

## Avaya IP Softphone R6 Feature Matrix

FEATURE	R6.0 SP2	R5.2 SP3	R5.1	R5.0	R4 V1
<b>Operating Systems</b>					
Windows Vista (Enterprise and Ultimate Editions) <sup>1</sup>	Yes	No	No	No	No
Windows XP (Home & Professional)	Yes	Yes	Yes	Yes	Yes
Windows XP (Tablet PC Edition) <sup>2</sup>	No	No	No	No	No
Windows 2000 (Professional)	Yes	Yes	Yes	Yes	Yes
Windows 2003 (Server-Standard Edition)	Yes (Citrix Only)	No	No	No	Yes
Windows Me	No	No	No	No	Yes
Windows NT 4.0 (Workstation & Server)	No	No	No	No	Yes
Windows 98	No	No	No	No	Yes
Windows 95	No	No	No	No	No
<b>Languages</b>					
US English	Yes	Yes	Yes	Yes	Yes
Chinese, French, German, Italian, Japanese, Korean, Portuguese, Spanish	Yes	No	No	Yes	Yes
Russian	Yes	No	No	Yes	No
Dutch	Yes	No	No	No	No
<b>Avaya Server Software</b>					
Avaya Communication Manager (ACM) 2.0-5.0	Yes	Yes	Yes	Yes	Yes
SIP Enablement Services Server (SES) 3.0-5.0 <sup>3</sup>	Yes	Yes	Yes	Yes	N/A
Converged Communications Server (CCS) 2.0-2.1 <sup>4</sup>	Yes	Yes	Yes	Yes	N/A
ACM 1.3	No	Yes	Yes	Yes	Yes
ACM 1.1-1.2	No	Yes	Yes	Yes	Yes
Avaya Call Processing (ACP) R10	No	Yes	Yes	Yes	Yes
ACP R9.5	No	Yes	Yes	Yes	Yes
ACP R8.2 - R9.2	No	No	No	No	No
<b>Communication Protocol used between Avaya server and IP Softphone</b>					
Single-connect <sup>5</sup> protocol (ACM R9.5 – ACM 5.0)	Yes	Yes	Yes	Yes	Yes
Dual-connect <sup>6</sup> protocol (ACM R8.2 – ACM 1.2)	No	No	No	No	No

<sup>1</sup> Support on these operating systems introduced in R6.0 SP1 but no Microsoft Office Communicator integration, Lotus SameTime integration, Citrix mode, or Video.

<sup>2</sup> This operating system was never verified with IP Softphone.

<sup>3</sup> The SIP Enablement Services Server is needed to support instant messaging, presence tracking, and URI-based dialing.

<sup>4</sup> The Converged Communications Server is needed to support instant messaging, presence tracking, and URI-based dialing.

<sup>5</sup> Requires only one extension on the server to support Voice over IP (VoIP).

<sup>6</sup> Requires two extensions on the server to support VoIP.

FEATURE	R6.0 SP2	R5.2 SP3	R5.1	R5.0	R4 V1
<b>Terminals</b>					
2402	Yes (Call Bar only)	Yes (Call Bar only)	Yes (Call Bar only)	No	No
2410	Yes	Yes	Yes	Yes	Yes
2420/2420 with an expansion module	Yes	Yes	Yes	Yes	Yes
4601	Yes (Call Bar only)	Yes (Call Bar only)	Yes (Call Bar only)	Yes (Call Bar only)	Yes (Call Bar only)
4602/4602SW	Yes (Call Bar only)	Yes (Call Bar only)	Yes (Call Bar only)	Yes (Call Bar only)	Yes (Call Bar only)
4606	Yes (Call Bar only)	Yes (Call Bar only)	Yes (Call Bar only)	Yes (Call Bar only)	Yes (Call Bar only)
4610SW	Yes	Yes	Yes	Yes <sup>7</sup>	No
4612	Yes	Yes	Yes	Yes	Yes
4620/4620SW	Yes	Yes	Yes	Yes	Yes (Call Bar only)
4620/4620SW with an expansion module	Yes	Yes	Yes	Yes	Yes (Call Bar only)
4624	Yes	Yes	Yes	Yes	Yes
4630/4630SW	Yes (Call Bar only)	Yes (Call Bar only)	Yes (Call Bar only)	Yes (Call Bar only)	Yes (Call Bar only)
6402D	Yes (Call Bar only)	Yes (Call Bar only)	Yes (Call Bar only)	Yes (Call Bar only)	Yes (Call Bar only)
6408D/6408D+	Yes	Yes	Yes	Yes	Yes
6416D+/6416D+ with an expansion module	Yes	Yes	Yes	Yes	Yes
6424D+/6424D+ with an expansion module	Yes	Yes	Yes	Yes	Yes
8405D/8405D+	Yes	Yes	Yes	Yes	Yes
8410D	Yes	Yes	Yes	Yes	Yes
8411D ( <i>an analog data module is <b>NOT</b> supported</i> )	Yes	Yes	Yes	Yes	Yes
8434D	Yes	Yes	Yes	Yes	Yes

