



## Avaya IP Solutions

*featuring Avaya Communications Manager*

2003 SOLUTION COMPARISON MATRIX

**Reaching Success is 50% preparation  
and 50% perspiration.**



The Avaya IP Solutions Comparison Matrix is a reliable, quick, thorough organizer designed to help you find the answer to virtually any customer question about the Avaya IP Solutions portfolio. The Matrix provides a framework for comparison across the portfolio, allowing you to tune into the precise needs of your customers.

The Solution Comparison Matrix makes it easy for you to get an edge on your competition. The specifics you master will bring out the best in the Avaya IP Solutions portfolio and help move your customer closer to a decision.



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# Avaya Enterprise Class IP Solutions

2003 SOLUTION COMPARISON MATRIX

## DESCRIPTIONS

### SMALL & MID-SIZED SOLUTIONS

	Avaya PARTNER® Advanced Communications System	Avaya MERLIN MAGIX®	Avaya IP Office	Avaya S8100 Media Server on Avaya G600 Media Gateway or CMC1 Gateway	Avaya S8300 Media Server and an Avaya G700 Media Gateway
<b>DESCRIPTION</b>	Hybrid key system for 2 to 48 stations	Hybrid Key/PBX for 10-200 stations	Hybrid PBX and IP PBX for 10-256 stations	IP enabled PBX for 40-450 stations	IP PBX for 10-450 stations
<b>Key Characteristics</b>	<ul style="list-style-type: none"> <li>• Easy to use traditional key system</li> <li>• Pay as you grow design</li> <li>• Integrated voice mail and mobility applications</li> </ul>	<ul style="list-style-type: none"> <li>• Traditional voice solution with robust messaging application</li> <li>• Economical, highly reliable communications system</li> <li>• Pay as you go, build as you go</li> <li>• Integrated Voice/Data offering - 10 Mbps LAN connectivity - get a free Router!</li> <li>• Automatic Call Distribution included for Free</li> <li>• Over 200 Call Features from Abbreviated Ring to Uniform Dial Plan</li> </ul>	<ul style="list-style-type: none"> <li>• IP Office Call Processing Software</li> <li>• Remote Diagnostics</li> <li>• All-In-One Solution</li> <li>• Automatic call distribution and routing</li> <li>• IP capable telephony server with router &amp; firewall</li> <li>• Simplicity</li> <li>• Cost Effective</li> </ul>	<ul style="list-style-type: none"> <li>• Avaya Communications Manager Software</li> <li>• Expert System Diagnostic Capability</li> <li>• Supports traditional and IP telephony</li> <li>• World Class Routing for greater flexibility for VoIP</li> <li>• Virtual Enterprise Networking Remote worker and IP agent capability</li> <li>• Call Processing, call center and messaging</li> <li>• Investment protection</li> </ul>	<ul style="list-style-type: none"> <li>• Avaya Communications Manager Software</li> <li>• Expert System Diagnostic Capability</li> <li>• Modular, Stackable, Hot Swappable, Redundant Architecture</li> <li>• Internal Layer 2 Switch</li> <li>• Autonomous switch</li> <li>• Survivability optional</li> <li>• 10/100/1000 ethernet LAN &amp; WAN &amp; PSTN Connectivity</li> <li>• Well-suited for IP phone deployments</li> </ul>
<b>Station Size</b>	Up to 48	Up to 200	Up to 256	<ul style="list-style-type: none"> <li>• Up to 450</li> <li>• IP, digital or analog</li> </ul>	<ul style="list-style-type: none"> <li>• Up to 450</li> <li>• IP, digital or analog</li> </ul>
<b>Trunks</b>	Up to 19 or up to 31 with DSL	80 Trunks	<ul style="list-style-type: none"> <li>• Up to 192 trunks</li> <li>• LS, GS, DID, T1, E1, IP, Frame Relay</li> <li>• International BRI trunks</li> </ul>	300 Trunks	<ul style="list-style-type: none"> <li>• Up to 450 trunks</li> <li>• LS, GS, DID, T1, E1, IP</li> <li>• International BRI trunks</li> </ul>
<b>BHCC rate</b>	NA	NA	Up to 17,000	<ul style="list-style-type: none"> <li>• 5,000 non Contact Center</li> <li>• 2,000 Contact Center</li> </ul>	50,000 General Call Mix



# Avaya Enterprise Class IP Solutions

2003 SOLUTION COMPARISON MATRIX

SMALL & MID OFFICE

## SMALL & MID-SIZED SOLUTIONS

	Avaya PARTNER® Advanced Communications System	Avaya MERLIN MAGIX®	Avaya IP Office	Avaya S8100 Media Server on Avaya G600 Media Gateway or CMC1 Gateway	Avaya S8300 Media Server and an Avaya G700 Media Gateway
<b>Market Segment</b>	<ul style="list-style-type: none"> <li>• Small to Mid</li> <li>• Stand Alone or Small of Large</li> <li>• 2-48 stations</li> </ul>	<ul style="list-style-type: none"> <li>• Small/mid standalone</li> <li>• Target 20-80 station size</li> </ul>	<ul style="list-style-type: none"> <li>• Small/mid standalone</li> <li>• Target station size 10-100+ stations</li> </ul>	<ul style="list-style-type: none"> <li>• Small businesses that are technology innovators</li> <li>• Branch offices/departmental work groups of large enterprises</li> </ul>	<ul style="list-style-type: none"> <li>• Small Stand alone</li> <li>• Leading edge</li> <li>• May need Redundancy</li> </ul>
<b>Vertical Markets</b>	<ul style="list-style-type: none"> <li>• Medical</li> <li>• Retail</li> <li>• Restaurants</li> <li>• Information Managers</li> <li>• Business Services</li> <li>• Insurance</li> <li>• Professional Services</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturing</li> <li>• TCU (Transportation/Communications/Utilities)</li> <li>• Business Services</li> <li>• Legal Services</li> <li>• Retail</li> <li>• Local Government</li> <li>• Hotel/Motel</li> <li>• Education</li> </ul>	<ul style="list-style-type: none"> <li>• Financial Services</li> <li>• Professional Services</li> <li>• Retail</li> <li>• Business Services</li> <li>• Engineering</li> <li>• Insurance</li> <li>• Manufacturing (smaller sites)</li> <li>• Education (smaller sites)</li> <li>• Local Government (smaller sites)</li> <li>• TCU (smaller sites)</li> </ul>	<ul style="list-style-type: none"> <li>• Financial Services</li> <li>• Professional Services</li> <li>• Retail</li> <li>• Manufacturing</li> <li>• Education</li> <li>• Insurance</li> <li>• Local Government</li> <li>• TCU (Transportation/Communications/Utilities)</li> </ul>	<ul style="list-style-type: none"> <li>• Financial Services</li> <li>• Professional Services</li> <li>• Retail</li> <li>• Business Services</li> <li>• Legal Services</li> <li>• High Tech</li> <li>• Engineering</li> <li>• Local Government</li> <li>• TCU (Transportation/Communications/Utilities)</li> </ul>



**SMALL & MID-SIZED SOLUTIONS**

	Avaya PARTNER® Advanced Communications System	Avaya MERLIN MAGIX®	Avaya IP Office	Avaya S8100 Media Server on Avaya G600 Media Gateway or CMC1 Gateway	Avaya S8300 Media Server and an Avaya G700 Media Gateway
<b>Market Segment</b>	<ul style="list-style-type: none"> <li>• Small of Large</li> <li>• No networking</li> </ul>	<ul style="list-style-type: none"> <li>• Small of large</li> <li>• Minimal networking requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Small of large (independent)</li> <li>• Low networking intensity</li> <li>• Evolutionary/revolutionary customers</li> <li>• Multisite</li> </ul>	<ul style="list-style-type: none"> <li>• Small of Large</li> <li>• Technology innovators</li> <li>• Branch offices/ departmental work groups</li> <li>• Multisite</li> </ul>	<ul style="list-style-type: none"> <li>• Small of Large</li> <li>• Leading edge</li> <li>• Branch offices/ departmental work groups</li> <li>• Multisite</li> <li>• Network intensive</li> </ul>
<b>Vertical Markets</b>	<ul style="list-style-type: none"> <li>• Retail</li> <li>• Restraunts</li> <li>• Auto Dealers</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturing</li> <li>• Transportation</li> <li>• Communications</li> <li>• Utilities</li> </ul>	<ul style="list-style-type: none"> <li>• Financial institutions</li> <li>• Manufacturing</li> <li>• Wholesale</li> <li>• Insurance</li> <li>• Retail</li> <li>• Business Services</li> <li>• Engineering</li> </ul>	<ul style="list-style-type: none"> <li>• Financial institutions</li> <li>• Manufacturing</li> <li>• Wholesale</li> <li>• Government</li> <li>• Retail</li> <li>• Insurance</li> </ul>	<ul style="list-style-type: none"> <li>• Financial institutions</li> <li>• Manufacturing</li> <li>• Wholesale</li> <li>• Education</li> <li>• Government</li> <li>• Business Services</li> <li>• Engineering</li> <li>• Legal Services</li> <li>• High Tech</li> <li>• Miscellaneous Service</li> </ul>



# Avaya Enterprise Class IP Solutions

2003 SOLUTION COMPARISON MATRIX

## CONTACT CENTER

### SMALL & MID-SIZED SOLUTIONS

	Avaya PARTNER® Advanced Communications System	Avaya MERLIN MAGIX®	Avaya IP Office	Avaya S8100 Media Server on Avaya G600 Media Gateway or CMC1 Gateway	Avaya S8300 Media Server and an Avaya G700 Media Gateway
<b>Contact Center Application/ Capabilities</b>	<ul style="list-style-type: none"> <li>• Basic call</li> <li>• Extension hunt groups</li> </ul>	<ul style="list-style-type: none"> <li>• Built in Basic Call routing</li> <li>• Reporting via 3rd Party applications, i.e. TASKE</li> <li>• 25 Agents per Group</li> </ul>	<ul style="list-style-type: none"> <li>• Moderate call routing</li> <li>• Up 75 Agents</li> <li>• Up to 400 Agents (networked via INdEx)</li> <li>• Contact Center capability included (enabled via license key)</li> <li>• Multi-media integration</li> </ul>	<ul style="list-style-type: none"> <li>• Sophisticated Skills Routing</li> <li>• 100 Agents</li> </ul>	<ul style="list-style-type: none"> <li>• Sophisticated Skills Routing</li> <li>• 320 maximum agents</li> </ul>
<b>Market Segment</b>	Basic customer service	<ul style="list-style-type: none"> <li>• Basic call routing</li> <li>• Standalone</li> </ul>	<ul style="list-style-type: none"> <li>• Moderate call routing</li> <li>• Informal Contact center application also available</li> <li>• Stand alone</li> <li>• Only Small of large if remote location operates autonomously</li> </ul>	<ul style="list-style-type: none"> <li>• Requires Sophisticated Call Routing</li> <li>• Stand alone</li> <li>• Small of Large</li> <li>• Technology innovators</li> <li>• Branch offices</li> </ul>	<ul style="list-style-type: none"> <li>• Requires Sophisticated Call Routing</li> <li>• Leading edge</li> <li>• Stand alone</li> <li>• Multisite, network intensive</li> <li>• Up to 50,000 BHCC</li> </ul>
<b>Vertical Markets</b>	<ul style="list-style-type: none"> <li>• Medical</li> <li>• Professional Service</li> <li>• Real Estate</li> </ul>	<ul style="list-style-type: none"> <li>• Manufacturing</li> <li>• Transportation</li> <li>• Communications,</li> <li>• Utilities</li> <li>• Government</li> </ul>	<ul style="list-style-type: none"> <li>• FIRE</li> <li>• Retail</li> <li>• Business Services</li> <li>• Engineering</li> </ul>	<ul style="list-style-type: none"> <li>• Financial institutions</li> <li>• Retail</li> <li>• Manufacturing</li> <li>• Education</li> <li>• Insurance</li> </ul>	<ul style="list-style-type: none"> <li>• FIRE</li> <li>• Retail</li> <li>• Business Services</li> <li>• Legal Services</li> <li>• Government</li> <li>• Wholesale</li> <li>• Health Services</li> <li>• Communications</li> <li>• High Tech</li> <li>• Transportation</li> </ul>



