Avaya DECT R4

Offer Definition

Version 4.6

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Overview

Avaya DECT R4 is Avaya's Inbuilding Wireless Communication offer for customers who need a primarily voice wireless solution. It runs on the following Avaya communication platforms: Communication Manager (except Branch Edition), IP Office, Integral Enterprise and Integral 5.

Avaya's DECT R4 solution features all advantages of a full blown DECT solution for the enterprise market: Cost effective high wireless voice quality in a frequency band exclusively reserved for DECT that is secure, easy to deploy and enhance.

The solution consists of

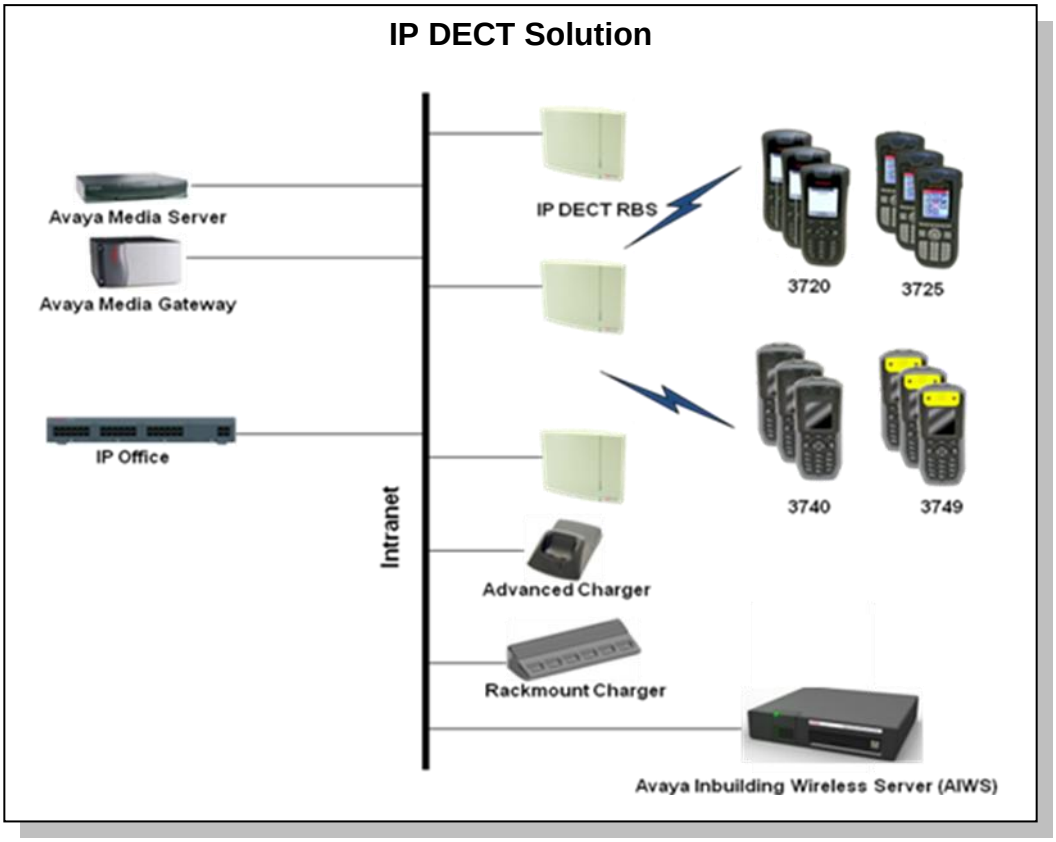
- Two wireless handsets for office (3720 and 3725) and light industrial (3725 only) usage
- One wireless handsets for strong industrial usage (3740)
- One wireless handset with ATEX approval (Intrinsically Safe), Man Down and No Movement alarm sensor (3749)
- Two radio base stations (with internal and external antennas) with IP interface for usage with Communication Manager and IP Office.
- Two radio base stations with ISDN interface (RM627 with internal and RM637 with external antennas) for use with Integral Enterprise and Integral 5
- An appliance server (AIWS) for centralized functions like corporate directory and internal phonebook access, simple text messaging, integration of messaging and other external applications, centralized configuration and maintenance etc.
- An IP DECT Gateway (IPBL) which enables two new ISDN base stations (one with internal and one with external antennas) to connect to the IP based interface of the CM / IPO. DECT for CM and IPO is thereby available to customers who want to reuse their existing digital lines wiring, avoiding the cost of changing to IP capable cabling (CAT5). This version allows cabling distance of up to 1000 metres from the base station to the gateway.