<sup>7</sup> When used on a server prior to ACM 2.0, access to the 4610SW terminal is only available when using the Shared Control of IP Telephone feature with a 4610SW IP telephone. In this case, this terminal will be aliased as a 4620. A Picture of Phone view will be available, but it will that of the 4620 since the terminal is configured (aliased) as a 4620.

FEATURE	R6.0 SP2	R5.2 SP3	R5.1	R5.0	R4 V1
8434D with an expansion module	Yes (Call Bar only)	Yes (Call Bar only)	Yes (Call Bar only)	Yes (Call Bar only)	Yes (Call Bar only)
9610	Yes (Call bar view & generic PoP)	No	No	No	No
9620	Yes (Call bar view & generic PoP)	No	No	No	No
9630/9630 with only one expansion module	Yes (Call bar view & generic PoP)	No	No	No	No
9640/9640 with only one expansion module	Yes (Call bar view & generic PoP)	No	No	No	No
9650/9650 with only one expansion module	Yes (Call bar view & generic PoP)	No	No	No	No
Road Warrior (VoIP)	Yes	Yes	Yes	Yes	Yes
Telecommuter	Yes	Yes	Yes	Yes	Yes
Shared control of an IP Telephone (via the telephone) <sup>8</sup> (see Table 1)	Yes	Yes	Yes	Yes	Yes
Shared control of an Avaya telephone (via the server) <sup>9</sup> (see Table 1)	Yes	Yes	Yes	Yes	No
Instant Messaging Only <sup>10</sup>	Yes	Yes	Yes	No	N/A
<b>Avaya Telephones supported by “Shared control of an Avaya telephone (via the server)” configuration</b>					
2402	Yes <sup>12</sup>	Yes <sup>12</sup>	Yes <sup>12</sup>	No	N/A
2410	Yes <sup>11</sup>	Yes <sup>11</sup>	No	No	N/A
2420/2420 with an expansion module	Yes	Yes	Yes	Yes	N/A
4601	Yes <sup>11</sup>	Yes <sup>11</sup>	No	No	N/A
4602/4602SW	Yes <sup>12</sup>	Yes <sup>12</sup>	Yes <sup>12</sup>	Yes <sup>12</sup>	N/A

<sup>8</sup> Ability to share control with Avaya IP Telephones by Avaya IP Softphone is supported only on 4606, 4610, 4612, 4620, 4624 and 4630 Avaya IP telephones. This feature requires release 1.7 (or higher) on Avaya IP Telephones. See **Table 1: Avaya IP Softphone R6 Terminals** for a complete matrix of the terminals.

<sup>9</sup> Ability to share control with Avaya digital telephones by Avaya IP Softphone is supported only on 2420, 6402, 6402D, 6408, 6408D, 6408D+, 6416D+, 6416D+M, 6424D+, 6424D+M telephones.

<sup>10</sup> Requires the SES or CCS Server. Using IP Softphone for Instant Messaging only does not require a Softphone license on Avaya Communication Manager.

<sup>11</sup> Support for this telephone in this registration configuration requires connectivity to ACM 2.2 (or higher).

<sup>12</sup> Support for this telephone in this registration configuration requires connectivity to ACM 2.1 (or higher).

