

AVAYA



Avaya IP Softphone R2

An IP Phone for Your Workspace
On the Road, Home and Office



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Road warriors and telecommuting employees are important to your business. To stay productive, they need the best communications support available.

With the Avaya IP Softphone Release 2, *they'll have sophisticated Avaya call processing features* – the same capabilities available on the office DEFINITY® and IP600 Communication Servers – *right on their PC screen.* No barriers, no matter where they are. To the person calling, the IP Softphone user is always at the office.

IP Softphone enables you to migrate voice applications to an IP environment incrementally, while enhancing your investment in your Avaya Server. It's an ***excellent way to begin moving your voice communications into an IP environment.*** At the same time, your Avaya Server investment continues to pay dividends, because you can carry the full set of Avaya Call Processing Software features into the IP environment.

Avaya Server Power Wherever You Need It

Logged into the host server, the IP Softphone PC takes over the user's extension, ***providing the user a rich and familiar array of calling features.*** These features include caller ID, call answer, hold, hang up, transfer, conferencing, speed dialing, directory access, multi-line appearances and more – virtually everything except call center agent functions.

Working in conjunction with Avaya Call Processing Software on the host server, ***the IP Softphone combines flexibility, full telephone features and the user's choice of two easy-to-use on-screen interfaces.*** One emulates a telephone, with dial pad and programmable buttons that provides a familiar digital telephone interface to the user. The other uses a Microsoft Windows computer-style display. Because the interfaces and features are familiar, users need little or no training to use IP Softphone. In addition, the IP Softphone supports multiple languages: English, Simplified Chinese, Korean, Japanese, French, German, Italian, Latin American Spanish and Brazilian Portuguese.

Flexibility and Savings

Flexibility extends to the IP Softphone's network connections. Road warriors are likely to use the computer's 56K modem and connect to

the LAN and Avaya Server over an IP connection. This ***single line connection can be a significant time and money saver.*** Avaya's iClarity IP Audio is integrated in the application to provide best-in-class voice over IP (VoIP) quality. The IP Softphone also works with Cable/DSL/ISDN connections.

Telecommuters may prefer the toll-quality voice connections available by using two public network analog lines at once – one for data and one for voice. The voice line can even be a cellular line.

This innovative second-generation Computer-Telephone Integration (CTI) application runs on the Windows operating system. It supports industry-standard H.323 and TAPI applications.

When they're out of the office, your employees take the future of your organization with them. They should also take the finest communication tools available: the rich functions of Avaya Call Processing Software, and the Avaya IP Softphone.

You can find more information on the IP Softphone product on our web site: avaya.com/eclips. If you would like an Avaya representative to contact you please go to: avaya.com and select "Contact Us".



The IP Softphone provides powerful PC based control of your communications, all managed through an easy to understand, graphical on-screen interface that supports call controls and features to help increase employee productivity:

- Multiple call appearances
- Caller ID information
- Call originating and answering
- Drop, Hold, Transfer and Conference
- Feature buttons for Speed Dial and Send All Calls
- Message waiting indication
- Dial Pad
- Last number redial
- Supports Microsoft Windows 98®, 2000® NT 4.0 and Me
- Enhanced integrated H.323 audio component for superior audio performance
- Lightweight Directory Access Protocol (LDAP) directory client
- Choice of two user interfaces:
 - Call bar view (abstraction of the user's telephone)
 - Phone picture view (actual picture of the telephone)
- Support for multi-languages
- And more

The Avaya logo is displayed in a bold, red, sans-serif font. The letters are closely spaced, and the 'A' and 'Y' have a distinctive shape with a slight curve at the bottom.