Avaya 2050 IP Softphone for Windows PC

Meeting the needs of the mobile workplace

The Internet has created a real-time economy with companies of all sizes conducting business anywhere in the world. The need to remain in touch is, more then ever, driving the requirement for a flexible, portable and user-friendly communication solution.

In a world where decisions are made instantaneously, the Avaya 2050 IP Softphone for Windows PC brings flexibility and mobility, which can help drive business success. Employees can boost their personal productivity whether they are part-time or full-time teleworkers, road warriors or remote contact center agents.
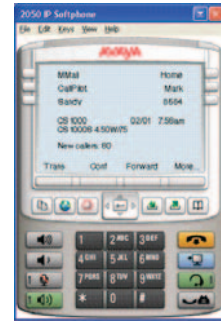
With the 2050 IP Softphone for Windows PC, businesses benefit from a powerful Voice over IP (VoIP) software application that is fully integrated with the Avaya IP Telephony strategy. By leveraging Virtual Private Networks (VPNs) and Avaya VPN Client software, which supports the IPSec security standard on a remote Microsoft Windows PC, employees can communicate with confidence over secure broadband Internet connections while at home or on the road.

The 2050 IP Softphone for Windows PC is also very cost-effective, enabling businesses to reduce telephone operating expenses by routing voice communications over the corporate IP network.

A full mobile solution

With the 2050 IP Softphone for Windows PC, teleworkers and road warriors have the flexibility to establish a virtual office anywhere and at any time. For employees who travel or who work from home, using the 2050 IP Softphone starts by connecting their Windows-based PC to the company corporate network using a broadband connection. The employee's communication profile, including their extension, programmed line/feature keys and preferences settings, is then immediately

Avaya 2050 IP Softphone for Windows PC — Enhanced Theme

available using the 2050 IP Softphone for Windows PC, no matter where they are located in the world! In addition, multiple employees can share the same PC when traveling, with access to their personalized settings when using the softphone.

Once connected to the corporate network, employees are able to address their voice communication needs as if they were at their corporate office. The 2050 IP Softphone for Windows PC and the employee's Avaya IP Deskphone can ring concurrently[1], upon receipt of an incoming call or show as off-hook status when making an outbound call. This enhances employee flexibility and personal productivity.

Easy to use and deploy

The 2050 IP Softphone for Windows PC delivers powerful functionality with a wide array of easy-to-use business telephony features. It comes standard with a choice of simple graphical user interfaces. Telephony feature interaction is common to the Avaya 1100 Series Deskphones including the 1140E IP Deskphone, making the 2050 IP Softphone for Windows PC less costly to deploy, as employees familiar with these Avaya deskphones can begin using the 2050 IP Softphone for Windows PC very quickly.

The PC becomes a full-featured IP Phone

With the 2050 IP Softphone for Windows PC, users have the convenience of a single device to address both their data communication and their business telephony needs. Business telephony features are delivered from the extensive suite available through Avaya Communication Servers such as Avaya Communication Server 1000 and Avaya Business Communications Manager.

The 2050 IP Softphone for Windows PC also delivers on scalability. The softphone integrates six self-programmable line/feature keys around its display when deployed on Business Communications Manager and up to twelve programmable line/feature keys when deployed with Communication Server 1000 using its shift feature. This matches the scalability offered by the Avaya 1140E IP Deskphone on these servers today. Employees can self-program these keys, enabling single-click access to call colleagues or access services that they use frequently.

Importing contacts from Microsoft Outlook and other LDAP-based directories into its own personal directory is supported with the 2050 IP Softphone for Windows PC. Once a contact is imported, calls can be placed by simply typing a name to search the personal directory or by clicking on the contact name within their personal directory listing. Entries can be modified, deleted or added within personal contact lists as well.

In addition, the 2050 IP Softphone for Windows PC supports a macro function. With a macro, users can define a setup string for quick and easy dialing or log-in access. Examples where this can be useful include accessing voicemail systems with lengthy password strings and for users who make calls internationally on a frequent basis.

Convenience for contact center agents

For contact centers, where there is a PC at every desktop, the 2050 IP Softphone for Windows PC can be seamlessly integrated into their converged IP network. As a result, Automatic Call Distribution (ACD) environments and contact centers can eliminate the need for agents to deploy desktop telephones should they wish. Using the 2050 IP Softphone for Windows PC, businesses also benefit as agents can be located anywhere, offering more costeffective and transparent 24x7 support to customers.

