



Quick Edition

Overview

Avaya Quick Edition is a simple yet sophisticated phone system for small businesses or small branch offices of enterprises. It delivers big business communications capabilities – including a host of valuable call handling and mobility features, voicemail and auto attendants – to help small offices serve customers better and associates work more efficiently. With Quick Edition, all the intelligence is built into the phones themselves, simplifying set-up and ongoing management.



What's New With This Release

Release 3.2 adds downloadable music-on-hold. The new release provides Quick Edition customers who do not have a G10 or G11 analog gateway in their network the ability to play music while their callers are on hold.

Downloadable music-on-hold benefits numerous customers, including European BRI customers and SIP Service Providers. Additionally, Avaya introduces in Quick Edition a native SIP Registrar service embedded within the Quick Edition application code. This service enables Quick Edition to register third-party T1/E1/ISDN and FXS gateways.

Business Benefits

- **Simplicity** - Quick Edition is easy to set up, configure and use. Add phones by simply connecting them to your network and they configure themselves – allowing you to focus on running your business.
- **Low Total Cost of Ownership** - With no centralized equipment to purchase, set up or manage, total cost of ownership of an Avaya Quick Edition solution is lowered compared with traditional Key or PBX systems
- **Reduced Calling Costs** - Routing voice traffic over your Wide Area Network or the Internet can significantly reduce calling costs
- **High Reliability** - The Quick Edition "peer-to-peer" technology (in which all the phones connect into each other rather than into a central PBX server) eliminates the single point of failure of traditional systems. Each Quick Edition phone backs up the others' features, so if one phone fails the others continue to work.
- **Disaster Recovery** - the speed and simplicity of set up is proving valuable in disaster recovery and temporary office environment situations

FEATURES

- Sophisticated Voicemail Capabilities
- Automated Attendants
- Valuable Call Handling Features
- One Number Access for Mobile Workers
- Park, Page and Retrieve Calls
- Remote/Teleworker Capabilities
- Extension Redirect
- SIP Enablement Services/Communication Manager Connectivity
- Connection via SIP Service Provider
- Priority VLAN Tagging for Quality of Service (QOS)
- Multisite Provisioning Tool

Description

The IP-based full-featured business communications system builds all the intelligence of a phone system into the phones themselves. This unique and simplified approach eliminates the need for a central server while delivering big business communications capabilities. Quick Edition is easily scalable, too – as you add employees, simply plug more Quick Edition phones into the network and they configure themselves. Quick Edition truly provides a simplified and cost-effective business phone system that delivers big business capabilities.

Benefits

- **Simplicity** - Quick Edition is easy to set up, configure and use. Add phones by simply connecting them to your network and they configure themselves – allowing you to focus on running your business.
- **Low Total Cost of Ownership** - With no centralized equipment to purchase, set up or manage, total cost of ownership of an Avaya Quick Edition solution is lowered compared with traditional Key or PBX systems
- **Reduced Calling Costs** - Routing voice traffic over your Wide Area Network or the Internet can significantly reduce calling costs
- **High Reliability** - The Quick Edition "peer-to-peer" technology (in which all the phones connect into each other rather than into a central PBX server) eliminates the single point of failure of traditional systems. Each Quick Edition phone backs up the others' features, so if one phone fails the others continue to work.
- **Disaster Recovery** - the speed and simplicity of set up is proving valuable in disaster recovery and temporary office environment situations

Components

Included Hardware Components
<p>Telephone and End-User Devices</p> <p>Avaya Quick Edition 4610SW IP Telephone Quick Edition software comes preloaded on specially configured 4610SW IP Telephones. Hardware features include:</p> <ul style="list-style-type: none"> • Two Programmable Feature Keys • Large LCD Graphical Display (10 x 24 Character) • 2 x 10/100Base-T Ethernet ports • Four application buttons, along bottom of the display • Nine Fixed feature Keys: Transfer, Redial, Speaker, Mute, Hold, Conference, Voicemail, Drop, Volume +/- • Requires AC Adapter (700227242) or PoE (Watts @ 48V: Typical - 4, Worst Case - 6)
<p>Avaya Quick Edition 4621SW IP Telephone Quick Edition software comes preloaded on specially configured 4621SW IP Telephones. Hardware features include</p> <ul style="list-style-type: none"> • 24 Programmable Feature Keys • Four Application buttons, along bottom of the display: Speed Dial, Web Browser, Call Log, Options • Extra Large, back lit Graphical Display • 2 x 10/100Base-T Ethernet ports • Nine Fixed Feature Keys: Transfer, Redial, Speaker, Mute, Hold, Conference, Voicemail, Drop, Volume +/- • Requires AC Adapter (700227242) or PoE (Watts @ 48V: Typical - 4.9, Worst Case - 6.45)
Optional Components
<p>Avaya G10 PSTN Gateway Quick Edition software comes preloaded on the Avaya G10 PSTN Gateway. Hardware features include</p> <ul style="list-style-type: none"> • Four Analog Loop Start Lines (PSTN) ports • 10/100Base-T Ethernet port • External Paging jack - accommodates output to external amplifier with speaker • Music on Hold jack - takes input from audio source when enabled - Music can be played to callers placed on hold • Analog telephone (Bypass) port - for emergency connection to PSTN 12V-1.0A Adaptor (Supplied) or PoE (Watts @ 48V: Typical - 6, Worst Case - 9) • Grounding connector