# Avaya Enterprise Class IP Solutions

2003 SOLUTION COMPARISON MATRIX

PLATFORM

## SMALL & MID-SIZED SOLUTIONS

	Avaya PARTNER® Advanced Communications System	Avaya MERLIN MAGIX®	Avaya IP Office	Avaya S8100 Media Server on Avaya G600 Media Gateway or CMC1 Gateway	Avaya S8300 Media Server and an Avaya G700 Media Gateway
<b>Operating System</b>	Proprietary	Proprietary	Proprietary	Windows 2000	Linux (Redhat v6.2)
<b>Processor</b>	Motorola 68000	32 Bit Motorola 6820	Motorola Chip Set	<ul style="list-style-type: none"> <li>Intel Pentium III 500 MHz</li> <li>20 GB Hard Drive</li> <li>256 MB RAM</li> </ul>	<ul style="list-style-type: none"> <li>Intel Pentium Class Server</li> <li>20 GB Hard drive</li> <li>256 MB RAM</li> </ul>
<b>Dimensions</b>	<ul style="list-style-type: none"> <li>Stand Alone</li> <li>5-slot carrier: 11" Wide x 12" Deep x 19" High</li> </ul>	<ul style="list-style-type: none"> <li>Stand alone</li> <li>19.25 high x 11.25 wide x 11.25 deep</li> </ul>	<ul style="list-style-type: none"> <li>Stand alone</li> <li>19" Rack mounted 2U high</li> </ul>	<ul style="list-style-type: none"> <li>Rack Mounted Gateway (40-50lbs)</li> <li>6 U High</li> <li>12 X 19 X 22"</li> <li>The wall-mounted CMC cabinet is 25.5" in height, 24.5" in width and 12" in depth</li> </ul>	<ul style="list-style-type: none"> <li>19" Rack Mounted Gateway</li> <li>2 U High</li> <li>4 Media Module bays</li> <li>1 Avaya™ P330 expansion module bay</li> <li>Octaplane® 8 Gbps stacking fabric</li> </ul>
<b>Electrical Requirements</b>	120v AC	120V AC 50 amps	<ul style="list-style-type: none"> <li>2.5mm DC inlet socket. 24Vdc Power input. Rating-24Dd.c, 2A max</li> <li>Unit: max 32w</li> </ul>	120VAC, 60hz, 15A	<ul style="list-style-type: none"> <li>Internal Power supply</li> <li>110V</li> </ul>
<b>Operating Environment</b>	<ul style="list-style-type: none"> <li>0° C to 40° C</li> <li>15%-90%, relative humidity, non-condensing</li> </ul>	<ul style="list-style-type: none"> <li>4C to 40C</li> <li>Optimum temp 15.6C</li> </ul>	<ul style="list-style-type: none"> <li>0° C to 40° C</li> <li>95% relative humidity, non-condensing</li> </ul>	<ul style="list-style-type: none"> <li>+65° F to 85° F</li> <li>20% to 60% relative humidity</li> </ul>	<ul style="list-style-type: none"> <li>+5° C to 40° C</li> <li>5% to 85% relative humidity</li> </ul>
<b>LAN Capability</b>	No	Router and 10 Mbps ethernet port in the Integrated Networkd access board. Access to LAN through CTI applications (CSTA, TSAPI compliant)	8 10/100 LAN ports or 2 switched 10/100 LAN ports expand uplink to Avaya or other QoS switch	With Cajun® Network Switch Portfolio Adjunct	<ul style="list-style-type: none"> <li>Built in LAN functionality</li> <li>Layer 2 Ethernet Switch</li> </ul>
<b>Layer 2/Layer 3 Switch</b>	NA	NA	Layer 2/3 Switch Agnostic	Layer 2 Switch Agnostic	<ul style="list-style-type: none"> <li>Contains Internal Layer 2 Switch</li> <li>Can be linked to other Layer 2 switches</li> <li>Layer 2 Switch Agnostic</li> </ul>

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**SMALL & MID-SIZED SOLUTIONS**

	Avaya PARTNER® Advanced Communications System	Avaya MERLIN MAGIX®	Avaya IP Office	Avaya S8100 Media Server on Avaya G600 Media Gateway or CMC1 Gateway	Avaya S8300 Media Server and an Avaya G700 Media Gateway
<b>Telephony Applications</b>	<ul style="list-style-type: none"> <li>• TransTalk 9000 Mobility</li> <li>• PARTNER® Voice Messaging</li> <li>• PARTNER® Messaging</li> </ul>	<ul style="list-style-type: none"> <li>• CTI Link (TSAPI, CSTA)</li> <li>• Merlin Messaging</li> <li>• Intuity Audix®</li> <li>• Octel® 100</li> <li>• TASKE Call Center via CTI link</li> <li>• IVR via CTI link</li> <li>• Softphone via CTI Link</li> </ul>	<ul style="list-style-type: none"> <li>• Avaya IP Office Manager</li> <li>• Phone Manager Lite &amp; Pro-CTI Softphone</li> <li>• iPhone Manager Pro- IP Softphone</li> <li>• Voice Mail Lite &amp; Pro</li> <li>• Integrated Messaging Lite &amp; Pro</li> <li>• Compact Business Center</li> <li>• Compact Contact Center</li> <li>• CTI Link</li> <li>• eConsole</li> <li>• PCBLF</li> <li>• MAPI compliant</li> </ul>	<ul style="list-style-type: none"> <li>• Avaya Communications Manager</li> <li>• Co-Resident Intuity Audix® R5.01 Messaging</li> <li>• Co-Resident System Management</li> <li>• Contact Center</li> </ul>	<ul style="list-style-type: none"> <li>• Avaya Communications Manager</li> <li>• Co Resident Intuity Audix® Messaging or</li> <li>• Centralized (Avaya or non-Avaya) Messaging</li> <li>• Avaya VisAbility System Management</li> <li>• Contact Center</li> <li>• CTI Link</li> </ul>
<b>Supported Endpoints</b>	<ul style="list-style-type: none"> <li>• PARTNER Telephones</li> <li>• PARTNER MLS Telephones</li> <li>• PARTNER Endeavor Telephones</li> <li>• TransTalk® 9000 Mobility</li> <li>• PARTNER Cordless Telephone</li> </ul>	<ul style="list-style-type: none"> <li>• 4400 Series Sets</li> <li>• MLX Sets</li> <li>• Analog Tip and Ring</li> <li>• PARTNER ETR Sets</li> <li>• 9040 TransTalk</li> <li>• Analog Fax</li> <li>• Analog modems</li> <li>• Softphone via CTI Link</li> <li>• Cell phones via simultaneous ring feature</li> </ul>	<ul style="list-style-type: none"> <li>• 4400 Series Sets</li> <li>• 6400 Series Sets</li> <li>• 4600 Series IP telephones (4630 is not currently supported)</li> <li>• 6200 Analog sets</li> <li>• Caller Display analog sets</li> <li>• Analog fax</li> <li>• Analog modems</li> <li>• 20 Series (Not U.S)</li> <li>• IP Office Softphone CTI-based</li> <li>• IP Office softphone IP-based</li> <li>• eConsole</li> <li>• Standards based H323 IP phones</li> <li>• 9040 TransTalk</li> <li>• IP Office DECT (Not US)</li> </ul>	<ul style="list-style-type: none"> <li>• 6400 and 8400 series Digital phone</li> <li>• 6200 Series Analog phones</li> <li>• 4600 Series IP telephones</li> <li>• 4630 Screenphone</li> <li>• IP Softphones R2.0+</li> <li>• SoftConsole</li> <li>• CallMaster Phones</li> <li>• Analog fax</li> <li>• Analog modems</li> <li>• Wireless Phones</li> </ul>	<ul style="list-style-type: none"> <li>• 6400 and 8400 series Digital phone</li> <li>• 6200 Series Analog phones</li> <li>• 4600 Series IP telephones</li> <li>• 4630 Screenphone</li> <li>• IP Softphones R2.0+</li> <li>• SoftConsole</li> <li>• CallMaster Phones</li> <li>• IP Agent</li> <li>• T.38 (IP) fax</li> <li>• Analog fax</li> <li>• Analog modems</li> <li>• TransTalk</li> <li>• EC500</li> </ul>





SMALL & MID-SIZED SOLUTIONS

	Avaya PARTNER® Advanced Communications System	Avaya MERLIN MAGIX®	Avaya IP Office	Avaya S8100 Media Server on Avaya G600 Media Gateway or CMC1 Gateway	Avaya S8300 Media Server and an Avaya G700 Media Gateway
<b>Interoperability Standards</b>	NA	NA	<ul style="list-style-type: none"> <li>• QSIG</li> <li>• Q931</li> <li>• VoIP over Frame</li> <li>• H450</li> <li>• H323</li> <li>• DiffServ</li> </ul>	H323	<ul style="list-style-type: none"> <li>• H.323</li> <li>• H.248</li> </ul>
<b>Networking Standards</b>	NA	Proprietary	<ul style="list-style-type: none"> <li>• ISDN-PRI</li> <li>• IP</li> <li>• QSIG</li> <li>• H323</li> <li>• ISDN-BRI (euro)</li> </ul>	<ul style="list-style-type: none"> <li>• ISDN-PRI</li> <li>• IP</li> <li>• QSIG</li> <li>• DCS</li> <li>• UDP</li> </ul>	<ul style="list-style-type: none"> <li>• ISDN-PRI</li> <li>• IP</li> <li>• QSIG</li> <li>• DCS</li> </ul>
<b>Application Interface Standards</b>	NA	<ul style="list-style-type: none"> <li>• TAPI</li> <li>• TSAPI</li> </ul>	Integral TAPI server within IP Office	TSAPI, TAPI, JTAP, DAPI, ASAI	TSAPI, TAPI, JTAP, DAPI, ASAI



# Avaya Enterprise Class IP Solutions

2003 SOLUTION COMPARISON MATRIX

## RELIABILITY

### SMALL & MID-SIZED SOLUTIONS

	Avaya PARTNER® Advanced Communications System	Avaya MERLIN MAGIX®	Avaya IP Office	Avaya S8100 Media Server on Avaya G600 Media Gateway or CMC1 Gateway	Avaya S8300 Media Server and an Avaya G700 Media Gateway
Hot Swappable	No	No	No	No	Yes
Duplication (Shadowing)	No	No	Configuration can be saved and uploaded to duplicate in the event of total failure	No	No
Survivability	Yes	Yes	Yes	No	Via Local Survivable Processor
Redundancy	No	No	No	No	Via Local Survivable Processor

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**SMALL & MID-SIZED SOLUTIONS**

