

# AVAYA



## Avaya Unified Access

Smart Devices and User Agents that enhance end user productivity



IP Telephony

Contact Centers

Unified Communication

Services



Avaya Unified Access Solutions deliver the power of Avaya MultiVantage™ Communication Applications across your enterprise, to keep your business nimble and decisive. They also integrate with a variety of desktop and enterprise-wide applications, generating more value from your investment.

To meet the tough demands of business today, many enterprises are looking for ways to make their operations more efficient and effective. They are expected to do more, yet they often must do it with less. The right choice of Smart Devices and User Agents can help your enterprise triumph over such challenges. The devices and applications in the Avaya Unified Access solutions family can help your organization adapt quickly to new challenges, and seize opportunities to grow revenue and capture market share.

Avaya helps you unleash the potential of your current networks, so you can optimize business processes. The Avaya Communications Architecture adapts to meet the needs of every enterprise, from the smallest to the very largest. And it delivers the highest performance and availability, including up to 99.999 percent reliability. Avaya Unified Access solutions help you meet the changing demands of today, and more. They help you meet the business needs that never change: To grow. To run lean. To serve your customers better, every day.

Avaya offers a portfolio of hardware-based smart devices and software-based user agents that provide access to the powerful telephony features of Avaya Communication Manager. They integrate with client desktop applications to improve user productivity. Smart Devices include Avaya IP, Digital and Analog telephones; both wired and wireless. User Agents include Avaya IP Softphone and IP Softphone for Pocket PC, Avaya Unified Communication Center (UCC) Speech Access, Avaya SoftConsole, and Avaya IP Agent. Smart Devices and User Agents help enterprises be more productive, in part, by providing anytime, anywhere access to maximize business continuity.

## User Agents

### Avaya Unified Communication Center (UCC) Speech Access

Avaya UCC offers users one friendly interface to the network services they use most. UCC empowers employees with quick and easy access to the communications tools and information they need to be highly productive while traveling or working from a remote office. Through speech commands from any phone, UCC users can easily gain access to their calling and conferencing capabilities, calendars and tasks lists, messages and corporate directories and databases.

Avaya Speech Access for Universal Messaging software makes any telephone a powerful information portal. It allows you to listen to your email messages using text-to-speech conversion, reply to and forward email/voice mail messages, check and schedule appointments, make phone calls, manage conference calls and create

tasks and reminders. Avaya Universal Access Phone Status, an application designed to support sight-impaired users, allows them to hear the visual cues on the telephone lamps and displays.

### Avaya IP Softphone

The Avaya IP Softphone is an IP telephone client for Windows-based PCs. It provides transparent access to real time voice communications and productivity enhancing Avaya Communication Manager features such as managing multiple call appearances, transfer and conference. Transparent voice communications from alternate work locations such as from home, hotels on business travel, Internet hot spots and customer locations has never been easier. The Avaya IP Softphone offers simple point and click dialing from Microsoft Outlook contact lists, phone numbers displayed within Internet Explorer pages and LDAP-based directories. Incoming calls can be synchronized with directory look-ups for simple screen pop applications. Instant messaging and presence tracking help IP Softphone users become aware of each other's current availability and to communicate appropriately via a phone call or instant message.



Avaya IP Softphone



- Patented technology for high-quality VoIP
- Full access to your personalized desktop phone features directly from your Windows PC
- Integration with Microsoft Outlook to autodial from your contact list
- Multiple call appearances
- Single or dual connect options
- Directory Access (LDAP)
- Click to dial from Microsoft Internet Explorer
- Optional Instant Messaging and Presence Tracking for improved workgroup collaboration — including an Instant Messaging only option
- Shared Control of both digital and IP telephones
- Point to point video calls with Polycom ViaVideo II desktop video integration

#### **Avaya IP Softphone for Pocket PC**

The Avaya IP Softphone for Pocket PC is an IP telephone client for WiFi networked, Windows based, Pocket PC devices. It provides transparent access

to real time voice communications and productivity enhancing Avaya Communication Manager features such as managing multiple call appearances, transfer and conference — all in the convenience of a handheld device. The Avaya IP Softphone for Pocket PC offers simple point and click dialing from directories such as Microsoft Outlook contact lists.

