated headset jack
- 3 soft user keys and 4 way navigation wheel for easy call and contact scrolling



Code Description

1608 IP Value Edition
1408 Value Edition

1616 / 1416 Value Edition

Ideal for call routers and monitor such as receptionists and managers.
Features as 1608/1408

- 16 administrable feature buttons with dual LED indicators or 48 with expandable module
- 4 line, 24 character backlit display with adjustable viewing angle
- Additional caller information displayed



Code Description

1616 IP Value Edition
Add-on Module
1416 Value Edition

Telephone Systems

One-X Desk Phone Next Generation Handsets

For the Everyday user: the 9620 LITE

For the Everyday user, a phone is one of many communications tools along with perhaps IM, email and PDA. While common functions such as directory and speed dial are important to this user, many other features that would typically be found on a traditional business phone might be superfluous. The 9620 provides three visible call appearances on a smaller display, with a simple interface offering easy access to the most important features. The 9620 is available in colour.



For the Essential user: the 9630, 9650 and 9670G

Essential users are easy to recognize – they are always on the phone. This power user relies on real-time voice communication and makes use of many advanced phone applications. The 9630G, 9650 and 9670 provide one-button access to advanced features such as Extension to Cellular and Extend Call to Mobile. These phones enable easy directory searches supported by contextual navigational menus and prompts. The 9630G and 9640G add integrated support for Gigabit Ethernet with an efficient PoE Class 2 rating. The 9650 is available in colour and greyscale.

The 9670G provides Essential Users with the same features as the other models through a touch screen user interface. It supports integrated Gigabit and Bluetooth capabilities and is a PoE Class 2 device. The 9670G provides one touch access to applications through the Home Screen including favourite contacts, embedded Avaya applications as well as third party applications.



For the Navigator: the 9650 and Button Module

The Navigator also spends a great deal of time on the phone, largely handling calls for others. Receptionists and executive assistants are examples of Navigators. The 9650 provides one touch access to a great range of features and functions; it comes with an integrated button expansion module for quick access to features and people and super efficiency.



VPN Phones

VPN capabilities in 4600 & 5600 series phones- Remote IP handsets can access IP Office over secure IPSec VPN (no separate VPN gateway needed at the remote location).

Requires teleworker or power user licenses

Description

5610 SW IP Hardphone
5321 SW IP Hardphone



Telephone Systems

Analogue Phones Not system dependent these offer low cost yet high functionality

Gemini Basic 9330-AV

- 4-6 party conferencing
- Power fail port for analogue lines
- 4 analogue trunks and extensions
- 8 digital stations



Gemini CLI-9335-AV

- 100 name/number directory, 20 protected direct access memories
- Message waiting
- Hearing aid compatible
- 6 year warranty



Avaya DECT R4 Solution Support

IP Office Release 5 supports the new IP DECT R4 Solution Radio Fixed Parts (RFP) as well as two new handsets. Avaya's DECT R4 solution features all advantages of a full blown DECT solution for the enterprise market. Cost effective, wireless, high voice quality in a frequency band exclusively reserved for DECT that is secure, easy to deploy and enhance.

The solution consists of:

- Two wireless handsets, 3720 and 3725
- Two radio base stations (with internal and external antennas) with IP interface for usage with IP Office
- An appliance server for centralised functions like corporate directory and internal phonebook access, simple text messaging and other external applications, centralised configuration and maintenance etc.

As the solution contains a handset with liquid protection and Bluetooth® headset interface and an appliance server for attaching messaging and other external applications it is especially well suited for vertical markets like healthcare and retail.

All handsets and radio base stations support the DECT frequency in EMEA, APAC, NAR and CALA with same hardware and firmware. (Please check type approval for availability in the different regions. At launch of IP Office Release 5, CALA is not supported with DECT R4).

IP Office Release 6 will support lower cost/functionality base-stations for the IP Office DECT R4 system released with IP Office 5.0. In this release the low-cost base station will be a scaled down "normal" base-station that allows only 4 channels per base-station with a maximum of 5 base stations being supported.



Description

- 3720 IP DECT Handset
- 3725 IP DECT Handset

Telephone Systems

IP Office Release 6 Features

Note: All of the features listed are available worldwide unless otherwise specified. Not all of the features in IP Office Release 6 are supported on all platforms and phones – please see each feature’s description for details.