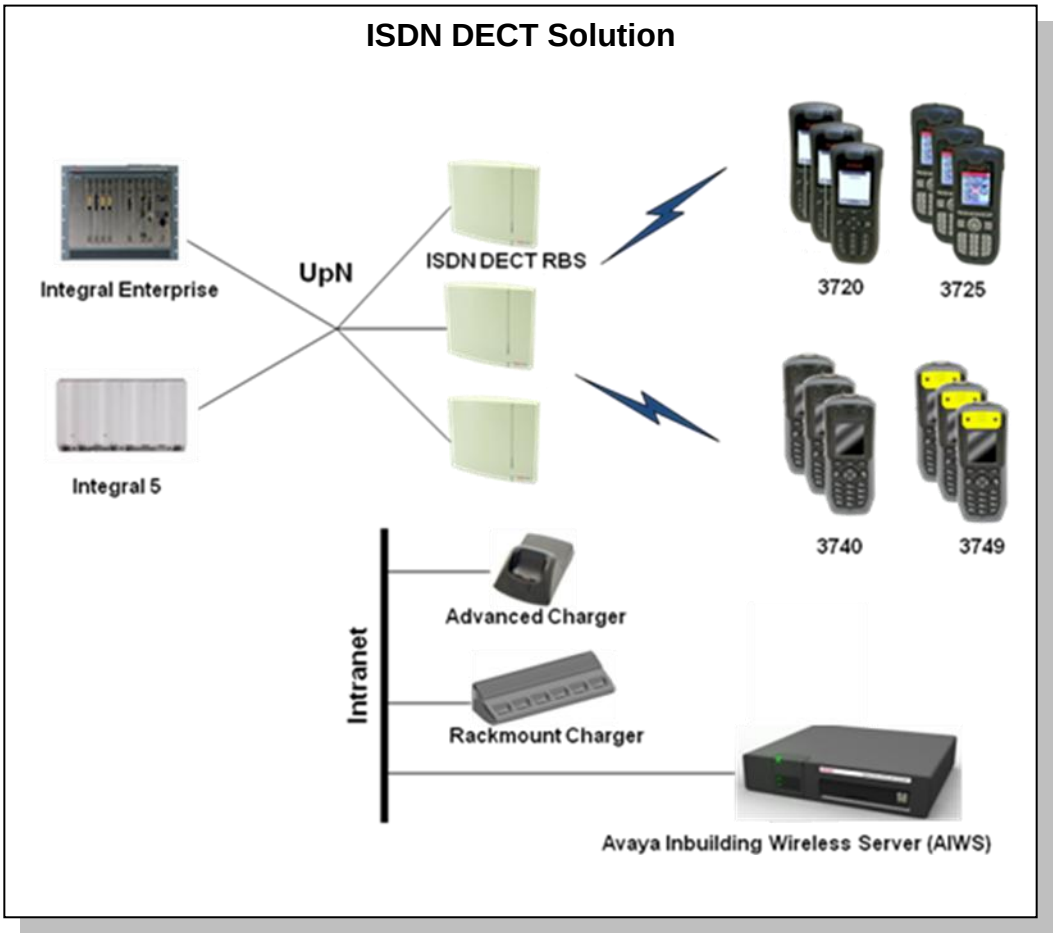
As the solution contains robust handsets with liquid protection, Bluetooth headset interface and an appliance server for attaching messaging applications it is especially well suited for verticals like healthcare and retail.

All handsets and IP radio base stations support the DECT frequency bands in EMEA, NAR and CALA with the same hardware and firmware. The ISDN base stations (IP DECT Gateway) support EMEA and NAR but with separate models for each market.

The new handsets can be used with existing ISDN infrastructure without restrictions. Using the new handsets with existing legacy IP DECT infrastructure is also possible but has some restrictions (see below).

Solution Details





Handsets

All four handsets can be used for the IP DECT and the ISDN DECT solution as well without any firmware change. Adaptation to the different DECT frequency ranges (EMEA, NAR, CALA) via configuration parameters.

3720

The 3720 is a cost effective handset for office environments. Its features are:

- Black and white display
- Half duplex speaker phone
- Graphical user interface
- Four way navigation key
- 2.5 mm standard headset connector
- 4 built-in UI languages (German, English, French, Spanish), other UI languages can be downloaded on demand
- Talk time 16 hours under optimal conditions
- Standby time 180 hours under optimal conditions
- Charge time below 4 hours

3725

The 3725 is a high end phone for office environments and light industrial environments like healthcare and retail. Its features are

- Color display
- Half duplex speaker phone
- Graphical user interface
- Five way navigation key
- Bluetooth headset interface (Bluetooth 2.0, handsfree profile)
- Liquid and dust protected (IP 44)
- Easy exchange of battery pack
- Multi-functional button (alarm call, answer call, etc.)
- Text message support (requires AIWS server, 30 messages sent/received storable, message length 160 characters for messages sent from handset. Maximum length of messages sent to the handset is system dependent (up to 1000 characters if sent from AIWS with NetPage Web Messaging)
- 2.5 mm standard headset connector
- 19 built-in UI languages (Czech, Danish, Dutch, English, Finnish, French, German, Italian, Norwegian, Portuguese, Spanish, Swedish, Polish, Greek, Hungarian, Brasilian Portuguese, Slovakian, Turkish, Russian), other UI languages can be downloaded on demand
- Talk time under optimal conditions
    - 13 hours with Bluetooth headset in use
    - 20 hours without Bluetooth headset in use
- Standby time 120 hours under optimal conditions

3740

The 3740 is designed to meet the needs of workers in tough environments that need an extremely shock and scratch proof phone. Its features are similar to the 3725 with the following differences:

- Liquid and dust protected (IP 65)
- Shock Protection IEC 60068-2-32, Procedure 1 from 2 Meters (6.5 feet)
- Operating temperature -10°C to +55°C
- Backlight keyboard and backlight display
- Special headset connector that preserves liquid and dust protection
- Four way navigation key
- Black and white display

- No BlueTooth support
- Talk time 18 hours under optimal conditions
- Standby time 150 hours under optimal conditions

3749

The 3749 DECT telephone is designed for blue collar workers in environments where either an intrinsically safe device is required (chemical industry, mills etc.) or an alarm button and sensors for man down or no movement alarm are needed so that it can be integrated with security systems for lone worker protection, high security environments (jails, psychiatry, etc.) Its features are similar to the 3740 with the following differences:

- ATEX and IECEX approval for Gas: II 2G EEx ib IIC T4 and Dust: II 3D Ex ibD 22
- Sensors for Man Down and No Movement alarm
- BlueTooth Headset Interface
- Color display
- Backlight display but no backlight keyboard
- Talk time 10 hours with BlueTooth enabled but not connected under optimal conditions
- Standby time 80 hours with BlueTooth enabled but not connected under optimal conditions

Chargers

Generally the 372x and 374x phones have different chargers. The following rules need to beconsidered for choosing the right charger:

- It is possible to use 374x basic and advanced chargers for the 3720 and 3725 phones as well.
- Multiple battery chargers are only available for the 3725 and 3740 battery packs. As the 3725 and 3740 have battery packs with different form factors, different battery chargers are needed for them.
- The rackmount charger is only available for the 3725, a 3740 battery charger will be available later in 2011.

Basic Charger

Charger to charge one DECT phone.