#### **Avaya IP Agent**

Avaya IP Agent is a Windows-based softphone application specifically designed to accommodate contact center agents working remotely or in an office location. It runs on Windows 98, Windows 2000, Windows XP, or Windows NT® 4.0 PCs, enabling agents to work from their PC, anywhere, through remote connectivity to their corporate network. Agents have access to the full range of Avaya agent capabilities using a graphical user interface with standard drag and- drop conventions.

- Access to common contact center agent functions such as agent login, logout, workmode changes
- Screen pops based on dialed number identification service (DNIS), automated number identification (ANI) and prompted digits
- Integrated call history feature provides agents with a detailed view of calls made and received
- Connect Options: Avaya IP Agent is available in the single and dual connect mode

#### **Avaya Softconsole**

Avaya SoftConsole is a software attendant console that builds on the features of the popular Avaya 302 Attendant Console. With its ability to search internal



and external directories, and display detailed caller information on up to six calls simultaneously, Avaya SoftConsole brings more productivity to the attendant's experience. Avaya SoftConsole improves the user experience through a new interface, comprehensive setup wizards, e-mail integration, and enhanced directory capabilities.

- Choice of two IP connections or DCP connection
    - Voice over IP configuration (telecommuter)
    - Dual connection (road warrior) for toll quality
  - DCP connection using Avaya CallMaster VI
  - Integrated iClarity for IP audio
  - Directory lookup and dialing
  - Integrated with directory management to support up to 100 directory databases,
  - Permanent and per call notes
- **An infrared port** for PDA and PC application integration (available on the Avaya 4620SW / 4630SW Telephone)
  - **Multiple power options**, including support for power over Ethernet technology.
  - **Enables easy upgrade** via downloadable software and firmware
  - **WML-based or HTML-based displays** on several models (4610SW, 4620SW, and 4630SW) to support a variety of enterprise applications

## Avaya Smart Devices

### Avaya IP Telephones

Avaya IP telephones bring the rich features and functions of Avaya Communication Manager directly to the desktop. They are an essential part of Avaya converged voice and data networks. These telephones deliver an extensive set of features, high audio quality, and attractive streamlined design.

- **High-quality, built-in speakerphone** with echo cancellation, directional microphone, and a tuned speaker cavity provides the highest audio quality
- **Simplified wiring** connects to your IP network with a single 10/100 BaseT Ethernet LAN connection, and an Ethernet hub is built into each

Beyond traditional voice communications and web browsing, the Avaya IP Telephones also support the deployment next generation applications to the user's desktop. As intelligent endpoints on the IP network, Avaya IP telephones can access server based information which can be delivered to the phones display. Additionally, applications can utilize the phones speaker to push audio content to the user..

### Avaya 4601 IP Telephone

The Avaya 4601 IP Telephone is a cost effective voice communications device delivering basic functionality. The 4601 is designed for environments requiring basic phone features such as entry level staff positions, hallways, lobbies and other common work areas. The 4601 includes the following:

- 2 Line Appearance/feature keys
- 8 fixed feature keys: Transfer, Conference, Drop, Redial, Message, Hold, Volume up and down
- Multiple Power Options



- 10 /100 BaseT Ethernet Connection
- Message Waiting Indicator

## **Avaya 4602/4602SW IP Telephone**

These IP telephones give you all of the basic features and capabilities.

- Three modes of operation (software defined)
  - 1) H.323 based IP protocol, with additional embedded signaling (proprietary)
  - 2) Session Initiation Protocol (SIP) for use with industry-standard SIP Communication Servers
  - 3) SIP for use with Avaya Converged Communications Server (Industry-standard SIP plus extensions)
- Two programmable call appearance/feature keys
- Ten fixed feature buttons: Conference, Transfer, Drop, Hold, Redial, Mute, Volume up & down, Speaker, Voice Mail
- ICON and English button labels—available globally
- 2 x 24 character based Eurofont display
- 10/100 BaseT with auto-negotiation
- Message waiting indicator
- Group listen feature
- Reversible stand for wall mount
- Single Ethernet port
- Integrated switch available on 4602SW IP telephone

## **Avaya 4610SW IP Telephone**

This is a mid-range, high-function Avaya IP telephone.