FEATURE	R6.0 SP2	R5.2 SP3	R5.1	R5.0	R4 V1
4606	Yes <sup>12</sup>	Yes <sup>12</sup>	Yes <sup>12</sup>	Yes <sup>12</sup>	N/A
4610SW	Yes <sup>12</sup>	Yes <sup>12</sup>	Yes <sup>12</sup>	Yes <sup>12</sup>	N/A
4612	Yes <sup>12</sup>	Yes <sup>12</sup>	Yes <sup>12</sup>	Yes <sup>12</sup>	N/A
4620/4620SW	Yes <sup>12</sup>	Yes <sup>12</sup>	Yes <sup>12</sup>	Yes <sup>12</sup>	N/A
4620/4620SW with an expansion module	Yes <sup>12</sup>	Yes <sup>12</sup>	Yes <sup>12</sup>	Yes <sup>12</sup>	N/A
4624	Yes <sup>12</sup>	Yes <sup>12</sup>	Yes <sup>12</sup>	Yes <sup>12</sup>	N/A
4630/4630SW	Yes <sup>12</sup>	Yes <sup>12</sup>	Yes <sup>12</sup>	Yes <sup>12</sup>	N/A
6402D	Yes	Yes	Yes	Yes	N/A
6408D/6408D+	Yes	Yes	Yes	Yes	N/A
6416D+/6416D+ with an expansion module	Yes	Yes	Yes	Yes	N/A
6424D+/6424D+ with an expansion module	Yes	Yes	Yes	Yes	N/A
8405D/8405D+	No	No	No	No	N/A
8410D	No	No	No	No	N/A
8411D	No	No	No	No	N/A
8434D/8434D with and expansion module	No	No	No	No	N/A
4601	No	No	No	No	No
4602/4602SW	No	No	No	No	No
4606	Yes	Yes	Yes	Yes	Yes
4610SW	Yes	Yes	Yes	Yes	No
4612	Yes	Yes	Yes	Yes	Yes
4620/4620SW	Yes	Yes	Yes	Yes	Yes
4620/4620SW with an expansion module	Yes	Yes	Yes	Yes	Yes
4624	Yes	Yes	Yes	Yes	Yes
4630/4630SW	Yes	Yes	Yes	Yes	Yes
9610	Yes <sup>13</sup> (Call bar view & generic PoP)	No	No	No	No
9620	Yes <sup>13</sup> (Call bar view & generic PoP)	No	No	No	No
9630/9630 with only one expansion module	Yes <sup>13</sup> (Call bar view & generic PoP)	No	No	No	No
9640/9640 with only one expansion module	Yes <sup>13</sup> (Call bar view & generic PoP)	No	No	No	No

<sup>13</sup> Support for this telephone in this registration configuration requires connectivity to ACM 4.0 (or higher)

FEATURE	R6.0 SP2	R5.2 SP3	R5.1	R5.0	R4 V1
9650/9650 with only one expansion module	Yes <sup>13</sup> (Call bar view & generic PoP)	No	No	No	No
Call Bar (abstract representation of calls)	Yes	Yes	Yes	Yes	Yes
Customizable User Interface for Call Bar	Yes	Yes	Yes	Yes	Yes
Picture of Phone: <ul style="list-style-type: none"> <li>▪ Enhanced: graphic image of the terminal</li> <li>▪ Basic: approximation of the image of the terminal</li> </ul>	Enhanced	Enhanced	Enhanced	Enhanced	Enhanced
Editable labels on Picture of Phone	Yes	Yes	Yes	Yes	Yes
Support for multibyte telephones (4610, 4620) <sup>14</sup>	Yes	Yes	Yes	Yes	N/A
View of the Contact Directory (Contacts) <ul style="list-style-type: none"> <li>▪ Classic: grid based view of contact information</li> <li>▪ IM: expandable list view of contacts based on presence state and/or category</li> </ul>	Classic & IM	Classic & IM	Classic & IM	Classic	Classic
<b>Call Control Features</b>					
Access to Avaya server features <sup>15</sup>	Yes	Yes	Yes	Yes	Yes
Hold, Drop, Transfer and Conference	Yes	Yes	Yes	Yes	Yes
Drag & drop Transfer and Conference	Yes	Yes	Yes	Yes	Yes
<b>Auxiliary Features</b>					
Message Waiting Indication	Yes	Yes	Yes	Yes	Yes
Local touch tones	Yes	Yes	Yes	Yes	Yes
Multiple call appearances	Yes	Yes	Yes	Yes	Yes
Dial pad	Yes	Yes	Yes	Yes	Yes
Recent call dialing	Yes	Yes	Yes	Yes	Yes
Answer call from Windows System Tray	Yes	Yes	Yes	Yes	Yes
Call timer and hold timer	Yes	Yes	Yes	Yes	Yes
Missed calls indication	Yes	Yes	Yes	Yes	Yes
Dial from TAPI-compliant contact managers/PIMs <sup>16</sup>	Yes	Yes	Yes	Yes	Yes
Quick access to certain feature buttons on a Call Bar toolbar <sup>17</sup>	Yes	Yes	Yes	No	No
Respond to an incoming call with an instant message <sup>18</sup>	Yes	Yes	Yes	No	N/A