	Avaya PARTNER® Advanced Communications System	Avaya MERLIN MAGIX®	Avaya IP Office	Avaya S8100 Media Server on Avaya G600 Media Gateway or CMC1 Gateway	Avaya S8300 Media Server and an Avaya G700 Media Gateway
<b>Networking</b>	NA	Up to 1800 users and 9 sites for Magix to Magix with appropriate network programming	<ul style="list-style-type: none"> <li>Up to 500 users &amp; 16 sites for IP Office to IP office with the Community Networking feature</li> <li>Or unlimited with simple QSig or H323 trunks</li> </ul>	64	<ul style="list-style-type: none"> <li>50 controlled by S8300</li> <li>10 Media Gateways or P330 devices per stack</li> </ul>
<b>Scalable</b>	Processor module can operate with a 2-slot or 5-slot carrier	<ul style="list-style-type: none"> <li>Three carriers, can network additional Magix for more users if needed</li> <li>Carriers grow from left to right as viewed from the front</li> </ul>	<ul style="list-style-type: none"> <li>Can network with Community Networking</li> <li>If outgrow 256 stations and require full feature transparency, can change out platform and reuse 4600 and 6400 sets for another ECLIPS Solution</li> </ul>	S8000 Media Server supports up to maximum three G600 or three CMC1 Media Gateways	<ul style="list-style-type: none"> <li>Multiple connected to each other via Octaplane 8 Gbps stacking fabric</li> <li>Avaya™ P330 Expansion Modules allows adding additional Ethernet ports, fiber interfaces, ATM access or WAN access modules without requiring additional hardware.</li> </ul>



	Avaya PARTNER® Advanced Communications System	Avaya MERLIN MAGIX®	Avaya IP Office	Avaya S8100 Media Server on Avaya G600 Media Gateway or CMC1 Gateway	Avaya S8300 Media Server and an Avaya G700 Media Gateway
<b>System Management</b>	Remote Administration	WINSPM	IP Office Manager	Avaya VisAbility™ Management Suite	Avaya VisAbility Management Suite
<b>Capabilities</b>	Remote Administration of one or multiple systems	<ul style="list-style-type: none"> <li>• Windows based application programming</li> <li>• LAN based (TCP/IP)</li> <li>• RAS</li> <li>• Multisite Access</li> </ul>	<ul style="list-style-type: none"> <li>• LAN based</li> <li>• RAS</li> <li>• MultiSite access</li> <li>• Basic SNMP</li> </ul>		<ul style="list-style-type: none"> <li>• SNMP</li> <li>• Web server interconnect</li> <li>• Web-based Administration</li> <li>• SMON</li> <li>• VoIP Monitoring Manager</li> </ul>
<b>Compatibility</b>	NA	NA	<ul style="list-style-type: none"> <li>• LDAP</li> <li>• Basic SNMP</li> </ul>	<ul style="list-style-type: none"> <li>• LDAP</li> <li>• SNMP</li> </ul>	<ul style="list-style-type: none"> <li>• LDAP</li> <li>• SNMP</li> </ul>
<b>Remote Monitoring</b>	NA	Remote Diagnostic and Alarm "Alert Me" feature available	Remote Diagnostic Capability supported	Remote Diagnostic Capability supported	<ul style="list-style-type: none"> <li>• Remote Diagnostic Capability supported</li> <li>• Upgradeable Remotely</li> </ul>



# Avaya Enterprise Class IP Solutions

2003 SOLUTION COMPARISON MATRIX

PRICING

## SMALL & MID-SIZED SOLUTIONS

	Avaya PARTNER® Advanced Communications System	Avaya MERLIN MAGIX®	Avaya IP Office	Avaya S8100 Media Server on Avaya G600 Media Gateway or CMC1 Gateway	Avaya S8300 Media Server and an Avaya G700 Media Gateway
<b>Baseline Average Configuration</b>	12 stations	<ul style="list-style-type: none"> <li>• 36 Analog stations (6210)</li> <li>• 4 port Merlin Messaging</li> <li>• 28 trunks</li> </ul>	<ul style="list-style-type: none"> <li>• 100% Analog</li> <li>• 28 trunks 48 stations all analog sets</li> <li>• VoiceMail Pro included</li> </ul>	<ul style="list-style-type: none"> <li>• 10% Analog</li> <li>• 28 trunks 52 stations with IP phones and analog sets</li> <li>• Messaging included</li> </ul>	<ul style="list-style-type: none"> <li>• 10% Analog</li> <li>• 28 trunks 52 stations with IP phones and analog sets</li> <li>• Messaging included</li> </ul>
<b>Price (without Installation)</b>	\$6,000	\$18,128 (List Price \$US)	\$16,645 (List Price \$US)	\$64,060 (List Price \$US)	\$50,374 (List Price \$US)
<b>Price-per-user</b>	500	\$504 (List Price \$US)	\$347 (List Price \$US)	\$1,232 (List Price \$US)	\$969 (List Price \$US)

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LARGE SOLUTIONS

	Avaya DEFINITY® Server CSI and an Avaya CMC1 Media Gateway	Avaya DEFINITY® Server SI and an Avaya SCC1 Media Gateway or an Avaya MCC1 Media Gateway	Avaya DEFINITY® Server R and an Avaya SCC1 Media Gateway or an Avaya MCC1 Media Gateway	Avaya S8700 Media Server and an Avaya G600 Media Gateway	Avaya S8700 Media Server and an Avaya SCC1 Media Gateway or an Avaya MCC1 Media Gateway
<b>DESCRIPTION</b>	IP enabled Communication server and gateway supporting up to 900 stations	IP enabled Communication server and gateway supporting 2400 stations	IP enabled Communication server and gateway supporting 25,000 stations	Redundant Server and Gateway for 350–12,000 IP stations	Redundant Server and Gateway options for up to 36,000 stations
<b>Key Characteristics</b>	<ul style="list-style-type: none"> <li>• Avaya Communications Manager Software</li> <li>• Expert System Diagnostic Capability</li> <li>• Wall Mountable, Stackable, Hot Swappable, Redundant Architecture</li> <li>• Flexible, full featured solution.</li> <li>• Application rich, high performance, supporting Call Center capabilities</li> <li>• Supports traditional and IP telephony</li> <li>• Supports standards based and proprietary networking protocols</li> <li>• Investment Protection</li> </ul>	<ul style="list-style-type: none"> <li>• Avaya Communications Manager Software</li> <li>• Expert System Diagnostic Capability</li> <li>• Scalable, Hot Swappable, Redundant Architecture</li> <li>• Flexible, Available Redundant duplicated servers for critical applications</li> <li>• Application rich, high performance, supporting robust Call Center capabilities</li> <li>• Supports traditional and IP telephony</li> <li>• Supports standards based and proprietary networking protocols</li> <li>• Investment Protection</li> </ul>	<ul style="list-style-type: none"> <li>• Avaya Communications Manager Software</li> <li>• Expert System Diagnostic Capability</li> <li>• Scalable, Hot Swappable, Redundant Architecture</li> <li>• Flexible, Available Redundant duplicated servers for critical applications, disaster recovery servers available</li> <li>• Application rich, high performance, supporting robust Call Center capabilities</li> <li>• Supports traditional and IP telephony</li> <li>• Distributed Network Architecture</li> <li>• Provides optional redundancy for critical applications</li> <li>• Investment Protection</li> </ul>	<ul style="list-style-type: none"> <li>• Avaya Communications Manager Software</li> <li>• Expert System Diagnostic Capability</li> <li>• Scalable</li> <li>• Flexible, Redundant duplicated servers for critical applications</li> <li>• Full featured</li> <li>• Standards Based</li> <li>• Distributed Network Architecture</li> <li>• Updates via downloads</li> <li>• Utilizes customers existing data infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>• Avaya Communications Manager Software</li> <li>• Expert System Diagnostic Capability</li> <li>• Scalable for largest customers</li> <li>• Flexible, Redundant duplicated servers for critical applications</li> <li>• Application rich, high performance, supporting robust Call Center capabilities</li> <li>• Standards Based</li> <li>• Distributed Network Architecture</li> <li>• Provides redundancy for critical applications</li> <li>• Investment Protection</li> </ul>



# Avaya Enterprise Class IP Solutions

2003 SOLUTION COMPARISON MATRIX

## DESCRIPTIONS

### LARGE SOLUTIONS

	Avaya DEFINITY® Server CSI and an Avaya CMC1 Media Gateway	Avaya DEFINITY® Server SI and an Avaya SCC1 Media Gateway or an Avaya MCC1 Media Gateway	Avaya DEFINITY® Server R and an Avaya SCC1 Media Gateway or an Avaya MCC1 Media Gateway	Avaya S8700 Media Server and an Avaya G600 Media Gateway	Avaya S8700 Media Server and an Avaya SCC1 Media Gateway or an Avaya MCC1 Media Gateway
<b>Station Size</b>	Up to 900 mixed digital, IP, and analog endpoints	Up to 2400 mixed digital, IP, and analog endpoints	Up to 25,000 mixed digital, IP, and analog endpoints	350–12000 IP 4,000 Digital/Analog	12,000 IP 36,000 total stations
<b>Trunks</b>	<ul style="list-style-type: none"> <li>• 400</li> <li>• LS, GS, DID, T1, E1, IP</li> <li>• International BRI trunks</li> </ul>	<ul style="list-style-type: none"> <li>• 400</li> <li>• LS, GS, DID, T1, E1, IP</li> <li>• International BRI trunks</li> </ul>	<ul style="list-style-type: none"> <li>• 4000</li> <li>• LS, GS, DID, T1, E1, IP</li> <li>• International BRI trunks</li> </ul>	Up to 4,000 trunks (totals include combined digital/analog stations and trunks)	<ul style="list-style-type: none"> <li>• 8,000 Total Trunks</li> <li>• 400 DS1 Circuit Packs</li> <li>• 2,000 Trunk Groups</li> </ul>
<b>BHCC rate</b>	10,000 General Business Call Mix	20,000 General Business Call Mix	100,000 General Business Call Mix	300,000 General Call Mix	300,000 General Call Mix

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# Avaya Enterprise Class IP Solutions

2003 SOLUTION COMPARISON MATRIX

**SMALL & MID OFFICE**

**LARGE SOLUTIONS**

	Avaya DEFINITY® Server CSI and an Avaya CMC1 Media Gateway	Avaya DEFINITY® Server SI and an Avaya SCC1 Media Gateway or an Avaya MCC1 Media Gateway	Avaya DEFINITY® Server R and an Avaya SCC1 Media Gateway or an Avaya MCC1 Media Gateway	Avaya S8700 Media Server and an Avaya G600 Media Gateway	Avaya S8700 Media Server and an Avaya SCC1 Media Gateway or an Avaya MCC1 Media Gateway
<b>Market Segment</b>	Small/Mid Standalone or networked node, reliable, IP Enabled PBX with rich sophisticated applications	NA	NA	<ul style="list-style-type: none"> <li>• Medium/Large IP-centric Standalone</li> <li>• Flexible support for analog, digital, IP</li> <li>• Migration to IP</li> </ul>	<ul style="list-style-type: none"> <li>• Large Enterprises</li> <li>• High-end applications such as call center, CTI, and unified messaging</li> <li>• Evolving to IP</li> </ul>
<b>Vertical Markets</b>	<ul style="list-style-type: none"> <li>• Financial Services</li> <li>• Professional Services</li> <li>• Retail</li> <li>• Business Services</li> <li>• Legal Services</li> <li>• High Tech</li> <li>• Engineering</li> <li>• Government</li> <li>• TCU (Transportation/ Communications/ Utilities)</li> <li>• FIRE</li> <li>• Broker/Agent</li> <li>• Wholesale</li> <li>• Miscellaneous Service</li> </ul>	NA	NA	<ul style="list-style-type: none"> <li>• Education</li> <li>• Federal, State, &amp; Local Government</li> <li>• Wholesale</li> <li>• Business Services</li> <li>• Retail</li> <li>• Manufacturing</li> <li>• High Tech</li> </ul>	<ul style="list-style-type: none"> <li>• Education</li> <li>• Federal, State, &amp; Local Government</li> <li>• Wholesale</li> <li>• Business Services</li> <li>• Retail</li> <li>• Manufacturing</li> <li>• High Tech</li> </ul>





