

From

Nortel BCM 6.0

to

Avaya IP Office 7.0

All You Need To Know

This document is a collection of available information relevant for companies seeking to move their telephone system from Nortel BCM to Avaya IP Office.

*Avaya SMB Expert Partner
Telefonix Voice and Data
2011*

Target Audience

This document is intended at administrators, IT managers, telecoms managers & purchasers of:

*Nortel BCM50 Phone Systems
Nortel BCM200 Phone Systems
Nortel BCM400 Phone Systems
Nortel BCM450 Phone Systems
BT Meridian Norstar 824 PBXs
BT Meridian Norstar Modular 032 PBXs
BT Meridian Compact Plus Switches
BT Meridian Compact Switches*

Contents

Migrating your BCM 6.0 telephone system	3
IP Office 7.0 improves business efficiencies across the business.....	3
But my old BCM phone system still works?!!	4
What only IP Office 7.0 gives you	5
Gradual migration - reuse Nortel handsets to protect up to 60 percent of your original investment	7
IP Office experts Telefonix Voice & Data.....	8
Telefonix Voice & Data Testimonials	8
IP Office testimonials	9
BCM 6.0 telephony features equivalent features in Avaya IP Office 7.0	10
BCM 6.0 voicemail features equivalent features in Avaya IP Office 7.0.....	33
BCM 6.0 UC features equivalent features in IP Office 7.0.....	37
BCM 6.0 feature codes equivalent features in Avaya IP Office 7.0.....	41
BCM 50, BCM 200, BCM 400 and BCM 450 handsets button configuration in Avaya IP Office 7.0....	45
BCM and Norstar handsets supported and not supported on IP Office 7.0	47

Migrating your BCM 6.0 telephone system

When your telephone system lasts beyond its useful life, you risk paying a significant 'opportunity cost' by holding on to it. Every technology has a useful life—that's when it performs the way it was intended and adds value to your business. But what about when a technology keeps working after its useful life is over?

At first this may seem like a good thing: your business enjoys short-term cost savings by not upgrading. But in fact, you risk other costs that can far outweigh those savings:

- **You risk the cost of business disruption if the technology suddenly fails;**
- **You risk the cost of paying for an expensive emergency repair;**
- **And you risk the biggest cost of all—the opportunity cost.**

While you are holding on to your old system, newer technology gets better and better, delivering efficiencies, productivity and cost-savings that can far outweigh the value of keeping the old system.

If you are the owner of an existing Nortel™ telephone system, such as a BCM or Norstar solution, you may already be incurring these costs right now. If that's the case, this guide is for you. With the acquisition of Nortel in December 2009, you reduce much of the risk normally associated with upgrading from your existing BCM or Norstar solution to Avaya IP Office.

Use the information provided here to take a close look at the opportunity cost you are paying by not upgrading. Also, learn an easy way you can get the benefits of new technology and protect up to 60 percent of your original system investment - a double-barreled set of savings that can actually cover the entire cost of an upgrade. That's a very large saving and this guide will show you how to take advantage of this incredible opportunity.

Reuse handsets to protect up to 60 percent of your original system investment

IP Office 7.0 improves business efficiencies across the business

Small business phone systems have changed. They aren't just for making calls and taking messages. A solution such as Avaya IP Office, one of the top-selling solutions on the market today, is designed to become directly integrated into your business, including streamlining operations, cutting costs, simplifying hiring and real estate decisions, enhancing customer service, and much more. The reason for that is Avaya IP Office delivers real business benefits:

... companies using Avaya IP Office have found that these savings pay for the system in just a few months

- Avaya IP Office helps small businesses grow and become more successful: streamlining operations, cutting costs, simplifying hiring and real estate decisions, enhancing customer service and much more.
- Avaya IP Office saves money: an independent evaluation from Tolly1 found Avaya IP Office nearly 25 percent less expensive to own and manage than its competition.
- Avaya IP Office delivers bottom line benefits: when Avaya IP Office helps lower overhead and increase sales, the benefits show up on your bottom line.
- Right now, you can protect up to 60 percent of your original investment: businesses with Nortel systems can take advantage of upgrade options that can provide up to 60 percent investment protection.

In many cases, companies using Avaya IP Office have found that these savings pay for the system in just a few months. As part of this guide, we will show you an easy way to calculate these benefits for your business.

But my old BCM phone system still works?!!

That may be true. But fine is a relative term; Old office phone systems which appear to work fine lack the innovations introduced by modern telephony. When the risks and the opportunity cost outweigh the savings gained by holding on to your current solution, it's time to upgrade. Use the following checklist, published by Avaya the new owners of Nortel, to see if that might be the case in your organisation:

**Upgrade “yes or no”
checklist published
by Avaya, the new
owners of Nortel**

YES, you should upgrade your BCM phone system if:

- Your current Nortel telephone system is more than three years old.
- You haven't updated your current system for several years and the software and/or hardware used on your current system is no longer supported.
- You plan on operating your business for at least 5-10 years or longer.
- Your business is experiencing growth and/or your business will be relocating in the near future.
- Email and mobile communications are important to your business.
- A significant portion of your sales and customer service takes place through your telephone system.
- Your business relies on conference calls.
- Your business makes heavy use of fax communications.
- You need call recording capabilities for compliance purposes or to improve employee training.
- You operate more than one location.

You may not need to upgrade your BCM phone system if:

Not every company with an existing Nortel solution needs to upgrade. While you can unquestionably benefit from a new solution, the gains may not be enough to offset the savings of just holding on to what you have now. This may be the case if:

- You acquired your Nortel system less than three years before April 2011.
- You plan on closing or merging your business soon.

- Communications is not important to your business, i.e., you don't do any sales or customer service over the phone or via email.
- You don't do any advertising where you promote a phone number or website.
- You don't use a mobile phone.
- You never do conference calls.
- You do not do any fax communications.
- You only have one office.

The checklists provided above are **just Avaya's guidelines**. Ultimately, the decision to migrate your phone system is never simply a "yes" or "no" decision, so arrange a meeting with Telefonix Voice & Data to discuss your options.

What only IP Office 7.0 gives you

Another way to decide is to look at some of the key capabilities of a new Avaya IP Office solution. These can be so important to a growing business that even if you are missing just one, it's time to consider getting a new telephone system:

Knowing who is calling: Knowing who is calling before you pick up the phone is a great convenience and essential for sales and customer service. If your current telephone system is so old that it can't support Caller ID, it's definitely time to make a change. A solution such as Avaya IP Office supports Caller ID and more, and can link to your customer database/CRM solution (such as Salesforce.com.) so that when a customer calls, Avaya IP Office can automatically bring up a "screen pop" of information about the caller.

One-number Contact: Today, an employee might have a half-dozen or more "reach" numbers: office extension, office mobile, personal mobile, fax number, home office number, etc. But managing all of these reach numbers is a problem. Customers aren't sure what number to call. To stay in touch, employees end up giving out personal numbers. Avaya IP Office eliminates the problem by managing all your different numbers through your office phone system. Employees only need to give out one number (i.e., the office number) and Avaya IP Office sends those calls to the number you designate, anytime and to any device.

Conference Calls: Older phone systems were designed for one-to-one communications or very small conference calls. But today, many calls are conference calls with a large group of people on the line. Small businesses may spend hundreds or thousands of dollars on third-party conference call services. If that's you, it's definitely time to make a change. Avaya IP Office has two conference bridges so there are no outside charges for conference calls. Plus, the calls can be arranged at a moment's notice.