Advanced Charger

Charger to charge one phone. Comes with USB and Ethernet connectors for phone configuration and firmware update via WinPDM application or AIWS server web interface. Can also be used for “Easy Replacement” (copying the settings from an old, damaged but still working phone to a new phone for non-administrators)

Rackmount Charger

Same functionality as advanced chargers but for up to six phones in parallel. (Easy handset replacement only in leftmost slot available, all other functions available on all six slots.)

Multiple Battery Charger

Charger to charge up to six battery packs in parallel. Battery packs have to be taken out of the phone before charging.

Handset Accessories

The following accessories are available for all DECT phones:

- Swivel belt clip (only for 3725 and 374x)
- Leather case (separate versions for 3720, 3725 and 374x)

Every handset comes together with a battery pack and a basic belt clip. Additional basic belt clips (only for 3720 and 374x) and plugs for the wired headset connector of the 372x phones are available as spare parts.

A recommendation for a wired headset for the 372x phones can be found at https://enterpriseportal.avaya.com/ptlWeb/getfile?docID=MTAwMDcwNzQz.

As the 374x phones come with a special headset connector, Avaya offers headsets with the correct plug, see the comcode list on Avaya's intranet and partner portal for more details. (Depending on the usage environment the 3749 may require an ATEX approved wired headset. These headsets are not contained in Avaya's portfolio.)

For usage with the 3725 and 3749 the following BlueTooth headsets are recommended for general usage (Depending on the usage environment the 3749 may require an ATEX approved BlueTooth headset.):

- Nokia BH-804
- Nokia BH-904
- Plantronics Explorer 390
- Plantronics Voyager 835
- Plantronics Voyager PRO
- Plantronics Discovery 925
- Jabra BT530
- SonyEricsson HBH-GV435
- SonyEricsson HBH-PV740
- Peltor M2RX7-WS4

Radio Base Stations (RBS)

The Radio Base Stations of the DECT R4 System are available with IP (Ethernet) for Communication Manager and IP Office, ISDN (4-wire cable) interface for Integral Enterprise and Integral 5 and ISDN (4-wire cable) interface for connection to Communication Manager and IP Office via the IP DECT Gateway.

All Radio Base Stations support encryption of the communication between handset and base station and authentication of the handset against the base station.

IP DECT Radio Base Stations

IP DECT Radio Base Station with internal antennas

IP DECT Radio Base Station with external antennas

The IP DECT Radio Base Stations can be used with Communication Manager and IP Office only. It connects directly to a LAN switch using Ethernet cabling. The IP DECT Radio Base Stations can either be powered by Power-over-Ethernet or by using external power supplies that are available as accessories.

Each IP DECT Radio Base Station can handle up to eight concurrent calls. A special protocol for mobility control ensures that active calls are seamlessly handed over from one IP DECT Radio Base Station to the next one if a user with an active call roams through a building.

Wireless networks of up to 1000 IP DECT Radio Base stations with up to several thousands of DECT handsets are possible with Communication Manager. Up to 32 Radio Base Stations with up to 120 handsets are possible with IP Office.

To make sure that the mobility control protocol works and that the whole building is covered by the ranges of the IP DECT Radio Base Stations a site survey is needed to determine the number and placement of the IP DECT Radio Base stations within the building. Avaya offers these site surveys as a service offer by AGS as well as measurement kits for business partners who want to do these site surveys on their own.

The mobility control as well as the access to the AIWS services is done by a special software task (master base station) that can be activated in parallel to the standard IP DECT Radio Base Station software task on the same hardware. It is possible to let several master base stations run in parallel for redundancy and multi-site support. That way even for large systems the master software can run on a radio base station, there is no need for an external server to run it.

There are two different versions of the IP DECT Radio Base Stations, one with internal antennas and one with external antennas. The one with external antennas has two dipole antennas included and is for usage outside North America only as external antennas cannot be use in the US and Canada for regulatory reasons. Other antennas replacing the standard dipole antennas are available as accessories as well.

Both IP DECT Radio Base Stations are designed for indoor usage only. For outdoor mounting a special Outdoor Housing is available as accessory.

ISDN DECT Radio Base Station (RM627 & RM637)

The ISDN DECT Radio Base Stations can be used with Integral Enterprise and Integral 5 only. They connect directly to the DECT interface cards of these PBXes using UpN cabling and are normally powered that way as well. External power supplies are available as accessories.

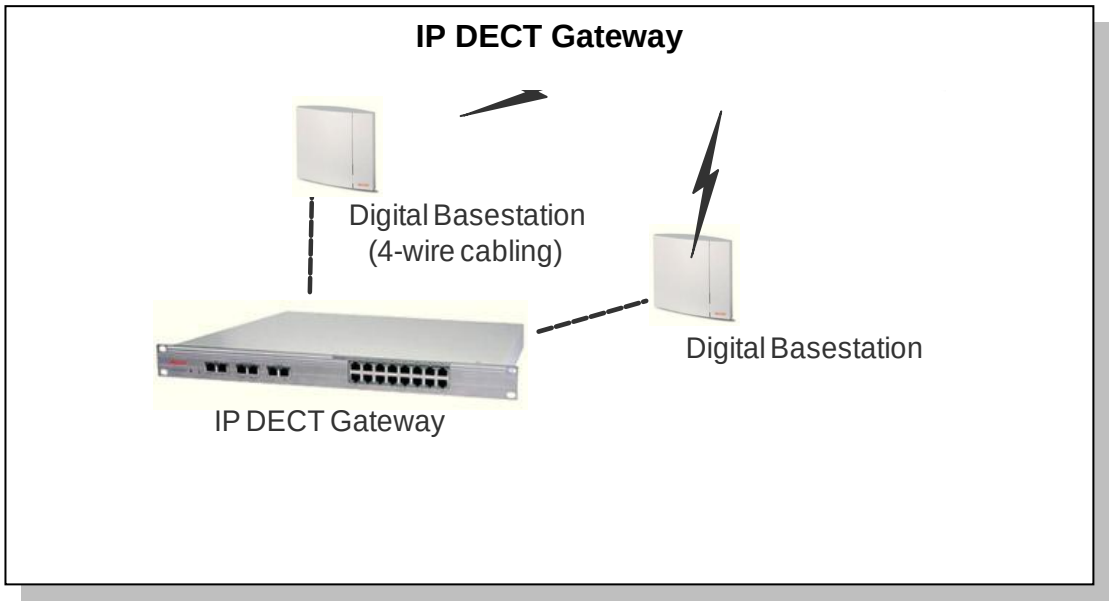
The functionality of the ISDN DECT Radio Base Station is comparable with the IP DECT Radio Base Station except for the following points:

