AVAYA

The Power of We™

IP Office Teleworker

Full-time Remote Worker Productivity

Overview

IP Office *Teleworker* provides small businesses with powerful communications tools to enable home and remote workers to be just as accessible and responsive as employees who work in the office. Available with IP Office *Preferred Edition and Advanced Edition, Teleworker* allows small businesses to expand their labor pool by enabling people to work remotely – wherever that may be – with the full array of office phone capabilities.

With just an Internet connection, home and remote workers are a seamless extension of the main office, making it easy for customers and colleagues to reach them. Calls flow through the network reducing costs (and eliminating variable phone expenses), and real estate requirements can be substantially reduced.

Capabilities

Point-and-click call handling – The intuitive and easy-to-use browser-based interface makes call handling a snap. Click to dial, transfer, hold, conference, and more. Access hundreds of speed dial entries. Integrate desktop calling and communications capabilities with applications such as Microsoft® Outlook and Salesforce.com®.

Cost-effective communications – Connecting through a VPN allows remote workers' phone expenses to be reduced or even eliminated. Streamline real estate and facilities costs by hiring full-time remote workers.

Easily manage a dispersed workforce – Presence features allow remote workers and their office counterparts to "see" each other's status: who's on the phone, away from their desk, busy, etc. Record, archive and replay calls for monitoring and training purposes.

Expand your labor pool – Hire the right employees whether they live down the block, across the country or on the other side of the world; Teleworker seamlessly connects them to your network so they are virtually "in the office".

Benefits

• **Reduce expenses** – Eliminate variable phone expenses for remote workers, and even reduce real estate leasing and facilities costs.

• **Strengthen your workforce** – Hire the right people, regardless of where they live. Teleworker helps you grow your business with the most qualified people.

• **Ensure Productivity & Professionalism** – If VPN connectivity is lost or bandwidth compromised, employees won't miss important calls. With Teleworker, they simply leverage their PC interface and home or wireless phones to stay connected.

• **Increase productivity** – Reduce or eliminate commute times. Expand business hours by hiring remote workers in different time zones.

Specifications

Format	IP Office Software Download
System Requirements	• IP Office Preferred Edition or IP Office Advanced Edition with Voice Compression Module (VCM) Channels
User Requirements	**Broadband Internet Access Browsers:** • Microsoft Internet Explorer version 7 and above • Mozilla Firefox version 3.5 and above • Apple Safari version 3.2 and above • Windows Safari version 3.2 and above **PC Client Specifications:** • Windows XP, Windows Vista (Business/Enterprise/ Ultimate), or Windows 7 (Professional/Enterprise/Ultimate) **PC Server Specifications:** • Ethernet-attached PC running one of the following Server Operating systems: Microsoft Windows Server 2003 (32-bit), Small Business Server 2003 (32-bit and 64-bit), Microsoft Windows Server 2008 (32-bit and 64-bit), Windows Server 2008 • Voicemail synchronization in Email and Browser based access to voicemail works with any IMAP mail client (Outlook); Web access supported on Microsoft Windows Server 2003, Windows Server 2008, and Windows Server 2008 R2 For complete and latest PC and Server specifications, refer to latest Avaya IP Office Technical Bulletin and Technical Tip documents.
Feature Detail	**With browser interface:** • Work from anywhere with just an Internet connection and telephone • Inbound & Outbound Call handling (Answer, Hold, Transfer, Drop) • Receive Caller ID & Name Display (per service provider) • Conference Call control (Add, Drop, Record Conference, Mute, Un-mute) • Inbound & Outbound Call handling directly through Microsoft® Outlook and Salesforce.com® • Time on call displayed • Door opening control • Queue Monitoring • Phone Preference Setting such as Profiles (Office, Mobile, Home), Do Not Disturb, Voicemail ring back, and Voicemail out calling • Personal, System, and External Directory • Speed dial and Presence management of Microsoft® Exchange, GoogleTalk, and users within and across the enterprise • Send Instant Messages (IM) to Microsoft® Exchange, GoogleTalk, and internal contacts • Separate Call History logs – All, Incoming, Outgoing, Missed, Messages • Voicemail message management • Microsoft Exchange Calendar Mining • Integrate 3rd party gadgets from iGoogle and Zoho into workspace **With PC Client interface:** • Work from anywhere with just an Internet connection • Inbound & Outbound Call handling (Call, Hold, Transfer, End, Redial, Speakerphone, Mute) • Integrated hi-definition multipoint videoconferencing • Time on call displayed • Contact creation • Access IP Office Directory (System, Corporate, Personal) • 12 customizable feature key buttons • Call History log – All, Incoming, Outgoing, Missed

About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, data solutions and related services to companies of all sizes around the world. For more information please visit **www.avaya.com**.