Connecting Multiple Offices: In the past, if you had more than one office or business location you needed a separate phone system for each site. Sharing resources between sites was not possible. That's not the case anymore. Avaya IP Office lets you share resources - messaging and a receptionist - between offices. If one office is closed, calls can automatically be diverted to the office that is open (callers won't even notice). Employees can reach each other with just a 3-digit extension, whether they are across the hall or across the county. If your business has more than one location now, or is planning to open more locations in the future, this capability is a great reason to consider an Avaya IP office phone system solution.

"No Cost" Moves/Adds/Changes: Does it seem like even the smallest change to your current telephone system requires a costly visit from a technician? If the answer is yes, it's definitely time to make a change. An Avaya IP Office solution lets you make moves, adds and changes - *without calling a technician* and incurring any costs. That means if you add an employee or change the way calls are

routed in your business, you can make the change yourself. The savings are significant and the flexibility is a real advantage.

Corporate directory/Presence: Why keep a Rolodex when you can use your phone to search for the listing and place the call by pressing a button. These listings may range from corporate contacts stored in Microsoft Active Directory to your personal contacts in Microsoft Outlook. Either way, searchable directories appear right on the phone's display for convenient access. Avaya IP Office will also provide you with at-a-glance presence information so you can instantly see which co-workers are available or on the phone.

Billable hours: Having trouble keeping track of your billable hours? Avaya IP Office can help with reports that associate inbound and outbound calls with specific billing or tracking codes. You can track factors including the length of calls for each client that can later be packaged into detailed reports for accounting and billing purposes. It's an ideal solution for professional services companies, from law offices to accounting firms.

Communications control: So your entire London-based executive team is attending a conference in Edinburgh? Rather than have them waste time calling in for voicemail messages, redirect all business-related calls to mobiles using Avaya IP Office. The same value is there if you have just stepped out for lunch: calls to your office phone can ring simultaneously on your mobile. Now that top customer doesn't have to leave a message, he or she can get you directly.

Enhanced Voicemail: Sometimes voicemail is necessary - you can't answer every call. For a modern-day road warrior, picking up voicemail messages can be a painstaking process. Pagers, iPhones, cell phones, BlackBerry, laptops – there's simply no shortage of devices you need to check. With Avaya IP Office you can receive your messages as e-mail attachments, all in one place. As soon as the message is left, you get it. What's more, the messages can be saved for future access or archiving.

Automating the routine: Does your business regularly make calls to customers to follow up on unpaid invoices, confirm appointments, provide routine updates, etc? These tasks can all be done more efficiently and cost-effectively through an Avaya IP Office solution. Avaya IP Office links directly to your database and manages the communications with the caller ("Press 1 to confirm an appointment," "Press 2 to pay your current invoice," etc.) The solution can also be directly linked to an internal or third party billing system for secure management of payments. It's fast, efficient, eliminates routine tasks that few want to do and is ideal for any activity that involves (1) communicating with large numbers of people and (2) extracting information from a digital data base, i.e., a database of appointments, billing, payments, prescriptions, lab results, etc.

Small business contact centre: One of the most powerful capabilities in Avaya IP Office is the ability to organise your sales and service teams in an informal contact centre. Put your sales and service people into hunt groups and manage communications loads in each group. Connect different groups to specific inbound numbers so each person in the group is familiar with those calls. Connect your contact centre to a database that automatically triggers the retrieval of the customer's record. Take advantage of specialized software and reporting capabilities to evaluate agent workloads and fine-tune performance. Large banks, brokerage firms, major credit card processors and other companies have long enjoyed this ability, and now with Avaya IP Office a small business can do the same thing.

Call recording: Would you like the ability to record the way calls are handled in your business? This is a critical way enterprise organisations keep tabs on quality and identify instances of inaccurate or poorly conveyed information that can negatively impact customer experience. Gaining knowledge through call recording is vital for training purposes and may be needed for compliance purposes. You can set up Avaya IP Office to record all calls, at set intervals, randomly, etc. They are then available on the server for review and also ready to be archived.

Working from home:

Would your business benefit from a phone system that enables employees to work from home and to have complete access to the communications tools they have in the office: speed-dial numbers, conference calls, transfers, etc? Enabling employees to work from home even just one day a week can deliver tremendous benefits, and Avaya IP Office makes it easy.

Gradual migration - reuse Nortel handsets to protect up to 60 percent of your original investment

Cost is often the biggest barrier keeping companies from upgrading their telephone system. Fortunately, there is an easy way of reducing costs when you upgrade from your Nortel system to Avaya IP Office – just keep using all or some of your existing phone sets. When you look closely at the cost of an upgrade, you will see that the phones themselves make up the majority of the cost. But you can gain many if not most of the advantages of a new solution without replacing your phones.

- When you upgrade to Avaya IP Office, you can keep using your Nortel phones and replace them on an as needed basis.
- Or, make plans to equip select employees—executives, receptionists, sales and customer service employees, etc. - who will benefit the most from the added features of the new IP phones.
- Wiring: If your business has traditional phone system wiring, you can continue using it with your Avaya IP Office solution. If you have a Local Area Network (LAN) to connect your PCs/servers, you can use that instead. Avaya IP Office works with either kind of wiring—the choice is yours and the savings of using existing wiring are significant. Common wiring interfaces available with Avaya IP Office reduce the re-wiring often associated with replacement of a communication system - making the upgrade fast and easy.
- Programming: Avaya Data Migration Manager allows key programming from your existing system to be migrated to Avaya IP Office. This minimizes errors and reduces installation costs.
- Training: End user training is minimal as BCM and Norstar phones will start up with familiar default configurations facilitating a smooth transition to the many new capabilities of Avaya IP Office while making it easy to access the proven, familiar features of the BCM and Norstar phones.
- As your business grows, Avaya IP Office easily grows with you. There won't be a need for another upgrade anytime soon. Avaya IP Office can handle hundreds of extensions.
- Get 0% financing. Take advantage of leasing options that make it unnecessary to pay any finance charges for up to 60 months.

Today, scores of companies around the world are relying on Avaya IP Office not just to improve their communications and to save money - but also to change and improve the way they do business. Here are a few US examples:

- An Iowa-based online retailer of custom clothing (printed designs on shirts, jackets, etc.) discovered that its old phone system was not making it easy for customers to get to their preferred sales representative quickly enough. Intelligent call routing on an Avaya IP Office phone system - faster and more accurate - helped generate a 15 percent increase in sales.
- A financial services company with offices in New York and San Francisco discovered that it was frustrating customers by "double screening" them (asking for basic identifying information over and over) and also losing deals if callers were not instantly connected to a sales

- representative. By using Avaya IP Office to set up a formal contact centre and also have incoming calls ring simultaneously on a sales rep's mobile phone, it was able to save
- deals that were being lost. It also cut costs so much (by eliminating the need for separate fax lines and other services) that its Avaya IP Office phone system paid for itself within a year
 - An active veterinary clinic and dog grooming service outside Cincinnati is using its Avaya IP Office solution in a new mobile veterinary practice: making house calls using vans equipped with examining tables, medications and Avaya IP Office phones. In effect, the mobile clinics become another extension of the office phone system making it easy to communicate with doctors back at the home office. In addition, the practice estimates that its Avaya IP Office solution made it unnecessary to hire five to eight additional people to handle an increased volume of business, translating into annual savings of over \$200,000 a year.

