

Avaya IP Office What System Should I Use? Telquest Tech Support

Here are some things to consider before you make a selection.

Basic Mode / Partner Mode / Quick Mode are essentially the same thing with 3 different names.

All 3 are KEY SYSTEMS.

It is designed to have all (or just some) outside lines appearing on the phones.

It allows you to use older 6, 18D and 34D Avaya analog telephones.

It allows you to use 14xx Avaya digital telephones.

It allows you to use 95xx Avaya digital telephones.

It allows you to use 7316 and other Nortel digital telephones.

It is comparable to the Avaya Partner ACS Key System but there are some differences that you need to learn. (not covered here)

The original Partner Mode / Quick Mode comes with 3 free SIP Trunk Channel and 3 free Mobile Twinning Licenses.

Later versions (Basic / Quick Mode) only include the 3 free SIP Trunk Channel license.

The Embedded Voice Mail/Auto Attendant has limited abilities for transferring calls.

No Direct Mail Box Transfer

Inactive callers in the Auto Attendant can only be transferred to Ext 10

It DOES NOT have the ability to:

- use Remote IP Phones**
- link 2 or more system together**
- use 3rd Party SIP Phones**
- use any phones other then list above**
- use an Embedded Music on Hold file**
- use Voice Mail Pro**

This system is not complex and requires a basic understanding of how it works to program it properly.

If you need a basic, simple Key System, then consider using this

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**Standard Mode / Essential Mode are the same exact thing with 2 different names.
All these modes are PBX SYSTEMS.**

It is NOT designed to have all outside lines appearing on the phones.

It does NOT allow you to use older 6, 18D and 34D Avaya analog telephones.

It allows you to use 14xx Avaya digital telephones.

It allows you to use 95xx Avaya digital telephones.

It allows you to use 7316 and other Nortel digital telephones.

It does NOT come with any licenses.

It DOES have the ability to:

- use Remote IP Phones**
- link 2 or more system together**
- use Embedded Music on Hold files**
- use 3rd Party SIP Phones**
- use of the Voice Mail Pro with Preferred Edition**
- create/alter Short Codes (Feature Codes)**

This system is very complex and requires a good understanding of how it works to program it properly.

If your customer needs any special features then consider the Standard Mode / Essential Mode, but check with your Telquest salesperson before making a decision.