



Engineering Communication

AVAYA
BUSINESS PARTNER

AVAYA

Providing a brighter
future.....



Mobility

Video

Security

Networking



- **ECC Highlights**

- Engineering Communication (ECC) provides various telecommunication solutions for clients, from SOHO to large organizations, ECC is not only a professional choice, but a reliable one. The core activities of ECC are in Converged Network Solutions, UC Solutions, Maintenance of Communication Equipments and Technical Services





PRODUCTS / Hybrid PBX'S

AVAYA IP Office 500

AVAYA IP Office - Server Edition

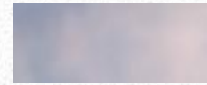
- A wide Range of Phones are supported UP To 384 Extensions (IP-Digital-Analog -SIP).
 - 32 networked locations By SCN (1000 Users Across Multiple Sites).
 - 204 - PSTN (Analog Trunks).
 - 120 - SIP Trunks.
 - 148 - DSPs.
 - 128-party ad hoc conferencing or Meet Me Conferencing.
 - 8 PRI Supported (240 Ch's)
 - 10 -Console Software.
 - Free Voice Mail
 - Voice Mail to Email
 - Auto Attendant up to 40 ports (IP Office Preferred Edition Required).
 - Mobile Extensions Supported.
 - Voice & video & IM On PC Softphone.
 - Voice & video & IM On Tablet devices.
 - Call recording system.
 - Unlimited multi-level auto-attendant
 - Call center analytics and reporting.
 - Supported up to 150 Agents.
 - Interactive voice response (IVR).
 - PC Wallboard.
 - integration With third Party Application MS Lync, MS CRM,Fax, SMS Hospitality
-

AVAYA IP Office - Server Edition



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- 32 networked locations By SCN (1000 Users Across Multiple Sites).
 - 204 - PSTN (Analog Trunks), • 120 - SIP Trunks.
 - 148 - DSPs. • 128-party ad hoc conferencing or Meet Me Conferencing.
 - 8 PRI Supported (240 Ch's)
 - 10 -Console Software, • Free Voice Mail
 - Voice Mail to Email, • Auto Attendant up to 40 ports (IP Office Preferred Edition Required).
 - Mobile Extensions Supported., • Voice & video & IM On PC Softphone.
 - Voice & video & IM On Tablet devices, • Call recording system.
 - Unlimited multi-level auto-attendant, • Call center analytics and reporting.
 - Supported up to 150 Agents., • Interactive voice response (IVR).
 - PC Wallboard., • integration With third Party Applications MS Lync, MS CRM,Fax, SMS and hospitality
 - A wide Range of Phones are supported UP To 3000 Extensions (IP-Digital-Analog -SIP). • 150 networked locations .
 - 144 - PSTN (Analog Trunks). • 512- SIP Trunks.
 - 500- DSPs. • 512-party ad hoc conferencing or Meet Me Conferencing.
 - 240 PRI Supported. • 50 -Console Software.
 - Voice Mail • Voice Mail to Email
 - Conferance Channels 512 • Up to 500 Voice massaging & Auto Attendant ports.
 - Mobile Extensions Supported. • Voice & video & IM On PC Softphone.
 - Voice & video & IM On Tablet devices. • Call recording system (Built-in 500 ch).
 - Unlimited multi-level auto-attendant.
 - Interactive voice response.
 - MS CRM integration. • MS Lync integration.
 - Centralized licensing, Centralized management.
 - Resiliency. • Contact Center.
-



PRODUCTS / DIGITAL Telephones

1403



- 3 line appearance/feature keys with dual LEDs for clear status indication to the user.
- Several fixed feature keys for common tasks.
 - Two way speakerphone.
 - Backlit display for easier viewing in all lighting conditions.

1408



- 8 line appearance/feature keys with dual LEDs for clear status indication to the user.
- Several fixed feature keys for common tasks.
 - Two way speakerphone.
 - Integrated headset jack.
 - 3-line, backlit display.

1416



- 16 line/feature keys with dual LEDs for clear status indication to the user
- Several fixed feature keys for common tasks.
 - Two way speakerphone. Integrated headset jack.
 - Adjustable, 4-line, backlit display



Support for button module (up to 3 – BM32)
Need's Power Adapter

9504



Line black and white LCD display with backlight

- 4 dual red/green LED buttons
- Scroll to next 2 pages, providing up to 12 programmable buttons
- 4 interactive soft-key buttons
- Two-way speakerphone

9508



3.8 inch black and white LCD Display (181*120) with backlight

- Dual red/green LED buttons
- Scroll to next 2 pages, providing up to 24 programmable buttons
- 4 interactive soft-key buttons
- Digital phone with DSP: Full duplex speakerphone



Support Button Module Up to 3 BM-24
Need Power Adapter

PRODUCTS / IP Telephones

IP Terminals 1600 Series & 9600 Series

1603



3 line appearance/feature keys with dual LEDs for clear status indication to the user.

- Several fixed feature keys for common tasks.
- 2-way speakerphone.

Adaptor required for PoE.

1608



8 line appearance/feature keys with dual LEDs for clear status indication to the user.