## LARGE SOLUTIONS

	Avaya DEFINITY® Server CSI and an Avaya CMC1 Media Gateway	Avaya DEFINITY® Server SI and an Avaya SCC1 Media Gateway or an Avaya MCC1 Media Gateway	Avaya DEFINITY® Server R and an Avaya SCC1 Media Gateway or an Avaya MCC1 Media Gateway	Avaya S8700 Media Server and an Avaya G600 Media Gateway	Avaya S8700 Media Server and an Avaya SCC1 Media Gateway or an Avaya MCC1 Media Gateway
<b>Market Segment</b>	<ul style="list-style-type: none"> <li>• Small of large</li> <li>• Moderate networking intensity</li> <li>• Evolutionary customers</li> <li>• Multisite</li> <li>• High degree of investment protection</li> </ul>	<ul style="list-style-type: none"> <li>• Medium of large</li> <li>• Moderate to high networking intensity</li> <li>• Evolutionary customers</li> <li>• Multisite</li> <li>• High degree of investment protection</li> </ul>	<ul style="list-style-type: none"> <li>• Multisite</li> <li>• Leading edge</li> <li>• HQ location with optional servers/gateways in branch</li> <li>• Duplicated HQ with Branch and Remote offices</li> </ul>	<ul style="list-style-type: none"> <li>• Multisite</li> <li>• Leading edge</li> <li>• S8700 in HQ with G600 in branch</li> <li>• Non-Survivable large Branch and Remote office</li> </ul>	<ul style="list-style-type: none"> <li>• Multisite</li> <li>• Leading edge</li> <li>• HQ location with optional servers/gateways in branch</li> <li>• Duplicated HQ with Branch and Remote offices</li> </ul>
<b>Vertical Markets</b>	<ul style="list-style-type: none"> <li>• Financial institutions</li> <li>• Manufacturing</li> <li>• Wholesale</li> <li>• Education</li> <li>• Government</li> <li>• Business Services</li> <li>• Engineering</li> <li>• Legal Services</li> <li>• High Tech</li> <li>• Miscellaneous Service</li> </ul>	<ul style="list-style-type: none"> <li>• Financial institutions</li> <li>• Manufacturing</li> <li>• Wholesale</li> <li>• Education</li> <li>• Government</li> <li>• Business Services</li> <li>• Engineering</li> <li>• Legal Services</li> <li>• High Tech</li> <li>• Miscellaneous Service</li> </ul>	<ul style="list-style-type: none"> <li>• Financial institutions</li> <li>• Manufacturing</li> <li>• Wholesale</li> <li>• Education</li> <li>• Government</li> <li>• Business Services</li> <li>• Engineering</li> <li>• Legal Services</li> <li>• High Tech</li> <li>• Miscellaneous Service</li> </ul>	<ul style="list-style-type: none"> <li>• Wholesale</li> <li>• Manufacturing</li> <li>• Education</li> <li>• Federal, State &amp; Local Gov't</li> <li>• Retail</li> <li>• Business Services</li> <li>• High Tech</li> </ul>	<ul style="list-style-type: none"> <li>• Wholesale</li> <li>• Manufacturing</li> <li>• Health Care</li> <li>• Federal, State &amp; Local Gov't</li> <li>• Retail</li> <li>• Financial Services</li> </ul>



**LARGE SOLUTIONS**

	Avaya DEFINITY® Server CSI and an Avaya CMC1 Media Gateway	Avaya DEFINITY® Server SI and an Avaya SCC1 Media Gateway or an Avaya MCC1 Media Gateway	Avaya DEFINITY® Server R and an Avaya SCC1 Media Gateway or an Avaya MCC1 Media Gateway	Avaya S8700 Media Server and an Avaya G600 Media Gateway	Avaya S8700 Media Server and an Avaya SCC1 Media Gateway or an Avaya MCC1 Media Gateway
<b>Contact Center Application/ Capabilities</b>	<ul style="list-style-type: none"> <li>• Sophisticated Skills Routing</li> <li>• All advanced call center applications</li> </ul>	<ul style="list-style-type: none"> <li>• Sophisticated Skills Routing</li> <li>• All advanced call center applications</li> </ul>	<ul style="list-style-type: none"> <li>• Sophisticated Skills Routing</li> <li>• All advanced call center applications</li> </ul>	<ul style="list-style-type: none"> <li>• Sophisticated Skills Routing</li> <li>• All advanced call center applications</li> </ul>	<ul style="list-style-type: none"> <li>• Sophisticated Skills Routing</li> <li>• All advanced call center applications</li> </ul>
<b>Market Segment</b>	<ul style="list-style-type: none"> <li>• Requires Sophisticated Call Routing</li> <li>• Large Contact center</li> <li>• Up to 10,000 BHCC (in ACD environment)</li> <li>• Single site</li> <li>• Networking intensive</li> </ul>	<ul style="list-style-type: none"> <li>• Requires Sophisticated Call Routing</li> <li>• Large Contact center</li> <li>• Up to 20,000 BHCC (in ACD environment)</li> <li>• Single site</li> <li>• Networking intensive</li> </ul>	<ul style="list-style-type: none"> <li>• Requires Sophisticated Call Routing</li> <li>• Large Contact center</li> <li>• Up to 70,000 BHCC (in ACD environment)</li> <li>• Multisite</li> <li>• Networking intensive</li> </ul>	<ul style="list-style-type: none"> <li>• Requires Sophisticated Call Routing</li> <li>• Medium to large call center</li> <li>• Up to 140,500 BHCC (in ACD environment)</li> <li>• Multisite</li> <li>• Networking intensive</li> </ul>	<ul style="list-style-type: none"> <li>• Requires Sophisticated Call Routing</li> <li>• Large Contact center</li> <li>• Up to 140,500 BHCC (in ACD environment)</li> <li>• Multisite</li> <li>• Networking intensive</li> </ul>
<b>Vertical Markets</b>	<ul style="list-style-type: none"> <li>• FIRE</li> <li>• Business Services</li> <li>• Legal Services</li> <li>• Government</li> <li>• Retail</li> <li>• Wholesale</li> <li>• Health Services</li> <li>• Communications</li> <li>• High Tech</li> <li>• Transportation</li> </ul>	<ul style="list-style-type: none"> <li>• FIRE</li> <li>• Business Services</li> <li>• Legal Services</li> <li>• Government</li> <li>• Retail</li> <li>• Wholesale</li> <li>• Health Services</li> <li>• Communications</li> <li>• High Tech</li> <li>• Transportation</li> </ul>	<ul style="list-style-type: none"> <li>• FIRE</li> <li>• Business Services</li> <li>• Legal Services</li> <li>• Government</li> <li>• Retail</li> <li>• Wholesale</li> <li>• Health Services</li> <li>• Communications</li> <li>• High Tech</li> <li>• Transportation</li> </ul>	<ul style="list-style-type: none"> <li>• Educational</li> <li>• Federal, State &amp; Local Gov't</li> <li>• Wholesale</li> <li>• Business Services</li> <li>• Retail</li> <li>• Manufacturing</li> <li>• High Tech</li> </ul>	<ul style="list-style-type: none"> <li>• Financial Services</li> <li>• Insurance</li> <li>• Retail</li> <li>• Health Care</li> <li>• Educational</li> <li>• Federal, State &amp; Local Gov't</li> <li>• TCU</li> <li>• Manufacturing</li> </ul>



## LARGE SOLUTIONS

	Avaya DEFINITY® Server CSI and an Avaya CMC1 Media Gateway	Avaya DEFINITY® Server SI and an Avaya SCC1 Media Gateway or an Avaya MCC1 Media Gateway	Avaya DEFINITY® Server R and an Avaya SCC1 Media Gateway or an Avaya MCC1 Media Gateway	Avaya S8700 Media Server and an Avaya G600 Media Gateway	Avaya S8700 Media Server and an Avaya SCC1 Media Gateway or an Avaya MCC1 Media Gateway
<b>Operating System</b>	Proprietary	Proprietary	Proprietary	Linux (Redhat v6.2)	Linux (Redhat v6.2)
<b>Processor</b>	RISC	RISC	RISC	<ul style="list-style-type: none"> <li>Intel Pentium Class Server</li> <li>20 GB Hard drive</li> <li>256 MB RAM</li> <li>Removable Flash Card Backup</li> </ul>	<ul style="list-style-type: none"> <li>Intel Pentium Class Server</li> <li>20 GB Hard drive</li> <li>256 MB RAM</li> <li>Removable Flash Card Backup</li> </ul>
<b>Dimensions</b>	<ul style="list-style-type: none"> <li>Wall Mountable</li> <li>24.5" Wide X 12" Deep X 25.5" High</li> </ul>	<ul style="list-style-type: none"> <li>Floor stachable</li> <li>SCC1 - 27" Wide X 22" Deep X 20" High</li> <li>MCC1 - 32" Wide X 28" Deep X 70" High</li> </ul>	<ul style="list-style-type: none"> <li>Floor stachable</li> <li>SCC1 - 27" Wide X 22" Deep X 20" High</li> <li>MCC1 - 32" Wide X 28" Deep X 70" High</li> </ul>	<ul style="list-style-type: none"> <li>19" Rack Mounted Gateway, 6 U high</li> <li>2 U High per server (2 servers)</li> <li>2 U High per UPS (2 UPS)</li> </ul>	<ul style="list-style-type: none"> <li>19" Rack Mounted Server</li> <li>2 servers (2 U High per server)</li> <li>2 U High per UPS (2 UPS)</li> <li>1 or 2 Avaya P133 Data Switches (2 U High per switch) depending on level of reliability required</li> </ul>
<b>Electrical Requirements</b>	SCC1 - 120 VAC 15 AMP	<ul style="list-style-type: none"> <li>SCC1 - 120 VAC 15/20 AMP</li> <li>MCC1 - 208 VAC 60 HZ 30 AMP</li> </ul>	<ul style="list-style-type: none"> <li>SCC1 - 120 VAC 15/20 AMP</li> <li>MCC1 - 208 VAC 60 HZ 30 AMP</li> </ul>	110 VAC/200-240 VAC (40/63 Hz)	110 VAC/200-240 VAC (40/63 Hz)
<b>Operating Environment</b>	4° C to 49 °C 10% - 95% relative Humidity	4° C to 49 °C 10% - 95% relative Humidity	4° C to 49 °C 10% - 95% relative Humidity	<ul style="list-style-type: none"> <li>+5° C to 40° C</li> <li>5% to 85% relative humidity</li> </ul>	<ul style="list-style-type: none"> <li>+5° C to 40° C</li> <li>5% to 85% relative humidity</li> </ul>
<b>LAN Capability</b>	Ethernet 10/100 Base T Interface	Ethernet 10/100 Base T Interface	Ethernet 10/100 Base T Interface	<ul style="list-style-type: none"> <li>Direct LAN Access for Administration</li> <li>SNMP Alarming</li> </ul>	<ul style="list-style-type: none"> <li>Direct LAN Access for Admin.</li> <li>SNMP Alarming</li> </ul>
<b>Layer 2/Layer 3 Switch</b>	NA	NA	NA	NA	NA