<sup>14</sup> On Windows systems where the appropriate language font is installed (e.g., Japanese), Avaya IP Softphone can register with ACM and indicate that the multibyte language is supported. In such cases, ACM can send station names and feature labels stored in the native language and Softphone will display the name or label properly. **NOTE:** This requires connectivity with ACM 2.0 (or higher) and the station type must be a 4620. The feature is also supported with a 4610 with ACM 2.1 (or higher).

<sup>15</sup> The user can activate a feature that is administered on the station. In addition, the user can invoke features by dialing a feature access code. **NOTE:** The feature buttons and feature access codes must be administered by the System Administrator prior to logging in.

<sup>16</sup> Personal Information Managers. For example, ACT!.

<sup>17</sup> Up to seven (7) of the feature buttons that are configured on the telephone can be added on a toolbar on the Call Bar. These buttons are added to the toolbar from the Phone Features dialogue.

<sup>18</sup> This feature is only supported if instant messaging is configured. Additionally, this requires that the caller is in the IP Softphone Contacts database and the presence of this contact is currently being tracked.

FEATURE	R6.0 SP2	R5.2 SP3	R5.1	R5.0	R4 V1
Local Call History	Yes	Yes	Yes	Yes	Yes
Local Contact Directory	Yes	Yes	Yes	Yes	Yes
Public Directory access (using LDAP v2)	Yes	Yes	Yes	Yes	Yes
Public Directory access (using LDAP v3, support Active Directory)	Yes	Yes	No	No	No
Speed Dial Numbers	Yes	Yes	Yes	Yes	Yes
“Click to dial” from an Internet Explorer web page <sup>19</sup>	Yes	Yes	Yes	Yes	No
“Clipboard dialing” <sup>20</sup>	Yes	Yes	Yes	Yes	Yes
Enhanced “Clipboard dialing” <sup>21</sup>	Yes	Yes	No	No	No
Screen Pop (on incoming calls)	Yes	Yes	Yes	Yes	Yes
Instant messaging sessions <sup>22</sup>	Yes	Yes	Yes	Yes	
Send “canned” and user definable IM responses within an IM session <sup>23</sup>	Yes	Yes	Yes	No	N/A
<b>Session Initiated Protocol (SIP) Features</b>					
Instant messaging sessions <sup>24</sup>	Yes	Yes	Yes	Yes	N/A
Support for multibyte characters in instant messaging sessions <sup>25</sup>	Yes	Yes	Yes	Yes	N/A
Presence tracking of contacts <sup>26</sup>	Yes	Yes	Yes	Yes	N/A
Dial SIP Uniform Resource Indicators (URIs) <sup>27</sup>	Yes	Yes	Yes	Yes	N/A
Send “canned” and user definable IM responses within an IM session <sup>28</sup>	Yes	Yes	Yes	No	N/A

<sup>19</sup> Numbers within a web page, as displayed by IE, that are in specific formats will be automatically highlighted. The user can click on this number and dial it using Avaya IP Softphone. Numbers that are not highlighted can be dialed if the user selects the number and clicks on the “Dial using Avaya IP Softphone” link that was placed in the Favorites → Links folder (available by clicking on **Favorites**, then **Links**). This feature is above and beyond the “Clipboard Dialing” feature but is only supported for an Internet Explorer window.

<sup>20</sup> The ability to select a string from another application window and have Avaya IP Softphone dial that string without actually copying the string into Avaya IP Softphone. Access is from the Windows System Tray. Unlike the “Internet Explorer Click to Dial” feature, this feature works with any Windows application window.