For agents working remotely, such as at home, the 2050 IP Softphone supports Algo Solutions 4900 USB Analog Terminal Adapter (ATA)[2]. With the 4900 USB ATA, T.38 fax transmissions, routed through the VPN connection of the 2050 IP Softphone, enable homebased agents to add the flexibility of fax-based communications, thus expanding the level of service and flexibility they can offer their customers. Remote agents can also leverage the ATA's support of standard cordless telephones, remaining engaged while mobile within their home.

Finally, for contact centers or other enterprises who wish to record voice interactions for compliance, risk-reduction or agent training and monitoring, the 2050 IP Softphone for Windows PC supports both personalized[3] and centralized IP Call Recording. Centralized IP Call Recording is supported by Avaya Contact Recording and Quality Monitoring which can be used to improve agent productivity and ensure quality interaction with customers.

With the 2050 IP Softphone for Windows PC, an agent's PC can now evolve into a converged communications center, supporting a robust suite of business telephony communications capabilities to meet the needs of more call-intensive environments.

Cost benefits with enhanced productivity

The 2050 IP Softphone for Windows PC provides a flexible and cost-effective communication solution. For users remote to the campus, the 2050 IP Softphone for Windows PC uses a standard broadband link, such as DSL or cable, to connect back to the corporate network. This enables IT staff to provide a single, cost-effective converged voice and data solution for part-time and full-time teleworkers and road warriors.

In addition, with the ability to support multiple appearance ringing, users of selected models of Avaya IP Deskphones and the 2050 IP Softphone can leverage either solution interchangeably, thereby boosting not only their personal productivity but also their convenience.

Call quality and user experience

The Avaya 2050 IP Softphone for Windows PC is designed foremost with audio quality in mind. Paired with an Avaya USB Enhanced Adapter and headset for full or part-time

Avaya Mobile USB Headset Adapter and Headset

Algo Solutions 4900 USB Analog Terminal Adapter (ATA)

teleworkers or the Avaya USB Mobile Headset Adapter along with a headset for road warriors, the 2050 IP Softphone for Windows PC delivers superior audio performance with embedded Quality of Service (QoS) to meet the needs of today's business professional.

The Avaya USB Enhanced and Mobile Adapters offer color-coded fixed keys for easy recognition and access to commonly

used telephony functions such as call initiation, call release, mute, volume up and down. The adapters also include a minimize/maximize key to manage the softphone's appearance on the PC when performing other tasks.

Specifications

Platforms[4]

- Avaya Communication Server 1000 Release 3.0 and later[5]
- Avaya Media Gateway 1000B
- Avaya Business Communications Manager 50 Release 2.0 and later
- Avaya Business Communications Manager 200/400 Release 4.0 and later
- Avaya Survivable Remote Gateway (SRG) – SRG 50 Release 2.0 and later; SRG 200/400 – Release 1.5 or later
- Avaya Meridian 1 with Release 3.0 and later

Features

- Supports up to twelve user-defined programmable line/feature keys (self-labeled)[6]
- Four context-sensitive soft label keys delivers quick access to commonly used features
- Single-click dialing from various windows and applications
- Dedicated call processing keys including Hold, Goodbye, Answer, Volume Up/Down, Mute, Navigation Keys and Message Waiting
- Five specialized and dedicated keys including Directory, Inbox/Message, Shift/Outbox, Services and Expand
- Multiple themes: Enhanced, Compact Black, Compact Silver
- Inbound and Outbound Call Logs[7]
- Three input modes: Digit, Alphanumeric and Native
- Macro functions available for programming long dialing patterns

Audio

- Packet Loss Concealment software for Quality of Service audio as standard
- Echo Cancellation and Noise Suppression when used with Avaya Enhanced Desktop USB Adapter or Avaya Mobile USB Headset Adapter
- Voice Activity Detection
- Adaptive Jitter Buffer

Avaya Approved Audio Interface Options

- Avaya Enhanced Desktop USB Adapter or Avaya Mobile USB Headset Adapter (one required per 2050 IP Softphone for Windows PC user)
- Avaya Mobile USB Headset Adapter (2.5mm jack) supports Motorola cellular headsets (not applicable on Enhanced Adapter)

Directories

- Personal Directory (locally stored)
- External directory import including Lightweight Directory Access Protocol (LDAP) directories, Microsoft Outlook
- Windows Address Book (WAB) contact management software

Standards

- G.711 a and μ law, G.723.1, G.729a (annex B) codecs
- 2050 IP Softphone for Windows PC, in tandem with proxy and gateway servers, can interoperate with MGCP, SIP, H.323 and legacy PSTN devices
- Quality of Service support includes Layer 2 802.1p/802.1q packet prioritization, Layer 3 Differentiated Services (DiffServ)

