



## Avaya IP Softphone

Integrating Telephony, Videoconferencing, Instant Messaging and Presence to provide seamless communications and boost workgroup productivity

The Avaya IP Softphone is an IP telephone client for Windows-based PCs. It provides transparent access to real time voice communications and productivity enhancing Avaya Communication Manager features such as managing multiple call appearances, transfer and conference. Transparent voice communications from alternate work locations such as from home, hotels on business travel, Internet hot spots, customer locations has never been easier. The Avaya IP Softphone offers simple point and click dialing from Microsoft Outlook contact lists, phone numbers displayed within Internet Explorer pages and LDAP-based directories. Incoming calls can be synchronized with directory look-ups for simple screen pop applications. Instant messaging and presence tracking help IP Softphone users become aware of each other's current availability and to communicate appropriately via a phone call or instant message. For users with Polycom ViaVideo II desktop videoconferencing, point-to-point video calls can be launched from IP Softphone with a mouse click, making video as easy as a phone call.

### Real time, transparent voice communications

The Avaya IP Softphone provides transparent voice communications from any windows PC. Four modes of operation are available:

- Pure voice over IP (road warrior). Most typically a laptop computer with a USB headset. For those workers in telephony intensive positions, the IP Softphone also integrates with the Claritel i750 USB Handset and supports initiating and receiving calls on the handset including the handset dial pad.
- Dual connection (telecommuter) where all call control and call signaling is done via the IP Softphone application, but the voice path comes from a user provided phone line — be it a home phone or a cellular phone. This is a unique Avaya capability and adds value in environments with limited broadband access; this configuration provides excellent quality voice communications.
- Shared control of IP and digital phones. This configuration is common among users in the office who wish to utilize their Avaya telephone, but also take advantage of such features as point and click dialing from within the Softphone client.
- IM-only mode. This configuration allows the user to invoke Instant Messaging and Presence separately from the other IP Softphone functions. This gives users in the office access to Instant Messaging without having to run IP Softphone in shared control mode.





The IP Softphone offers different user interface options based on user preference. The Call bar view provides a streamlined view into all telephony operations. The Phone Picture view provides an exact replica of the desk phone on the computer — which allows new users to feel comfortable with the application immediately.

### **SIP Presence and Instant Messaging**

The IP Softphone features an integrated Instant Messaging client. When used in conjunction with the Avaya Converged Communications Server (CCS), workers benefit from enhanced collaboration and productivity gains provided by public IM services, but in a secure deployment behind your corporate firewall. The IM component of IP Softphone supports buddy lists with the presence of each Softphone user provided — including whether or not the user is currently logged into the network, on the phone, or available for IM.

### **Desktop Integration with Enterprise Applications**

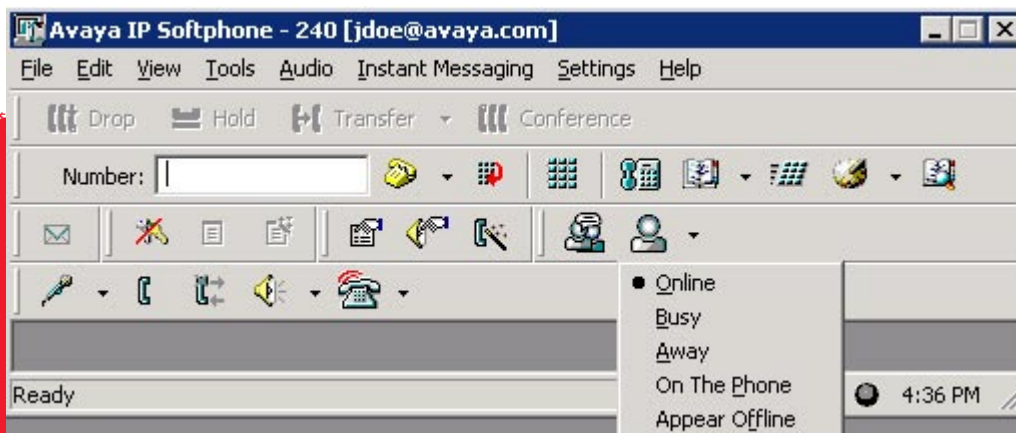
The IP Softphone provides direct point and click dialing with existing desktop applications. For example, IP Softphone can be configured to

automatically highlight phone numbers displayed on web pages accessed with Microsoft Internet Explorer. To dial, the user simply clicks the highlighted number, which brings up IP Softphone and launches the call.