- Several fixed feature keys for common tasks. Full-duplex speakerphone. •

• Integrated headset jack.

• 3-line, backlit display. • PoE supported.

1616



16 line/feature keys with dual LEDs for clear status indication to the user.

- Several fixed feature keys for common tasks. • Full-duplex speakerphone.

• Integrated headset jack.

• Adjustable, 4-line, backlit display. PoE supported.



Support for button module (up to 3 – BM32)

Need's Power Adapter or PoE Switch

9608 G



Backlit grey-scale 97mm display.

- Full duplex speaker phone. • 8 x programmable feature buttons
- Fixed feature buttons: Phone, Messages, History, Avaya Menu, Home, Headset, Speaker, Volume and Mute.
- 4 x contextual soft keys, • Navigation Cluster
- 10/100/1000 Ethernet, • Dual position stand
- Message Waiting Indicator (MWI)
- Support for button module (up to 3 – BM12 and/or SBM24) , • PoE Class 1 (2), • Multiple language support.
- Supported on CM3.1 (H.323) or CM6.X

9611 G



Backlit full colour 97mm display.

- Full duplex speaker phone.
- 8 x programmable feature buttons
- Fixed feature buttons: Phone, Messages, History, Home, Avaya, Menu, Headset, Speaker, Volume and Mute.
- 4 x contextual soft keys, • Navigation Cluster
- Dual position stand, • 10/100/1000 Ethernet (with secondary port), • Message Waiting Indicator (MWI)
- Support for button module, (up to 3 – BM12 and/or SBM24), • PoE Class 1 (2), • USB port
- Multiple language support. , • Supported on CM3.1 (H.323) or CM6

9621 G



(adjustable display angle).

- Full duplex wideband speaker phone.
 - 4 x Soft keys, • Four-way navigation Cluster , • Dual position stand
 - 10/100/1000 Ethernet (with secondary port)
 - Message Waiting Indicator (MWI)
 - Support for button module (Up to 3 – BM12 and/or SBM24)
 - PoE Class 2 , • USB port, • Multiple language support.,
 - Supported on CM3.1 (H.323) or CM6.X (SIP)
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9641 GS



- Backlit full colour 119mm touchscreen display (adjustable display angle).
- Full duplex wideband speaker phone.
- Hearing aid compatible.
- Dual position stand.
- Wall mountable.
- Fixed feature buttons: Phone, Messages, Contacts, History, Home, Forwarding, Headset, Speaker, Volume, Mute
- 10/100/1000 Ethernet (with secondary port).
- PoE Class 2
- Headset and USB interfaces.
- H.323 or SIP.
- Multiple language support.
- Supported on CMX or greater.
- USB Port,
- Bluetooth enabled
- Message Waiting Indicator (MWI),
- Support for button module (Up to 3 – BM12 and/or SBM24),
- Supported on CM3.1 (H.323) or CM6.X

H 175



- 7” capacitive touchscreen.
- Full HD 1080p HD video.
- 1080p30fps resolution.
- Wi-Fi / Bluetooth enabled.
- Access to outlook calender & contacts.
- HD Speaker Phone.
- DECT 6.0 cordless handset with answer, volume, and mute controls.

Conference Terminals - B100 Series (Avaya)



- Three Types (B179 SIP - B159 - B149 Analog)
 - 5-ways conference calls
 - SIP based
 - SD call recording
 - Built-in bridging function
 - Expandable with microphones
 - Connection for Wireless headset
-

Collaboration / Avaya Video Solutions

Creates a virtual conference room

- Voice, Video, Recording
- Combines room system, desktop and mobile devices
- Supports BYOD and 3rd party devices
- Comprehensive, simple, affordable



Mobility / Avaya One X Mobile

Voice & Video Calls & IM & conferencing on Mobile

- Wi-Fi, 3G/4G Connectivity
- Cost-effective mobility
- Simultaneous ring and call control with office desk phone
- Integrated server-based solution provides rich functionality
- Supported All Smart Phones (I Phone, Android, Blackberry)



Call Center Solutions / Customer Call Reporter (CCR)

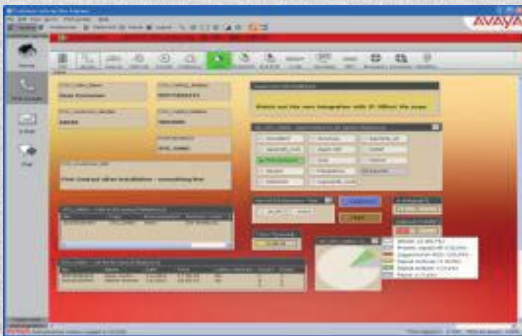
Avaya IP Office Contact Center applications are specifically designed for the needs and budgets of small to medium businesses. Contact Center applications include the Compact Business Center and the more advanced Compact Contact Center, delivering custom reporting.



Multi Channels Contact Center Solutions

IP Office Contact Center IPOCC

- Up to 250 Agents Inbound & Outbound, • Voice, Email & Web-Chat
- Unlimited Skillsets, • IVR , • Reporting , • Call Recording
 - Customizable Desktop. • Support new AWFOS (Avaya Work Force Optimization Select) solution





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