License Simplification

With IP Office Release 6 the licensing model has changed in order to simplify selling, buying and using IP Office. Additionally, the Professional License has been removed and the number of Voice Networking licenses reduced from three to one.

IP Office now adheres to a simple 3 step user-centric model that consists of the following components:

- 1 IP Office system platform, trunk and phones
- 2 System Licenses: know collectively as Group Collaboration: IP Office Essential Edition, IP Office Preferred Edition, IP OfficeAdvanced Edition
- 3 User productivity solutions.

• **IP Office System platform, trunks and phones**

The IP Office system platform comprises the base of the new licensing model, including the IP500 system unit, expansion cards, trunk daughter cards and external expansion modules. Please note that licenses such as VCM channels or E1/T1 channels are still required.

• **IP Office System Licenses**

There are 3 system licenses offered in Release 6

- 1 IP Office Essential Edition
- 2 IP Office Preferred Edition
- 3 IP Office Advanced Edition
- 4 Office Worker

Combo Base Card

IP Office Release 6 also provides support for another new base card, the Combination card. This card will provide a mix of digital phone (6 ports), analog phone (2 ports) and trunk connections and also provide 10 voice compression channels in a single base card.

New IP500 V2

IP Office Release 6 introduces a new Control Unit the IP500v2. The IP500v2 is based on the current IP500 control unit and looks identical from the front. The main differences are at the rear of the unit where two Secure Digital (SD) card slots are present. These replace the current smart card and compact flash card slots that exist on the IP500.

1000 User SCN

IP Office Release 6 will increase the supported number of users on a Small Community Network from 500 to 1000 users. In mixed networks (e.g. with 4.2/5.0 systems in the network), the limit will remain at 500 users.

IP Office User Productivity Profile Solution

To better serve small business owners, licenses are now implemented by user profile. In addition to a basic user with no applications enabled (eg. voicemail box if one of the above system editions has been purchased), there are 3 exclusive user profile licenses in Release 6 which enhance employee productivity:

- 1 Mobile Worker
- 2 Tele Worker
- 3 Power User

These exclusive user profiles are complemented by 3 optional add-on user profiles

- 4 Receptionist
- 5 Customer Service Agent
- 6 Customer Service Supervisor

IP Telephone Licensing

IP Telephone licensing – In IP Office Release 6 all IP phones will be licensed as a station license, not a user-license. Digital phones will not be licensed. This only applies to IP500 and IP500v2 only. IP406v2 and IP412 systems will not require IP Telephone licenses for Avaya IP Phones.

SIP / Video Softphone

With Release 6 IP Office introduces – as part of the Teleworker and Power User package – a new Softphone application.

The Softphone is a full feature telephony client that supports standard telephony features on a standard PC running supported Microsoft operating systems including new Microsoft 7.

Telephone Systems

IP Office Applications – System

Essential Edition

Entry level

Profile:

- Basic collaboration capabilities across organisation

Function:

- Voicemail box for all employees
- Automated attendants for routing of incoming calls
- Dial by name

Value:

- Provides the basic set of communications needs in today's business world

Preferred Edition

Entry level

Profile:

- Greater speed of response and ease for all staff interactions

Function:

- Secure 'Meet Me' Conferencing
- Automated call routing – multiple, multi-level as well as conditional routing
- Call recording to a voicemail box

Value:

- Collaborate easily with your staff and reduce or eliminate external conference costs
- Prioritise how you treat your best customers

Advanced Edition

Entry level

Profile:

- Businesses that require high levels of effective and efficient customer service

Function:

- Track and measure customer service and agent productivity
- Manage recorded customer calls
- Integrated voice response to access information, check status of orders and more over the phone
- Simplify the request for information or automate telephone surveys
- Requires Preferred Edition as a pre-requisite

Value:

- Increase your customers knowledge
- Provide customers 24/7 access to information and services
- Allocate your most valuable resource – your employees – to your most valued asset – your customers

Description

IPO MC Essential (Embedded Messaging Kit)

IP Office Preferred (VM PRO)