## LARGE SOLUTIONS

	Avaya DEFINITY® Server CSI and an Avaya CMC1 Media Gateway	Avaya DEFINITY® Server SI and an Avaya SCC1 Media Gateway or an Avaya MCC1 Media Gateway	Avaya DEFINITY® Server R and an Avaya SCC1 Media Gateway or an Avaya MCC1 Media Gateway	Avaya S8700 Media Server and an Avaya G600 Media Gateway	Avaya S8700 Media Server and an Avaya SCC1 Media Gateway or an Avaya MCC1 Media Gateway
<b>Telephony Applications</b>	<ul style="list-style-type: none"> <li>• Avaya Communications Manager</li> <li>• Centralized Avaya Messaging</li> <li>• Contact Center</li> <li>• Avaya VisAbility</li> <li>• System Management</li> <li>• EC500</li> <li>• DWBS</li> <li>• CTI</li> </ul>	<ul style="list-style-type: none"> <li>• Avaya Communications Manager</li> <li>• Centralized Avaya Messaging</li> <li>• Contact Center</li> <li>• Avaya VisAbility</li> <li>• System Management</li> <li>• EC500</li> <li>• DWBS</li> <li>• CTI</li> </ul>	<ul style="list-style-type: none"> <li>• Avaya Communications Manager</li> <li>• Centralized Avaya Messaging</li> <li>• Contact Center</li> <li>• Avaya VisAbility</li> <li>• System Management</li> <li>• EC500</li> <li>• DWBS</li> <li>• CTI</li> </ul>	<ul style="list-style-type: none"> <li>• Avaya Communications Manager</li> <li>• Centralized Avaya Messaging</li> <li>• Contact Center</li> <li>• Avaya VisAbility</li> <li>• System Management</li> <li>• EC500</li> <li>• DWBS</li> <li>• CTI</li> </ul>	<ul style="list-style-type: none"> <li>• Avaya Communications Manager</li> <li>• Centralized Avaya Messaging</li> <li>• Contact Center</li> <li>• Avaya VisAbility</li> <li>• System Management</li> <li>• EC500</li> <li>• DWBS</li> <li>• CTI</li> </ul>
<b>Supported Endpoints</b>	<ul style="list-style-type: none"> <li>• 6400 and 8400 series Digital phone</li> <li>• 6200 &amp; 2500 Series Analog phones</li> <li>• 4600 Series IP telephones</li> <li>• 4630 Screenphone</li> <li>• IP Softphones R2.0+</li> <li>• SoftConsole</li> <li>• CallMaster Phones</li> <li>• IP Agent</li> <li>• T.38 (IP) fax</li> <li>• Analog fax</li> <li>• Analog modems</li> <li>• TransTalk</li> <li>• Wireless</li> <li>• EC500</li> </ul>	<ul style="list-style-type: none"> <li>• 6400 and 8400 series Digital phone</li> <li>• 6200 &amp; 2500 Series Analog phones</li> <li>• 4600 Series IP telephones</li> <li>• 4630 Screenphone</li> <li>• IP Softphones R2.0+</li> <li>• SoftConsole</li> <li>• CallMaster Phones</li> <li>• IP Agent</li> <li>• T.38 (IP) fax</li> <li>• Analog fax</li> <li>• Analog modems</li> <li>• TransTalk</li> <li>• Wireless</li> <li>• EC500</li> </ul>	<ul style="list-style-type: none"> <li>• 6400 and 8400 series Digital phone</li> <li>• 6200 &amp; 2500 Series Analog phones</li> <li>• 4600 Series IP telephones</li> <li>• 4630 Screenphone</li> <li>• IP Softphones R2.0+</li> <li>• SoftConsole</li> <li>• CallMaster Phones</li> <li>• IP Agent</li> <li>• T.38 (IP) fax</li> <li>• Analog fax</li> <li>• Analog modems</li> <li>• TransTalk</li> <li>• Wireless</li> <li>• EC500</li> </ul>	<ul style="list-style-type: none"> <li>• 6400 and 8400 series Digital phone</li> <li>• 6200 &amp; 2500 Series Analog phones</li> <li>• 4600 Series IP telephones</li> <li>• 4630 Screenphone</li> <li>• IP Softphones R2.0+</li> <li>• SoftConsole</li> <li>• CallMaster Phones</li> <li>• IP Agent</li> <li>• T.38 (IP) fax</li> <li>• Analog fax</li> <li>• Analog modems</li> <li>• TransTalk</li> <li>• Wireless</li> <li>• EC500</li> </ul>	<ul style="list-style-type: none"> <li>• 6400 and 8400 series Digital phone</li> <li>• 6200 &amp; 2500 Series Analog phones</li> <li>• 4600 Series IP telephones</li> <li>• 4630 Screenphone</li> <li>• IP Softphones R2.0+</li> <li>• SoftConsole</li> <li>• CallMaster Phones</li> <li>• IP Agent</li> <li>• T.38 (IP) fax</li> <li>• Analog fax</li> <li>• Analog modems</li> <li>• TransTalk</li> <li>• Wireless</li> <li>• EC500</li> </ul>



## STANDARDS

### LARGE SOLUTIONS

	Avaya DEFINITY® Server CSI and an Avaya CMC1 Media Gateway	Avaya DEFINITY® Server SI and an Avaya SCC1 Media Gateway or an Avaya MCC1 Media Gateway	Avaya DEFINITY® Server R and an Avaya SCC1 Media Gateway or an Avaya MCC1 Media Gateway	Avaya S8700 Media Server and an Avaya G600 Media Gateway	Avaya S8700 Media Server and an Avaya SCC1 Media Gateway or an Avaya MCC1 Media Gateway
<b>Interoperability Standards</b>	<ul style="list-style-type: none"> <li>• H323</li> <li>• H.248</li> <li>• DiffServ</li> </ul>	<ul style="list-style-type: none"> <li>• H323</li> <li>• H.248</li> <li>• DiffServ</li> </ul>	<ul style="list-style-type: none"> <li>• H323</li> <li>• H.248</li> <li>• DiffServ</li> </ul>	<ul style="list-style-type: none"> <li>• H323</li> <li>• QoS</li> <li>• DiffServ</li> </ul>	<ul style="list-style-type: none"> <li>• H323</li> <li>• QoS</li> <li>• DiffServ</li> </ul>
<b>Networking Standards</b>	<ul style="list-style-type: none"> <li>• ISDN-PRI</li> <li>• IP</li> <li>• QSIG</li> <li>• DCS (proprietary)</li> </ul>	<ul style="list-style-type: none"> <li>• ISDN-PRI</li> <li>• IP</li> <li>• QSIG</li> <li>• DCS (proprietary)</li> </ul>	<ul style="list-style-type: none"> <li>• ISDN-PRI</li> <li>• IP</li> <li>• QSIG</li> <li>• DCS (proprietary)</li> </ul>	<ul style="list-style-type: none"> <li>• ISDN-PRI</li> <li>• IP</li> <li>• QSIG</li> </ul>	<ul style="list-style-type: none"> <li>• ISDN-PRI</li> <li>• IP</li> <li>• QSIG</li> </ul>
<b>Application Interface Standards</b>				TSAPI, TAPI, JTAP, DAPI, ASAI	TSAPI, TAPI, JTAP, DAPI, ASAI

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## LARGE SOLUTIONS

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<b>Hot Swappable</b>	Yes	Yes	Yes	Yes (servers, UPS are swappable)	Yes (servers, UPS, Avaya P133 switches are swappable)
<b>Duplication (Shadowing)</b>	No	Yes, optional	Yes, optional	Duplex	Duplex, High & Critical
<b>Survivability</b>	Power Failure Transfer	Power Failure Transfer	Power Failure Transfer, Survivable Remote Processor, & WAN Spare Processor	Duplicate processors,	Duplicate processors, Power Failure Transfer, & Survivable Remote Processor
<b>Redundancy</b>	None	Processor and Inter-port network connectivity	Processor and Inter-port network connectivity	Processors	Processors, control network and bearer network can be duplicated.



## LARGE SOLUTIONS

	Avaya DEFINITY® Server CSI and an Avaya CMC1 Media Gateway	Avaya DEFINITY® Server SI and an Avaya SCC1 Media Gateway or an Avaya MCC1 Media Gateway	Avaya DEFINITY® Server R and an Avaya SCC1 Media Gateway or an Avaya MCC1 Media Gateway	Avaya S8700 Media Server and an Avaya G600 Media Gateway	Avaya S8700 Media Server and an Avaya SCC1 Media Gateway or an Avaya MCC1 Media Gateway
<b>Networking</b>	Up to 63 combined PRI, BX.25, & TCP/IP Nodes	Up to 63 combined PRI, BX.25, & TCP/IP Nodes	Up to 63 combined PRI, BX.25, & TCP/IP Nodes	<ul style="list-style-type: none"> <li>• 64 Port Networks</li> <li>• Each port network can have up to 4 G600 stacked in a Rack Mount Cabinet (RMC) connected via a TDM/LAN bus cable</li> </ul>	64 for ATM PNC, 44 for CSS PNC (any mix of MCC and/or SCC)
<b>Scalable</b>	Single port network (3 cabinets), 390 IP endpoints, & 900 Total endpoints	3 port networks (up to 12 cabinets), 1500 IP endpoints, & 2400 total endpoints	44 maximum port networks (up 215 carriers), 10,000 IP endpoints, and 25,000 total endpoints	Up to 12,000 IP endpoints and 4,000 Digital/Analog endpoints/trunks	Up to 12,000 IP endpoints and 36,000 total endpoints



## SYSTEM MANAGEMENT

### LARGE SOLUTIONS

	Avaya DEFINITY® Server CSI and an Avaya CMC1 Media Gateway	Avaya DEFINITY® Server SI and an Avaya SCC1 Media Gateway or an Avaya MCC1 Media Gateway	Avaya DEFINITY® Server R and an Avaya SCC1 Media Gateway or an Avaya MCC1 Media Gateway	Avaya S8700 Media Server and an Avaya G600 Media Gateway	Avaya S8700 Media Server and an Avaya SCC1 Media Gateway or an Avaya MCC1 Media Gateway
<b>System Management</b>	Avaya VisAbility Management Suite	Avaya VisAbility Management Suite	Avaya VisAbility Management Suite	Avaya VisAbility Management Suite	Avaya VisAbility Management Suite
<b>Capabilities</b>					
<b>Compatibility</b>	<ul style="list-style-type: none"> <li>• LDAP</li> <li>• SNMP</li> </ul>	<ul style="list-style-type: none"> <li>• LDAP</li> <li>• SNMP</li> </ul>	<ul style="list-style-type: none"> <li>• LDAP</li> <li>• SNMP</li> </ul>	<ul style="list-style-type: none"> <li>• LDAP</li> <li>• SNMP</li> </ul>	<ul style="list-style-type: none"> <li>• LDAP</li> <li>• SNMP</li> </ul>
<b>Remote Monitoring</b>	Remote Diagnostic Capability supported	Remote Diagnostic Capability supported	Remote Diagnostic Capability supported	Remote Diagnostic Capability supported	Remote Diagnostic Capability supported





