Version 2.0 Firmware for Avaya 9600 IP Handsets

G3 is pleased to announcing the General Availability of version 2.0 of h.323 firmware for 9600 Series IP Deskphones.

This release contains the most significant feature enhancements since the product lines introduction in 2006. The focus remains on improving user productivity and flexibility and refining the user interface for simplicity.

Release 2.0 provides several contact list enhancements including a unique speech based dialing capability from the deskphone's contact list and the ability for users to utilize portable USB sticks to backup personal contacts from Outlook.

The USB sticks and information stored on them can be used with the 9600 Series Deskphone. Release 2.0 provides additional networking and user interface enhancements including the ability to configure Communication Manager features as softkeys on the main 9600 telephony screen.

The new added features include...

Speech Based Dialing

With 2.0 firmware, an embedded speech recognition engine within the 9600 Series deskphone allows for dialing of contacts from the phone's contact list by simply speaking the person's name. 9600 Series deskphones support up to 250 contacts with up to three numbers each. For contact entries with more than one number (work, mobile) you can specify "call Bill Riley at work" and the firmware is intelligent enough to first search for Bill Riley, and then the "work" number.

Speech dialing supports several languages including: US English, UK English, French, Spanish, Dutch, German, Italian and Brazilian Portuguese. Embedding a voice engine is unique to the 9600 series phones and no competitors in the enterprise desk phone market support this capability.

Contact List Update

The 2.0 firmware provides support for phone contact information on USB sticks. A simple MS Excel file with pre-programmed macro is packaged with the 2.0 firmware and allows users to easily

copy their existing Outlook contacts onto a USB stick for use with the phone. Contacts in other applications can be supported by converting the contacts to a CSV file and using the MS Excel file and USB import capability.

Upon insertion, the phone display prompts the user to keep the contacts on the USB stick, to copy them onto the phone, or to merge them with contacts already on the phone. This enhancement facilitates the speech based dialing feature, as phone numbers must be in the contact list in order to be dialed via speech.

Additionally, the 2.0 firmware for 9600 Series Deskphones will match incoming caller numbers with local phone contacts and present the contact name on the phones display. Users can now search the local phone contacts using the entry of alpha characters from the dialpad – and not scrolling through the entire list. The user simply spells out the contacts name and the phone will resolve the search to highlight the contact for simplified one touch dialing.

Communication Manager features on softkeys

Release 2.0 allows Communication Manager features to be displayed on the main telephony screen, utilising the four softkeys at the bottom of the display of the 9620, 30, 40 and 50. Certain users prefer to have specific features visible at all times, and prefer to not scroll to get them; 2.0 now allows this capability. The specific features to be displayed are administered via parameter setting within the 46xxsettings.txt file. Please note features providing status notification, such as bridged lines, cannot be programmed to the softkeys.

Additional Enhancements

- **Team Button.** A key feature for many EMEA markets has been enhanced to provide more detailed team member status (idle / busy).

- **Improved Handling of Bridged Appearances.** With firmware release 2.0, the deskphone automatically scrolls to highlight a second incoming line appearance or bridged appearance.

- **Guest Login.** Guest users are able to log into the phone with their own profile and personalised settings. With firmware 2.0, the phone will automatically log out the guest users after a predetermined time defined in the settings file. This is useful when visitors forget to log out of a shared deskphone.

- **Custom Screen Saver.** As has been previously available with SIP firmware for 9600's, 2.0 h.323 firmware provides support for custom screen savers such as a company logo – replacing the Avaya one-X screen saver.

- **802.1X pass through.** 9600 Series Deskphones now support authentication of a PC connected through the switch port on the phone, without the phone itself being authenticated.

- **Mute Icon.** An icon has been added to the top line of the display to indicate a call is muted in addition to the red LED on the Mute button.

- **TCP Port Definition.** The ability to define the TCP Port in the HTTP server has been added. Third Party certificates have been added for additional security.

- **WML Browser.** Provide the capability for the default text entry mode to be defined within the browser page load.

Power Consumption

With the ever increasing prices for energy the need to manage power consumption and the associated costs becomes more essential. All one-X Deskphones are PoE Class 2 (802.1af) including the integrated Gigabit 9630G and 40G which over the life of a project will result in significant cost savings for customers when compared to other competitive offerings that require more power, such as PoE Class 3 devices.

Faceplate Designer Tool

Separate from the launch of 2.0 firmware, a software tool to quickly and easily design custom faceplates will be announced. Custom faceplates continue to be a capability unique to Avaya's 9600 series Deskphones. No other IP Deskphone competitor has the ability to customise or personalise the deskphone.