IPO Office LIC (Advanced)*

*Requires Preferred Edition - Includes 1 Supervisor license

IP Office R4.2	Material Code	
Embedded Voicemail	700343460	➔ Avaya IP Office Essential Edition
Standard Edition	Not Applicable	

IP Office R4.2	Material Code	
Professional Edition	202959	➔ Avaya IP Office Preferred Edition
VoiceMail Pro	171991	

IP Office R4.2	Material Code	
Professional Edition	202959	➔ Avaya IP Office Advanced Edition
VoiceMail Pro	171991	

Requires Preferred Edition
Includes 1 Supervisor license

Multi-Site Options

Connects multiple sites in small communities

Profile:

- For enterprises with more than one site that want to ensure all sites feel 'connected'

Function:

- Connect sites
- Dial plan, presence, paging, distributed call routing and multi-site 'hot desking'
- Receptionists manage all calls from one location

Value:

- Enables separate locations to operate as a single organisation
- Enhance collaboration among employees
- Improve mobility and productivity
- Save on calling costs – enables you to eliminate site-to site calls and optimise call routing for all

Description

IPO LIC Voice Networking
(includes up to 4 channels)

Telephone Systems

IP Office Applications – Users

Receptionist Solution

Profile:

Any office receptionist with a PC

Function:

- Delivers ability to remotely control calling and connect anyone across all sites
- Visual PC interface for fast call handling – operators see everyone's call status
- Manage calls for multiple sites
- Share a single receptionist across multiple locations and/or business

Value:

- Professional service for your customers
- Consolidate reception to one site
- Efficient call handling

Mobile Worker Solution

Profile:

Employees who do not want to have laptops but are on the road using mobile devices

Function:

- Delivers ability to work whilst on the road
- Delivers one number access to mobile device with call control as if 'in the office'
- Turn any office phone at any site into your office phone (requires multi-site option)
- Roam the office/warehouse wirelessly

Value:

- Field sales and services staff become more responsive to your customers and each other
- Enables users to never miss a call and stay in control and connected while on the road

Tele Worker Solution

Profile:

Employees who work from home full time

Function:

- Delivers ability to hire staff anywhere
- With an IP phone and Internet connection, user will be an extension of the main office
- Call flow via your network and the Internet so there is no additional home worker expenses
- Additional software enables user to leverage PSTN whenever bandwidth is compromised via telecommuter mode

Value:

- Hire the right person no matter where they are located
- Streamline real estate and facilities costs with full time remote workers
- Save money and enable business continuity

Power User Solution

Profile:

Employees who have laptops and multiple mobile devices

Function:

- Delivers ability to work from anywhere
- One number reach with ability to call control from mobile phone
- Turn any phone into your office phone and host conference calls
- Save on calling costs when travelling abroad

Value:

- Power users are the people you have invested in, to think, to share their ideas and deliver for your customers
- Ensures enhanced abilities of user to respond quickly and maximise their productivity

Office Worker

Profile:

Employees who are office based with a PC

Function:

- Provides users control of their telephone from a networked PC
- one-X Portal for IP Office can be used with any IP Office extension; analog, digital or any IP telephones, wired or wireless
- one-X Portal for IP Office is a server based application that the user accesses via web browser
- Via separate gadgets, one-X Portal for IP Office provides easy access to telephony features, call information, call and conference control, instant messaging, directory and VoiceMail Pro mailbox

Value:

- Power users are the people you have invested in, to think, to share their ideas and deliver for your customers
- Ensures enhanced abilities of user to respond quickly and maximise their productivity

Telephone Systems

IP Office

Support of SIP Endpoints

Starting with IP Office Release 6, SIP Endpoints are supported on IP Office for Voice (Audio) and Fax (T.38) communications

This allows the usage of standard compliant IP telephones using the open SIP standard, giving customers a choice of endpoints of different manufacturers including special purpose devices such as conference phones, hotel phones or terminal adaptors.

SIP Endpoint support is fully integrated into IP Office. No other server components are needed. SIP Endpoints will need VCM module capacity in IP Office like any other IP phone. In addition to SIP telephones, SIP Analogue Telephone Adaptors are supported to connect analogue phones and fax machines. This offers a flexibility to support fax machines using (T.38) and analogue telephones, eg basic wireless phones, in remote offices.