## LARGE SOLUTIONS

	Avaya DEFINITY® Server CSI and an Avaya CMC1 Media Gateway	Avaya DEFINITY® Server SI and an Avaya SCC1 Media Gateway or an Avaya MCC1 Media Gateway	Avaya DEFINITY® Server R and an Avaya SCC1 Media Gateway or an Avaya MCC1 Media Gateway	Avaya S8700 Media Server and an Avaya G600 Media Gateway	Avaya S8700 Media Server and an Avaya SCC1 Media Gateway or an Avaya MCC1 Media Gateway
<b>Baseline Average Configuration</b>	<ul style="list-style-type: none"> <li>• 10% Analog</li> <li>• 64 Trunks &amp; 200 Stations</li> <li>• Messaging included</li> </ul>	<ul style="list-style-type: none"> <li>• 10% Analog</li> <li>• 100 Trunks &amp; 300 Stations</li> <li>• Messaging included</li> </ul>	<ul style="list-style-type: none"> <li>• 10% Analog</li> <li>• 528 Trunks &amp; 1000 Stations</li> <li>• Messaging included</li> </ul>	<ul style="list-style-type: none"> <li>• 10% Analog</li> <li>• HQ Location only</li> <li>• 154 trunks 650 stations with IP phones and analog sets</li> <li>• Messaging included</li> </ul>	<ul style="list-style-type: none"> <li>• 10% Analog</li> <li>• HQ location only</li> <li>• 528 trunks 1000 stations with IP phones and analog sets</li> <li>• Messaging included</li> </ul>
<b>Price (without Installation)</b>	\$191,345 (list price)	\$338,425 (list price)	1,254,517 (list price)	\$602,789 (List Price \$US)	\$1,063,099 (List Price \$US)
<b>Price-per-user</b>	\$957 (list price)	\$1128 (list price)	\$1,254 (list price)	\$927 (List Price \$US)	\$1,063 (List Price \$US)

## DESCRIPTIONS

### REMOTE SOLUTIONS

	Avaya SG5/5X Security Gateway	DevConnect PARTNER: Multi-Tech MultiVOIP Gateways MVP210-G, MVP410-G, MVP810-G	Avaya G700 Media Gateway with an Avaya S8300 Media Server with LSP* configuration	Avaya G700 Media Gateway* [No processor]	Avaya G600 Media Gateway (Remote)	Avaya SCC1/MCC1 Gateway (Remote)
<b>DESCRIPTION</b>	Secure solution for Communications manager remote SOHO users	Survivable Gateway for 1 - 10 stations	Survivable Gateway	Gateway for up to 250 users	Gateway for up to 168 stations	Gateway for up to 336 users
<b>Key Characteristics</b>	<ul style="list-style-type: none"> <li>• Extends deployment of Avaya Communications Manager IP Phone/Softphones into remote SOHO environments</li> <li>• Provides secure VPN tunnel for VoIP transmission and signalling</li> <li>• H.323-aware firewall/NAT and VoIP bandwidth management support</li> <li>• No PSTN Fail-over</li> <li>• Standards-Based</li> <li>• Provides DHCP relay or local DHCP server to IP Phones</li> <li>• Updates via downloads; can be centrally managed</li> <li>• Utilizes DSL/Cable Modem broadband for voice and data access</li> <li>• Well suited for teleworkers and SOHO deployment of Communications Manager™ solutions</li> </ul>	<ul style="list-style-type: none"> <li>• Works with Avaya Communications Manager Software</li> <li>• IP Gateway for analog endpoints</li> <li>• PSTN Trunking</li> <li>• PSTN Fail-over</li> <li>• Standards Based</li> <li>• Distributed Network Architecture</li> <li>• Updates via downloads</li> <li>• Utilizes customers existing data infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>• Avaya Communications Manager Software</li> <li>• Expert System Diagnostic Capability</li> <li>• Modular, Stackable, Hot Swappable, Redundant Architecture</li> <li>• Internal Layer 2 Switch</li> <li>• Mission-Critical Converged Solution</li> <li>• Provides survivability for critical applications</li> <li>• Complete back-up system translations for network regions</li> </ul>	<ul style="list-style-type: none"> <li>• Avaya Communications Manager Software</li> <li>• Standards Based</li> <li>• Modular, Stackable, Hot Swappable Architecture</li> <li>• Internal Layer 2 Switch</li> <li>• Standards Based</li> <li>• Supports traditional and IP telephony</li> </ul>	<ul style="list-style-type: none"> <li>• Avaya Communications Manager Software</li> <li>• Standards Based</li> <li>• Supports traditional and IP telephony</li> <li>• Investment Protection</li> <li>• Standards Based</li> </ul>	<ul style="list-style-type: none"> <li>• Avaya Communications Manager Software</li> <li>• Standards Based</li> <li>• Supports traditional and IP telephony</li> <li>• Investment Protection</li> </ul>

## DESCRIPTIONS

### REMOTE SOLUTIONS

	Avaya SG5/5X Security Gateway	DevConnect PARTNER: Multi-Tech MultiVOIP Gateways MVP210-G, MVP410-G, MVP810-G	Avaya G700 Media Gateway with an Avaya S8300 Media Server with LSP* configuration	Avaya G700 Media Gateway* [No processor]	Avaya G600 Media Gateway (Remote)	Avaya SCC1/MCC1 Gateway (Remote)
<b>Station Size</b>	<ul style="list-style-type: none"> <li>Up to 5 IP VoIP endpoints</li> <li>IP limited by controlling server</li> </ul>	<ul style="list-style-type: none"> <li>Up to 8 analog stations</li> <li>IP limited by controlling server</li> </ul>	<ul style="list-style-type: none"> <li>Limited by controlling server</li> <li>IP, digital or analog</li> </ul>	<ul style="list-style-type: none"> <li>Limited by controlling server</li> <li>IP, digital or analog</li> </ul>	<ul style="list-style-type: none"> <li>Limited by controlling server</li> <li>IP, digital or analog</li> </ul>	
<b>Trunks</b>	<ul style="list-style-type: none"> <li>N/A</li> <li>DSL/Cable Modem Broadband</li> </ul>	<ul style="list-style-type: none"> <li>Up to 8 trunks</li> <li>LS, GS, E&amp;M, IP</li> </ul>	<ul style="list-style-type: none"> <li>Limited by controlling server</li> <li>LS, GS, DID, T1, E1, IP</li> <li>International BRI trunks</li> </ul>	<ul style="list-style-type: none"> <li>Limited by controlling server</li> <li>LS, GS, DID, T1, E1, IP</li> <li>International BRI trunks</li> </ul>	<ul style="list-style-type: none"> <li>Limited by controlling server</li> <li>LS, GS, DID, T1, E1, IP</li> <li>International BRI trunks</li> </ul>	
<b>BHCC rate</b>	Determined by Media Server	Determined by Media Server	Determined by S8300 or S8700 Media Server	Determined by S8300 or S8700 Media Server		



# Avaya Enterprise Class IP Solutions

2003 SOLUTION COMPARISON MATRIX

**SMALL & MID OFFICE**

**REMOTE SOLUTIONS**

	<b>Avaya SG5/5X Security Gateway</b>	<b>DevConnect PARTNER: Multi-Tech MultiVOIP Gateways MVP210-G, MVP410-G, MVP810-G</b>	<b>Avaya G700 Media Gateway with an Avaya S8300 Media Server with LSP* configuration</b>	<b>Avaya G700 Media Gateway* [No processor]</b>	<b>Avaya G600 Media Gateway (Remote)</b>	<b>Avaya SCC1/MCC1 Gateway (Remote)</b>
<b>Market Segment</b>	<ul style="list-style-type: none"> <li>• Low-cost SOHO Remote</li> <li>• Telecommuter</li> <li>• Voice/Data access over Broadband DSL/Cable</li> </ul>	<ul style="list-style-type: none"> <li>• Small Branch Office</li> <li>• Small of Large</li> <li>• Extends call features of a centralized Communications Manager solution to distributed small offices</li> </ul>	<ul style="list-style-type: none"> <li>• Small Stand alone,</li> <li>• Leading edge IP support</li> <li>• Requires Survivability for critical applications</li> </ul>	<ul style="list-style-type: none"> <li>• Small Stand alone</li> <li>• Leading Edge IP support</li> </ul>	<ul style="list-style-type: none"> <li>• Medium Stand alone</li> <li>• Flexible support for analog, digital, IP</li> </ul>	NA
<b>Vertical Markets</b>	<ul style="list-style-type: none"> <li>• Financial Services</li> <li>• Professional Services</li> <li>• Broker/Agent</li> <li>• High Tech</li> </ul>	<ul style="list-style-type: none"> <li>• Insurance</li> <li>• Retail</li> <li>• High Tech</li> <li>• Broker/Agent</li> </ul>	<ul style="list-style-type: none"> <li>• Financial Services</li> <li>• Professional Services</li> <li>• Retail</li> <li>• Business Services</li> <li>• Legal Services</li> <li>• High Tech</li> <li>• Engineering</li> <li>• Government</li> <li>• TCU (Transportation/ Communications/ Utilities)</li> <li>• FIRE</li> <li>• Broker/Agent</li> <li>• Wholesale</li> <li>• Miscellaneous Service</li> </ul>	<ul style="list-style-type: none"> <li>• Financial Services</li> <li>• Professional Services</li> <li>• Retail</li> <li>• Business Services</li> <li>• Legal Services</li> <li>• High Tech</li> <li>• Engineering</li> <li>• Government</li> <li>• TCU (Transportation/ Communications/ Utilities)</li> <li>• FIRE</li> <li>• Broker/Agent</li> <li>• Wholesale</li> <li>• Miscellaneous Service</li> </ul>	<ul style="list-style-type: none"> <li>• Education</li> <li>• Federal, State, &amp; Local Government</li> <li>• Wholesale</li> <li>• Business Services</li> <li>• Retail</li> <li>• Manufacturing</li> <li>• HighTech</li> </ul>	NA

\*Local Survivable Processor (LSP) Software.

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**REMOTE SOLUTIONS**

	<b>Avaya SG5/5X Security Gateway</b>	<b>DevConnect PARTNER: Multi-Tech MultiVOIP Gateways MVP210-G, MVP410-G, MVP810-G</b>	<b>Avaya G700 Media Gateway with an Avaya S8300 Media Server with LSP* configuration</b>	<b>Avaya G700 Media Gateway* [No processor]</b>	<b>Avaya G600 Media Gateway Remote Gateway</b>	<b>Avaya SCC1/MCC1 Remote Gateway</b>
<b>Market Segment</b>	<ul style="list-style-type: none"> <li>• SOHO Telecommuter</li> <li>• Voice/data access over broadband DSL/Cable</li> <li>• HQ with distributed work force</li> </ul>	<ul style="list-style-type: none"> <li>• Small of Large</li> <li>• Leading edge</li> <li>• Survivable Branch and Remote office</li> <li>• Multisite</li> </ul>	<ul style="list-style-type: none"> <li>• Small of Large</li> <li>• Leading edge</li> <li>• Survivable Branch and Remote office</li> </ul>	<ul style="list-style-type: none"> <li>• Small of Large</li> <li>• Leading edge</li> <li>• Multisite</li> <li>• Network intensive</li> <li>• Non-Survivable Branch and Remote office</li> </ul>	<ul style="list-style-type: none"> <li>• Small of Large</li> <li>• Leading edge</li> <li>• Multisite</li> <li>• Network intensive</li> <li>• Non-Survivable Branch and Remote office</li> </ul>	<ul style="list-style-type: none"> <li>• Medium of large</li> <li>• Leading Edge</li> <li>• Multisite</li> <li>• Network intensive</li> <li>• Available local and wide area survivability</li> </ul>
<b>Vertical Markets</b>	<ul style="list-style-type: none"> <li>• Financial Services</li> <li>• Professional Services</li> <li>• Broker/Agent</li> <li>• HighTech</li> </ul>	<ul style="list-style-type: none"> <li>• Financial Institutions</li> <li>• Manufacturing</li> <li>• Education</li> <li>• Government</li> <li>• Retail Trade</li> <li>• Insurance Industry</li> <li>• Business services</li> </ul>	<ul style="list-style-type: none"> <li>• Financial institutions</li> <li>• Manufacturing</li> <li>• Health Care</li> <li>• Education</li> <li>• Government</li> <li>• Business Services</li> <li>• Engineering</li> <li>• Legal Services</li> <li>• High Tech</li> <li>• Miscellaneous Service</li> </ul>	<ul style="list-style-type: none"> <li>• Financial institutions</li> <li>• Manufacturing</li> <li>• Education</li> <li>• Government</li> <li>• Legal Services</li> <li>• FIRE</li> <li>• Business Services</li> <li>• Engineering</li> <li>• Miscellaneous Services</li> </ul>	<ul style="list-style-type: none"> <li>• Financial institutions</li> <li>• Manufacturing</li> <li>• Health Care</li> <li>• Education</li> <li>• Government</li> <li>• Business Services</li> <li>• Engineering</li> <li>• Legal Services</li> <li>• High Tech</li> <li>• Miscellaneous Service</li> </ul>	<ul style="list-style-type: none"> <li>• Financial institutions</li> <li>• Manufacturing</li> <li>• Health Care</li> <li>• Education</li> <li>• Government</li> <li>• Business Services</li> <li>• Engineering</li> <li>• Legal Services</li> <li>• High Tech</li> <li>• Miscellaneous Service</li> </ul>