<p>Avaya G20 ISDN/BRI Gateway Quick Edition software comes preloaded on the Avaya G20 ISDN/BRI Gateway. Hardware features include:</p> <ul style="list-style-type: none"> ● Provides 2-port (4-channel) connectivity ● Supports both Point-to-Point (DID) and Point-to-Multipoint (MSN) ISDN services ● Support for out/in band DTMF and T.38 fax ● Note: Not yet shipping in South Africa or Singapore (pending country type approvals)
<p>Avaya A10 Analog Telephone Adapter The A10 ATA allows up to 4 analog extensions (for POTS phones or fax machines) to be connect to a Quick Edition network. It allows up to 4 analog devices (analog phones, fax machines) to be connected to the Quick Edition network.</p>
<p>Quick Edition Release 3.1 - CD Quick Edition R3.1 media CD contains R3.1 software, documentation, wizards and multi-site provisioning tool in languages: (UK English, German, Italian, French Canadian and U.S. English).</p>
<p>SIP Enablement Services (SES) Licenses for Quick Edition SES Licenses are required in support of each Quick Edition phone utilizing SES SIP trunks. Volume pricing ranges from \$50.00 to \$30.00. Prices are per Quick Edition phone or gateway.</p>
<p>1151C1 Power Supply 1151C1 Power Supply</p>
<p>CABLE CAT 5 (RJ45-RJ45) GRAY Gray Cat5 Ethernet cable with RJ-45 Connectors.</p>
<p>AVAYA C363T PWR PoE Switch for IP Connectivity and power</p>
<p>EXTREME SUMMIT 300-24 PoE/WLAN SW PoE Switch for IP Connectivity and power.</p>
<p>UPS/Power Supplies</p>
<p>Mid Span 12 Port SNMP 12-port mid-span PoE injector</p>
<p>Mid Span 6 Port 6-port mid-span PoE injector</p>

Depending on the configuration of your Local Area Network (LAN) and the amount of traffic being processed, you may configure Virtual LANs (VLANs) on your LAN routers or switches to implement more than one logical network on the same physical network segment and/or improve the Quality of Service (QoS) throughout your network. Priority tagging improves QoS when Quick Edition traffic is routed over a network segment that implements VLANs.

To support Quick Edition priority tagging, the Ethernet devices to which your Quick Edition devices are connected must support IEEE 802.1pQ frames and be configured properly to permit the forwarding of Quick Edition voice and data traffic to Quick Edition devices.

Country Availability

NAR
United States 21-Aug-2006
Canada 21-Aug-2006
EMEA
United Kingdom 20-Nov-2006

Italy 5-Feb-2007
Germany/Deutschland 5-Feb-2007
Spain 28-May-2007
France 28-May-2007
Switzerland 28-May-2007
Belgium 28-May-2007
Austria 28-May-2007
South Africa 28-May-2007
Netherlands 28-May-2007
APAC
Singapore 28-May-2007

Release History

Quick Edition 3.2

Quick Edition

Release 3.2 adds downloadable music-on-hold. The new release provides Quick Edition customers who do not have a G10 or G11 analog gateway in their network the ability to play music while their callers are on hold. Downloadable music-on-hold benefits numerous customers, including European BRI customers and SIP Service Providers. Additionally, Avaya introduces in Quick Edition a native SIP Registrar service embedded within the Quick Edition application code. This service enables Quick Edition to register third-party T1/E1/ISDN and FXS gateways.

- Downloadable Music-On-Hold
- Embedded native SIP Registrar service

Quick Edition 3.1

Quick Edition

Release 3.1 adds the A-10 Analog Telephone Adaptor (ATA), which enables Quick Edition to support analog devices such as fax machines, credit card readers and cordless phones. Additional enhancements include support for BRI in EMEA and the introduction of Quick Edition in additional European countries.