- Mobility control for seamless handover via the UpN cabling
- No support for SMS and AIWS phone book
- No software update and centralized management Over-The-Air, but via advanced and rackmount charger possible
- Only access to Integral Enterprise, Integral 5 phone book, no LDAP access

ISDN DECT Radio Base Station with IP DECT Gateway

These three new Digital (ISDN) DECT Radio Base Stations are for use with the IP DECT Gateway, allowing ISDN base stations to be used on with an IP interface on CM and IP Office. The Gateway translates between the IP interface on the CM or IPO and the 4 wire digital interface on the Radio Base Station.
These ISDN Radio Base Stations can operate in mixed systems with IP Radio Base Stations, and will sync with the IP RBS, connect to an IP RBS master and support roaming and handover as in a system of all IP RBS. Alternatively the IP DECT Gateway can act as the sync master in a purely ISDN Radio Base Station system. Each IP DECT Gateway can support a maximum of 16 Radio Base Stations.

In other respects these Radio Base Stations are very similar to the RM627 and RM637 described above, except that they are intended for Western Europe, Russia, Canada and the US only. The RM627 and RM 637 are not compatible with the IP DECT Gateway.



External Antennas

For the IP DECT and ISDN DECT Radio Base Station with external antennas several different antennas are available as accessories in addition to the standard dipole antennas that come with each Radio Base Station.

Attention: For operating properly each Radio Base Station with external antennas needs either a dual antenna or two single antennas attached to it. Running a Radio Base Station only with one external antenna will disturb the antenna diversity algorithm and result in severely disturbed connections.

Directional Dual Antenna (8 dBi gain)

The ‘directional dual antenna’ consists of two flat directional antennas housed in a plastic shroud. It is fitted with 1 meter of coaxial cable and a MCX male connector. The antenna includes a side tilt and a wall bracket by which it can be adjusted in a horizontal plane. The antenna can be mounted to a pole of 40 to 90 mm in diameter by means of a steel strap (included).

Directional Single Antenna (10.5 dBi gain)

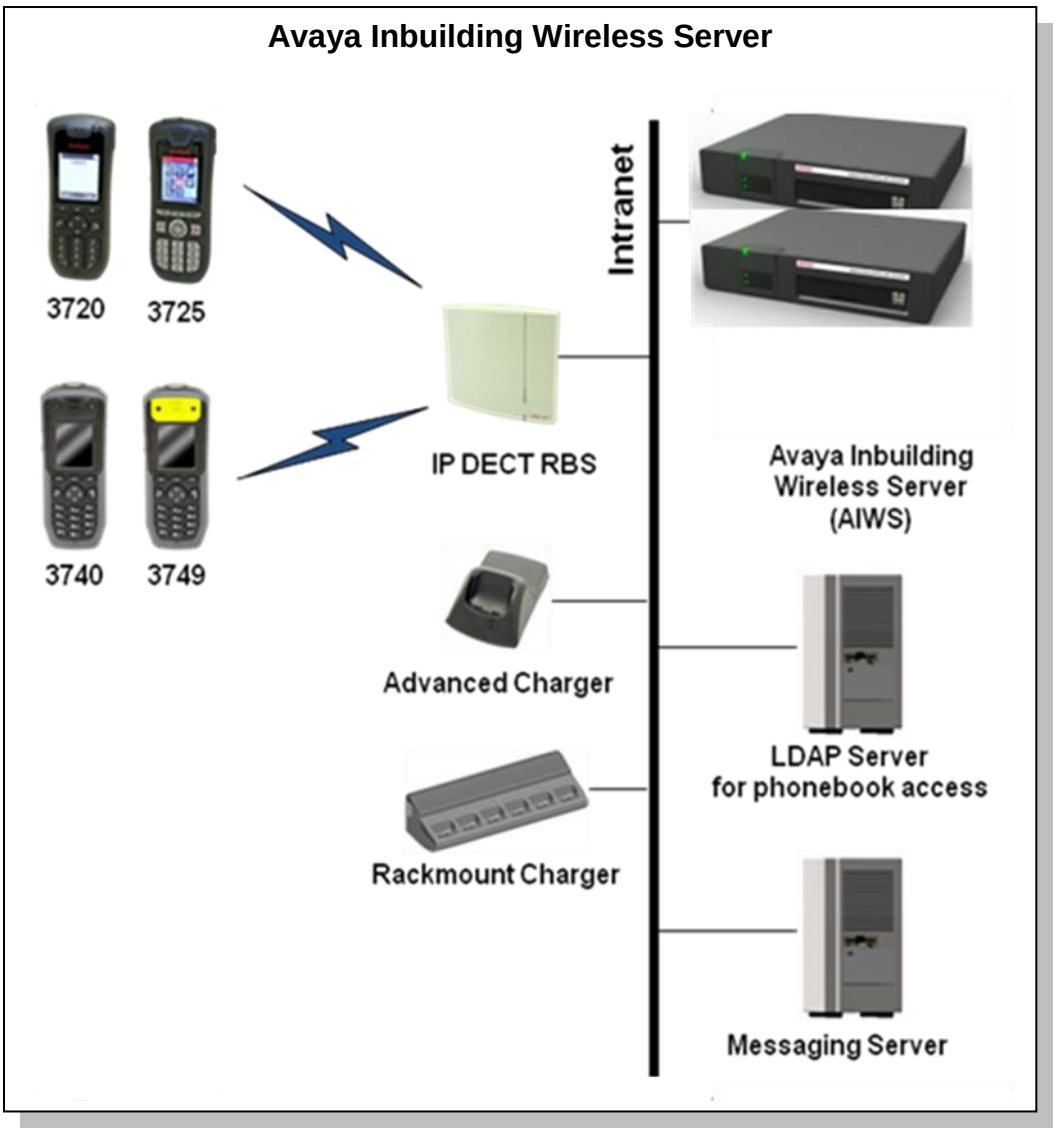
The ‘directional single antenna’ is a flat directional antenna housed in a plastic shroud and fitted with 1 meter of coaxial cable and a MCX male connector. The antenna includes a rotating bracket for wall installation. It can be adjusted in both a vertical and a horizontal plane. The mounting bracket allows installation by strapping

