

FOCUS ON AVAYA SMALL OFFICE EDITION (SOE)

The Avaya IP Office (SOE) is a digital PBX system that provides connections to the PSTN and IP networks. It is available in 4 non-expandable configurations, covering from 4 to 12 traditional extensions plus up to 16 IP extensions.

Versions	#1	#2	#3	#4
CO Lines	2	4	4	4
Analog Extensions	4	8	4	4
Digital Extensions	0	0	8	8
IP Extensions	3	3	3	16
VoIP Trunks	3	3	3	16

The TalkSwitch 24-CA, 48-CA and 48-CVA systems are ultra-compact PBXs with built-in voicemail and auto attendants for small and multi-location businesses. The 24-CA is TalkSwitch's entry-level system for businesses with up to 4 users. The 48-CA and 48-CVA are expandable to 32 users over the LAN. The SIP-based 48-CVA allows calls to be made over the PSTN or IP networks using affordable analog phone sets. The 48-CA is designed with a migration path to VoIP.



TalkSwitch System

	24-CA	48-CA	48-CVA
CO Lines	2	4 to 16	4 to 16
Analog Extensions	4	8 to 32	8 to 32
Remote Extensions	8	8 to 32	8 to 32
VoIP Trunks	NA	NA	4 to 16

FEATURE COMPARISON

	Avaya SOE	TalkSwitch 24-CA, 48-CA, 48-CVA
Voicemail	'Lite' version included	yes, non-blocking
Auto attendants	optional, 4	yes, 9
Background music interface	yes	yes
Music-on-hold interface	yes	yes
Paging	yes	yes
Call forwarding	yes	yes
Call park	yes	yes
Call pickup	yes	yes
Call queuing	yes	yes
Conference calling	yes	yes
Dial-by-name directory	optional*	yes
DISA (call bridge)	yes	yes
Distinctive ringing	yes	yes
Extension ring groups	yes	yes
Call cascade	not available	yes

continued

	Avaya SOE	TalkSwitch 24-CA, 48-CA, 48-CVA
Call screening	optional	yes
Call back/call bridge	not available	yes
Call queuing	optional	yes
Do not disturb	yes	configurable
Intercom	yes	yes
Night service	yes	yes
Power failure support	yes	yes
Remote extensions with call control	not available	yes
Speed dial	yes	yes
System modes	yes	yes
Auto attendant	optional	yes
Fax detection	optional	yes
Remote message notification	optional*	yes

* Included with optional voicemail system

KEY TALKSWITCH ADVANTAGES

Avaya SOE systems are factory-configured and non-expandable (except through forklift upgrade).

- TalkSwitch systems are expandable. System sizes range from 2 lines/4 extensions to 16 lines/32 extensions. The 48-CA can be upgraded to include VoIP through the addition of an inexpensive module.
- Businesses benefit from being able to buy only the equipment they need today, while cost-effectively adding capacity and new functions (like VoIP) as their needs evolve. For example, a business opening a new location may choose to upgrade the TalkSwitch with VoIP functionality to reduce communications costs.

Avaya includes a simple “Lite” voicemail system as standard and no auto attendant.

A PC-based upgrade is available.

- Avaya solution is PC-based. (Computer must be left on 24/7). The optional Voicemail Pro offers comparable functionality to the TalkSwitch but is priced at \$1500.
- TalkSwitch’s built-in full-featured voicemail system comes standard with each system. Voicemail system is non-blocking ensuring internal and external users have access at all times. (Avaya’s standard “Lite” Voicemail can accommodate only 3 users simultaneously).

A 4-level auto attendant is available with SOE embedded voicemail for \$250.

- A 9-level auto attendant is standard with very TalkSwitch system.

SOE can support a maximum of 4 standard analog sets.

- TalkSwitch can be fully deployed with analog phone sets, which can be used to make PSTN or VoIP calls.
- This approach provides the business with freedom to choose from a broader selection of sets, providing greater affordability and reducing the cost of ownership.

Power Systems is a platinum level Talkswitch dealer, the highest dealer rating. We have more Talkswitch accessories than you will find elsewhere, we are a complete solutions dealer. Come to us for toll free numbers, VOIP, real surge protection, door entry systems, paging systems, a large selection of phones we test with Talkswitch, and much more. The information in this document was supplied by Talkswitch.

SOE is somewhat difficult to set up for non-technical small office staff.

- TalkSwitch is easy to set up, right out of the box. It includes standard RJ-11 connectors and free user-friendly configuration software. Moves, adds and changes can be quickly performed in-house, without the need for training or technical assistance.
- For the small business or multi-location organization, TalkSwitch systems help reduce operating costs, time and effort.

Avaya uses H.323, an older and more complex protocol, for Voice over IP calling.

- 48-CVA is SIP-based¹ and fully compliant with the SIPconnect Interface Specification². This enables fast and simple interoperability with Internet telephone services.

Avaya includes only simple call forwarding to an external number.

- TalkSwitch systems include up to 32 remote extensions, which offer greater functionality than simple forwarding. These extensions, when combined with the call cascade feature, enable one-number access to workers outside of the office. Remote extension users gain access to features such as call screening, transfer and conferencing.
- Customers can more conveniently access staff. Employees are more productive and responsive when working outside of the office.

PRICING

TalkSwitch 48-CVA (msrp)		Avaya SOE (street prices)	
4 lines, 8 local ext., 8 remote ext., 4 VoIP trunks	\$1795.	4 lines, 8 ext., 3 VoIP trunks	\$1798.
		Voicemail Pro option	\$1500.
		TOTAL	\$3298.

Notes: The following options have been quoted for the Avaya SOE system configuration to achieve functional parity with TalkSwitch: Voicemail Pro \$1500.

About Pricing: Prices are 'street' prices unless otherwise indicated. Competitive data has been retrieved from online dealers and other public sources and is considered typical for currently available systems. Pricing data is subject to change without notice.

About TalkSwitch

TalkSwitch® is dedicated to providing small and multi-location businesses with innovative telecommunications solutions. Since 1990, TalkSwitch has delivered rich features, high functionality and unbeatable value. Ideal for businesses with up to 32 telephone users per office, TalkSwitch systems provide users with options to connect to both the traditional telephone network (PSTN) and Voice over IP (VoIP) networks. TalkSwitch is headquartered in Ottawa, Canada. For more information call (888) 332-9322 or visit our website at www.talkswitch.com

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1. SIP (Session Initiation Protocol) is the newest, most flexible protocol for interoperability between devices. As a widely adopted industry-standard, it provides customers with confidence that the product is built for the future.
2. The system can be directly integrated with service provider networks for SIP-based services.

This information has been gathered from a variety of public sources. In some cases, the available information may not reflect the latest developments of these products. Competitive pricing data has been retrieved from online dealers and other sources. Pricing data can not be confirmed and is subject to change without notice. TalkSwitch bears no responsibility for errors or damages incurred as a result of the use of this information.