- Mid-sized multi-gray scale graphic display
- WML browser capability using standard XML
- LDAP directory access via browser
- Integrated switch for PC connection
- 10/100 BaseT with separate auto-negotiation for each port
- 14 fixed feature buttons
- 12-line appearance buttons (2 pages of 6)
- Three display navigation keys: Previous (<), More (>), Exit
- Full duplex speakerphone with Auto Echo Cancellation—acoustic cavity for improved sound
- Local speed dial, call log and web applications
- Separate headset jack
- Adjustable desk stand
- Wall mountable
- Advanced Encryption Standard (AES) support



**Avaya 4610SW IP Telephone**

## Avaya 4620SW IP Telephone

This is a high-function, high-capacity Avaya IP telephone.

- Large screen graphic display (168x132 dots)
- Four gray scales, 5x7 dot characters
- WML browser capability using standard XML
- LDAP directory access via browser
- Integrated switch for PC connection
- 10/100 BaseT with separate auto-negotiation for each port
- Ten fixed feature buttons: Conference, Transfer, Drop, Hold, Redial, Mute, Volume up & down, Speaker, Voice Mail, Headset, 24-line appearance buttons
- Four application feature buttons along bottom of display
- Three display navigation keys: Previous (<), More (>), Exit
- Full duplex speakerphone with Auto Echo Cancellation— acoustic cavity for improved sound
- Local speed dial, call log and web applications
- Separate headset jack
- Adjustable desk stand
- Wall mountable
- Infrared port
- Feature key expansion interface
- Unicode support for native language display information
- Advanced Encryption Standard (AES) support

## Avaya 4630SW IP Screenphone



## Avaya 4630SW IP Screenphone

This IP telephone has a full-color touch screen, offers Web access and six telephony-related applications, with a menu-based interface designed for ease of use.

It can display a variety of information, including Web pages specially downsized for small-format displays. Sample applications are concierge desks at hotels, airline frequent travelers clubs, financial services kiosks, and as an executive desktop phone.

- Integrated switch for PC
- Multi-button capabilities supported by Avaya Communication Manager; 3 to 5 call appearances plus 21 feature buttons
- Speed dial providing 120 “buttons” organized into groups for easier access; names, numbers, and group names are user programmable
- Call log lists of up to 100 incoming and outgoing calls
- Access to corporate directory information on a Lightweight Directory Access Protocol (LDAP) server
- Web access provides “browsing” access to HTML Web-based information, including support for downloaded Java™ applets
- Access to multimedia messaging capabilities of the Avaya DEFINITY® AUDIX® or Avaya INTUITY™ AUDIX systems using Avaya UCC



## Avaya Digital Telephones

Avaya digital telephones deliver the right combination of affordability and enterprise communication functionality. They are designed to meet global connectivity requirements so you can use them anywhere your enterprise does business.

- Automatic customer telephone rearrangement lets you move telephones quickly and easily within a location without a technician
- One-touch operation allows you to conveniently answer, hang up, and dial without having to pick up the handset
- Simple end-user programming of buttons
- Self-test capability for minimizing servicing needs
- Sleek, international styling looks great in any location

## Avaya 6402 Telephone

The Avaya 6402 Telephone provides affordable functionality for an entry-level user.

- Eight fixed feature keys: Speaker, Feature, Hold, Transfer, Redial, Conference, Volume up & down
- Customizable ringer volume and tone
- 12 shiftable dial pad feature buttons
- Listen only speaker
- Desk and wall mountable

## Avaya 6402 Display Telephone

The Avaya 6402 Display Telephone provides affordable functionality for an entry-level user similar to the Avaya 6402 telephone and also adds 2 x 16 character display.

## Avaya 6408D Display Telephone

The Avaya 6408 Display Telephone provides affordable functionality, with personalization options that enhance productivity in a busy office environment.

- Administrable hands-free operation
- 2 x 24 character display
- Built-in speakerphone
- User personalization functions
- Time/day default
- Adjustable display
- Customizable ringer with volume and tone control
- Eight flexible feature or call appearance keys
- Eight fixed feature keys
- Four display soft keys
- Four display navigation keys
- Desk and wall mountable







**Avaya 6424D+M Display Telephone**

**Avaya 2420 Digital Telephone**

### **Avaya 6416D+M Display Telephone**

The Avaya 6416D+M Display Telephone expands Avaya 6408 Telephone functionality, and adds support for plug-and-play functionality upgrades.