IP Office experts Telefonix Voice & Data

Telefonix Voice & Data have installed and Avaya telephone systems since the launch of the IP Office platform. We maintain Avaya telephone system solutions for every size and type of business, and have more than 2500 Avaya phone system solutions throughout the UK. Telefonix Voice & Data is accredited by Avaya as an **"SMB expert"** company – **the highest level of technical certification for IP Office partners.**



SMB Expert
BUSINESS PARTNER



Telefonix Voice & Data, the Nortel BCM migration experts

Telefonix Voice and Data is one of the test centres for new versions of Avaya IP Office and we have had Nortel handsets running on IP Office since the beta, which we were a part of. We have put up a complete site for the Nortel BCM to Avaya IP Office migration at <http://www.nortel-to-avaya.co.uk/>

- If you have a telecoms problem, we'll craft a solution to suit your company.
- One of the finest demonstration centres in England.
- Ongoing record of success with Avaya telephone systems as witnessed by these Avaya case studies:

Telefonix Voice & Data Testimonials

- o "We were at our wits end with our phone and contact centre supplier experience and were concerned about the levels of customer service being offered to our customers. Luckily we found Telefonix, a converged voice and data solutions provider who matched us in hard work, creativity and knowledge."
- o "We've been delighted with the technology recommendations that Telefonix have made to us. In particular, investment in Telefonix' recommendation of the Avaya IP Office system continues to bear dividends, serving our factories, offices and mobile sales team to an equally high standard."

- o "Our aggressive business plans require shrewd investment in a technology solution that will support the evolution of the business, and Telefonix demonstrated a rare understanding of not only the technology, but how to apply it to support a rapidly growing multi-site operation."
- o "Investing in Avaya IP Office when our company was in need has proven to be a very smart business decision, coupled with the backup and support of Telefonix who are as creative in telephony as we are in ballooning."
- o "By redesigning our account handling departments into four separate call groups, we immediately noticed a difference in the customer service that we were able to give to our clients. Since then we have gone from strength to strength, expanding our customer teams as much as 70% in one year, and with Telefonix maintaining the system for us, the system is completely hassle free."
 - o Our staff are all Avaya-certified
 - o Competitive deals on offer because of our volume of sales
 - o Discounts on support, maintenance and subsequent item purchases

IP Office testimonials

- ... Very impressed by the rich array of features in the Avaya IP Office solution. In terms of complexity and price, the Avaya system is also a good fit for growing companies that want one of the most advanced systems out there. (PCmag)
- ... We were impressed with Avaya's IP Office -- It is completely modular, the pricing is on the ball (cheaper than ShoreTel's ShoreGear-120) and it scales extremely well. This system is perfect for any small business looking for enterprise-grade functionality without having to fork out big business dollars. (ZDNet)
- ... Avaya IP Office not only delivers the most features, such as powerful integrated messaging and conferencing that enhance productivity and mobility, but it leads the market when it comes to offering the best variety of phones, including wireless and pc-based phone capabilities. (Miercom)
- ... Avaya IP Office system phones are not the most expensive on the market to purchase or rent. Plus, they are reasonable to maintain. This can be great news for those who simply do not want to put out a lot of money on the transition. Switching to an Avaya IP office phone system is a big step. When this brand name is selected to power a system, most companies find they have made an ideal choice in regard to pricing, quality and risk. (VOIP phones blog)
- ... Avaya IP Office with Microsoft CRM provides a unified solution that helps small and medium businesses improve their customer-facing business processes and leverage their communication network to better serve their customers. (Microsoft)

BCM 6.0 telephony features equivalent features in Avaya IP Office 7.0

BCM Features	BCM50 Rls 6.0	BCM450 BCM200/4 00 Rls 6.0	IP Office Rls 7.0 +	Equivalent feature in IP Office	Comments
Accidental Disconnect Protection	✓	✓	✗		
Administration Done Indication	✓	✓	✗		In BCM, this is an aspect of Set-based OAM, which is not available on BST phones in IP Office.
Answer Groups	✓	✓	↔	Hunt Groups Collective	
Answer/DSS Button	✓	✓	✗		
ATA Adminable Passthrough Delay	✓	✓	↔		ATA only. On IP Office, it's not adminable.
Autodial Keys	✓	✓			
-Internal DSS Keys	✓	✓	✓	User/Group Button	
-External Autodial Key (max 24 digits)	✓	✓	↔	AD/Dial Button	In IP Office, dial strings can be longer, number can include pause, but cannot be programmed to include reach-through codes.
Automatic Line Selection					
-Automatic Incoming Line Selection	✓	✓	↔	Ringing Line Preference	Rules are slightly different. In BCM, external calls are answered before internal, then oldest call. In IP Office, it's the oldest audibly alerting call, but it doesn't operate if the phone is off-hook and has a held call
-Automatic Outgoing Prime Line Selection	✓	✓	↔	Idle Line Preference	Rules are different. In BCM, prime line is selected. In IP Office, next free button is selected.

Automatic Set Relocation	✓	✓	✗		
Auxiliary Ringing	✓	✓	↔	Twinning with analog phone	
-through aux. ringer port	✓	✓	↔		IP Office doesn't have an auxiliary ring/ring port, alternative solution: twin to analog phone port with ringer on analog phone port.
-through paging port	✓	✓	↔		IP Office doesn't have an auxiliary page/ring port, alternative solution: twin to analog phone port with ringer on analog phone port.
-administrable external cadence	✓	✓	↔	Administrable cadences on analog ports	
Background Music	✓	✓	✗		
Busy Lamp Indication	✓	✓	↔	User/Group Button	IP Office has DSS/BLF -allows pick-up placing calls, etc. In N*/BCM, BLFs may also apply to line pools.
Button Inquiry	✓	✓	✓		BST Uses F*0, different ways to inquire buttons on IP Office sets
Call Charge Information	✓	✓	✗		In IP Office, on ISDN trunks where AoC is supported. Currently displayed only on Tenovis T3. In N*/BCM, available to all sets with displays by use of a feature code.
Call Detail Recording -Push Transfer of records	✓	✓	✓	SMDR	IP Office SMDR records can be obtained via TCP port, by remote connecting to an IP Office configured with address to send them to.
Call Detail Recording -Pull	✓	✓	✓		

Transfer of records					
Call Display When Busy	✓	✓	✓		
Call Duration Timer	✓	✓	✓		
Call Forward				Call Forward	
			✓	Forward Number	Additional function in IP Office to set forward number, number will remain stored and features below will just activate call forward. In IP Office, configuration may prevent internal calls (allowed by default) and hunt group calls (prevented by default) from being forwarded.
			✓	Forward Unconditional On/Off	IP Office has separate on/off flag and destination field which need to be configured separately. If call is not answered on the extension the call is being forwarded to, the IP Office will handle call based on the rules for the forwarded to destination (e.g. send the call to the VM of forwarded to destination)
-call forward all calls	✓	✓	✓	Follow Me To	Follow-Me is similar to Forwarding except that the destination can only be internal. Follow-Me is typically used when a user is going to be working away from their desk, for example in a workshop. All the call settings the user has on their main phone will apply to calls that follow the follow-me feature,
			✓	Follow Me Here	

					including forward on busy or no answer. Follow-Me can be set either from the users main phone – Follow-Me To – or from the phone where they want calls to be received – Follow-Me Here. Several people can have their phones forwarded to a follow-me destination and if the phone has a display it will indicate who the call is for.
-call forward busy	✓	✓	✓	Forward On Busy On/Off	In IP Office, CFB and CFNA share a destination. If not configured, then the CFAC destination is used.
-call forward no answer	✓	✓	✓	Forward On No Answer On/Off	In IP Office, CFB and CFNA share a destination. If not configured, then the CFAC destination is used.
			✓	Forward Hunt Group Calls	Forward the user's hunt group calls to their forward number when the user has Forward Unconditional active.
			✓	Forward Internal Calls	Forward the user's internal calls to their forward number when the user has Forward Unconditional active. Enabled by default.
			✓	Disable Internal Forwards	This feature turns off the forwarding of internal calls for the user. It applies to Forward Unconditional, Forward on Busy and Forward on No Answer.
			✓	Cancel All Forwarding	This feature cancels all forms of forwarding on the user's extension including "Follow Me"

