



IP Telephony

Contact Centers

Mobility

Services

## FACT SHEET

# Avaya IP Softphone

**Integrating IP Telephony, Contact Lists, Instant Messaging, Presence and Video to boost enterprise workgroup productivity**

The Avaya IP Softphone is an IP telephone client for Windows-based PCs, providing access to Avaya Communication Manager features such as multiple call appearances, transfer and conference. Remote and mobile workers can optimize productivity with capabilities like click-to-dial from Microsoft Outlook contact lists, Lotus Notes contact lists, Microsoft Internet Explorer pages or LDAP-based directories, and synchronization of incoming calls with directory look-ups. Instant messaging and presence tracking help IP Softphone users learn each others' availability status and communicate appropriately via a phone call or instant message. Plus, video can be added to IP Softphone calls, making video telephony as easy as voice.



## Features

- Instant Messaging among IP Softphone users
- Presence Tracking among IP Softphone users
- Search and launch calls from Microsoft Outlook and Lotus Notes contact lists
- Click to dial from Microsoft Internet Explorer
- Video telephony among IP Softphone users, group systems and MCUs
- Four Operational Modes
  - Pure Voice over IP configuration (VoIP mode)
  - Dual connection (Multi Phone mode)
  - Shared control of IP or digital telephones (Shared Control mode)
  - Instant Messaging only
- Flexible choices based on bandwidth availability
- 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 (including V3) Directory client
- Launch calls from TAPI-compliant Personal Information Managers
- Microsoft Outlook Contact list integration (dialing, screen-pop)
- Integrated iClarity IP Audio
- G.711, G.729a, G.723.1a audio voice codecs
- Administrable iClarity fields
- MSI installer support

## PC Requirements

- Intel Pentium 1 Ghz or compatible processor
- 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 (VoIP mode)
- 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)

## FEATURES – Avaya IP Softphone R5.2

### Operating Systems

Windows XP (Home & Professional)  
Windows 2000 (Professional SP3 or higher)

### Languages

Chinese, Dutch, French, German, Italian, Japanese, Korean, Portuguese, Russian, Spanish, US English

### Telephones Supported (IP Softphone 5.2)

#### Call Bar View and Picture of Phone View

4601, 4610, 4620, 4612, 4624, 6408D, 2420, 2410, 2420, 6408D+, 6416D+, 6424D+, 8405D, 8405D+, 8410D, 8411D, 8434D

#### Call Bar View Only

4602, 4606, 4630, 6402D, 8434D, many others

### Audio Configuration Options

VoIP Mode  
Multi-Phone Mode  
Shared Control of an IP Telephone<sup>1</sup>  
Shared Control of Display Telephone<sup>2</sup>

### User interface views

Enhanced Picture of Phone  
Editable labels on Picture of Phone

### Latest Phone Feature Enhancements

Drag and drop Transfer and Conference  
Local touch tones

### Dialing Plans

Log in as 7 digit station<sup>3</sup>  
Dial 7 digit stations internally

### Application Enhancements

Clipboard dialing<sup>4</sup>  
Speed Dial Numbers  
Dialing from MS Outlook Contact List<sup>5</sup>  
Dialing from MS Internet Explorer<sup>6</sup>

### Instant Messaging Support<sup>7</sup>

SIP-based  
Encrypted  
Contact List

### Presence Status<sup>8</sup>

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

### Directory Enhancements

Customization of Public Directory Fields<sup>9</sup>  
Customization of Phone Directory Fields<sup>9</sup>

### Quality of Service (QoS) support<sup>10</sup>

Dynamic QoS

### Virtual Private Network (VPN) support

Supported Products  
Avaya, Checkpoint<sup>11</sup>, Cisco, Nortel, Lucent

### Firewall interoperability

TCP/UDP port range configuration  
Network Address Translation (NAT) support<sup>12</sup>  
NAPT support

### Security

Encryption of audio stream using  
Avaya Encryption Algorithm Version 2 (AEAv2)<sup>13</sup>  
Encryption of audio stream using  
Advanced Encryption Standard (AES)  
Password protected login sessions

### Survivability

Load balancing<sup>14</sup>  
Alternate gatekeeper<sup>15</sup>  
Survivability against Denial of Service (DoS) attacks  
Survivability against Denial of Service (DoS) attacks

<sup>1</sup> Ability to control Avaya IP Telephones by Avaya IP Softphones is supported on 4601, 4602, 4606, 4610, 4612, 4620, 4624 and 4630 terminal types. This feature requires release 1.8 or greater on IP Telephones and Avaya Communication Manager 2.0 or greater

<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 or greater.

<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, 2002 SP2, or 2003 or higher

<sup>6</sup> This capability requires Microsoft Internet Explorer V5.5 or greater

<sup>7</sup> Instant Messaging and Presence require Avaya SIP Enablement Services 2.0 +

<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.

## PC Operating System Requirements

One of the following systems:

- 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

## Learn More

For more information about how Avaya IP Solutions may be leveraged to help grow revenue and reduce costs, please contact your Avaya Client Executive, Authorized BusinessPartner or visit [avaya.com](http://avaya.com).

## PC RAM Requirements

Operating System	Multi Phone Configuration	VoIP Configuration Phone Configuration
Microsoft Windows 2000	64 Mb RAM	128 Mb RAM
Microsoft Windows XP	128 Mb RAM	128 Mb RAM