



Manufacturer	Matrix ETERNITY LE	Avaya
Model No.		IP Office 500
<p><b>Photograph</b></p>		
<b>System Resources</b>		
Number of Cabinets/Chassis	1	1
Number of Universal Slots	28	4
RS232 Port	2	1
Analog Input Port (Music Source)	1	1
Analog Output Port (Paging Systems)	No	No
Digital Input Port (Digital Sensors)	No	No
Digital Phone Ports	4 Built-in	No
Mounting Option	Wall Mount, Table Top, 19" Rack Mount	19" Rack Mount Wall Mount
<b>Trunk (CO) Lines</b>		
Analog CO Lines	128	204
T1/E1/PRI Channels (Ports)	768 (24)	8
ISDN BRI Channels (Ports)	64 (32)	16
SIP Trunks	32	125 (SIP)
VoIP Channels	512	128
GSM Ports	128	No
E&M Ports	128	No
Magneto Trunk Ports	128	No
<b>Extension/Station Lines (Maximum Capacity)</b>		
Analog Telephones (SLT)	1344	Advance Edition - Up to 1000
Digital Key Phone (DKP)	128	Advance Edition - Up to 1000
IP Extensions (SIP)	1500	Advance Edition - Up to 1000
GSM/3G Mobile Extensions	Yes	Yes (licensed)
<b>Expansion Modules</b>		
	SLT8, SLT16, SLT32, SLT48	TWT4 Card
	DKP8, DKP16, DKP32	BRI2, BRI4 Card
	CO8, CO16	SLT2, SLT8 Card
	CO8+SLT24	PRI, T1/E1 Single, Dual Card
	BRI4	DKP8 Card
	T1/E1/PRI Single, T1/E1/PRI Dual	VoIP32/64
	GSM8	-
	VoIP16, VoIP32	-
	E&M4, E&M8	-
	VMS16	VCM 32/64 (licensed)

System Features		
3G Network Support	Yes	No
Account Codes	Voluntary, Forced	Voluntary, Forced
Allowed and Denied List	Yes	Yes
Auto Call back	Busy, No Reply	Busy
Auto-Attendant	Yes	Yes
Call Back on Mobile Trunks	Yes	No
Call Follow Me	Yes	Yes
Call Waiting	Yes	Yes
Caller ID	FSK, DTMF	
CAS Integration	Yes (15 Protocols Built-in)	No
Conference	21 Participants in Single Conference	64 party in single conference
CTI/TAPI Integration	Yes	Yes
CUG over GSM/3G	Yes	No
Day Light Saving Time	Yes	Yes
Direct Inward Dialing	Yes	Yes
Distinctive Ringing	Yes	Yes
Do Not Disturb	Yes, Remote	Yes
Dual Ring (Mobile Twining)	Yes	Yes
Emergency Number Programming and Dialing	Yes	Yes
Extension Name Display	Yes	Yes
Fax Machine Support	Analog Fax, Fax over IP (T.38)	Yes
Group Call Pick-up	Yes	Yes
Group/Department Call	Yes	Yes
GSM/3G Mobile Extensions	Yes	No
Hotel/Motel Features	Comprehensive Features	No
Hunt Groups	Yes	Yes
Instant Messaging	Softphone Feature	Softphone Feature
Interactive Voice Response	No	Yes
Manual Network Selection over GSM/3G	Yes	No
Music-on-Hold	Yes	Yes
Paging	Internal, External	Internal, External
Peer-to-peer Connectivity	Yes	VPN tunneling required
PMS Interface	Yes	No
Power Failure Transfer	Yes	-
Presence Indication	Softphone Feature	Softphone Feature
QSIG	Yes	Yes
Redundancy	CPU & Power Supply	-
Returning Call to Original Caller	Yes	No
SIM Balance Inquiry and Recharge	Yes	No
SIP Trunking	Yes	Optional
SMDR	12000 Call Records - Incoming, Outgoing, Internal	
Unified Messaging	Voice Mail to Email	Yes
Voice Mail System	16 Ports, 512 Mailboxes, 32GB (576 Hrs Recording) Capacity	4 Ports Basic (Expandable up to 30 Ports)
Voice Mail to Email	Yes	Yes
Web based Remote Programming	Yes	Yes

<b>Licenses</b>	IP User License	Preferred Edition
	PLCC Application License	Advanced Edition
	QSIG License	Power User
	Gateway Features License	Customer Service Agent
	Mobility Features License	Customer Service Supervisor
	Hospitality Features License	Teleworker
	PMS License	Mobile Worker
		Office Worker
		Receptionist
		VMPRO Networked Messaging
		VMPRO TTS (ScanSoft)
		Audix Voicemail
		IPSec Tunneling
		SIP Trunk Channels
		PRI Channel
		Avaya IP End Points
		Avaya one-X mobile application
		Third-Party IP End Points