around a pole with a diameter of 30 to 60mm. A steel strap (10-15 mm) is not included.

Omnidirectional Single Antenna (6dBi gain)

The ‘omnidirectional single antenna’ is an omnidirectional 6 dBi colinear antenna fitted with a 1 meter coaxial cable and a MCX male connector. It is supplied with a wall bracket and a pole mounting clamp. With this pole mounting clamp the antenna can be mounted to a pole with diameter of 25 to 37 mm.

Avaya Inbuilding Wireless Server (AIWS)



The Avaya Inbuilding Wireless Server (AIWS) is a Linux based appliance server that adds additional value to the DECT R4 solution. It is an optional component and neither mandatory for the installation nor for the operation of a DECT R4 system. The additional functions provided by the AIWS server are as follows:

- Centralized software upgrade Over-The-Air (IP-DECT only) or via Intranet using the advanced or rackmount charger
- Centralized remote handset configuration (including phonebook import) Over-The-Air (IP-DECT only) or via Intranet using the advanced or rackmount charger
- Text messaging server (only usable with 3725, 3740 and 3749 phone)
  - Text messaging from handset to handset
  - Text messaging from web interface to handset
  - Netpage Webmessaging (Message reception confirmation, forwarding of unconfirmed messages, etc.) from web interface to handset
- External phonebook access via LDAP and IP Office (TFTP)
- Internal phonebook (500 entries via Web interface, 2000 entries via Excel import)

- OAP – Protocol for integrating application server like e.g. GlobeStar or Emergin
- Virtual SIM card (allows backup/restore of individual handset configuration)

The AIWS servers are sold as complete hardware/software bundles with a preinstalled fixed set of licenses for the different features. It is not possible to add new features to a server later on. Instead several servers can be run in parallel.

The following list shows the different bundles with their available feature sets:

	Basic	**Basic+**	**Standard**	**OAP**	**Enterprise**
NTP Server	X	X	X	X	X
Built-in Central Phonebook	X	X	X	X	X
Access To Corporate Directories (via LDAP for CM, via TFTP for IPO)	X (only IPO)	X (only IPO)	X (IPO & LDAP)		
SMS Handset to Handset	X	X	X	X	X
Basic Web Messaging	X	X	X	X	X
Netpage Web Messaging			X		
Software Download Over-The-Air		X (<32 handsets)	X (<120 handsets)		X (< 1000 handsets)
Software Download Via Advanced/Rack Charger		X (<32 handsets)	X (<120 handsets)		X (< 1000 handsets)
Centralized Handset Configuration Over-The-Air	X* (<32 handsets)	X (<32 handsets)	X (<120 handsets)		X (< 1000 handsets)
Centralized Handset Configuration Via Advanced/Rack Charger	X* (<32 handsets)	X (<32 handsets)	X (<120 handsets)		X (< 1000 handsets)
Backup / Restore of Handset Configuration			X (<120 handsets)		X (< 1000 handsets)
AIWS as Application Integration Middleware				X	

* AIWS Basic does not support installations with multiple Master RBS and one central AIWS server and it is not possible to use any additional AIWS server in parallel combined with an AIWS Basic server.

Please note that it is also possible to centrally manage the firmware of the advanced and rackmount chargers. Each such charger consumes one handset license.

From DECT R4 Edition 2 on (launched in March 2010) it is possible to manually distribute the managed handsets of one site between two AIWS servers and to attach the handsets of several sites to one AIWS server.

The full feature set of the AIWS servers is only available with IP DECT. Nevertheless certain features are available for ISDN DECT as well. These are

- Centralized software via Intranet using the advanced or rackmount charger (but not Over-The-Air)
- Centralized remote handset configuration using the advanced or rackmount charger (but not Over-The-Air)
- Virtual SIM Card using the advanced or rackmount charger (but not Over-The-Air)

Avaya Inbuilding Wireless Server 2 (AIWS2)

During the second half of 2011 a revised version of the AIWS will start to become available.
The AIWS2 supports the same feature set as the first generation AIWS.
Major highlights include:

- 19 inch rack mountable and wall mountable, “pizza box” form factor
- Built-in power supply
- Upgrade capability from AIWS to AIWS 2 (re-use of module keys, licenses, and configuration files)
- Full Interoperability with AIWS (mixed AIWS installations of AIWS and AIWS2 possible)

Compatibility with Legacy IP DECT System

As the IP DECT Radio Base Station of the DECT R4 system and the RFP32/RFP34 Radio Base Station use different proprietary protocols for communication with the Avaya DECT Mobility Manager / Master IP Base Station no compatibility between these two types of Radio Base Station is given.

Running two independent DECT systems one being the new DECT R4 system and one being the legacy IP DECT system in parallel attached to one CM or IP Office is of course possible. In this case it is extremely important that the air coverage of these two systems do not overlap as otherwise roaming from one system to the other one will not work properly. For example setting running the legacy IP DECT system in the headquarter of a company and running the new DECT R4 system in a new building in another town is possible, running the legacy IP DECT system in one floor of a building and running the DECT R4 system on the floor above does not work.