- Sixteen flexible feature or call appearance keys
- Expansion module capable

### **Avaya 6424D+M Display Telephone**

The Avaya 6424D+M Display Telephone expands Avaya 6416 Telephone functionality, adding eight flexible feature keys and includes plug-and-play functionality upgrades.

- Expanded one-touch functionality
- Specialized upgrades for more efficient global communication

### **Expansion Modules for the Avaya 6400 Series Telephones**

A series of add-on modules are available to extend the capabilities of the 6400 series telephone sets. These modules include:

- Avaya XM24 expansion module
- Avaya tip/ring module

### **Avaya 2402 Digital telephone**

This value-priced telephone provides a sleek, modern design and the basic features and functions that users require.

- 2x24 character display
- 2 call appearance/feature buttons
- 12 shifted dial pad features

- 10 fixed feature buttons
- 8 personalized ringing patterns
- One-way Speaker
- Message waiting indication
- Desk and wall mountable

### **Avaya 2410 Digital Telephone**

The Avaya 2410 provides a streamlined, small footprint design and is geared for the general enterprise telephone user. With a large display, the user interface is adapted to improve productivity and serviceability.

- 5x29 character display
- 12 call appearances/feature buttons on 2 pages
- 14 fixed feature buttons
- 8 personalized ringing patterns
- Full duplex speaker with group listen
- Headset jack, hearing aid compatible
- Message waiting indication
- Desk and wall mountable

### **Avaya 2420 Digital Telephone**

The Avaya 2420 Telephone brings increased flexibility and capabilities and a sleek, modern design to the digital telephone product line while continuing to provide access to the full complement of Avaya Communication Manager features. It's designed for an



executive level general telephone user. With the use of a large display the user interface is adapted to improve productivity and serviceability.

- High-end feature set with productivity local call log & speed dial directory
- Advanced user interface
- Reduced installation and move costs — no paper labels
- Investment protection with downloadable firmware
- Large screen 7 line x 29 character display
- Twenty-four-call appearance/feature buttons in 3 pages
- Adjustable Desk Stand
- Function Key Expansion Unit jack
- Advanced Module Capability
- Fully Global ready (Icons)

The phone can be configured for use in the call center environment, providing flexibility for the system administrator.

#### **Expansion Modules for the Avaya 2420 Telephones**

A series of add on modules are available to extend the capabilities of the Avaya 2420 Telephone.

- Avaya 1XU Button Expansion Module
- Avaya 20A Telephone Set Module Adapter
- Avaya 200A Tip/Ring Module
- Avaya 201A Recorder Interface Module

#### **Avaya 302D Attendant Console**

The Avaya 302D Attendant Console is a 2-wire unit with an optional expansion module. They work behind any Avaya DEFINITY® Communication Server running any release software that supports any DCP line circuit card. The Avaya 302D comes in three colors: dark gray, black and Avaya white. The display is a 1 X 40 universal display that will support Katakana, Roman and Euro font character set. Label languages are Japanese, English, French, Dutch, Spanish Latin America, Italian, German, Canadian French, Brazilian Portuguese, and two of each label are included with each console.

- Fourteen fixed buttons, nineteen programmable feature buttons
- Twelve fixed Direct Trunk Group Select buttons (DTGS)

#### **Avaya Analog Telephones**

The Avaya 6200 Series Analog Telephones deliver the enterprise calling features you count on, with the control, quality, and built-in reliability you need. Your enterprise will benefit from their combination of flexibility and ease of use. These telephones are designed to cost effectively integrate with all Avaya Media Servers. They are available in select countries to support your enterprise communication needs around the world.

- Set hold enables you to place a caller on hold
- Message waiting capabilities transparently extend your communications system's voice messaging to your analog sets



- Redial allows you to dial that last number you called at the touch of a button
- Flash tells your switch that you are activating a special feature
- Data jack helps you add important functionality by easily connecting a fax, modem, or laptop computer to your telephone
- Positive disconnect increases productivity by smoothly and easily disconnecting from one call to place or pick up the next call.
- Small footprint saves precious desktop space (also wall mountable)

### **Avaya 6211 Analog Telephone**

This is the basic analog telephone.