					and "Do Not Disturb".
			✓	Disable Internal Forward Unconditional	This feature turns off the forwarding of internal calls for the user. It applies to Forward Unconditional only.
			✓	Disable Internal Forward Busy or No Answer	This feature turns off the forwarding of internal calls for the user. It applies to Forward on Busy and Forward on No Answer.
-call forward override	✓	✓	✓		
-call forward external	✓	✓	✓		
Call Identification					
-Internal Calls	✓	✓	✓		
-External PSTN and ISDN calls	✓	✓	✓		
-Called Line Identification	✓	✓	↔		In IP Office, not supported from ISDN, but supported for QSIG and internal calls.
Call Inquiry	✓	✓	✓		In IP Office, depending on the phone type, caller ID can be viewed via preselection or by scrolling through the buttons. On BCM, this is a user-invoked feature code, or caller ID can be viewed via preselection
Call Log	✓	✓	✓	Call Log	Centralized Call Log on IP Office = 30 per user (10 per hunt group). In N*/BCM, there is no fixed max per user; it can be configured differently for each user.
Call Park				Call Park	
-with callback	✓	✓	✓		
-with callback timer admin	✓	✓	✓	Park Timeout	
-with prefix administrable	✓	✓	✓		IP Office dialing plan.

(including = nil)					
-call park retrieve	✓	✓	✓		
-call park code increase to 25	✓	✓	✓		On IP Office, "unlimited" park spots.
-call park round robin	✓	✓	✗		Applies to allocation of the limited park spots, which IP Office does not have.
Call Pickup -Directed					
-Directed	✓	✓	✓	Call Pickup Extn	
-Group	✓	✓	✓	Call Pickup Group	Somewhat similar to BCM interface. Group Call Pickup answers a ringing hunt group call of which the user is a member. Does not pickup up non-hunt group calls to other members of the hunt group.
-TAFAS	✓	✓	↔	Call pickup any	The IP Office feature is not tied to Night Service, but the BCM feature is.
Call Queuing	✓	✓	↔	Ringing Line Preference	Answers the call that has been waiting the longest. Default behavior on IP Office.
Call Retention	✓	✓	✗		
Call Waiting (on analog stations)	✓	✓	✓		
Calling Line Identification	✓	✓	✓		
-multiple set appearances	✓	✓	✓		In BCM, max. 30 (on M50 and M450R1) and 50 (on M450R5) sets display CLID before pickup
Calling Name Identification	✓	✓	✓		
Camp-On (with callback)	✓	✓	↔		Camp on is a specialized version of transfer -where the transfer destination only

					alerts when he is free. Equivalent available.
Central Answering Position					
-support of CAP modules on M7324 (no limit on number of sets with CAP modules supported)	✓	✓	✓	DSS modules	On M7324 set only; up to 2 CAP modules per M7324.
-support of KIM modules on T7316E M7324 (no limit on number of sets with KIM modules supported)	✓	✓	✓	DSS modules	On T7316E set only; up to 9 T24 per T7316E with added power supply, 4 per T7316E with no added power supply.
-administrable positions with extra capabilities (limited number of positions)	12	24	✓		IP Office generally allows a line appearances an all programmable buttons, so specific positions with extra capabilities are not needed. Limit of 1024 buttons on expansion modules on IP Office.
Class of Service			↔	User rights templates	No direct equivalent on IP Office. Typical use cases are linked to DISA and permissions BCM has option to bypass Class of Services settings for a set with right credentials. IP Office does not support this, users will have to login with different user and rights.
-dialing abilities	✓	✓	↔		
-line pool access	✓	✓	↔		
-feature access	✓	✓	↔		
-change via DISA or COS password	✓	✓	✓	Authorization codes	
Conference				Conference Add	
-tone on conference	✓	✓	✓	Conference Tones	
-3 party	✓	✓	✗		In IP Office all conference parties have

					the same rights and options
-consultation	✓	✓	✗		This is the same as split conference -IP Office does not do that.
-force release a conference party	✓	✓	✓		
-hold conference	✓	✓	✓		In IP Office, the user can hold their place -no music on hold.
-split conference	✓	✓	✗		IP Office allows to drop single parties based on phone used.
-transfer via conference, 1 party internal	✓	✓	✓		Not entirely the same on IP Office but very similar
-transfer via conference, 2 external parties	✓	✓	✓		Not entirely the same on IP Office but very similar.
-Ad-Hoc Conferencing (multiparty > 3 party)	✓	✓	✓		IP Office has 64 parties per conf, max 128. BCM50 has 18 max and per conference; BCM450 has 124 max and per conference.
-Meet Me Conferencing	✓	✓	✓	Conference Meet Me	Equivalent service exists but scope of user interface varies from phone to phone. DTMF menu and control not available.

Professional Call Recording					
-Professional Call Recording feature	✓	✓	↔		Recording on IP Office done with VM Pro. Manual and Automatic recording of all calls or a % of calls in a time period, for extensions or groups available. The output of recording is always voicemail. A third party app (Contact Store -external product name is witness) interworks with Call

					Recording -recording data file is handed to the application. Contact Store can retrieve the recording from the Voicemail storage.
-Automatic Recording	✓	✓	✓		On IP office, based on route path, dest DN, Caller ID -for all calls or for a specified sample proportion.
-Manual Recording	✓	✓	✓		
-Recording Output to Email	✓	✓	✓		IP Office does this through Voice Mail Pro
-Recording Output to Server (for 3rd party apps)	✓	✓	✓		This is done on IP Office with the Contact Store application
Dial-Attendant Set			✓	Hunt Groups	
-# of administrable sets	✓	✓	↔		
-administrable digit access	✓	✓	↔		
-external network DN	✓	✓	↔		
Dial External -Outgoing Line Identification	✓	✓	↔		In IP Office R6+ for DMS100 trunks, user name can be sent.
Dial Intercom	✓	✓	✓		"Dial intercom" on IP Office = automatic dialing + auto HF on BCM.
Dial Mode for lines -Pulse/Tone	✓	✓	↔		Pulse only supported in Russia on IP Office.
Dialtone Detection					
-wait for dialtone	✓	✓	↔		On IP Office, doesn't actually detect dialtone; this is a configurable delay. In BCM, this is a user-invoked feature code.
Direct Station Select Buttons	✓	✓	✓	User buttons	
DISA	✓	✓	↔	Mobile twinning, one-x mobile lite,	Mobile Call Control can do some security checking via caller ID, and user can access dial tone via star

