



Avaya IP Softphone

Boost enterprise workgroup productivity by seamlessly integrating communications into your work environment

The Avaya IP Softphone is an IP telephone client for Windows-based PCs that provides end users access to key Avaya Communication Manager features through a standalone application or as a integrated part of leading desktop productivity tools such as Microsoft® Office Communicator, IBM® Lotus Sametime Connect and Citrix Presentation Server. Integration with your existing productivity tools ensures a faster learning curve and a true Unified Communications experience for end users while enabling the enterprise to further leverage existing infrastructure. In addition, remote and mobile workers can optimize their productivity by having full access to these capabilities while away from the office. Features such as presence tracking, click-to-dial from Microsoft Outlook and Lotus Notes contact lists, Microsoft Internet Explorer and LDAP-based directories, synchronized call logs and video options ensures that your enterprise is armed with the tools it needs increase productivity within individual workgroups and the broader enterprise.



Features

- Integration with Microsoft Office Communicator, IBM® Lotus Sametime Connect, and Citrix Presentation Server.
- Search and launch calls from Microsoft Outlook and Lotus Notes contact lists
- Click to dial from Microsoft Internet Explorer with enhanced support for international dial plans
- Video telephony among IP Softphone users, group systems and MCUs
- Four Operational Modes providing flexible choices based on bandwidth availability
 - Pure Voice over IP configuration (Road Warrior mode)
 - Dual connection (Telecommuter mode)
 - Shared control of IP or digital telephones (Shared Control mode)
 - Instant Messaging only
- Choice of easy-to-use graphical user interfaces: Call Bar View & Phone Picture View
- Multiple call appearances, Conference, Transfer, Hold, Mute, Redial, Volume control
- Access to Avaya Communication Manager station features and buttons programmed on the user's telephone
- Productivity tools — Phonebook, Call Log, LDAP Directory client with user-customizable search
- Microsoft Outlook Contact list integration (dialing, screen-pop)
- Enhanced administration and configuration of IP Softphone endpoints

- Integration with leading software configuration packages through MSI installer support
- Secure communications with Media and Signaling Channel Encryption
- Multilanguage support

PC Hardware Requirements

- Intel Pentium 1 Ghz or compatible processor — Minimum of 128 Mb RAM for most configurations
- Minimum of 50 Mb of available hard disk space
- A full duplex sound device (both parties can talk and hear each other at the same time), speaker/headset, and a microphone (for VoIP (Road Warrior) mode only)
- Network Interface Card for local area network connectivity and/or a modem (28.8 Kbps or faster) for dial-up networking
- Microsoft Windows software-compatible VGA (or better) adapter and pointing device (usually a mouse)

PC System Requirements

One of the following systems:

- Microsoft Vista Business and Ultimate Editions¹
- Microsoft Windows XP Professional or Home Edition, including Service Pack 2
- Microsoft Windows 2000 or Professional with Service Pack 3 or higher
- Microsoft Internet Explorer 5.5 or later to view the online help and use click-to-dial

Features – Avaya IP Softphone R 6.0

Operating Systems

- Microsoft Vista Business and Ultimate Editions¹
- Windows XP (Professional or Home Editions including Service Pack 2)
- Windows 2000 (Professional SP3 or higher)

Languages

- Chinese, Dutch, French, German, Italian, Japanese, Korean, Portuguese, Russian, Spanish, US English
- Language support available on standalone, Microsoft Office Communicator and Lotus Sametime Connect integrations

Telephones Supported

- 2400, 4600, 6400, 8400 and 9600 series phones

Supported Environments

- Microsoft Office Communicator/Live Communication Server 2005
- IBM Sametime Connect 7.5 Click-to-Dial
- Citrix Presentation Server 4 and above
- Classic IP Softphone client (stand alone)

Audio Configuration Options

- VoIP (Road Warrior) Mode
- Dual Connect (Telecommuter) Mode
- Shared Control Mode with Digital² or IP Telephone

- Instant Messaging Only
- High-definition audio support³

User interface views

- Call Bar View
- Picture of Phone View

Phone Feature Enhancements

- Drag and drop Transfer and Conference
- Local touch tones

Dialing Plans

- Log in as 13 digit station⁴
- Dial 13 digit stations internally

Click-to-Dial Features

- Clipboard dialing⁵
- Speed Dial Numbers
- Dialing from MS Outlook Contact List⁶
- Dialing from MS Internet Explorer⁷

Instant Messaging Support⁸

- SIP-based
- Encrypted
- Contact List

Presence Status⁹

- Availability states Online, Busy, Away, On Phone, Appear offline

Directory Enhancements

- Customization of Public Directory Fields⁹
- Customization of Phone Directory Fields¹⁰
- Customizable End User Search Capability¹¹

Quality of Service (QoS) support¹²

- Dynamic QoS

Virtual Private Network (VPN) support

- Supported Products Avaya, Checkpoint¹³, Cisco, Nortel, Lucent, Juniper

Firewall interoperability

- TCP/UDP port range configuration
- Network Address Translation (NAT) support¹⁴
- NAPT support

Security

- Support for encryption of audio streams via either Advanced Encryption Standard (AES) or Avaya Encryption Algorithm Version 2 (AEAv2)¹⁵
- Support for signaling encryption using H.235.5 and requires CM 3.0.1 and above
- Password protected login sessions

Survivability

- Load balancing¹⁶
- Alternate gatekeeper¹⁷
- Survivability against Denial of Service (DoS) attacks

¹ Microsoft Vista support is limited to the standalone configuration only. Enhanced integration with Microsoft Office Communicator, Lotus Sametime and Citrix are not supported with the Vista operating system

² This feature requires Avaya Communication Manager 2.0 or greater

³ Available with IP Softphone R6 only

⁴ The user has the ability to set whether a 13-digit number will be treated as an external call or an internal extension. The server must be capable of supporting 13-digit dial plans.

⁵ 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.

⁶ This capability requires Microsoft Outlook 2000 SP3, 2002 SP2, or 2003 or higher

⁷ This capability requires Microsoft Internet Explorer V5.5 or greater

⁸ Instant Messaging and Presence require Avaya SIP Enablement Services 2.0 +. R6 supports Avaya SES Server, Microsoft Office

Communicator, and IBM Lotus Sametime. Encryption is only supported in the SES supported Instant Messaging configuration.

⁹ 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.

¹⁰ The ability to customize (add, remove, and rename) the fields that are shown in the Phone Directory application.

¹¹ Customizable end user search capability only available with R6.

¹² 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.

¹³ 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.

¹⁴ Requires Avaya Communication Manager.

¹⁵ Requires Avaya Communication Manager R1.2 load 107 (Red Feature) or higher. Signaling encryption only available with R6.

¹⁶ 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.

¹⁷ IP Softphone can have multiple alternate Gatekeepers besides its primary Gatekeeper to avoid problems when primary Gatekeeper is unreachable.

Learn More

For more information about how Avaya Unified Communication Solutions may be leveraged to help grow revenue and reduce costs, please contact your Avaya Client Executive, Authorized BusinessPartner or visit avaya.com.