In the following two sections the special aspects of running DECT R4 handsets on an IP DECT system and running IP DECT handsets on a DECT R4 system are described.

An important aspect of both systems is that getting time and date from the PBX is implemented in both systems in different and incompatible ways. As all DECT handsets don't have buffered realtime clocks this means that after changing the battery pack on a non-system handset date and time have to be set again. Nevertheless from DECT R4 Edition 3 on this is done automatically by reading the DECT system clock provided that the handset was no longer than 30 days without power.

Running DECT R4 handsets on an IP DECT system

The new DECT R4 handsets will work with the legacy IP DECT system. Nevertheless not all features available with the 3701 and 3711 handsets will be available on the DECT R4 handsets as well. An (incomplete) list of working features is:

- Subscription with PARK
- Basic Call
- Display Messages (with some limitations, e.g. truncation at end of line)
- Handover
- Roaming
- R-Key Handling (Enquiry call, Conference, ...)
- Feature Access Codes
- Distinguish between internal/external calls
- DTMF during call
- local call log (calling party numbers are transmitted)
- local time and date

Features already known to be not working with DECT R4 handsets and the legacy IP DECT system are

- Access of external directory (e.g. LDAP)
- Get time and date from the system
- WML (WAP access)
- SMS/Messaging (not a feature of the legacy IP DECT system)

Running IP DECT handsets on a DECT R4 system

The legacy IP DECT handsets 3701 and 3711 are not supported on the DECT R4 system.

Running IP DECT and DECT R4 systems in parallel

Having 2 installations (IP DECT, DECT R4) physically parallel is possible. They are logically different DECT systems, so old 37x1 handsets can be connected to the IP DECT system and new handsets can be connected to DECT R4.

Handover (during active call) between both systems is not possible. Roaming from one system to the other can be made possible. In this case a phone needs to be

registered on both DECT systems. It can re-use the extension number because it can only be active on one system at a time. Switching between the systems can be done manually by changing the system on the phone or by automatic system search (but this is clearly discouraged as this could have strange effects when both systems are physically together and would result in the handset frequently changing back and forth between the systems).

The interference between the systems can be reduced by synchronizing the DECT R4 Sync Master IP Radio Base Station over the air to the IP DECT system. Then both systems will have the same slot timing and "sliding collision" can be avoided.

Compatibility with Legacy ISDN System

The handsets and ISDN Radio base stations are fully compatible with the legacy ISDN DECT system. Mixed usage of legacy and new components in one system is possible.

Messaging via MACS server supported.

As getting time and date from the PBX is generally not implemented with ISDN DECT and the 372x and 374x phones don't have buffered realtime clocks, changing the batteries of the phones will generally reset the clock so that time and date have to be set again. Nevertheless from DECT R4 Edition 3 on this is done automatically by reading the DECT system clock provided that the handset was no longer than 30 days without power.

No support for the DECT2 board of the Integral 33 systems.

Compatibility with Other 3rd Party DECT Handset

The DECT R4 IP DECT Radio Base Stations support 3rd party DECT handsets based on the GAP standard (without the optional connection handover feature) and the CAP standard (which contains the mandatory external handover feature). This means that basic telephony is possible with all 3rd party handsets that support GAP at a minimum, but if the user wishes to keep his running call while walking from one Radio Base Station to the next one he needs a 3rd party DECT handset that supports the CAP standard.

The DECT R4 ISDN DECT Radio Base Stations only support the GAP standard without the connection handover feature.

All other features (number display etc.) may or may not work depending on the individual handset type and cannot be guaranteed by Avaya.

Site Survey Tools

A site survey is essential before a DECT R4 system can be quoted. The purpose of the site survey is to determine how many base stations are required to provide the radio coverage required by the customer, and to locate the positions of the base stations.

Comcode	Description	Content
700501216	DECT SITE SURVEY KIT V2 W/BATTERY	Contents: • One carrying case • Two brackets for placing the base stations on e.g. a door or on a tripod • Two battery cables to connect the battery to the base station • Two battery chargers incl. user manuals- • Interchangeable attachments / plugs (EU, UK, AU+US)- • Two battery packs • One user guide Usage only in EU/EFTA, US, Canada, Singapore and UAE
700501217	DECT SITE SURVEY KIT V2 W/O BATTERY	Contents: • One carrying case • Two brackets for placing the base stations on e.g. a door or on a tripod • Two battery cables to connect the battery to the base station • Two 0,5 m cable with DC plug • One user guide Usage in all countries where the DECT R4 portfolio can be sold

Base stations and handsets are not included in the site survey kits as these are standard items. Two IP Base stations and one handset (3725 or 374x types are suitable) are required.

Services Offers for DECT R4

Warranty

Avaya Inc. provides a one-year limited warranty on the IP DECT hardware. Refer to the sales agreement or other applicable documentation to establish the terms of the limited warranty. In addition, Avaya's standard warranty language as well as details regarding support, while under warranty, is available through the web site: http://support.avaya.com/ or on the Enterprise Portal at https://enterpriseportal.avaya.com/ptlWeb/getfile?docID=MzkyNzg3MQ==. Region specific terms and conditions are determined locally are available to customers through respective account teams or in their Avaya agreement.

Services Support

- Avaya provides two levels of Maintenance services in support of the Customer's IP Dect Hardware:
- Parts Plus Remote 24X7 and 8X5, which provides the customer with 24X7 or 8X5 (offer dependent) Remote Telephone Support and replacement parts by next business day. Parts Plus Remote services are provided on the handsets **[*]**, Radio base units, and servers.
- Full Coverage 24X7 and 8X5. Full Coverage 24X7 and 8X5 provide the same support as Parts Plus Remote, and also includes the dispatch of an on-site technician as required. Full Coverage support is only provided on the Radio Base Unit and Server, and is not provided on the handsets.