				VMPRO	code . VMPRO can do some DISA equivalent.
Distinctive Ringing Cadence (internal, external)	✓	✓	✓		IP Office has 3: internal, external, and recall (callback on BCM).
Do Not Disturb	✓	✓	✓	Do Not Disturb On/Off	In IP Office, DND makes the set busy for the purposes of CFB. In BCM, DND just stops the call from alerting audibly. Different idle display on BCM and IP Office.
				Do Not Disturb Exception Add/Delete	This feature adds a number to the user's "Do Not Disturb Exception Numbers List". This can be an internal extension number or external ICLID. For further details see
Do Not Disturb On Busy	✓	✓	↔		Assign only 2 call appearances (default is 3) and reserve one call appearance for outgoing calls only (Reserve Last Appearance feature). In BCM, other features interact with DND Busy to provide special handling or tones to the caller. These are not present in IP Office
Emergency Power Fail Transfer	✓	✓	✓		
End-To-End Signaling					
-short tones internal	✓	✓	✓		
-short tones external	✓	✓	✓		
-long tones internal	✓	✓	✗		IP Office Server does not support long tones, BST on IP Office will no be able to generate long tones, some Avaya phones do support long tones
-long tones external	✓	✓	✗		IP Office Server does not

					support long tones, BST on IP Office will no be able to generate long tones, some Avaya phones do support long tones
-long tones on external paging port	✓	✓	✗		IP Office does not have a paging port.
Enhanced Restrictions and Overrides					
-dialing filters	✓	✓	↔	Short codes (for sets) or Mobile Call Control (for trunks)	
-alternate toll restrictions	✓	✓	✓	ARS (alternate route selection)	
-allow restriction of * and #	✓	✓	✓		
External Line Access Code	✓	✓	✗		
External Speaker	✓	✓	↔	IP Office uses an analog set port for paging.	IP Office does not have a dedicated port for paging.
Flash Hook (Switch Hook Flash)	✓	✓	✓	Flash hook	Must be programmed on a button via System Administration.
Flexible Numbering Plan					
-adminable individual dn's	✓	✓	✓		
-adminable line pool codes	✓	✓	↔		
-adminable call park prefix code	✓	✓	✗		Not applicable
-adminable 'dial attendant' code	✓	✓	↔	Short code or hunt group	
-only data calls dropped during	✓	✓	↔		Not applicable

change					
-changing dn lengths	✓	✓	↔		Not applicable. IP Office does not have a single DN length. Max up to 9 digits.
-outgoing translation table (routing codes)	✓	✓	✓	Short codes	
-digit absorption in routing codes	✓	✓	✓		
Group Listening	✓	✓	↔	Group Listen	
Handsfree	✓	✓	✓		
-answerback	✓	✓	✓		
-automatic	✓	✓	✓		
-with mute capability	✓	✓	✓		
Headset	✓	✓	✓	Headset Toggle	Toggles between the use of a headset and the telephone handset.
Hold					
-Automatic Normal Hold	✓	✓	✓	Auto Hold -configurable per user	In IP Office, configurable -Auto hold or drop call
-Automatic Exclusive Hold	✓	✓	✗		IP Office doesn't have exclusive hold
-auto hold on page	✓	✓	✗		
-I-Hold/U-Hold/Mutual Hold	✓	✓	✓		
-Exclusive Hold	✓	✓	✗		IP Office doesn't support Exclusive Hold
-Held Line Reminder	✓	✓	↔	Hold Timeout	IP Office does this partially. This feature rings the user back requesting them to unhold the held line. In BCM, if the user does not unhold the call, BCM will ring the prime set (it is on this last point that BCM and IP Office differ).
Hospitality Features					
-Wakeup Alarm	✓	✓	✓		This can be done on IP Office with VMPro.
-Room Status	✓	✓	↔		This can be done on IP Office with 3rd party

					hospitality applications.
-Room Occupancy	✓	✓	↔		This can be done on IP Office with 3rd party hospitality applications.
Host System Signaling Codes					
-link, programmed release, pause, run/stop, timed release, wait for dialtone	✓	✓	↔		On IP Office, can enter pauses of fixed durations as part of speed dial but cannot define Start/Stop like BCM
-Access Control to Link (hook flash)	✓	✓	↔		Achieved by programming button/short codes only to users that require it.
-network transfer (PSTN, PSTN)	✓	✓	✓		
Hot Line	✓	✓	✓	Hotline	Also called Hotline on IP Office. "?D" User Shortcode. No option to hotline after timeout.
Hunt Groups	✓	✓	✓	Hunt Groups	IP Office Hunt Group functionality is much more advanced than the BCM Hunt Group functionality.
-Silent Monitor on Hunt Groups	✓	✓	↔	Call Listen	BCM core S/W supports SM only on hunt groups. A BCM application is needed to monitor other calls. IP Office core S/W can monitor any calls.
Intercom Key Assignment	✓	✓	↔	Call appearances	BST will have two (2) call appearance by default, additional ones can be added by the administrator.
Language Choice for Set	✓	✓	✓		In IP Office, must be programmed in administration for BST set. Can be changed on certain Avaya phones and 1100/1200 SIP Phones.
Last Number Redial	✓	✓	↔	LNR short code or redial	

				button on phone	
-Access Control to LNR	✓	✓	✗		Achieved by programming button/short codes only to users that require it. But LNR can't be suppressed if it is driven in the phone with a hard button.
Line Button Relocation	✓	✓	✗		
Line Names	✓	✓	✗		
Line Pool(s)	✓	✓	↔		Line groups and Alternate Route Selection
-designation by letter	✓	✓	✗		
-Line Pool BLF (outgoing)	✓	✓	✗		
Line Types					
-pool	✓	✓	↔		
-public	✓	✓	↔		
-private	✓	✓	✗		line can be assigned to single user
Listen on Hold	✓	✓	✗		
Manual Line Selection	✓	✓	✓		
Market Profiles (Multiple)	✓	✓	✓	System locale	
Messages (set)					
-Send Message	✓	✓	✗		
-Message Waiting/Reply	✓	✓	✗		
-"Message for you" clear	✓	✓	✗		
Message Waiting Indicator (from analog and digital trunks and from voice mail)	✓	✓	↔		IP Office supports IP Office Embedded and PRO only, not external VM. Does not support MWI from PSTN. IP Office supports only one destination DN for a message waiting indication; BCM Voice Mail supports 6
-on ATA (analog set adapter)	✓	✓	↔		
Multiple Line	✓	✓	✓		

Appearances					
-Caller ID appearances on multiple sets	✓	✓	✓		
Multiple Least Cost Routes -increased to 4	✓	✓	✓	Alternate Route Selection	IP Office has more than 4.
Network Name Display (outgoing calling party name)	✓	✓	↔		IP Office R6+ on DMS-100 trunks only.
-set names up to 15 characters.			✓		Set name is one string, not a combination of first and last name. 15 characters
-business names up to 15 characters long	✓	✓	↔		IP Office does not have a business name functionality, but in IP Office short codes could be used to add business name to outgoing calls. Overall length can not exceed 15 characters
-multiple business names for multi-tenant systems	✓	✓	↔		
-set and hunt group names up to 15 characters long	✓	✓	✓		
On Hold Treatment (Music,Silence,Tones)	✓	✓	↔		IP Office has a music port. Other than that, it can play a short tone or music clips over and over. Silence must be recorded and played as a tone. No music on hold over IP on IP Office
			✓	Busy On Held	When on, busy on held returns busy to new calls when the user has an existing call on hold. This feature is useful when a user does not want to be distracted by an additional incoming call when they have a call on hold.
Music on Hold Sources -MoH port -IP Music source			↔		IP Office supports one external MoH port and 3 internal recorded files.
On Hook Dialing					
-standard dial	✓	✓	✓		

-automatic dial	✓	✓	✓		
-predial	✓	✓	✓	Enbloc dialing	
Paging	✓	✓	✓	Paging	No page all function on IP Office, instead page to a hunt group with all users; a hunt group with all user will created by default
-programmable time-out	✓	✓	✗		
-auto hold on page	✓	✓	✗		
-programmable page tone on/off	✓	✓	✗		
-internal multiple zones	✓	✓	↔		On IP Office, use hunt groups to achieve paging to multiple zones.
-external speaker	✓	✓	↔		On IP Office, use analog set port as paging speaker -no contacts for signaling, use VOX on PA or add-on
Pre-Selection/Call Screening	✓	✓	✓		In IP Office, must be configured for the user.
Prime Line	✓	✓	↔	Idle Line Preference	