- A-10 Analog Telephone Adaptor (ATA) for connecting analog devices such as fax machines, credit card readers and cordless telephones
- Support for BRI in EMEA region
- One-button alternate
- Automated Attendant greetings
- Database back-up and restore
- Support for Call Detail Recording
- New programmable soft keys

Quick Edition 3.0

Quick Edition

Adds support for multiple languages, wireless headsets and flexible dialing rules. Enhancements to dialing rules include the ability to specify the number of digits used for extensions and reassignment of standard ports such as the Automated Attendant.

- Multi-language pack for User Interface and Web Administration
- Additional language support: UK English, Canadian French, Italian, German

- EU-24 support for wireless headsets (no lifter required)
- Flexible Dial Support Plan (2-6 digits), re-assignable PSTN hop-off, VPN digit, Auto-Attendant

Quick Edition 2.0

Quick Edition

More advanced feature enhancements to the innovative SIP-based Peer-to-peer (P2P) Technology, making Quick Edition the most cost effective, feature-rich business solution for small business and branch offices.

Quick Edition delivers customizable business class communication features including voice mail, conferencing, auto-attendant and rich call management features. Connect multiple remote branches and manage them centrally. Equip home workers with the same features they have in the office, at home. Call forward, park, page and retrieve, auto-attendants and custom voicemail create a professional business image. Quick Edition a simple, cost-effective and connected business communication system.

Quick Edition 1.0

Quick Edition

This first release of Avaya Quick Edition delivers customizable business class communication features including voicemail, conferencing, and auto-attendant. Distributing the system intelligence to the telephone sets provides business continuity. The simplicity of its design enables set by set scalability and investment protection. User benefits are clear: enhanced productivity, simple growth, easy administration, and low total cost of ownership.

Features

Sophisticated Voicemail Capabilities

Quick Edition offers a host of valuable voicemail features that drive efficiency and productivity for small businesses. Users can see their messages right on the phone's display and prioritize the most important ones. They can listen as messages are being left and interrupt to answer the call. When out of the office, you can check voicemail via the web and get messages in your e-mailbox. Enhanced voicemail features include:

- Voicemail Backup
- Greetings and Prompts
- Message Waiting Indicator
- Redirect to Specified Extension
- Telephone User Interface
- Visual Voicemail
- Message Monitoring
- Message Sorting
- Callback from Message Administration

Helps improve associates' efficiency and productivity, and enhance customer service by enabling associates to stay in close touch with customers.

Automated Attendants

Automated attendants use keypad prompts and recorded messages to allow your callers to quickly reach the right person. Quick Edition allows for multiple auto attendants with pre-set or custom recordings. With the push of a button, you can go from daytime to nighttime settings.

Enables fast, seamless customer service, improves efficiency within the office, and means you can care for your customers around the clock.

Valuable Call Handling Features

Conference up to three people quickly and easily. Prioritize calls with Caller ID. Transfer calls to colleagues with a simple button push. Use 2- to 6-digit dialing for fast call routing. See presence status of colleagues (on the phone, busy, away, etc.) right on your phone's screen. And a host of features such as Call Forwarding, Call Log, Direct Inward Dial, Company and Personal Directories, Do Not Disturb, Speed Dials, Multiple Call Appearances, and much, much more.

Delivers a professional image to your callers, helps improve efficiency and effectiveness of your associates

One Number Access for Mobile Workers

Allows individual calls to a Quick Edition phone to be automatically routed to another phone – whether a cell, another office or home.

Helps increase accessibility of mobile workers and improve customer service by making it easy for your most important customers to reach you anytime and anywhere you want to be reached.

Park, Page and Retrieve Calls

The call park and retrieve feature allows users to park an active call, page to alert someone else to take the call and allows the call to be picked up from any Quick Edition phone. Quick Edition phones can handle up to 20 parked calls. Each call is given a unique ID and the duration the call has been on hold is presented on the phone's screen.

Ensures that calls are routed quickly and easily around the office, and provides a smooth transition for users who are used to the way key systems operate.

Remote/Teleworker Capabilities

Provides workers at remote locations (like a home) with access to all the features and services available to everyone on the Quick Edition system. (VPN appliance required.)

Employees can work from home as though they are in the office, with the ability to answer, transfer and manage the phones without missing a beat, helping to improve customer service; also enables businesses to expand their labor pool to hire people outside their geographic area.

Extension Redirect

Allows individual calls to a Quick Edition phone to be routed to another phone – whether a cell phone, another office or home.