With the Avaya Outlook Integrator component software installed, IP Softphone integrates directly with Microsoft Outlook for simple point and click dialing from Outlook Contacts. As options, the Outlook journal can be used to record notes during a phone call, IP Softphone can also be configured to screen pop Contact entries with incoming calls. Beyond Microsoft Outlook, point and click dialing is possible from any LDAP compliant corporate directory as well as TAPI compatible PIM applications.

### **Video Point to Point with Polycom Via-Video II**

With the Avaya Integrator for Polycom Video component software installed, point-to-point video calls are set up and managed as easily as a phone call. IP Softphone automatically detects if the remote end is enabled with the Polycom ViaVideo II desktop conferencing system, and then allows point to point video sessions to be established with a click of a button.



### **Presence Status Management**

User's presence status is controlled from Softphone's main screen, through the toolbar shown below or through a menu option under 'Instant Messaging' menu header.

## Avaya IP Softphone R5

Operating Systems		Application Enhancements	
Windows XP (Home & Professional)	Yes	Clipboard dialing <sup>4</sup>	Yes
Windows 2000 (Professional & Server)	Yes	Speed Dial Numbers	Yes
Languages		Dialing from MS Outlook Contact List <sup>5</sup>	Yes
US English	Yes	Dialing from MS Internet Explorer page <sup>6</sup>	Yes
Chinese, French, German, Italian, Japanese, Korean, Portuguese, Spanish, Russian	Yes	Instant Messaging Support <sup>7</sup>	
Telephones Supported		SIP-based	Yes
Call Bar View and Picture of Phone View	4620, 4612, 4624, 6408D, 2420, 6408D+, 6416D+, 6424D+, 8405D, 8405D+, 8410D, 8411D, 8434D	Encrypted	Yes
Call Bar View Only	4602, 4606, 4630, 6402D, 8434Dw/exp	Contact List	Yes
Audio Configuration Options		Presence Status <sup>7</sup>	
Road Warrior (VoIP)	Yes	Availability	Online, Away, On Phone, Appear offline
Telecommuter	Yes	Directory Enhancements	
Shared Control of an IP Telephone <sup>1</sup>	Yes	Customization of Public Directory Fields <sup>8</sup>	Yes
Shared Control of an IP Telephone <sup>2</sup>	Yes	Customization of Phone Directory Fields <sup>9</sup>	Yes
User interface views		Quality of Service (QoS) support <sup>10</sup>	
Enhanced Picture of Phone	Yes	QoS	Dynamic
Editable labels on Picture of Phone	Yes	Virtual Private Network (VPN) support	
Latest Phone Feature Enhancements		Supported Products	Avaya, Checkpoint <sup>11</sup> , Cisco, Nortel, Lucent
Drag and drop Transfer and Conference	Yes	Firewall interoperability	
Local touch tones	Yes	TCP/UDP port range configuration	Yes
Dialing Plans		Network Address Translation (NAT) support <sup>1</sup>	Yes
Log in as 7 digit station	Yes	NAPT support	No
Dial 7 digit stations internally <sup>3</sup>	Yes	Security	
		Encryption of audio stream using Avaya Encryption Algorithm Version 2 (AEAv2) <sup>13</sup>	No
		Encryption of audio stream using Avaya Encryption Standard (AES)	Yes
		Password protected login sessions	Yes
		Survivability	
		Load balancing <sup>14</sup>	Yes
		Alternate gatekeeper <sup>15</sup>	Yes
		Survivability against Denial of Service (DoS) attacks	Yes

<sup>1</sup> Ability to control Avaya IP Telephones by Avaya IP Softphones is supported on 4606, 4612, 4620, 4624 and 4630 terminal types. This feature requires release 1.8 on IP Telephones and Avaya Communication Manager 2.0.