When the customer purchases maintenance services on the IP Dect hardware, all coverage and billing begins Day One.

If during or post hardware warranty period customer chooses ***not*** to subscribe to Avaya maintenance, service is performed on a time and materials basis. All the terms

and conditions are determined locally are available to customers through respective account teams.

Actual terms/Conditions and details are established per region. Please contact the appropriate regional manager for in country support capabilities.

Note:

[*] *In EMEAx"Germany", Avaya will not provide maintenance on any type of DECT R4 Handsets and accessories (Direct and Indirect). Handsets and accessories are considered as consumable items and are only eligible for warranty repair.*

Maintenance offers for Germany are available by e-Offer within SAP-Atlas on a per product basis. Depending on the costumer needs several types of offers including maintenance are possible (Maintenance only, Rental, Managed Services). Also, several levels of support (SLA) with or without on-site service are possible. Standard EMEA offers are applicable for indirect customers.

Avaya Global Services' Remote Support Options for Authorized Business Partners

To better support our Business Partners (BP) in remaining responsive to their end user customers, Avaya offers three levels of maintenance offers for our Authorized Business Partners:

1. Avaya Global Maintenance Support for the Hardware: Each level of maintenance service is available in both the retail (commission-based) or wholesale model.
2. Partner Support Services (PSS) Offer: The PSS offer enables a Business Partner to bundle Avaya's expertise with the individual Business Partners capability. There are specific requirements for BP access to this offer. The PSS offer provides the same same level of maintenance services available in retail and wholesale, (Parts Plus Remote 24X7 and 8X5, and Onsite 24X7 and 8x5)..
3. Per Incident, or Time and Material billing: normally used to resolve a particular situation. Customers not covered under Hardware maintenance are eligible for T&M only if they are covered under one of the Software Support options.

Implementation and Professional Services

To effectively support our Business Partners and our sales associates as they sell wireless enabled solutions and services, Avaya Global Services requires that any wireless enabled solution sold to customers have a wireless network assessment performed for any services support. This will also be a pre-condition for customers buying an Avaya maintenance support agreement on a wireless enabled solution.

Subject to regional offer availability, a wireless network assessment (or site survey) can be purchased through Avaya, or it can be provided by a business partner. If an assessment had recently been performed, then an exception form can be signed and used as a waiver.

A Wireless network readiness assessment is designed to provide an evaluation of the customer's current network environment. This assessment focuses on the customer's available resources and identifies if additional resources are required to support the proposed wireless handset solution.

The wireless assessment must be performed and completed in advance of the implementation of Avaya IP products.

Additional information on Wireless Network Readiness Assessments provided by Avaya can be found at the following:
http://aok.avaya.com/avayaworkplace/getContent?vsId=%7B6674377B-5F76-42CC-A315-A6340AA353AE%7D&objectStoreName=AOK&objectType=document

Implementation and Professional Services support per region	
Germany	**Status**
➢ Models 3701, 3711, 3720, 3725, 3740 and 3749 ➢ Services are available through standard process	Generally Available
EMEA ex Germany	
➢ Models 3701, 3711, 3720, 3725, 3740 and 3749 ➢ Services are available through custom bid only.	Available through Custom Bid
NAR	
➢ Model 3711, 3720, 3740, 3749 ➢ Services would be available through standard process	---
APAC & CALA	
➢ Indirect only	APAC- Q4, 2009 CALA- Q1, 2010

Resources

Copies of the data gathering form and offer sheets are available on the links below:

Avaya Sales Teams (Direct):

1. IP DECT portal webpage:
   https://enterpriseportal.avaya.com/ptlWeb/gs/products/P0474/JobAidsTools
2. IP Wireless Telephone Solutions portal webpage:
   https://enterpriseportal.avaya.com/ptlWeb/gs/products/P0258/JobAidsTools

Channel Partners:

1. IP DECT portal webpage:
   https://enterpriseportal.avaya.com/ptlWeb/bp/products/P0474/JobAidsTools
2. IP Wireless Telephone Solutions portal webpage:
   https://enterpriseportal.avaya.com/ptlWeb/bp/products/P0258/JobAidsTools

Technical Data

Handsets

Physical	Dimension (l × w × d)	3720: 133 × 53 × 24 mm 3725: 134 × 53 × 26 mm 3740 / 3749: 143 x 59 x 29 mm
	Weight including battery and basic clip	3720: 115 g 3725: 130 g 3740 / 3749: 180g
	Material	Case: PC-ABS 3720 Key pad: Silicone 3725, 374x Key pad: PC 3720 Basic Clip: PC 3725, 374x Basic Clip: PPA
	Colour	Grey
	Display (w × h), type	3720: 28 x 35 mm, FSTN B/W 3725, 374x: 28 x 35 mm, CSTN
	Clip	Basic (hinge type) or swivel type
Battery and charging	Type	3720: 600 mAh (Li-Ion) 3725: 870 mAh (Li-Polymer) 374x: 920 mAh (Li-Ion)
	Speech time during optimal condition	3720: 16 h 3725 w/o BlueTooth: 20 h 3725 w. BlueTooth: 13 h 3740: 18 hours 3749: 10 hours (with BlueTooth enabled but not connected)
	Stand-by time during optimal condition	3720: 180 h 3725: 120h 3740: 150 hours 3749: 80 hours (with BlueTooth enabled but not connected)
	Charge time	< 4 h
	Discharge/charge cycles	3720: >=65% capacity left after 500 full charge/discharge cycles. 3725, 374x: >=80% capacity left after 400 full charge/discharge cycles
Connectors	Multi-purpose connector	For battery charging, software download, and configuration
	Headset connector	372x: Standard 2.5 mm 374x: Usage of Multi-purpose connector
User interface	Display	3720: 112 x 115 pixel with white LED back-light 3725: 128 × 160 pixel 64k colour LCD with white LED back-light 3740: 128 × 160 pixel Black & White LCD with white LED back-light 3749: 128 × 160 pixel 64k color LCD