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**REMOTE SOLUTIONS**

	Avaya SG5/5X Security Gateway	DevConnect PARTNER: Multi-Tech MultiVOIP Gateways MVP210-G, MVP410-G, MVP810-G	Avaya G700 Media Gateway with an Avaya S8300 Media Server with LSP* configuration	Avaya G700 Media Gateway* [No processor]	Avaya G600 Media Gateway (Remote)	Avaya SCC1/MCC1 Gateway (Remote)
<b>Contact Center Application/ Capabilities</b>	<ul style="list-style-type: none"> <li>• NA</li> <li>• NA</li> </ul>	<ul style="list-style-type: none"> <li>• NA</li> <li>• NA</li> </ul>	<ul style="list-style-type: none"> <li>• Sophisticated Skills Routing</li> <li>• Determined by controlling Media Server</li> </ul>	<ul style="list-style-type: none"> <li>• Sophisticated Skills Routing</li> <li>• Determined by controlling Media Server</li> </ul>	<ul style="list-style-type: none"> <li>• Sophisticated Skills Routing</li> <li>• Determined by controlling Media Server</li> </ul>	<ul style="list-style-type: none"> <li>• Sophisticated Skills Routing</li> <li>• Determined by controlling Media Server</li> </ul>
<b>Market Segment</b>			<ul style="list-style-type: none"> <li>• Requires Sophisticated Call Routing</li> <li>• Survivable Branch and remote office</li> </ul>	<ul style="list-style-type: none"> <li>• Requires Sophisticated Call Routing</li> <li>• Multisite</li> <li>• Network intensive</li> <li>• Non-Survivable Branch and remote office</li> </ul>	<ul style="list-style-type: none"> <li>• Requires Sophisticated Call Routing</li> <li>• Medium to large call center</li> <li>• Up to 140,500 BHCC (in ACD environment)</li> <li>• Multisite</li> <li>• Networking intensive</li> </ul>	<ul style="list-style-type: none"> <li>• Requires Sophisticated Call Routing</li> <li>• Large Contact center</li> <li>• Up to 140,500 BHCC (in ACD environment)</li> <li>• Multisite</li> <li>• Networking intensive</li> </ul>
<b>Vertical Markets</b>			<ul style="list-style-type: none"> <li>• FIRE</li> <li>• Retail</li> <li>• Business Services</li> <li>• Legal Services</li> <li>• Government</li> <li>• Wholesale</li> <li>• Health Services</li> <li>• Communications</li> <li>• High Tech</li> <li>• Transportation</li> </ul>	<ul style="list-style-type: none"> <li>• FIRE</li> <li>• Business Services</li> <li>• Legal Services</li> <li>• Government</li> <li>• Retail</li> <li>• Wholesale</li> <li>• Health Services</li> <li>• Communications</li> <li>• High Tech</li> <li>• Transportation</li> </ul>	<ul style="list-style-type: none"> <li>• Educational</li> <li>• Federal, State &amp; Local Gov't</li> <li>• Wholesale</li> <li>• Business Services</li> <li>• Retail</li> <li>• Manufacturing</li> <li>• High Tech</li> </ul>	<ul style="list-style-type: none"> <li>• Financial Services</li> <li>• Insurance</li> <li>• Retail</li> <li>• Health Care</li> <li>• Educational</li> <li>• Federal, State &amp; Local Gov't</li> <li>• TCU</li> <li>• Manufacturing</li> </ul>

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## REMOTE SOLUTIONS

	Avaya SG5/5X Security Gateway	DevConnect PARTNER: Multi-Tech MultiVOIP Gateways MVP210-G, MVP410-G, MVP810-G	Avaya G700 Media Gateway with an Avaya S8300 Media Server with LSP* configuration	Avaya G700 Media Gateway* [No processor]	Avaya G600 Media Gateway (Remote)	Avaya SCC1/MCC1 Gateway (Remote)
<b>Operating System</b>	NA	RTOS Operating System	Linux (Redhat v6.2)	NA	NA	NA
<b>Processor</b>	NA	Motorola chip set	<ul style="list-style-type: none"> <li>Intel Pentium Class Server</li> <li>20 GB Hard drive</li> <li>256 MB RAM</li> </ul>	NA	NA	NA
<b>Dimensions</b>	<ul style="list-style-type: none"> <li>Standalone</li> <li>VSU 5: 6" Wide x 5" Deep x 1.5" High</li> <li>VSU 5X: 7.75" Wide x 6.5" Deep x 2.5" High</li> </ul>	<ul style="list-style-type: none"> <li>19" Rack mounted 1U high</li> <li>MVP 210-G Standalone MVP 410-G/810-G Rack Mounted</li> <li>"2-port model: 6.2" w x 1.4" h x 9.0" d; 2 lbs.</li> <li>(15.8 cm x 3.6 cm x 22.9 cm; 0.92 kg) "</li> <li>"4-port &amp; 8-port model: 17.4" w x 3.8" h x 8.0" d; 7.4 lbs.</li> <li>(44.2 cm x 9.5 cm x 20.3 cm; 3.4 kg)"</li> </ul>	<ul style="list-style-type: none"> <li>19" Rack Mounted Gateway</li> <li>2 U High</li> <li>2.34" by</li> <li>4 Media Module bays</li> </ul>	<ul style="list-style-type: none"> <li>19" Rack Mounted Gateway</li> <li>2 U High</li> <li>4 Media Module bays</li> <li>1 Avaya™ P330 expansion module bay</li> </ul>	<ul style="list-style-type: none"> <li>Rack Mounted Gateway (40-50lbs)</li> <li>6 U High</li> <li>12 X 19 X 22"</li> <li>The wall-mounted CMC cabinet is 25.5" in height, 24.5" in width and 12" in depth</li> </ul>	<ul style="list-style-type: none"> <li>Floor stachable</li> <li>SCC1 - 27" Wide X 22" Deep X 20" High</li> <li>MCC1 - 32" Wide X 28" Deep X 70" High</li> </ul>



## REMOTE SOLUTIONS

	Avaya SG5/5X Security Gateway	DevConnect PARTNER: Multi-Tech MultiVOIP Gateways MVP210-G, MVP410-G, MVP810-G	Avaya G700 Media Gateway with an Avaya S8300 Media Server with LSP* configuration	Avaya G700 Media Gateway* [No processor]	Avaya G600 Media Gateway (Remote)	Avaya SCC1/MCC1 Gateway (Remote)
<b>Electrical Requirements</b>	External power supply, universal 110V-240V	<ul style="list-style-type: none"> <li>MVP210G - External power supply, universal 100v - 250v</li> <li>MVP410G/MVP810G - Internal power supply, universal 100v - 250v</li> </ul>	<ul style="list-style-type: none"> <li>Internal Power supply</li> <li>110V</li> </ul>	<ul style="list-style-type: none"> <li>Internal Power supply</li> <li>110V</li> </ul>	120VAC, 60hz, 15A	<ul style="list-style-type: none"> <li>SCC1 - 120 VAC 15/20 AMP</li> <li>MCC1 - 208 VAC 60 HZ 30 AMP</li> </ul>
<b>Operating Environment</b>	<ul style="list-style-type: none"> <li>0° C to 50° C</li> <li>5% to 90% noncondensing</li> </ul>	<ul style="list-style-type: none"> <li>0° C to 50° C</li> <li>25% to 85% noncondensing</li> </ul>	<ul style="list-style-type: none"> <li>+5° C to 40° C</li> <li>5% to 85% relative humidity</li> </ul>	<ul style="list-style-type: none"> <li>+5° C to 40° C</li> <li>5% to 85% relative humidity</li> </ul>	<ul style="list-style-type: none"> <li>+65° F to 85° F</li> <li>20% to 60% relative humidity</li> </ul>	4° C to 49° C 10% - 95% relative Humidity
<b>LAN Capability</b>	<ul style="list-style-type: none"> <li>VSU 5: 2 Ethernet 10/100 Base T Interface</li> <li>VSU 5X: 8 Ethernet 10/100 BaseT Interface</li> </ul>	Ethernet 10/100 Base T Interface	<ul style="list-style-type: none"> <li>Built in LAN functionality</li> <li>Layer 2 Ethernet Switch</li> </ul>	<ul style="list-style-type: none"> <li>Built in LAN functionality</li> <li>Layer 2 Ethernet Switch</li> </ul>	With Cajun® Network Switch Portfolio Adjunct	Ethernet 10/100 Base T Interface
<b>Layer 2/Layer 3 Switch</b>	NA	NA	<ul style="list-style-type: none"> <li>Contains Internal Layer 2 Switch</li> <li>Can be stacked with Avaya P330 Layer 2/3 switch units</li> </ul>	<ul style="list-style-type: none"> <li>Contains Internal Layer 2 Switch</li> <li>Can be stacked with Avaya P330 Layer 2/3 switch units</li> </ul>	Switch Agnostic	NA