<sup>2</sup> Ability to control Avaya Digital Telephones by Avaya IP Softphone is supported on 2400 and 6400 product lines only. This feature requires Avaya Communication Manager 2.0.

<sup>3</sup> The user has the ability to set whether a 7-digit number will be treated as an external call or an internal extension. The server must be capable of supporting 7-digit dial plans.

<sup>4</sup> The ability to select a string from another application window and have IP Softphone dial that string without actually copying the string into IP Softphone. Access is from the Windows System Tray.

<sup>5</sup> This capability requires Microsoft Outlook 2000 SP3 or Microsoft Outlook 2002 SP2.

<sup>6</sup> This capability requires Microsoft Internet Explorer V5 or greater.

<sup>7</sup> Instant Messaging and Presence require Avaya Converged Communication Server and IP Softphone R5.1.

<sup>8</sup> The ability to add and remove the fields that are populated based by your LDAP server and the ability to rename fields based on user preference.

<sup>9</sup> The ability to customize (add, remove, and rename) the fields that are shown in the Phone Directory application.

<sup>10</sup> QoS is supported only in IP Softphones installed on Windows 2000 and Windows XP operating systems. With Dynamic QoS, IP Softphone uses the QoS values configured on the ACP/DEFINITY or Avaya MultiVantage (now sold as Avaya Communication Manager). Static QoS requires Avaya MultiVantage or ACP/DEFINITY R9.2 or later. Dynamic QoS requires Avaya MultiVantage or ACP/DEFINITY R9.5 or later.

<sup>11</sup> Without NAPT. NAPT stands for Network Address Port Translation. TCP/UDP port information along with the IP addresses are translated by the NAPT devices in the network.


<sup>12</sup> Requires Avaya Communication Manager.

<sup>13</sup> Requires Avaya Communication Manager R1.2 load 107 (Red Feature) or higher.

<sup>14</sup> If the Gatekeeper address entered by the user in the Login screen in loaded, IP Softphone will register to another Gatekeeper in the same network region.

<sup>15</sup> IP Softphone can have multiple alternate Gatekeepers besides its primary Gatekeeper to avoid problems when primary Gatekeeper is unreachable.

System Requirements	PC Requirements
<ul style="list-style-type: none"> <li>• Avaya Communications Server with: IP Softphone R5, Avaya Communication Manager or Avaya Call Processing Software R10 or later</li> <li>• Communication Server Circuit Packs, which include the TN2302AP (for road warrior configuration) and TN799B/C (C-LAN Board). Note: These are not needed on the Avaya S8300 Media Server with Avaya G700 Media Gateway</li> <li>• The IP Softphone R5 right-to-use license has been purchased and administered on the communications server</li> <li>• The telephone extension has been administered for the IP Softphone</li> <li>• For instant messaging and presence, the Avaya Converged Communications Server must be purchased and administered to support Avaya IP Softphone R5.1 clients</li> </ul>	<ul style="list-style-type: none"> <li>• Intel Pentium 300 MHz (400 MHz recommended for Road Warrior) or compatible processor</li> <li>• Minimum of 30 Mb available hard disk space</li> <li>• A full duplex sound device (both parties can talk and hear each other at the same time), speaker/headset, and a microphone (Road Warrior only)</li> <li>• Network Interface Card for local area network connectivity and/or a modem (28.8 Kbps or faster) for dial up networking</li> <li>• Microsoft Windows software compatible VGA (or better) adapter and pointing device (usually a mouse)</li> </ul>

<p><b>About Avaya</b></p> <p>Avaya enables businesses to achieve superior results by designing, building and managing their communications networks. Over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, rely on Avaya solutions and services to enhance value, improve productivity and gain competitive advantage.</p>	<p>Focused on enterprises large to small, Avaya is a world leader in secure and reliable IP telephony systems, communications software applications and full life-cycle services. Driving the convergence of voice and data communications with business applications – and distinguished by comprehensive worldwide services – Avaya helps customers leverage existing and new networks to unlock value and enhance business performance.</p>	<p>reach</p>  <p>a higher plane of communication</p>	
IP Telephony	Contact Centers	Unified Communication	Services

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