Description

- IP Endpoint RFA x 1
- IP Endpoint RFA x 5
- IP Endpoint RFA x 10
- IP Endpoint RFA x 20
- IP Endpoint RFA x 50

Many 3rd parties tested

- Polycom, Grandstream, Nokia SIP client, iBeam etc
- SIP analogue telephone adaptor
- Knowledgebase shows compatibility list
- Requires 3rd party IP phones license

T.38 Fax transport over SIP trunks

- Reliable fax transit over IP network

Call Features supported

- Basic call
- Call/message waiting
- Do not disturb
- Call hold & consultation hold
- Attended & unattended transfer
- Call forward
- 3 way conference
- Other IP short codes

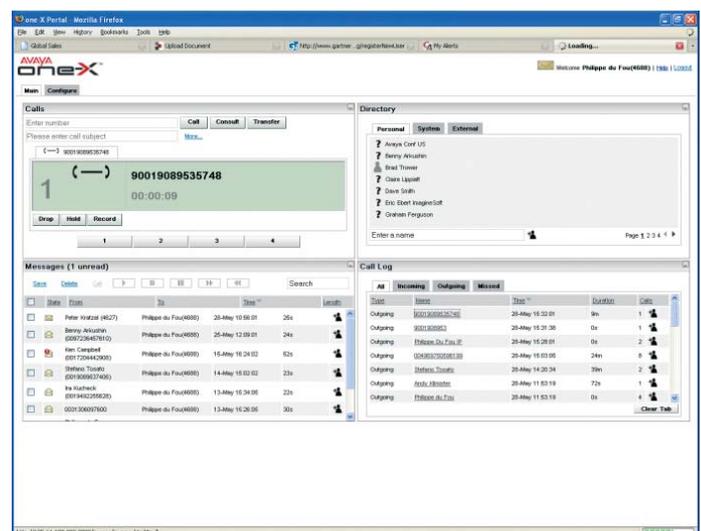
Avaya one-X Portal for IP Office

The one-X Portal for IP Office is an application that provides users control of their telephone from a networked PC.

one-X Portal for IP Office can be used with any IP Office extension and is available as part of the IP Office Power User or Teleworker user licenses only. one-X Portal for IP Office is a server based application that the user accesses via web browser. Via separate gadgets, one-X Portal for IP Office provides easy access to telephony features, call information, call control, directory and VoiceMail Pro mailbox.

The following features are supported by one-X Portal for IP Office:

- User call control
- Call forwarding (CFWD), do not disturb (DND) and exception management
- Voicemail collection and management
- IP Office integrated systems directory (read only) and personal directory (read and write)
- Ability to access external LDAP directory services (read only)
- All directory contacts are presented as click-to-dial and are pre searchable
- Dynamically updated user call log
- Automated provisioning and management available to administrators
- Presence information is shown for all internal users (including across Small Community Networks)



Part of Power User & Teleworker Solutions

First Release Provides Real-time Call Control

Thin Client Alternative

Works with IE, Mozilla, Firefox and Citrix

- Simple to install
- Simple to use
- Enhances employee productivity

Major browsers (Internet Explorer version 7 or later Mozilla, Firefox version 3 or later Apple Safari or later on Windows and MAC OS) are supported.

Telephone Systems

Call Centre Applications

For customer interaction performance monitoring, IP Office supports cost effective, time saving software for small to medium contact centres.

Campaign Manager

Enable repetitive information gathering to be fully automated for round the clock answering, through a series of clear and uncomplicated questions. Call centre agents can then collect responses via a web browser. Inbound call campaigns can be easily created and modified via a campaign wizard.

Customer Service Agent

Solution Profile:

- Any employee who fields customer service calls and requests

Function:

- Delivers ability to efficiently and effectively service customer calls
- Be informed and respond to business needs - through a browser based client
- Enables agent to see his/her own performance

Value:

- Enables sales, service or other departments to quickly, intelligently respond to customer inquiries

Customer Service Supervisor Solution Profile:

- Any employee who fields customer service calls and requests

Function:

- Delivers ability to track, measure and create custom reports for agent productivity
- Easy to use browser interface
- Customise views with only relevant data – Supervisors can personalise statistics
- Save time creating reports – drag and drop reporting with built in templates