		with white LED back-light
	Telephony Indication	14 ring signals (IP DECT and DECT R4 Edition 3 with Integral Enterprise E07 or higher only, for Integral Enterprise below E07 and Integral 5 ISDN ring signals are controlled by switch), flashing LED and vibrator.
	Keypad	- Soft keys (3) - Hook off - On hook and Power On/Off on the same key - 3720, 374x: Four way navigation key - 3725: Five way navigation key - Numerical keys - 3725, 374x: Volume up/down - 3725, 3740: Multifunction button - 3749: Alarm button - 3725, 374x: Mute / Ringer Off
Audio	Ring signal	Adjustable in 8 step
	Earpiece	Adjustable in 8 steps of 3dB each
	Maximum sound pressure level	372x: 88 dBA @ 10 cm 3740: 100 dBspl @ 10 cm 3749: 90 dBspl @ 10 cm
	Loudspeaker	Half duplex loud speaking function
Settings	Languages	3720: 4 (English, French, German, Spanish) and one out of 14 additional languages downloadable 3725, 374x: 19 (Czech, Danish, Dutch, English, Finnish, French, German, Greek, Hungarian, Italian, Norwegian, Polish, Portuguese (Brazilian), Portuguese, Russian, Slovakian, Spanish, Swedish, and Turkish) and downloadable language
Local Phonebook	Storage of contacts	- 250 contacts - 48 character name - 24 digit work number - 24 digit mobile phone number - 24 digit other numbers - 3725: Selectable ring tone
Radio	Automatic DECT protocol detection	Automatic detection and configuration for US DECT and EU DECT at first registration (IP DECT only)
	Frequency range	•EU: 1880-1900 MHz •US: 1920-1930 MHz •LA: 1910-1930 MHz •BR: 1910-1920 MHz
Messaging via	Maximum message	160 characters for messages from

AIWS (IP DECT only)	length	handset to handset, up to 1000 (system dependant) for messages from a messaging server to the handset
	Storage capacity	30 received/sent messages
Environmental	Operating temperature	372x: 0°C to +40°C 3740: -10°C to +55°C 3749: -10°C to +40°C in hazardous areas 3749: -10°C to +55°C in areas where ATEX approval is not requested
	Storage temperature[1]	-20°C to +60°C
	Enclosure protection (IEC EN60529)	3720: IP40, 3725: IP44 374x : IP65
	Immunity to electromagnetic fields	3 V/m EN61000-4-3
	Immunity to ESD	372x: 4 kV contact discharge and 8 kV air discharge (EN61000-4-2) 374x: 8 kV contact discharge and 16 kV air discharge (EN61000-4-2)
	Free fall test, standard product	3720: IEC 60068-2-32, procedure 1, dropped 12 times from 1 meter 3725: IEC 60068-2-32, procedure 1, dropped 12 times from 1.5 meter 374x: IEC 60068-2-32, procedure 1, dropped 12 times from 2 meters

Radio Base Stations

Voice over IP (IP DECT only)	Voice encoding	G.711 A-law / µ-law (64kbps) G.723.1 (5.3 kbps) G.729A and AB (16 kbps) G.726 (32 kbps)
Radio	RF output power (e.r.p.), EU	Between 23 dBm and 28 dBm (with internal antenna), Between 20 dBm and 25 dBm (with external antenna)
	RF output power (e.r.p.), US	Between 17 dBm and 21,6 dBm (with internal antenna)
Environmental	Operating temperature	-10°C to +55°C
	Storage temperature	-40°C to +70°C
	Relative operating humidity	15 to 90%, non condensing
	Enclosure protection (IEC EN60529)	IP 20
	Relative storage humidity	5 to 95%, non condensing

	Immunity to electromagnetic fields	3V/m (EN61000-4-3)
	Immunity to ESD	4 kV contact discharge and 8 kV air discharge (EN61000-4-2)
Regulations Compliances	Europe	EU directives: 1999/5/EC (R&TTE) Radio: EN 301406, TBR22 Safety: EN 60950-1 EMC: EN 301 489-6 Product marking: CE
	US and Canada (IP DECT only)	Safety: CSA/UL 60950-1 EMC/Radio: FCC part 15 (Class B) and RSS-213 Product marking: FCC ID: BXZIPBS1, IC:3724B-IPBS1
	Australia (IP DECT only)	Radio: ACA TS028 Safety: IEC 60950 3Ed Product marking: A-Tick

Avaya Inbuilding Wireless Server

Physical	Dimensions (l × w × d)	275 × 130 × 60 mm
	Weight	550 g
	Material	PC/ABS
	Colour	Light grey
Environmental	Operating temperature:	0°C to +40°C
	Storage temperature:	-20°C to +70°C
	Relative humidity:	30-85% (non condensing)
	Enclosure protection: (IEC EN60529)	IP30
	Immunity to electromagnetic fields:	3V/m EN55024
	Immunity to ESD:	4 kV contact discharge and 8kV air discharge (EN61000-4-2)

Input / Output	Serial ports	3 x RS232 (Modular jacks, RJ45) 1 x RS485 (Screw terminals or Modular jacks, RJ45) Mostly used for System 900 A-bus
	LAN	10baseT or 100baseT Ethernet (Modular jack, RJ45)
	Error relay output	Configurable – make/break operation. Mostly used for fault actions and error indications
	AUX outputs	2 x galvanic isolated open collector outputs
	AUX inputs	2 x digital inputs
Regulations Compliances	Europe	EU directives: 2004/108/EC (EMC) Product marking: CE Safety: EN60950-1 EMC: EN 55022 (Class A) and EN 55024
	USA and Canada	Product marking: CSA EMC/Radio: FCC CFR 47 Part 15, Subpart 109 Safety: CSA/UL 60950-1
	Australia	Product marking: A-Tick, C-Tick Safety: IEC 60950-1 EMC:1 EN 55022 and EN 55024