Prime Set Call Capture	✓	✓			The IP Office can be configured to achieve some of the same functionality. No programmed by default on IP Office.
-assign a prime set to a trunk or target line	✓	✓	✗		
-call forward transfer to prime set	✓	✓	✗		
-callback extension to prime	✓	✓	✗		
-default ringing	✓	✓	✗		
-delayed ring transfer	✓	✓	✗		
-DND selective call forward	✓	✓	✗		
-DND transfer to prime set	✓	✓	✗		

-HLR extension to prime set	✓	✓	✗		
-overflow call routing	✓	✓	✗		
Priority Call	✓	✓	✓		
Privacy on Lines	✓	✓	↔		In IP Office, privacy/intrude status configured per user rather than per trunk
Privacy Control	✓	✓	↔	Privacy button	In IP Office, button must be configured by admin.
Pulse to Tone Conversion	✓	✓	✗		
Q&Z Administration	✓	✓	✗		IP Office does not support any current phones with Q&Z labeled on 0.
Q&Z default	✓	✓	✗		IP Office does not support any current phones with Q&Z labeled on 0.
Release	✓	✓	✓		IP Office users can reject an alerting call by deflecting the call to voice mail by pressing the Release button.
Record a Call					
-Record to Voice Mail	✓	✓	✓		This is the Silent Record A Call feature in BCM. IP Office also records call with Voicemail Pro
-Record to file with SFTP transfer	✓	✓	✗		This is the Silent Record A Call feature in BCM.
-Announced Record a Call	✓	✓	✓		This is the Silent Record A Call feature in BCM. Option for announced or silent available on Voicemail Pro based recording
-Silent Record a Call	✓	✓	✓		This is the Silent Record A Call feature in BCM. Option for announced or silent available on Voicemail Pro based recording
Remote Access DNs					
-target line DNs	✓	✓	↔		Could be implemented

					with Hunt Groups
-DISA DN's	✓	✓	✗		Similar functionality available on Voicemail Pro with custom call flow.
-auto DN's	✓	✓	✗		
-change target line DN length	✓	✓	✗		
Remote Access Features					Many/most IP Office features available
-page feature	✓	✓	↔		
-dial target lines	✓	✓	↔		IP Office doesn't have target lines.
-line pool access	✓	✓	✗		IP Office doesn't have line pools.
Ring Again	✓	✓			
-On Busy Telephone	✓	✓	✓	Callback	
-On Busy Line Pool	✓	✓	✗		
-On No Answer	✓	✓	✗		
Ringing Call	✓	✓			
-external call presentation on intercom keys	✓	✓	✓		IP Office usually presents external calls on intercom (except for IP Office private lines). BST: IP Office display is different, 7316E will allow to "Ignore" or send calls to VM (ToVM). Release button will send call to VM
-second call busy treatment on intercom keys	✓	✓	✓		In IP Office, would need to configure 2 call appearances, one of which is outgoing only.
Ringing Line Preference	✓	✓	✓	Delayed ring never/Delayed ring preference	
Saved Number Redial	✓	✓	↔		In IP Office, could use call history.
Selective Line Redirection	✓	✓			
-redirect to network DN	✓	✓	✓	Short code as	

				destination on an incoming call route	
-redirect to PSTN	✓	✓	✓		
-redirect to private network	✓	✓	✓		
-with busy route extend to prime set	✓	✓	✓	Alternate Route Selection or fallback on the ICR	
-with "Drop Call" through Key Inquiry	✓	✓	✗		
Server Time Synchronization	✓	✓	✓	Uses RFC868.	
Service Modes	✓	✓	↔		No direct equivalent. Some features in IP Office that cover some requirements are Time Profiles per HG and Night Service.
Set and Hunt Group Names	✓	✓	✓		In IP Office, users (not sets) and HGs have names.
Set Speed Dial	✓	✓	↔	Directory	On IP Office BST users can program personal speed dials with F*4 and use them via F0. In addition, the M7000 and BST set users can leverage the IP Office Directory functionality which will provide access to internal numbers, hunt group numbers, personal directory entries and system directory entries. BST user can add a Directory button to their set through F*3; after pressing F*3 they can select from a number of available features including Directory. On digital sets with two line display the user can also

					press a Call Appearance button (Intercom), the set will label one of the softkeys with "Dir" for Directory. The user can scroll through the Directory using the volume bar.
-facility designation	✓	✓	✗		
Software Keys	✓	✓	✓	License Keys	
System Speed Dial	✓	✓	↔	Directory	System speed dial functionality can be achieved through the IP Office system directory. The IP Office Directory functionality which will provide access to internal numbers, hunt group numbers, personal directory entries and system directory entries. BST user can add a Directory button to their set through F*3; after pressing F*3 they can select from a number of available features including Directory. On digital sets with two line display the user can also press a Call Appearance button (Intercom), the set will label one of the softkeys with "Dir" for Directory. The user can scroll through the Directory using the volume bar.
-facility designation	✓	✓	↔		Could be achieved with short codes that specify specific line groups (that could contain only one trunk)
-restriction override capability	✓	✓	✗		

-naming outgoing digits (hides the digits from the user)	✓	✓	↔		IP Office does not hide digits.
-alpha tagging	✓	✓	✓		
System-Wide Call Appearance (SWCA)	✓	✓	✓	Park call "appearances"	
Tandeming in a private Network (Basic)	✓	✓	✓		
Target Lines	✓	✓	↔		In IP Office, could be configured with HGs (similar feature exists in Partner mode)
Telephone Admin Lock	✓	✓	↔	User rights templates and user short codes.	In IP Office, this does not block the menu items on sets.
Time-of-Day Route Selection	✓	✓	✓	Alternate Route Selection	
Time/Date Display	✓	✓	✓		
-Background	✓	✓	✓		
-User Invoked Transient	✓	✓	✗		
-User Invoked Permanent	✓	✓	✗		
Transfer					
-Immediate	✓	✓	✓		Different user interaction between BCM and IP Office. On IP Office calls need to be joined as last step.
-with Announcement	✓	✓	✓		
-with Callback	✓	✓	✓	Transfer Return	
-via Conference	✓	✓	✓		
Trunk Answer From Any Station (TAFAS)	✓	✓	✓		In IP Office, this can be invoked any time, not just for Service Modes/Ringing Service trunks.

User Programmable Feature Keys	✓	✓	↔		BST: User programmable features keys are supported on IP Office.; can be restricted through login code for user. In IP Office, the Self-Admin button can be added to a set; some features can be programmed only via System Admin.
Voice Call -manually invoked	✓	✓	✓	Dial Direct/ Automatic Intercom/D ial Intercom	
Voice Call Deny	✓	✓	✗		
Volume Control	✓	✓	✓		
Wait for Dialtone	✓	✓	✗		
Private Networking Features					
MCDN networking	✓	✓	✗		
-Basic Call	✓	✓	✗		
-Calling/Called Party Number	✓	✓	✗		
-Calling/Called Party Name	✓	✓	✗		
-Message Waiting Indication (MWI)	✓	✓	✗		
-Trunk Anti-Tromboning (TAT)	✓	✓	✗		
-Trunk Route Optimization (TRO)	✓	✓	✗		
-Network Call Redirection	✓	✓	✗		
-Camp-on	✓	✓	✗		
-MCK/MIK support	✓	✓	✗		
-TAT support expansion to AA, CCR, CallPilot & IVR	✓	✓	✗		
UK DPNSS	✓	✓	✗		
Q.Sig networking via PRI					IP Office supports in all territories (T1/E1)

Basic Call	✓	✓	✓		
Calling/Called Party Number	✓	✓	✓		
Calling/Called Party Name	✓	✓	✓		

As you can see, many of the Features of the Nortel 50, Nortel 200, Nortel 400 and Nortel 450 already exist in the IP Office.