Value:

- Ability to find problems or opportunities for the business with real data on how your are serving the customers

Description

- IPO LIC Receptionist
- IPO LIC Mobile Worker x 1
- IPO LIC Mobile Worker x 10
- IPO LIC Mobile Worker x 20
- IPO LIC Teleworker x 1
- IPO LIC Teleworker x 5
- IPO LIC Teleworker x 20
- IPO LIC Power User x 1
- IPO LIC Power User x 5
- IPO LIC Power User x 20
- IPO Customer SVC AGT x 1
- IPO Customer SVC AGT x 5
- IPO Customer SVC AGT x 20
- IPO Customer SVC SPV x 1
- IPO Customer SVC SPV x 5
- IPO Customer SVC SPV x 20



Telephone Systems

Working Seamlessly With Avaya

GN Netcom has been awarded Gold membership to the Avaya DevConnect programme which demonstrates its renowned expertise in headset technology.

Gold-level members must meet rigorous criteria for customer satisfaction, product support, business operations, marketing and sales by developing deeper integration with Avaya platforms leading to an enhanced user experience.



Jabra Corded Headsets

Jabra BIZ™ 2400

Ideal for all kinds of phone systems and work environments – from quiet individual offices to noisy open plan contact centres.

The Jabra BIZ™ 2400 headsets provides a cascade of corded headset improvements in a high-end solution that raises the bar for the levels of audio, build and comfort – backed by a 3 year warranty as standard.

Description

Jabra BIZ™ 2400 Duo (82) Noise-Cancelling
Jabra BIZ™ 2400 Mono (82) Noise-Cancelling

Other variants are available, please contact 0844 848 0900 for further details



Jabra GN2000

This easy to use, robust corded headset provides excellent voice and sound clarity for contact centres. The GN2000 features PeakStop™ technology which cuts off sudden loud noises. Available with either a noise-cancelling microphone or SoundTube (Non Noise-Cancelling).

Description

Jabra GN2000 Mono SoundTube Headset
Jabra GN2000 Mono Flex-Boom Noise-Cancelling

Other variants are available, please contact 0844 848 0900 for further details



Jabra GN1200 Smart Cord

Offers universal connection to almost any telephone handset and a Jabra headset. It has an 8 position slider switch which sets the phones system type. Designed to work with any Jabra professional headset fitted with a quick disconnect (QD).

Description

Jabra GN1200 Straight Cord (0.5m standard)
Jabra GN1200 Curly Cord (2.0m coiled)
Jabra GN1215 Smartcord for Avaya One-X Phones



Telephone Systems

Jabra Cordless Headsets

Jabra PRO™ 9400 Series

Working wirelessly using DECT technology enables multi-tasking with maximum efficiency. One headset to seamlessly switch between multiple locations including desk, soft or mobile phone (via Bluetooth connectivity with the Jabra PRO™ 9470 only). The Jabra PRO™ 9400 Series are the only professional headsets with a touchscreen interface and unique call recording functionality. Full remote answer/end call capability with built in EHS software.

Up to 10 hours talk-time and 150 metres range.

Description

Jabra PRO™ 9460 Mono, Flex-Boom, Noise-Cancelling
Jabra PRO™ 9470 Mono, Midi-Boom, Noise Blackout™



Jabra GO™ 6470

Combining a fully-featured Bluetooth® desk, soft and mobile phone solution along with the touchscreen functionality of the PRO™ series. The Jabra GO™ 6470 headset makes your mobile office complete.

Up to 6 hours talk-time and up to 100 metres wireless Bluetooth® range.

Description

Jabra GO™ 6470, Noise Blackout™



Jabra GN9330e

High specification from an entry level cordless headset. With free EHS Software as standard and digital encryption for secure conversations, this headset is designed to enhance the way the user works.

Up to 9 hours talk-time without recharging and the ability to answer calls up to 120m from your desk or softphone*.

Description

Jabra GN9330e
Jabra GN9330e USB

*Applies to USB model only



Jabra Avaya EHS Cables

The Jabra EHS Cable allows connectivity between a cordless headset, and an Avaya deskphone without the need for a handset lifter. This enables the user to receive and end calls from the headset while away from their desk.

