



VoIP-News IP-PBX System Comparison

	Avaya IP Office	Fonality PBXtra	Mitel SX-200 ICP	Nortel Networks BCM	Pingtel SIPxchange	Siemens HiPath 3500
Ease of Installation	Installation straightforward; Configuration cumbersome at some points	Intuitive GUI streamlines installation; Delivered as appliance; Up and running in 30 minutes	Straightforward installation via MyAdministrator application	10 minute initial configuration; 30 minutes to set up 20 mailboxes	Straightforward, easy set up; 35 minute installation	Straightforward installation and configuration
Features						
auto-attendant	optional via VoiceMail Pro	included	included	3rd party add on	included	3rd party add on
voicemail	included (can upgrade to Pro)	included (unlimited voicemail)	included	included with CallPilot	included	included with HiPath Expressions
call menus	included	included	included	included	included	included
call hold	included	included	included	included	included	included
call parking	included	included	included	included	available in v3.0	included
call forwarding	included	included	included	included	included	included
call routing	included	included	included	included	included	included
conference calling	included (up to 64 participants via IP Office Conferencing upgrade)	included	included	included	3 way conference calling	included
hunt groups	included	included	included	included	included	included
unified messaging	optional via VoiceMail Pro	included	included	included with CallPilot	included	included with HiPath Expressions
MSFT Outlook integration	optional via VoiceMail Pro	included	included	included with CallPilot	not available	included with HiPath Expressions
user directory	included	included	included	3rd party add on	included	included
integrated voice response	optional via VoiceMail Pro	included	included	optional	included	included with HiPath Expressions
call center support	included with Compact Contact Center (supports up to 75 agents)	included with Call Center Edition	included	optional	available in v3.0	with HiPath Pro Center Compact
Management & Administration	IP Office Manager is Windows based management application; No CLI available	True web-based GUI; Extremely intuitive for admins and users alike	Ships with 2 management tools: MyAdministrator & IP Phone Analyzer; MACs are simple to execute	BCM Unified Manager is web-based Java app; Tree structure management metaphor; CLI also available	Web-based GUI is intuitive with simple navigational structure; Management of phones can be challenging	Lacking integrated interface; Individual tools are effective; Good monitoring and look for Deployment Tool
Phone Support	5 IP Hardphones supported 2 wireless phones supported iPhone Manager Pro Softphone	6 IP hardphones supported 1 IP softphone (bundled) Also supports analog phones	6 IP hardphones supported	IP hardphones: Nortel i2002; i2004 IP softphones: i2050	Dozens of IP phones and devices via SIP	Support for 6 IP hardphones
Security	Encrypted VoIP: strong Phone authentication: strong Management security: strong	Encrypted VoIP: strong Phone authentication: strong Management security: strong	Encrypted VoIP: strong Phone authentication: good Management security: strong	Encrypted VoIP: strong Phone authentication: strong Management security: strong	Encrypted VoIP: good Phone authentication: strong Management security: strong	Encrypted VoIP: strong Phone authentication: strong Management security: strong
IP Station Capacity	360	300	200	249	1000	192
Documentation/Support	Excellent support and rich documentation for both users and administrators	Surprisingly responsive support with fast response times; "Open source" style documentation	Enterprise class support and documentation	Excellent support, particularly via reseller channel; Enterprise class documentation	Support team responsive via phone and email; Useful, well-organized documentation	Enterprise class support and documentation
Pricing for 20 phones + T1 interface	\$16,900	\$4,475	\$12,000	\$16,200	N/A	\$16,150
VoIP-News Comments	Best option for businesses looking to engage with an enterprise class vendor	Best choice for price/feature shoppers - no other vendor offers so many features at such a low cost		Best choice for businesses running a call center or requiring advanced features		