BCM 6.0 voicemail features equivalent features in Avaya IP Office 7.0

Feature	BCM50 Rls 6.0	BCM450 BCM200/4 00 Rls 6.0	IP Office Preferred Edition VoiceMail Pro	IP Office Essential Edition Embedded Voicemail	Notes
Voice Mail	BCM50 Rls 6.0	BCM450 BCM200/4 00 Rls 6.0	IP Office Preferred Edition VoiceMail Pro	IP Office Essential Edition Embedded Voicemail	Notes
Number of Mailboxes supported	1000	1000	limited by the size of the IP Office configur ation & should not exceed a total of 1000 mailbox es	limited by the size of the Memory Card & should not exceed a total of 1000 mailboxes	
Maximum No. of Concurrent Calls (ports)	10	63	Up to 40 depend ent on license	Up to 6 simultaneo us calls IP Office 500V2.	
Recording Time	120 hours	400 hours	PC depend ent (Require s 1MB per	Up to 25 hours	
Runs as a service	✓	✓	✓	✗	
Multi-lingual support	✓	✓	✓	✓	
Voicemail for Individual users	✓	✓	✓	✓	
Voicemail for Virtual	✓	✓	✓	✓	

users					
Voicemail for Hunt Groups	✓	✓	✓	✓	
Group Broadcast	✓	✓	✓	✗	
Integration with Microsoft Exchange Server 2007	✗	✗	✓	✗	
Capable to interact with Blackberry solution	✓	✓	✓	✗	
Resilience and Backup	✗	✗	✓	✗	
Small Community Network Operation	✗	✗	✓	✗	
Centralized Voicemail Services	✓	✓	✓	✗	
Distributed Voicemail Servers in an SCN	✗	✗	✓	✗	
Voicemail Ringback	✗	✗	Internal and external	Internal only	
Voicemail Help TUI	✓	✓	✓	✗	
Message Waiting Indication	P(up to 5)	P(up to 5)	✓	✓	
Visual Voice (interactive menu on phone display)	✓	✓	✓	✓	
Integration with Phone Manager Pro	✗	✗	✓	✗	
Personalized Greeting	✓	✓	✓	✓	
Extended personal Greetings	✗	✗	9[2]	✗	
Continuous Loop Greeting	✗	✗	✓	✗	
Forward to Email	✗	✗	✓	✓	This IP Office feature allows to forward a single VM to an email account through the VM UI.
Copy to Email	✗	✗	✓	✓	
Listen To Email (Text To Speech)	✗	✗	9[2]	✗	
Send Email notification	✗	✗	✓	✓	

Save Message	✓	✓	✓	✓	
Delete Message	✓	✓	✓	✓	
Forward Message to another Mailbox	✓	✓	✓	✓	
Forward to Multiple Mailboxes	✓	✓	✓	✓	
Forward with a Header Message	✓	✓	✓	✓	
Repeat Message	✓	✓	✓	✓	
Rewind Message	✓	✓	✓	✓	
Fast Forward Message	✓	✓	✓	✓	
Pause Message	✓	✓	✓	✗	
Skip Message	✓	✓	✓	✓	
LIFO/FIFO Message Playback Option	✗	✗	✓	✗	
Set Message Priority	✓	✓	9[2]	✗	
Set automatic message deletion timeframe	✓	✓	✓	✗	
Alphanumeric Data Collection	✗	✗	9[2]	✗	
Callers Caller ID, time and date announced	✓	✓	✓	✓	
Call Back Sender (if Caller ID available)	✓	✓	✓	✓	
Remote Access to Mailbox	✓	✓	✓	✓	
User Definable PIN Code	✓	✓	✓	✓	
Known Caller ID PIN Code By-Pass	✓	✓	✓	✓	
Breakout to Reception	✓	✓	Internal and external.	Internal and external.	
Mailbox Park&Page	✓	✓	✗	✗	
Fax Messaging	✓	✓	✗	✗	
Outbound transfer	✓	✓	P(Internal)	✗	
Passwords (expiry, length, complexity)	✓	✓	✓Partial	Partial and Branch only	
Broadcast Message	✓	✓	Via distribution list	Via distribution list	
Note 1) Requires UMS (enabled through the Power User, Office Worker					

and the Teleworker licenses) and MS Exchange Server 2007 with a mobility	
--	--

Note 2) Intuity mode only.	
----------------------------	--

BCM 6.0 UC features equivalent features in IP Office 7.0

BCM Features	BCM 50 Rls 6.0	BCM 450 BCM 200/400 Rls 6.0	IP Office Rls 7.0 +	Equivalent feature in IP Office	Comments
Find Me Follow Me	✓	✓	✓	Mobile Twinning	
Max number of FindMe / FollowMe Users	50	300	384	Mobile Twinning	
Max number of Virtual Terminals	24	64	N/A		only resource limitations are trunks for in and out going calls
Max number of programmed external destination (per programmed schedule)	5	5	1		
Max number of user programmed schedules	5	5	1		No user-based and self-administrative schedule option on IP Office, Mobile twinning uses System Time Profile, user has option to follow time profile or not
FMFM Analog Trunk Support -Answer Supervision	✓	✓	✗		Analog Lines do not provide call progress signaling. Once a twinned call has been sent to an analog line, the system assumes that it has been answered and stops ringing the primary extension. IP Office does not restrict the use of analog lines for Mobile Twinning.

Option to Disable FMFM for Hunt Group Calls	✓	✓	✓		Yes, configurable per user, in the IP Office Manager, on BCM this is done in the Call Pilot Manager
Forward restrictions for certain call types	✗	✗	✓		No Mobile Twinning on FollowMe calls (no exceptions), forwarded calls (configurable), callback calls (no exceptions), when a call has been twinned already or user is on a call already (no exceptions)
Handoff from deskphone to remote extension and vice versa (F960)	✓	✓	✓	Mobile Twinned Call Pickup	Handoff from Remote to Desktop can be done through set and One-X portal. On IP Office the remote user will be put on hold for the handoff, on BCM the new call will be established in the background before the call is handed off. Call be handed off and back only once with Mobile Twinning.
Option to Disable Handoff option (F960)	✓	✓	NA		On BCM this features reduces the use of conference ports. On IP Office this is not required due to different architecture of Mobile Twinning.
Fixed Mobile Convergence (FMC) on external FMFM destination -Ad-Hoc Conference -Call Transfer -Page/ Park	✓	✓	✓	Mobile Call Control	This allows a user who has answered a twinned call on their mobile cell phone to dial a DTMF sequence *(star-star) to put the call on hold and receive IP Office system dial tone. The

					user will then be able to perform supervised and un-supervised transfers, shuttle (switch between held calls), and conference (Conference add and transfer to a meet-me conference).
Cascading -program delay for external FMFM destinations	✓	✓	✗		Not supported on IP Office.
Disable/enable FMFM remotely through Call Pilot & Norstar UI	✓	✓	↔		Twinning is enabled and disabled through the set features and remotely via Short Codes and FNE. Using FNE, twinning can only be activated or canceled from the programmed remote destination number (CLID required).
Configure Remote Location through Deskphone	✗	✗	✓		Twinning is self configurable through Set via short codes.
Do Not Disturb (DND) on Busy for FMFM	✓	✓	↔		Default behavior in IP Office; not configurable. If a user is on the phone (deskphone or twinning destination) a second call will not be twinned. When DND is on twinning is always disabled (no exceptions).
Support of Internal destinations	✗	✗	✓		Twinning supports internal and external destinations (BCM only supports external destinations)
Support of external destinations	✓	✓			