Description

Jabra Avaya EHS Solution 1
Jabra Avaya EHS Solution 2



Telephone Systems

Working in synergy with Avaya

During our 40 year partnership, Plantronics and Avaya have worked in synergy to create products with the optimum level of usability for compatible phones and accessories.

This relationship has resulted in Plantronics being awarded the highest level of membership; the Avaya DevConnect Platinum Membership.

AVAYA

DEVCONNECT PLATINUM

Plantronics Headsets

SupraPlus® Headset

SupraPlus® Wideband headsets are designed to be used with the new generation of wideband-enabled IP keysets and softphones for superior audio quality and speech clarity. Requires a compatible bottom cable (see box below)

Description

SupraPlus® Wideband Headset Monaural Voice Tube
 SupraPlus® Wideband Headset Monaural Noise-Cancelling
 SupraPlus® Wideband Headset Binaural Voice Tube
 SupraPlus® Wideband Headset Binaural Noise-Cancelling
 HIS Direct Connect Cable
 HIP Direct Connect Cable
 HIC Direct Connect Cable
 DA45 Wideband USB Adaptor with PerSono Pro Software



AWH-65 Convertible Style Headset

Combine the clarity of traditional corded technology with the mobility of wireless, so you can move around the office without missing a call. Converts to over-the-ear, over-the-head or behind-the-head styles.

Up to 9 hours talk time and up to 100 metres range.

Description

AWH-65 Convertible Style Headset



AWH-75N

The AWH-75N boasts a lightweight, over-the-ear design that combines sophisticated style with all-day wearing comfort. Whether moving between meetings, conferring with colleagues, or taking calls in the office, executives can use the AWH-75 to go wherever business takes them.

Up to 5 hours talk time and up to 100 metres range.

Description

AWH-75N Headset



Telephone Systems

Plantronics Headsets Continued

Savi™ Office

Savi™ Office is the wireless headset system built to unify voice communications. This enterprise-grade headset system connects to both your desk phone and PC, providing the business critical sound quality necessary in today's working environment. You can combine the Savi™ Office with Plantronics Hookswitch cable removing the need for a handset lifter.

Up to 9 hours talk time and up to 100 metres range.



Description

Savi™ Office Convertible Headset System
 Savi™ Office Over-the ear Headset System
 APT-30 Savi™ Electronic Hookswitch for Avaya Gnbh (Tenovis)
 APV-60 Savi™ Electronic Hookswitch for Avaya
 APT-65 Savi™ Electronic Hookswitch Cable for Avaya
 (EU-24 Interface)

Savi™ Go

Designed for mobile professionals in the office or on-the-go, the Plantronics Savi™ Go wireless headset lets you seamlessly switch between calls received on your PC and those received on your mobile phone.

Up to 6 hours talk time and up to 70 metres range
 (class 1 Bluetooth® range on the PC)



Description

Savi™ Go Headset

Voyager® PRO UC

The Voyager® PRO UC Bluetooth Headset has been designed for mobile professionals in the office or on-the-go. The Plantronics Voyager® PRO UC wireless headset lets you seamlessly switch between calls received on the PC and those received on the mobile.

Up to 6 hours talk time and up to 10 metres range.



Description

Voyager® PRO UC Bluetooth Headset

Telephone Systems

Conferencing Units

Polycom SoundStation2

The SoundStation2 works with Avaya Definity PBX systems. It connects directly to a digital PBX line without the need for extra PBX adaptors or for running a special analogue line into the conference room. It is expandable with optional expansion microphone to increase the room coverage.

- Speak normally up to 3 metres away
- Ideal for up to 8 people
- High quality sound
- Noise and echo cancellation
- Backlit LCD
- Full duplex system allows natural two-way conversations
- 360° microphone room coverage
- 25 number phonebook/speed dial
- Worldwide caller ID* capabilities
- Expandable with optional mics



Description

SoundStation2

Konftel 50

Konftel 60W Bluetooth

Konftel 50

A versatile, stylish conference unit that can connect to virtually all system keyphones, as well as analogue, cordless and mobile phones. Plus the compact size means its small enough to fit into a briefcase so you'll have the opportunity to conference anywhere with a power outlet.

