



## Avaya IP Softphone

Integrating IP Telephony, Instant Messaging and Presence to boost enterprise workgroup productivity

The Avaya IP Softphone is an IP telephone client for Windows-based PCs. It provides access to productivity-enhancing Avaya Communication Manager features such as multiple call appearances, transfer and conference. Working remotely has never been easier with access to capabilities like click to dial from Microsoft Outlook contact lists, Internet Explorer pages and LDAP-based directories as well as synchronizing 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.

### Features

- Instant Messaging among IP Softphone users
- Presence Tracking among IP Softphone users
- Microsoft Outlook Contact list integration (dialing, screen-pop)
- Click to dial from Microsoft Internet Explorer
- Three Operational Modes
  - Pure Voice over IP configuration (road warrior)
  - Dual connection (telecommuter)
  - Shared control of IP or digital telephones
- Flexible choices based on bandwidth availability
- Choice of two easy-to-use graphical user interface: 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
- Launch calls from TAPI-compliant Personal Information Managers
- Integrated iClarity IP Audio
- G.711, G.729a, G.723.1a audio voice codecs



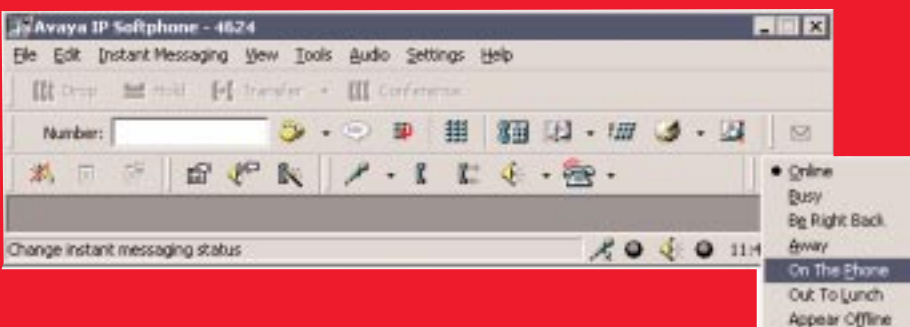


## Requirements

- Avaya Communications Server with: – IP Softphone R5- Avaya Communication Manager or Avaya Call Processing Software R10 or later
- 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
- The IP Softphone R5 right-to-use license has been purchased and administered on the communications server
- The telephone extension has been administered for the IP Softphone
- For Instant Messaging and Presence, the Avaya Converged Communication Server must be purchased and administered to support Avaya IP Softphone R5.1 clients.

## PC Requirements

- Intel Pentium 300 MHz (400 MHz recommended for Road Warrior) or compatible processor
- Minimum of 30 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 (Road Warrior 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)



### Presence Status Management

Status: Modified

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	
Windows XP (Home & Professional)	Yes
Windows 2000 (Professional & Server)	Yes
Languages	
US English	Yes
Chinese, French, German, Italian, Japanese, Korean, Portuguese, Spanish, Russian	Yes
Telephones Supported	
Call Bar View and Picture of Phone View	4620, 4612, 4624, 6408D, 2420, 6408D+, 6416D+, 6424D+, 8405D, 8405D+, 8410D, 8411D, 8434D
Call Bar View Only	4602, 4606, 4630, 6402D, 8434Dw/exp
Audio Configuration Options	
Road Warrior (VoIP)	Yes
Telecommuter	Yes
Shared Control of an IP Telephone <sup>1</sup>	Yes
Shared Control of an IP Telephone <sup>2</sup>	Yes
User interface views	
Enhanced Picture of Phone	Yes
Editable labels on Picture of Phone	Yes
Latest Phone Feature Enhancements	
Drag and drop Transfer and Conference	Yes
Local touch tones	Yes
Dialing Plans	
Log in as 7 digit station	Yes
Dial 7 digit stations internally <sup>3</sup>	Yes

Application Enhancements	
Clipboard dialing <sup>4</sup>	Yes
Speed Dial Numbers	Yes
Dialing from MS Outlook Contact List <sup>5</sup>	Yes
Dialing from MS Internet Explorer page <sup>6</sup>	Yes
Instant Messaging Support <sup>7</sup>	
SIP-based	Yes
Encrypted	Yes
Contact List	Yes
Presence Status <sup>7</sup>	
Availability	Online, Away, On Phone, Appear offline
Directory Enhancements	
Customization of Public Directory Fields <sup>8</sup>	Yes
Customization of Phone Directory Fields <sup>9</sup>	Yes
Quality of Service (QoS) support <sup>10</sup>	
QoS	Dynamic
Virtual Private Network (VPN) support	
Supported Products	Avaya, Checkpoint <sup>11</sup> , Cisco, Nortel, Lucent
Firewall interoperability	
TCP/UDP port range configuration	Yes
Network Address Translation (NAT) support <sup>12</sup>	Yes
NAPT support	No
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 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 Home Edition (except R2)
- Microsoft Windows 2000 Server or Professional with Service Pack 2 or later
- Microsoft Internet Explorer 5.5 or later to view the online help

## PC RAM Requirements

Operating System	Telecommuter/IP Telephone Configuration	Road Warrior Configuration
Microsoft Windows 2000	64 Mb RAM	128 Mb RAM
Microsoft Windows XP	128 Mb RAM	128 Mb RAM

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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/learnmore/ip](http://avaya.com/learnmore/ip). For more information about Avaya, visit [avaya.com](http://avaya.com)

### About Avaya

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.

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.



IP Telephony

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