AVAYA

PRODUCT BRIEF

Avaya one-X™ Desktop Edition

Avaya one-X™ Desktop Edition, formerly Avaya SIP Softphone, transforms Windows-based PCs into SIP-based collaboration endpoints. Users are able to make, receive and handle voice calls, send instant messages to one another and track each others' presence through their PC using an intuitive graphical user interface (GUI) from any point on the network. Avaya one-X Desktop Edition leverages the industry-standard nature of SIP and operates in three modes; with Avaya SIP Enablement Services as part of a complete Avaya SIP solution; with 3rd-party SIP Proxy Servers and endpoints that are IETF RFC 3261 compliant; and in peer-to-peer mode with no additional SIP infrastructure.

Benefits

Intuitive, easy-to-use Graphical User Interface

- Consolidated view

- Drag and drop conferencing

- Easy access to contact lists, directories, configuration and call logs

- Quick task bar search

Productivity-enhancing telephony features

Server-based Instant Messaging and Presence provide Intelligent Communications

Three modes of operation for maximum flexibility

- With Avaya SIP Infrastructure

- With 3rd-party standards-compliant SIP Infrastructure

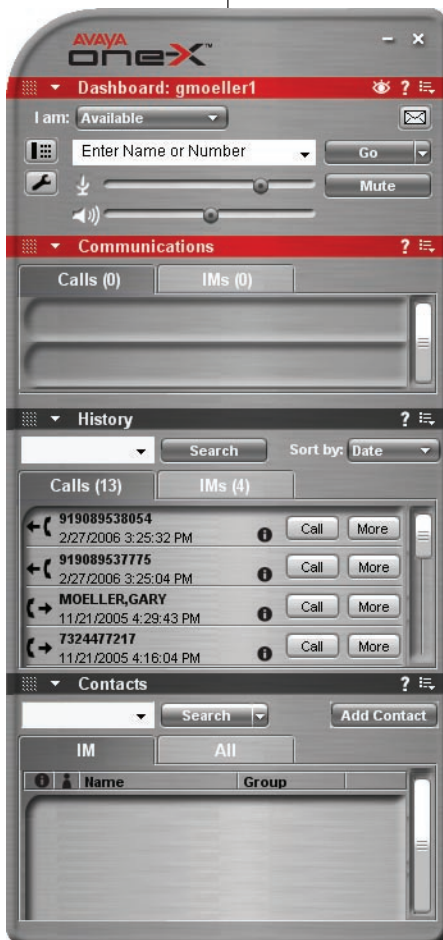- Freely-licensed peer-to-peer mode

Key Features

Audio

- Full and Half duplex operation

- Automatic gain control (AGC)

- Headset and Speakerphone

- Alternate Ringer device

- Bluetooth Audio Support

- Mute & Volume control

Peer to Peer, Free-licensed Features

- Make & Answer Call

- Support for G.711

- Client-based IM & Presence

- DTMF over an Existing Call (RFC 2833)

- Call Hold

- Consultation Hold

- Transfer – Attended, Unattended, and Instant Messaging

- 3-way Conference – Third Party Added

- Requires IP address of called party or Host name with DNS look-up

Licensed features

- Support for G.729, G.723

- URI Dialing

- Message Waiting Indicator (MWI) (network service required)

- Find-Me (Sequential Ringing)

- Call Management – Incoming & Outgoing Call Screening

- Call Forwarding – Unconditional, No Answer, and Busy*

- Call Park and Retrieve*

- Call Pickup*

- Malicious Call Trace*

- Send All Calls*

- Automatic Call Back*

- Calling Party Number Blocking*

- Whisper Page*

- Click to Conference up to 6 buddies*

- Music on Hold*

- Server-based IM & Presence*

Desktop Integration

- Outlook & Notes search and dial from one-X Desktop Edition UI

- Dial with LDAP V3 databases

- Click to Dial from Browser (Internet Explorer 5.5+)

- Local Contact List

- Local Call Log & Speed Dial List

- Click to dial from Microsoft Office

Specifications

Hardware Requirements

Processor:

- Intel Pentium 800MHz or higher

Memory:

- 128 MB RAM for Windows 2000 Professional

- 256 MB RAM for Windows XP (Home, Professional or Tablet)

Network Device:

- A network interface card (NIC) for local connections to the LAN or WAN

- A NIC and high speed modem (cable, xDSL, ISDN)

- An analog modem (28.8 kps or faster) for dial-up networking connections

Sound Device (not needed for Instant Messaging)

- Full-duplex operation

- An output device (speakers or headset)

- An input device (microphone or headset)

- A list of recommended sound devices and headsets is available on support.avaya.com

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* requires Avaya SIP Infrastructure

Destination media:

- Hard disk drive with 50MB of available space

- Additional space will be required to store directory entries and call history

Windows PC video device:

- Video graphics adapter that supports 16 bit color (or better) and 800x600 resolution (or better)

Windows-compatible pointing device

Operating System Requirements

Microsoft Windows 2000 Professional for Intel x86 processors with Service Pack 4 (or later)

Microsoft Windows XP for Intel x86 processors with Service Pack 1 (or later)

- Home

- Professional

Microsoft .NET Framework 1.1

SIP Infrastructure Requirements (for licensed modes of operation)

Avaya Infrastructure

Avaya one-X Desktop Edition interoperates with Avaya SIP Enablement Services 3.0 and greater. The following capabilities are supported:

- Enhanced SIP Telephony and Instant Messaging

- Server-based Presence

- Personal Profile Management

3rd Party SIP Infrastructure

Avaya one-X Desktop Edition has been designed to support the appropriate standards to interoperate with 3rd-party SIP proxy and registration servers as well as 3rd-party SIP endpoints.

Learn More

To learn more about Avaya one-X Desktop Edition contact your Avaya Client Executive or Authorized BusinessPartner, or visit avaya.com.

About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications infrastructure and solutions. For over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, Avaya's embedded solutions help businesses enhance value, improve productivity and create competitive advantage by allowing people to be more productive and create more intelligent processes that satisfy customers.

For businesses large and small, Avaya is a world leader in secure, reliable IP telephony systems, communications applications and full life-cycle services. Driving the convergence of embedded voice and data communications with business applications, Avaya is distinguished by its combination of comprehensive, world-class products and services. Avaya helps customers across the globe leverage existing and new networks to achieve superior business results.

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