Helps increase accessibility of mobile workers and improve customer service by making it easy for your most important customers to reach you anytime and anywhere you want to be reached.

SIP Enablement Services/Communication Manager Connectivity

SES-CM Connectivity enables a Quick Edition-equipped branch office to connect to headquarters over the WAN. Provides an ideal branch solution for an enterprise with a Communication Manager (CM) and Converged Communications Server running SIP Enablement Services (SES). Connectivity between SES/CM and Quick Edition is based on standard SIP signaling without proprietary extensions. Many features between a SES/CM enterprise and Quick Edition system are supported. SES licenses are required to connect to the Quick Edition system.

Helps reduce Total Cost of Ownership by leveraging existing WAN or Internet connections and reducing the number of PSTN Lines.

Leveraging the investment in the headquarters Communication Manager system can provide enterprise-wide dial plan benefits and the extension of many sophisticated features to enhance efficiency in the branch office.

Connection via SIP Service Provider

Quick Edition phones may be connected to the SIP service provider's network directly, or through a Network Address Translation (NAT) device such as a VoIP gateway or router. Avaya is actively testing and validating interoperability with many SIP service providers.

Using SIP for calling services can significantly reduce calling costs compared with traditional PSTN lines.

Priority VLAN Tagging for Quality of Service (QoS)

Quick Edition devices support IEEE 802.1p (priority value tagging), within the framework of the IEEE 802.1Q Virtual Bridged Local Area Networks standard. The feature allows the assignment of priority levels to Quick Edition voice and data traffic in order to ensure QoS at OSI Layer 2. Specifying a priority such as 5 for voice traffic and 3 for data ensures that Quick Edition voice traffic has priority over data.

Prioritizes voice traffic to ensure voice quality.

Multisite Provisioning Tool

Java-based software application that provides network administrators with tools to configure one or more Quick Edition networks from a central location. Any individual Quick Edition network, subset of selected networks, or all networks added to the Multi-site Provisioning Tool can be configured at once. The Multi-Site Provisioning Tool can also be used to push software upgrades to Quick Edition systems.

Reduces the time and costs required to manage the network and Quick Edition phones by enabling administrators to configure and manage multiple sites from a central location.

Technical

Technical Specifications

Quick Edition is an all-IP telephony solution that distributes intelligence to each of the telephones and gateways on the network, so that no centralized hardware is required.

Technical Specifications

G11 PSTN Gateway
<p>Analog Ports</p> <ul style="list-style-type: none"> ● Provides external connectivity for up to four loop start central office trunks ● 4 FXO Ports ● 1 Analog Telephone (POTS) ● Bypass Port
<p>Network Ports Connects to the same LAN as the Quick Edition IP phones via an RJ45 connector and runs on 10/100 Base-T configuration.</p>
<p>Audio Input Allows a standard audio source such as a radio to be connected for music on hold. Supports a maximum input level of 2 Vrms across an input impedance of 47.0 k ohms through a standard 3.5 mm mini-jack connector.</p>
<p>Paging Outputs</p> <ul style="list-style-type: none"> ● Allows an external speaker to be connected for audible announcements in areas without a phone. ● Provides a maximum output of 1 Vrms across an impedance of 47.0 kohms ● Output impedance is 600 ohms and connects via a standard 3.5 mm stereo mini-jack connector
<p>PoE or Adapter Two power options are supported:</p> <ul style="list-style-type: none"> ● IETF 802.3af Power over Ethernet ● 12 VDC/1A power adapter (optional, included)
<p>Operating Temperature / Humidity</p> <ul style="list-style-type: none"> ● 32° F to 104° F (0° C to 40° C) ● 10% to 95% non condensing
<p>Storage Temperature / Humidity</p> <ul style="list-style-type: none"> ● 14° F to 104° F (-10° C to 40° C) ● 5% to 90% non condensing
G20 BRI/ISDN Gateway
<p>BRI Trunks Gateway supports two BRI trunk connections, each trunk providing 2B+D digital channels</p>
Number of Gateways supported

A maximum number of five (5) G20 Gateways can be used to provide up to 20 channels

Fax and modem standards supported

- Automatic fax and modem detection
- Codec fallback for modem-bypass
- T.38 Fax-Relay (Gr. 3 Fax, 9.6K, 14.4k)

