



FACT SHEET

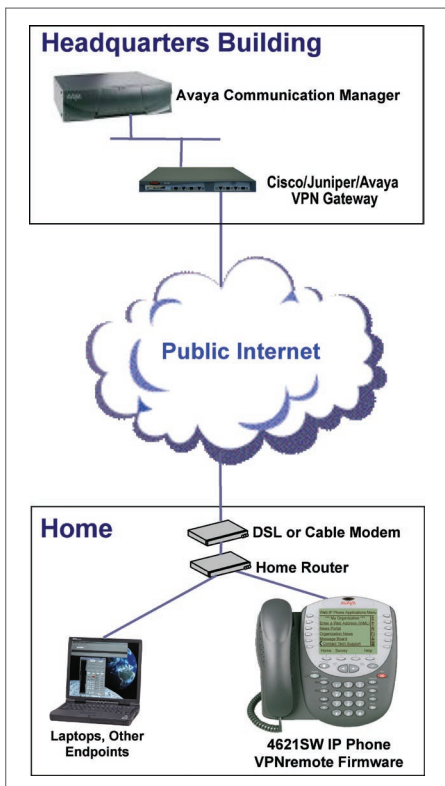
## Avaya VPNremote™ 4600 Series IP Telephones Release 2.1

### Delivering the Value of VoIP and IP Telephones

Since its introduction, IP telephony has delivered on the promise for greatly reduced long distance expense as well as the opportunity to seamlessly deploy communications applications throughout an entire enterprise. With VPNremote for Avaya 4600 Series IP Telephones, Avaya continues to provide the feature functionality required by today's enterprise workers.

VPNremote for 4600 Series is a software VPN (virtual private network) client - built directly into the Avaya 4600 Series IP Telephone itself. This enhancement allows the Avaya IP Telephone to be plugged in and used seamlessly with any broadband internet connection. The end user experiences the same IP telephone features - as if they were using the phone in the office.

Release 2.1 of VPNremote for 4600 Series extends VPN gateway support to now include Checkpoint and Nortel Contivity VPN environments and simple-to-use auto-installation software.



#### Scenario: Teleworkers

For full time work at home associates as well as those teleworking part time or simply extending their work day, VPNremote software allows end users to take advantage of all the benefits of their Avaya 4600 Series IP Telephone from home. Especially useful for those associates in telephone intensive jobs for whom the telephone is essential, the IP phone provides superior sound quality and much better reliability and performance versus other remote telephony products. The phone is "always on" and includes all the features office workers have come to expect:

- High quality speaker phone with mute button
- Ability to support multiple call appearances and programmed feature keys
- Familiar interface for Conference, Call Transfer and other common office phone features.

#### Scenario: Home Agents

For companies that deploy Home Contact Center Agents - whether full time or on an exception basis - such as inclement weather, snowfall or other conditions making it

challenging for support representatives to travel to the center - VPNremote and Avaya 4600 Series IP Telephones provide the sound quality and reliability that Contact Centers require. Agents have the familiar contact center interface on the phone, such as the Avaya 4622SW IP CallMaster, for logging in and out of the ACD, and the entering of after call work codes. Additionally, agents have the option to use leading IP telephone accessories such as Avaya wired and wireless headsets.

#### Scenario: Business Continuity/ Disaster Recovery

Beyond all its uses in home environments, VPNremote and the 4600 Series IP Telephones create a very flexible and powerful Business Continuity/Disaster Recovery solution. Once configured initially, Avaya IP Telephones with VPNremote software are simple to activate in times of emergency - even by non-technical personnel.

In the event that communications must be quickly provided to temporary command centers, Avaya VPNremote and 4600 Series IP Telephones are easy to activate and put into production over any available broadband connection, including high speed satellite.



Avaya Broadcast Server telephone application allows reminders and alerts to be instantly distributed to displays of remote IP phones.

For enhanced communications in real time, remote phones support phone applications – including Avaya Broadcast Server. The Broadcast Server application allows for a manager or administrator to quickly compose a text message to be instantly broadcast to the displays of remote IP phones. In the event that users do not have access to email, the Broadcast Server application allows status updates, instructions and alerts to be distributed to remote workers instantly.

## Administration/Total Cost of Ownership

From an administrative perspective, 4600 Series IP Telephones with VPNremote provide a more reliable, easy to deploy and maintain solution – versus other remote telephony alternatives. As a dedicated telephony device, the 4600 Series Telephone is “always on” and requires no manual setup or manipulation by the end user.

## Security

VPNremote for 4600 Series IP Telephones is an IPSec VPN client integrated within the IP phone’s firmware. VPNremote provides a single encrypted channel for both voice and signaling information and is specific to the telephone. Other endpoints on the users home network such as laptop computers require separate authentication credentials to join the private company network.

## More Information

For more information on the VPNRemote, visit [avaya.com](http://avaya.com) or contact your Avaya Client Executive or Avaya Authorized BusinessPartner.

### Requirements:

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| <ul style="list-style-type: none"> <li>• <b>Supported Avaya IP Telephones:</b> <ul style="list-style-type: none"> <li>– 4610SW</li> <li>– 4620SW</li> <li>– 4621SW</li> <li>– 4622SW</li> <li>– IP CallMaster</li> <li>– 4625SW</li> </ul> </li> <li>• <b>Supported Avaya Security Gateways:</b> <ul style="list-style-type: none"> <li>– SG208</li> <li>– SG203</li> <li>– SG200</li> </ul> </li> <li>• <b>Supported Cisco Security Gateways:</b> <ul style="list-style-type: none"> <li>– VPN 3000 Series</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>– PIX 500 Series</li> <li>• <b>Supported NetScreen/Juniper Security Gateways:</b> <ul style="list-style-type: none"> <li>– NS Series</li> <li>– SSG Series</li> <li>– ISG Series</li> </ul> </li> <li>• <b>Supported by all Checkpoint Software Security Gateways</b></li> <li>• <b>Supported Nokia Security Gateways:</b> <ul style="list-style-type: none"> <li>– IP45, 60, 260, 290, 390, 560, 690, 1220, 1260, 2255</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• <b>Supported Nortel Security Gateways:</b> <ul style="list-style-type: none"> <li>– VPN Router 600, 1000, 2700, and 5000</li> </ul> </li> <li>• <b>Broadband Internet Service:</b> <ul style="list-style-type: none"> <li>– Cable Modems</li> <li>– DSL</li> </ul> </li> <li>• <b>Home Network Equipment:</b> <ul style="list-style-type: none"> <li>– 3rd party home router or broadband modem with available ethernet port</li> </ul> </li> </ul> |
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### About Avaya

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve market-place advantage. More than 1 million businesses worldwide, including more than 90 percent of the FORTUNE 500®, use Avaya solutions for IP Telephony,

Unified Communications, Contact Centers and Communications Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large. For more information visit the Avaya Web site: <http://www.avaya.com>.

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