<sup>21</sup> The ability to select a string from another application window and have Avaya IP Softphone dial that string as a new call, as digits on and existing call, or as digits on an existing call followed by “#”. Access is via Right-Click on the Softphone Icon in the Windows System Tray.

<sup>22</sup> Requires the SES or CCS Server.

<sup>23</sup> Requires the SES or CCS Server.

<sup>24</sup> Requires the SES or CCS Server.

<sup>25</sup> Requires the SES or CCS Server. The user can send and receive multibyte characters in the instant messaging sessions. This includes sending Japanese, Chinese, Russian, etc. characters in the IM session windows.

<sup>26</sup> Requires the SES or CCS Server.

<sup>27</sup> Requires the SES or CCS Server.

<sup>28</sup> Requires the SES or CCS Server.

FEATURE	R6.0 SP2	R5.2 SP3	R5.1	R5.0	R4 V1
<b>Windows Desktop Integration</b>					
Dial from Microsoft Outlook, Lotus SmartSuite (and other TAPI-enabled Contact Managers, PIMs)	Yes	Yes	Yes	Yes	Yes
Public Directory access (using LDAP)	Yes	Yes	Yes	Yes	Yes
Screen Pop to Softphone's Contact Directory	No	No	No	No	No
Screen Pop to user defined application/directory	Yes	Yes	Yes	Yes	Yes
"Click to Dial" from Internet Explorer web page <sup>19</sup>	Yes	Yes	Yes	Yes	No
"Click to Dial" from other Windows applications <sup>20</sup>	Yes	Yes	Yes	Yes	Yes
Voice Mail Integration (launch web page, open application, or make voice call)	Yes	Yes	Yes	Yes	Yes
Name Look-up into Contact Directory	Yes	Yes	Yes	Yes	Yes
Name Look-up into Microsoft Outlook	Yes	Yes	Yes	Yes	No
Name Look-up into LDAP Public Directory	Yes	Yes	Yes	Yes	No
Name Look-up into Lotus Notes address book	Yes	Yes	Yes	No	No
Integration with Microsoft Office Communicator 2005	Yes	No	No	No	No
Integration with Lotus Sametime 7.5	Yes	No	No	No	No
Support for Citrix Presentation Server	Yes	No	No	No	No
Results of Name Look-up (Contact Directory, Outlook, LDAP, and/or Lotus Notes) shows the icon corresponding to the source database	Yes	Yes	Yes	No	No
<b>Miscellaneous Application Features</b>					
Customization of Public Directory Fields <sup>29</sup>	Yes	Yes	Yes	Yes	Yes
Customization of Contact Directory Fields <sup>30</sup>	Yes	Yes	Yes	Yes	Yes
Application event logging	Yes	Yes	Yes	Yes	Yes
Support for multibyte languages for station displays and feature labels (for multibyte 4610 & 4620 telephones) <sup>14</sup>	Yes	Yes	Yes	Yes	N/A
Dialing rules based on Microsoft TAPI Dial Locations	Yes	Yes	Yes	Yes	Yes
<b>ARS/Dialing Rules</b>					
Log in as 7 digit station	Yes	Yes	Yes	Yes	Yes
Dial 7 digit stations internally <sup>31</sup>	Yes	Yes	Yes	Yes	Yes

<sup>29</sup> The ability to add and remove the fields that are populated based by your LDAP server and the ability to rename fields based on user preference.

<sup>30</sup> The ability to customize (add, remove, and rename) the fields that are shown in Avaya IP Softphone's Contact Directory.

<sup>31</sup> The user has the ability to set whether a 7-digit number will be treated as an external call or an internal extension. The server must be capable of supporting 7-digit dial plans.