Operating System requirements

- Pentium-compatible CPU (200 MHz or higher)
- 128MB RAM or higher for Windows 2000
- 256MB RAM or higher for Windows XP
- 55MB or higher of free hard drive space (supporting all languages)
- 800x600 or higher resolution monitor (16-bit color)
- One Universal Serial Bus (USB) port (version 1.1 or 2.0 supported)

Languages

- English, French, Swedish, Danish, Norwegian, German, Dutch, Portuguese, Czech, Finnish, Hungarian, Italian, Polish, Spanish, Japanese, Russian, Latvian and Turkish

Options

- Personalized IP Call Recording (support from Algo Solutions, Inc.)
- Centralized (dual media stream) IP Call Recording (support from Witness Systems, Inc.)
- 4900 USB Analog Terminal Adapter (ATA) support via Algo Solutions, Inc.
- 1127 Visual Alerter from Algo Solutions, Inc.

Benefits summary

Enhanced mobility
The 2050 IP Softphone for Windows PC is virtually an anywhere, anytime solution. With a Windows-based desktop, laptop or tablet PC, an Avaya USB Enhanced or Mobile Headset Adapter and USB Headset, along with one software user license from one of the supported Avaya Communication Servers, employee mobility is enabled!

Cost-effective
With the 2050 IP Softphone for Windows PC, in addition to the bandwidth savings associated with IP Telephone networks and reduced costs of infrastructure, companies can extend the reach of their network, thereby offering savings on mobile phone charges they pay today.

Increased productivity
With the 2050 IP Softphone for Windows PC, full-time teleworkers can simplify their daily tasks with a total communications solution as if they were working at the corporate office. Part-time teleworkers and road warriors can leverage concurrent ringing, where both their office-based Avaya IP Deskphone and the softphone rings concurrently[8].

Easy to use
Users can enjoy many of the familiar controls and features they are accustomed to with professionallevel models of Avaya IP Deskphones, including simple user-based programmable line/feature keys, context-sensitive softkeys and Visual Alerting for both Incoming Call Notification and Message Waiting Indication.

Secure communications
For remote deployments connecting to the campus, both telephony and data communications can be secured through Virtual Private Networking by deploying the Avaya VPN Client. The Avaya VPN Client provides support of the IPSec standard[9].

Support for contact center agents
Contact Center agents can leverage their Windows-based PC for converged access to both telephony and data communications. In addition, the 2050 IP Softphone support of the Algo Solutions 4900 USB Analog Terminal Adapter (ATA) and 1127 Visual Alerter along with support of personal and centralized IP Call Recording maximize customer service and personal productivity.

Single Number Reach
Users no longer need to leave a trail of phone numbers. Calls to their office number will reach them anywhere, anytime.

Learn More

To learn more about Avaya solutions and products contact your Avaya Account Manager or Avaya Authorized Partner or visit us at: www.avaya.com.

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[1] Selected models of Avaya IP Deskphones support concurrent ringing or "twinning". Consult the Avaya Communication Server 1000 documentation of interest for desktop model support.

[2] The 4900 USB Analog Terminal Adapter is developed and manufactured for Avaya 2050 IP Softphone for Windows PC by Algo Solutions, Inc. Algo Solutions is an Avaya Select Product Partner and more information on the Analog Terminal Adapter can be found at their website at www.algosolutions.com.

[3] CCR for 2050 IP Softphone supports personalized IP Call Recording and is available from Avaya Select Product Program Partner Algo Solutions. More information on the CCR for 2050 IP Softphone application can be found on their website at www.algosolutions.com.

[4] One IP Software User License for Communication Server 1000 or Business Communications Manager is required for every 2050 IP Softphone client which is installed.

[5] Specific features may have Communication Server software dependencies which require a later release.

[6] Support of twelve programmable line/feature keys requires the shift feature and is Avaya Communication Server dependent. Avaya Communication Servers not supporting the shift feature support up to six appearances. Consult your Avaya Communication Server documentation of choice to determine level of programmable line/feature key support.

[7] Number of inbound and outbound entries stored is Avaya Communication Server dependent.

[8] Selected models of Avaya IP Deskphones support concurrent ringing or "twinning". Consult the Avaya Communication Server documentation of interest for desktop model support.

[9] Note: The Avaya VPN Client is available as part of a bundle with Avaya VPN Router solutions. Consult the Avaya product catalog for further details.

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.

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