Voice Processing and Signaling Codecs and Tones Supported

- Voice codecs
- A-Law/ μ -Law (64 kbps)
- G.729b (8 kbps)
- Transparent ISDN data
- G.168 echo cancellation
- DTMF detection and generation
- Carrier tone detection and generation
- Silence suppression and comfort noise
- Configurable jitter buffer
- Configurable tones (dial, ringing, busy)
- Configurable transmit packet length
- RTP/RTCP (RFC 1889)
- SIPv2
- SIP call transfer, redirect
- Overlap or en-bloc dialing
- DTMF in-band, out-of-band
- Configurable progress tones

Power

G20 is powered by a 5V wall adapter (supplied) and does not support Power over Ethernet

Regional Availability

G20 Gateway is for use with EMEA and CALA region service provider ISDN/BRI service offers and requires an S/T interface for ISDN/BRI service termination. The G20 Gateway is not yet shipping in South Africa or Singapore (pending country type approvals).

Music on Hold

Unlike the G10, the G20 does not have an input jack for a Music on Hold source. A software update that provides the capability for a Quick Edition system to use an encoded, embedded Music on hold file will be available as a free of charge download.

A10 Analog Telephone Adapter

Analog Extensions

Allows up to 4 analog extensions (for POTS phones, fax machines)

Number of A10 ATAs Supported

A maximum number of five (5) A10 ATAs can be used to connect up to 20 analog extensions, each with its own extension number. For every A10 ATA, there must be at least two (2) Quick Edition phones in the system.

Fax Standards Supported

- G.711 transparent fax
- Fax over IP (FoIP)
- T.38 Fax relay (9.6 k, 14.4 k)
- G.711 Fax-Bypass

Voice Processing and Signaling Codecs and Tones Supported

Voice CODECS:

- G.711 A-Law/ μ -Law (64 kbps)
- G.729b (8 kbps)
- Transparent pass through
- G.168 echo cancellation
- DTMF detection and generation

- Carrier tone detection and generation
- Silence suppression and comfort noise
- Configurable jitter buffer
- Configurable tones (dial, ringing, busy)
- Configurable transmit packet length
- RTP/RTCP (RFC 1889)

Power

The A10 ATA is powered by a 12V wall adapter (supplied) and does not support Power over Ethernet.

Regional Availability

The A10 ATA is available in North America region, and select countries in EMEA (see list of GA countries in EMEA). The A10 ATA is not yet shipping in South Africa and Singapore (pending country type approvals).

Technical Interoperability

Interoperability with Non-Avaya Products

Ethernet Switches & Other Devices

Quick Edition interoperates with a broad range of Ethernet switches and other 3rd party devices.

SIP VOIP service providers

Quick Edition is certified for interoperation with the following SIP VOIP service providers:

North America

AGN Networks
AT&T

France

KAST

United Kingdom

Voiceflex
Gamma Telecom

Germany

QSC

CDR 3rd Party Software

Proteus Office 5 from CTI Group
Revolution Call Accounting from RSI

Contact vendor directly for more information.

3rd Party Gateways

Cisco ISR
Mediatrix 3000
Quintum Tenor DX

Technologies Used

Reliability and Performance

Avaya Quick Edition differs from traditional key or PBX systems in that there is no central server, and so it has no single point of failure, improving on reliability.

Each Quick Edition phone is backed-up by two other phones. So in the unlikely event that a Quick Edition phone should fail, one of the backup phones will forward the call to voicemail or to another extension or phone number set up by the user.

A system with two or more gateways can continue to provide external connectivity as long as at least one gateway

functions properly. A system connected to an external SIP service provider or to an Avaya SIP Enablement Server will maintain those external connections as long as a single phone continues to operate.

Security

Security Features

Regardless of whether the administration computer is connected locally or remotely, a secure connection is provided between the administration computer and the Quick Edition phone through Secure Sockets Layer (SSL) encryption. Password authentication ensures that only authorized users can access system-wide configuration settings.

Besides the network security provided by the IP network firewall/router on the Ethernet LAN, several levels of security are in place to ensure authorized access to user options and system options, including passwords for voicemail and user and system options, as well as encryption for signaling and voice packets.

Security Issues

Any Avaya Quick Edition Telephone or PSTN Gateway can be configured or upgraded through the web-based administration interface, provided that the administration computer has local or remote access to the Quick Edition network through a web browser. Logging in to any of the Quick Edition phones on the network or through the web browser on the administration computer enables provisioning of the entire Quick Edition System. All system changes and updates are automatically communicated to the other Quick Edition phones and PSTN Gateways on the network.

The following can be found in our Support Area for this product:

- Documentation
- Training
- User Groups
- DevConnect
- Downloads
- Known Issues and Solutions
- User Guides

© 2008 Avaya Inc.