- Connects to virtually any system phone
- Works with DECT and mobile phones
- Crystal clear sound – OmniSound™
- Fully duplex for natural bi-directional sound
- Headset compatible
- 2 year warranty



Konftel 60W Bluetooth

At a desk, or in a meeting room away from the office, the Konftel 60W can connect wirelessly to all Bluetooth equipped phones, computers and mobiles allowing meetings to be held anywhere with a power outlet. It also has superb sound quality.

- No need for digital adaptors – connects to analogue, digital or IP phones
- Superb sound quality
- Expandable – increase coverage from 30m² up to 70m² with extra mics
- Fully duplex 2 way sound (OmniSound)
- Three party conferencing function
- Optional cables for connection to non Bluetooth mobiles
- 2 year warranty



*Subject to network availability

Call Recording Units

Retell 175

High quality analogue phone with call recording. Ideal for telephone training, security and monitoring requirements.

- Built-in CD RW
- Uses both CD-R & CD-RW disks
- Storage of up to 500 names/numbers
- CD playback
- Calls can be attached to emails
- 300 hours capacity CD storage



Telephone Systems

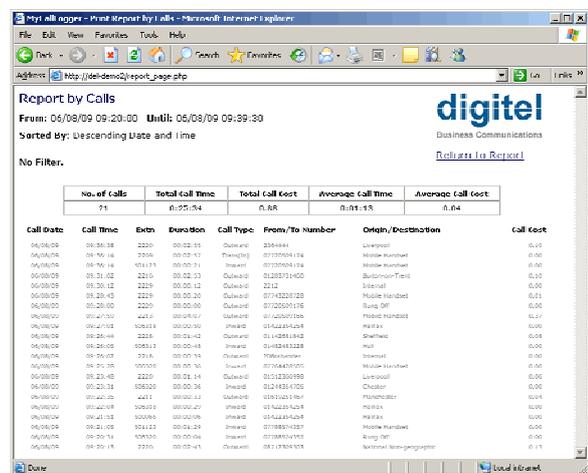
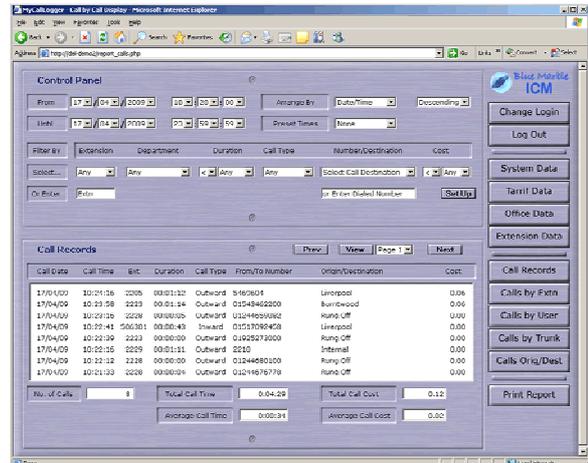
Call Management

Blue Marble Intelligent Call Management

Blue Marble ICM is a telephone call management software solution specifically designed to seamlessly interface with your telephone system, it automatically and unobtrusively logs and stores all inbound and outbound telephone call traffic made to or from your telephone system. Providing you with critically important information on your company's telephone call usage.

Blue Marble ICM will provide you with a powerful, easy-to-use call monitoring and management solution that will help manage your telephone costs, eliminate telephone abuse and track trunk line, extension telephone and department utilisation. In addition ICM will also provide you with reports on call times, call transfer reports, abandoned calls, and a complete range of critical telephone traffic data that will:

- Allow you to allocate telephone call costs to employees, departments, customers, projects etc.
- Eliminate abuse of telephone resources.
- Analyse the call costs and staff time supporting customers for both inbound and outbound calls.
- Determine the number of telephone lines required to support your business.
- Identify busy times of the day or week for telephone call traffic.
- Monitor the grade of service you provide your customers. Average ring time etc.
- Identify and return unanswered calls.
- Mark-up call costs and allocate back to departments or tenants



Notes

Contact Us



Digitel Europe Ltd Communications Centre, 1 Ivy Street, Priory Lane Industrial Estate, Birkenhead CH41 5EE

Tel: 0844 387 7823

E-mail: rcullen@digiteurope.co.uk

Web: www.digiteurope.co.uk