Internal Twinning	x	x	✓	Internal Twinning	This is typically used in scenarios like workshops or warehouses where team supervisors may have a desk with a fixed phone but also have a wireless extension (e.g. DECT). When a call is made from either twinned phone, the call will appear to have come from the primary phone (when the secondary is an extension on the IP Office system). Internal Twinning is similar to BCM Answer DNs. Internal Twinning does support Line Appearance calls, Bridge Appearance calls, Automatic Intercom calls, Callback calls, Paging calls and Follow Me calls.
Contact Centre calls can use FMFM/ Twinning	x	x	↔		IP Office Contact Center agents can use Twinning but reporting is inaccurate

BCM 6.0 feature codes equivalent features in Avaya IP Office 7.0

Feature Code	Feature(s)	Feature code is available to BST users on IP Office		Feature code is available for 1100 or 1200 users on IP Office		IP Office Feature Equivalent / Alternative	Notes
F-HOLD	Exclusive Hold	✗		✗		None	
F*0	Key Inquiry	✓	Very similar to BCM interface.	✓	Very similar to BCM interface.	None	
F*1	Program External Autodialer	✓	Very similar to BCM interface. If the user has a login code (password) defined, then he will be prompted for it before being allowed to program buttons.	✓	On 1100/1200, F*1 and F*2 do the same thing.	Abbreviated Dial Program	Must be assigned to a button in System Administration or Self-Administration.
F*2	Program Internal Autodialer	✓	Very similar to BCM interface. If the user has a login code (password) defined, then he will be prompted for it before being allowed to program buttons.	✓	On 1100/1200, F*1 and F*2 do the same thing.	Abbreviated Dial Program	Must be assigned to a button in System Administration or Self-Administration.
F*3	Program Feature Key	✓	Very similar to BCM interface, and can also be used to set all buttons to	✓	Very similar to BCM interface. Fewer options than BST on IP	Self-Administration	Must be assigned to a button in System Administration.

			default or to select from a list of features. If the user has a login code (password) defined, then he will be prompted for it before being allowed to program buttons. In addition users will have the option to program features on button by scrolling through a list of features. See below under * for a full list of selectable features.		Office interface. No option to scroll through list of programmable features.		
F*4	Program Personal (Set) Speed Dialer	✓	Very similar to BCM interface.	✗		Personal directory of IP Office	System Administration can add and delete entries; some user features can add entries (e.g., call log).
F*501-F*504	Select Language	✗		✗		Language is one aspect of user locale.	Controlled in System Administration
F*510	Time Zone Offset for IP Sets	✗		✗		None	
F*520	Park on First Free SWCA	✗		✗		None	

F*52 1-F* 536	System Wide Call Appearances	×		×		Call Park appearance buttons	
F*53 7	Retrieve Oldest SWCA Call	×		×		None	
F*53 8	Retrieve Newest SWCA Call	×		×		None	
F*55 0	Silent Monitor	×		×		Call Listen	
F*6	Select Ring Type	✓	Very similar to BCM interface. Can also select ring volume here through the volume bar.	×	Local to phone, therefore phone-specifi c.	None	Local to phone, therefore phone-specif ic.
F*7	Select Display Contrast	✓	Very similar to BCM interface.	×	Local to phone, therefore phone-specifi c.	None	Local to phone, therefore phone-specif ic.
F*80	Select Ring Volume	✓	Very similar to BCM interface.	×	Local to phone, therefore phone-specifi c.	None	Local to phone, therefore phone-specif ic.
F*81	Move Line	×		×		None	
F*82	Select Dialing Option	✓	In BCM, choice of standard, predial, or automatic. In IP Office, choice of enbloc on (predial) or enbloc off (automatic dial).	×	On-hook dialing is always equivalent to predial/enblo c.	Enbloc dialing	
F*84	Auto Call Logging Mode	×		×		None	Most calls are always logged, but some are

							controlled by centralized Call Log settings in System Administrati on.
F*85	Set Call Log Password	x		x		None	
F*89	Programmed Release Reach-throu gh Code	x		x		None	
F*9	Run/Stop Reach-throu gh Code	x		x		None	
F*9x x	IP Set External Feature Request	x		x		None	

BCM 50, BCM 200, BCM 400 and BCM 450 handsets button configuration in Avaya IP Office 7.0

BCM 50, BCM 200, BCM 400, BCM 450	IP Office
7000 Digital Deskphone	
 LNR Call Fwd Transfer Conference	 LNR Call Fwd Transfer Conference
7100 Digital Deskphone (previously T7100)	
 LNR	 LNR
7208 Digital Deskphone (previously T7208)	
 Group Pickup Transfer Last Num Redial Page Conference IC2 IC1 Hands Free	 Group Pickup Transfer Last Num Redial Page Conference IA IA Hands Free
7316 Digital Deskphone (previously p7316) bottom right button is dedicated HF	



7316E Digital Deskphone (previously T7316E)



M7208 bottom button is dedicated HF



BCM and Norstar handsets supported and not supported on IP Office 7.0

Supported BCM and Norstar phones on IP Office 7.0 and higher

Avaya 7000 Series Digital Deskphones (previously Business Series Terminals)

7000 Digital Deskphone (previously T7000)	
7100 Digital Deskphone (previously T7100)	
7208 Digital Deskphone (previously T7208)	bottom button is dedicated HF
7316 Digital Deskphone (previously T7316)	bottom right button is dedicated HF
7316E Digital Deskphone (previously T7316E)	
T24 Key Indicator Module (KIM)	In IP Office all KIMs can have line appearance; no differentiation between CAP and Enhanced CAP; IP Office supports a maximum of 1024 buttons on expansion modules (programmed and unprogrammed) -the maximum is combined for IP and digital sets expansion modules

Avaya M7000 Series Digital Deskphones

M7100	
M7100N	
M7208 global	bottom button is dedicated HF
M7208N	bottom button is dedicated HF
M7310 global	bottom right button is dedicated HF
M7310 global + BLF module	bottom right button is dedicated HF
M7310N	bottom left button is dedicated HF
M7324 global	bottom right button is dedicated HF
M7324N	bottom right button is dedicated HF

1100 Series IP Phones

1120E IP Deskphone	Text & Icon version, firmware will be updated to SIP, sets cannot be reversed to Unistim FW after the SIP FW has been installed
1140E IP Deskphone	Text & Icon version, firmware will be updated to SIP, sets cannot be reversed to Unistim FW after the SIP FW has been installed

	1100 Series Expansion Module	In IP Office, all expansion modules can have line appearance; no
1200 Series IP Phones		
	1220 IP Deskphone	
	1230 IP Deskphone	
	1200 Series Expansion Module -12 Keys Display	In IP Office all expansion modules can have line appearance; no differentiation between CAP and Enhanced CAP; IP Office supports a maximum of 1024 buttons on expansion modules (programmed and un-programmed) -the maximum is combined for IP and digital sets expansion modules
	1200 Series Expansion Module -18 Keys Paper	