- Positive disconnect
- Handset and ringer volume control
- Tone dialing
- PBX message waiting
- Redial, flash
- Set hold (with LED)
- Data jack (RJ11)

### **Avaya 6221 Analog Telephone**

This gives you all of the features and capabilities of the Avaya 6211 Analog Telephone, plus:

- System hold (Avaya DEFINITY, Avaya S8100, S8300, and S8700 Media Servers only, and music on hold if supported by the server),

- Repertory dialing (10 buttons with up to 24 digits or elements each),
- Program keylock,
- Personalized ringing.

### **Avaya Mobility Solutions**

Avaya family of mobility solutions help your employees stay connected and remain productive from wherever their work takes them — whether they are in the office, moving around campus, or around the country.

### **Avaya Extension to Cellular**

Avaya Extension to Cellular software provides you with fast and efficient connections between you, your associates, and your customers. It provides one number access anytime, anywhere with no missed calls. With the Avaya Extension to Cellular solution you can be reached immediately and easily. The result is increased customer satisfaction and higher productivity. This enterprise-class software solution connects enterprise calls arriving on a wide variety of Avaya communications systems to any cellular telephone, regardless of the cellular service.

- One-number portability allows for a high level of accessibility because your office number is bridged to your digital cell telephone



- Simultaneous ringing keeps you and your associates in touch, so you can respond quickly to urgent enterprise matters without delay
- Centralized voice mail feature allows calls forwarded to cellular phones to follow the users existing call path — including all messages into a single voice mail box.
- Software only solution does not require the expense of a wireless office service. It can utilize your existing cellular telephone and service coupled with Avaya Communication Manager

### **Avaya IP Wireless Telephone Solutions**

Avaya IP Wireless Telephone Solutions leverage 802.11 compliant Wireless LANs to provide transport for enterprise-class telephony. This results in cost savings efficiency through convergence of voice and data over the wireless LAN. Components of the solution include Avaya 3616 or 3626 IP wireless telephones, the NetLink 150 Telephony Gateway, and the Avaya Wireless Voice Priority Processor (VPP). This solution provides excellent voice quality for mobile workers within the building or campus, extends the power of Avaya Communication Manager to wireless telephones and scales to support the largest of enterprise deployments.

### **Avaya 900MHz Wireless Telephone Solution**

The Avaya 900 MHz Wireless Telephone solution is a wireless communication system that enables customers to communicate over hand held wireless telephones.

It is based on a micro-cellular design that consists of a Master Control Unit (MCU), base stations, and wireless telephones. This cost-effective solution integrates with a variety of Avaya Communications Systems and helps enterprises be more accessible and productive by enabling their employees to take important calls while mobile. The Avaya 900MHz Wireless Telephone Solution scales to support up to 3200 users and millions of square feet of coverage, making it suitable for enterprise-wide implementations.

### **Devices that help you achieve your communications goals**

Whatever your communications device need, Avaya has the solution. Our IP telephones bring the unmatched power of Avaya Communication Manager where you need it most, in the hands of your employees. Our IP Softphones empower your mobile workers with the tools they need to get their jobs done anytime and anywhere. Our advanced digital phones help you meet global connectivity requirements so you can use them anywhere your enterprise does business. Our analog phones deliver control, quality, and built-in reliability you can count on 24/7. And our advanced wireless applications and systems give you the ability to move about your office or enterprise campus without losing the critical link that keeps you in touch no matter where your day takes you.

### **The flexibility to reach your goals**

With Avaya Communication Manager, Avaya Media Servers and Media Gateways, Avaya Unified Access

solutions and Avaya Global Services, companies can build customized, converged voice and data solutions at their own pace.

These solutions support a range of enterprise needs, from small, singlesite operations to multi-national enterprises.

**Learn More**

To learn more, talk to an Avaya Client Executive or Authorized BusinessPartner. Also, visit [avaya.com/learnmore/ip](http://avaya.com/learnmore/ip). For more information about Avaya and other award-winning solutions, 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

Contact Centers

Unified Communication

Services

© 2004 Avaya Inc.

All Rights Reserved. Avaya and the Avaya Logo are trademarks of Avaya Inc. or Avaya ECS Ltd., a wholly owned subsidiary of Avaya Inc. and may be registered in the US and other jurisdictions. All trademarks identified by ® and ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other registered trademarks or trademarks are property of their respective owners. Printed in the U.S.A.

05/04 • LB1721-04