REMOTE SOLUTIONS

	Avaya SG5/5X Security Gateway	DevConnect PARTNER: Multi-Tech MultiVOIP Gateways MVP210-G, MVP410-G, MVP810-G	Avaya G700 Media Gateway with an Avaya S8300 Media Server with LSP* configuration	Avaya G700 Media Gateway* [No processor]	Avaya G600 Media Gateway (Remote)	Avaya SCC1/MCC1 Gateway (Remote)
<b>Telephony Applications</b>	<ul style="list-style-type: none"> <li>• Avaya Communications Manager off controlling Media Server</li> <li>• Centralized (Avaya or non-Avaya) Messaging off controlling Media Server</li> <li>• Avaya VisAbility</li> <li>• System Management of IP Endpoints</li> <li>• Avaya VPNmanager® System Management of VSU Gateway</li> </ul>	<ul style="list-style-type: none"> <li>• Avaya Communications Manager off controlling Media Server</li> <li>• Centralized (Avaya or non-Avaya) Messaging off controlling Media Server</li> <li>• Message Waiting Indicator Light not supported</li> <li>• MultiVOIP Management</li> </ul>	<ul style="list-style-type: none"> <li>• Avaya Communications Manager</li> <li>• Centralized (Avaya or non-Avaya) Messaging</li> <li>• Avaya VisAbility System Management</li> <li>• Contact Center</li> </ul>	<ul style="list-style-type: none"> <li>• Avaya Communications Manager off controlling Media Server</li> <li>• Avaya VisAbility™ System Management off controlling Media Server</li> <li>• Centralized (Avaya or non-Avaya) Messaging off controlling Media Server</li> </ul>	<ul style="list-style-type: none"> <li>• Avaya Communications Manager off controlling Media Server</li> <li>• Avaya VisAbility™ System Management off controlling Media Server</li> <li>• Centralized (Avaya or non-Avaya) Messaging off controlling Media Server</li> </ul>	
<b>Supported Endpoints</b>	<ul style="list-style-type: none"> <li>• 4600 Series IP telephones</li> <li>• 4630 Screenphone</li> <li>• IP Softphones R2.0+</li> <li>• SoftConsole</li> <li>• IP Agent</li> </ul>	<ul style="list-style-type: none"> <li>• 6200 Series Analog phones</li> <li>• 4600 Series IP telephones</li> <li>• T.38 (IP) fax</li> <li>• Analog fax</li> <li>• Analog modems</li> <li>• EC500</li> </ul>	<ul style="list-style-type: none"> <li>• 6400 and 8400 series Digital phone</li> <li>• 6200 Series Analog phones</li> <li>• 4600 Series IP telephones</li> <li>• 4630 Screenphone</li> <li>• IP Softphones R2.0+</li> <li>• SoftConsole</li> <li>• CallMaster Phones</li> <li>• IP Agent</li> <li>• T.38 (IP) fax</li> <li>• Analog fax</li> <li>• Analog modems</li> <li>• TransTalk</li> <li>• EC500</li> </ul>	<ul style="list-style-type: none"> <li>• 6400 and 8400 series Digital phone</li> <li>• 6200 Series Analog phones</li> <li>• 4600 Series IP telephones</li> <li>• 4630 Screenphone</li> <li>• IP Softphones R2.0+</li> <li>• SoftConsole</li> <li>• CallMaster Phones</li> <li>• IP Agent</li> <li>• T.38 (IP) fax</li> <li>• Analog fax</li> <li>• Analog modems</li> <li>• TransTalk</li> <li>• EC500</li> </ul>	<ul style="list-style-type: none"> <li>• 6400 and 8400 series Digital phone</li> <li>• 6200 &amp; 2500 Series Analog phones</li> <li>• 4600 Series IP telephones</li> <li>• 4630 Screenphone</li> <li>• IP Softphones R2.0+</li> <li>• SoftConsole</li> <li>• CallMaster Phones</li> <li>• IP Agent</li> <li>• T.38 (IP) fax</li> <li>• Analog fax</li> <li>• Analog modems</li> <li>• TransTalk</li> <li>• Wireless</li> <li>• EC500</li> </ul>	<ul style="list-style-type: none"> <li>• 6400 and 8400 series Digital phone</li> <li>• 6200 &amp; 2500 Series Analog phones</li> <li>• 4600 Series IP telephones</li> <li>• 4630 Screenphone</li> <li>• IP Softphones R2.0+</li> <li>• SoftConsole</li> <li>• CallMaster Phones</li> <li>• IP Agent</li> <li>• T.38 (IP) fax</li> <li>• Analog fax</li> <li>• Analog modems</li> <li>• TransTalk</li> <li>• Wireless</li> <li>• EC500</li> </ul>

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**REMOTE SOLUTIONS**

	Avaya SG5/5X Security Gateway	DevConnect PARTNER: Multi-Tech MultiVOIP Gateways MVP210-G, MVP410-G, MVP810-G	Avaya G700 Media Gateway with an Avaya S8300 Media Server with LSP* configuration	Avaya G700 Media Gateway* [No processor]	Avaya G600 Media Gateway (Remote)	Avaya SCC1/MCC1 Gateway (Remote)
<b>Interoperability Standards</b>	<ul style="list-style-type: none"> <li>• H.323</li> <li>• QoS</li> <li>• DiffServ</li> <li>• IPSec</li> </ul>	<ul style="list-style-type: none"> <li>• H.323</li> <li>• QoS</li> <li>• DiffServ</li> <li>• H.450</li> </ul>	<ul style="list-style-type: none"> <li>• H.323</li> <li>• H.248</li> </ul>	<ul style="list-style-type: none"> <li>• H.323</li> <li>• H.248</li> </ul>		
<b>Networking Standards</b>	IP	<ul style="list-style-type: none"> <li>• IP</li> <li>• UDP</li> </ul>	<ul style="list-style-type: none"> <li>• ISDN-PRI</li> <li>• IP</li> <li>• QSIG</li> <li>• DCS</li> </ul>	<ul style="list-style-type: none"> <li>• ISDN-PRI</li> <li>• IP</li> <li>• QSIG</li> <li>• DCS</li> </ul>		
<b>Application Interface Standards</b>	NA	NA	TSAPI, TAPI, JTAP, DAPI, ASAI	TSAPI, TAPI, JTAP, DAPI, ASAI		

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	Avaya SG5/5X Security Gateway	DevConnect PARTNER: Multi-Tech MultiVOIP Gateways MVP210-G, MVP410-G, MVP810-G	Avaya G700 Media Gateway with an Avaya S8300 Media Server with LSP* configuration	Avaya G700 Media Gateway* [No processor]	Avaya G600 Media Gateway (Remote)	Avaya SCC1/MCC1 Gateway (Remote)
<b>Hot Swappable</b>	No	No	Yes	Yes		
<b>Duplication (Shadowing)</b>	VPNmanager® centrally stores and manages configurations	Configuration can be saved and uploaded to duplicate in the event of total failure	No	Dependent upon Controlling Media Server		
<b>Survivability</b>	No	Via Gatekeeper providing basic survivability	Yes	Via Local Survivable Processor		
<b>Redundancy</b>	No	No	Yes	Via Local Survivable Processor		

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<b>Networking</b>	IP endpoint capacity controlled by Media Server	<ul style="list-style-type: none"> <li>MultiVoIP gateway and analog stations count towards to the total number of allowable IP stations on a particular platform</li> <li>Gateway and endpoint capacity controlled by Media Server</li> </ul>	<ul style="list-style-type: none"> <li>10 controlled by S8300 Media Server (Communications manager 1.3)</li> <li>30 Controlled by S8700 Media Server (Communications manager 1.2); 250 Controlled by S8700 (Communications manager 1.3)</li> <li>10 Media Gateways or P330 devices per stack</li> </ul>	<ul style="list-style-type: none"> <li>10 controlled by S8300 Media Server (Communications manager 1.2); 50 controlled by S8300 Media Server (Communications manager 1.3)</li> <li>30 Controlled by S8700 Media Server (Communications manager 1.2); 250 controlled by S8700 Media Server (Communications manager 1.3)</li> <li>10 Media Gateways or P330 devices per stack</li> </ul>	<ul style="list-style-type: none"> <li>64 controlled by S8700 Media Server</li> <li>Each port network can have up to 4 G600 stacked in a Rack Mount Cabinet (RMC) connected via a TDM/LAN bus cable</li> </ul>	64 controlled by S8700 Media Server
<b>Scalable</b>	Stations determined by controlling Media Server	Stations determined by controlling Media Server	<ul style="list-style-type: none"> <li>Stations determined by controlling Media Server</li> <li>Multiple connected to each other via Octaplane 8 Gbps stacking fabric</li> <li>Avaya P330 Expansion Module in G700 allows adding additional Ethernet ports, fiber interfaces, ATM access or WAN access modules</li> </ul>	<ul style="list-style-type: none"> <li>Stations determined by controlling Media Server</li> <li>Multiple connected to each other via Octaplane 8 Gbps stacking fabric</li> <li>Avaya P330 Expansion Module in G700 allows adding additional Ethernet ports, fiber interfaces, ATM access or WAN access modules</li> </ul>	Stations determined by controlling Media Server	Stations determined by controlling Media Server

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## SYSTEM MANAGEMENT

### REMOTE SOLUTIONS

	Avaya SG5/5X Security Gateway	DevConnect PARTNER: Multi-Tech MultiVOIP Gateways MVP210-G, MVP410-G, MVP810-G	Avaya G700 Media Gateway with an Avaya S8300 Media Server with LSP* configuration	Avaya G700 Media Gateway* [No processor]	Avaya G600 Media Gateway (Remote)	Avaya SCC1/MCC1 Gateway (Remote)
<b>System Management</b>	Avaya VisAbility and VPNmanager® Management Suite	MultiVOIP software	Avaya VisAbility Management Suite	Avaya VisAbility Management Suite	Avaya VisAbility Management Suite	
<b>Capabilities</b>	<ul style="list-style-type: none"> <li>• Web-based Administration</li> <li>• Syslog</li> <li>• SNMP Monitoring</li> </ul>	<ul style="list-style-type: none"> <li>• Web-based Administration</li> <li>• Syslog</li> <li>• Basic SNMP</li> </ul>	<ul style="list-style-type: none"> <li>• SNMP</li> <li>• Web server interconnect</li> <li>• Web-based Administration</li> <li>• SMON</li> <li>• VoIP Monitoring Manager</li> </ul>	<ul style="list-style-type: none"> <li>• SNMP</li> <li>• Web server interconnect</li> <li>• Web-based Administration</li> <li>• SMON</li> <li>• VoIP Monitoring Manager</li> </ul>	SNMP	
<b>Compatibility</b>	<ul style="list-style-type: none"> <li>• LDAP</li> <li>• SNMP</li> </ul>	Basic SNMP	<ul style="list-style-type: none"> <li>• LDAP</li> <li>• SNMP</li> </ul>	<ul style="list-style-type: none"> <li>• LDAP</li> <li>• SNMP</li> </ul>		
<b>Remote Monitoring</b>	<ul style="list-style-type: none"> <li>• Remote Diagnostic Capability supported</li> <li>• Upgradeable Remotely</li> </ul>	<ul style="list-style-type: none"> <li>• Remote Diagnostic Capability supported</li> <li>• Upgradeable Remotely</li> </ul>	<ul style="list-style-type: none"> <li>• Remote Diagnostic Capability supported</li> <li>• Upgradeable Remotely</li> </ul>	<ul style="list-style-type: none"> <li>• Remote Diagnostic Capability supported</li> <li>• Upgradeable Remotely</li> </ul>		

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	Avaya SG5/5X Security Gateway	DevConnect PARTNER: Multi-Tech MultiVOIP Gateways MVP210-G, MVP410-G, MVP810-G	Avaya G700 Media Gateway with an Avaya S8300 Media Server with LSP* configuration	Avaya G700 Media Gateway* [No processor]	Avaya G600 Media Gateway (Remote)	Avaya SCC1/MCC1 Gateway (Remote)
<b>Baseline Average Configuration</b>	<ul style="list-style-type: none"> <li>• 100% IP</li> <li>• 1 station</li> <li>• 1 IP port               <ul style="list-style-type: none"> <li>- 1 4602</li> <li>- 1 VSU 5X</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• 100% Analog</li> <li>• 8 stations/trunk ports</li> <li>• "9 IP ports               <ul style="list-style-type: none"> <li>- 6 6200s</li> <li>- 2 4602s</li> <li>- 8 Mbxs</li> <li>- 1 MVP810G "</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• 10% Analog</li> <li>• 28 trunks 52 stations with IP phones and analog sets</li> <li>• Station and trunk access licenses, and messaging costs are included in price of controlling server</li> </ul>	<ul style="list-style-type: none"> <li>• 10% Analog</li> <li>• 28 trunks 52 stations with IP phones and analog sets</li> <li>• Station and trunk access licenses, and messaging costs are included in price of controlling server</li> </ul>		
<b>Price (without Installation)</b>	\$695-\$1195 (List Price \$US)	\$1,599 - \$4,299 (List Price \$US)	\$35,474 (List Price \$US)	\$30,474 (List Price \$US)		
<b>Price-per-user</b>	\$895 (List Price \$US)	\$846 (List Price \$US) MVP810G	\$682 (List Price \$US)	\$586 (List Price \$US)		