FEATURE	R6.0 SP2	R5.2 SP3	R5.1	R5.0	R4 V1
<b>Security</b>					
Survivability against Denial of Service (DoS) attacks	Yes	Yes	Yes	Yes	Yes
Encryption of audio stream using Advanced Encryption Standard (AES) <sup>32</sup>	Yes	Yes	Yes	Yes	No
Encryption of audio stream using Avaya Audio Encryption Algorithm Version 2 (AEAv2) <sup>33</sup>	Yes	Yes	Yes	Yes	Yes
Encryption of audio stream using Avaya Audio Encryption Algorithm Version 1 (AEAv1) <sup>34</sup>	No	No	No	No	No
Password protected login sessions	Yes	Yes	Yes	Yes	Yes
Authenticated & encrypted passwords	Yes	Yes	Yes	Yes	Yes
<b>H.323 Voice Application Support</b>					
Avaya iClarity	Yes	Yes	Yes	Yes	Yes
NetMeeting 3.0x	No	No	No	No	No
Other H.323 V2 applications	No	No	No	No	No
<b>Audio Codec Support</b>					
G.711 $\mu$ -law/a-law	Yes	Yes	Yes	Yes	Yes
G.723	Yes	Yes	Yes	Yes	Yes
G.729a	Yes	Yes	Yes	Yes	Yes
G.729B	No	No	No	No	No
Signal Channel Encryption	Yes	No	No	No	No
<b>Voice Control Improvements</b>					
Ring to secondary audio devices (Road Warrior only)	Yes	Yes	Yes	No	No
Support Bluetooth audio devices (for audio only)	Yes	Yes	Yes	No	No
Robust handling of removal of USB headsets <sup>35</sup>	Yes	Yes	Yes	No	No
<b>Voice Quality Improvements</b>					
Automatic Gain Control (AGC) <sup>36</sup>	Yes	Yes	Yes	Yes	Yes
Enhanced AGC <sup>37</sup>	Yes	Yes	Yes	Yes	Yes
Operating system prioritization <sup>38</sup>	Yes	Yes	Yes	Yes	Yes

<sup>32</sup> Requires Avaya Communication Manager 1.2 load 107 or higher (Red Feature).

<sup>33</sup> Requires Avaya Communication Manager 2.0.

<sup>34</sup> Requires ACP R10 load 38 or higher (Green feature).

<sup>35</sup> A user who removes a USB headset previously associated with IP Softphone will not have to run through the audio tuning wizard when using IP Softphone and the USB device is re-inserted.

<sup>36</sup> Automatic Gain Control. The microphone record gain is decreased automatically to maintain comfortable speech level.

<sup>37</sup> This is Enhanced Automatic Gain Control. Microphone record gain is increased as well as decreased automatically to maintain comfortable speech level.

<sup>38</sup> The process priority for the Avaya iClarity application is increased to above normal (Windows 2000 and Windows XP) and high (Windows NT, Windows 98 and Windows Me). This allows for better voice quality.

FEATURE	R6.0 SP2	R5.2 SP3	R5.1	R5.0	R4 V1
<b>NetMeeting Collaboration</b>					
Avaya iClarity running VoIP while running NetMeeting collaborating with another H.323 client	Yes	Yes	Yes	Yes	Yes
<b>Quality of Service (QoS) support</b>					
Control channel QoS <sup>39</sup>	Yes	Yes	Yes	No	No
Dynamic QoS <sup>40</sup> (Requires ACP R9.5/R10)	Yes	Yes	Yes	Yes	Yes
Dual-cast RTCP/VoIP Monitor (Requires ACM)	Yes	Yes	Yes	Yes	Yes
Static QoS (Requires ACP R9.2+ or ACM)	No	No	No	No	No
<b>Direct IP-IP voice traffic</b>					
Shuffling <sup>41</sup>	Yes	Yes	Yes	Yes	Yes
Shuffling with change in codec <sup>42</sup>	Yes	Yes	Yes	Yes	Yes
Hairpinning <sup>43</sup>	Yes	Yes	Yes	Yes	Yes
<b>Virtual Private Network (VPN) support</b>					
Avaya	Yes	Yes	Yes	Yes	Yes
Aventail <sup>44</sup>	No	No	No	No	No
Check Point	Yes <sup>45</sup> (w/o NAPT <sup>46</sup> )	Yes <sup>45</sup> (w/o NAPT <sup>46</sup> )	Yes <sup>45</sup> (w/o NAPT <sup>46</sup> )	Yes <sup>45</sup> (w/o NAPT <sup>46</sup> )	Yes <sup>45</sup> (w/o NAPT <sup>46</sup> )
Cisco	Yes	Yes	Yes	Yes	Yes
Lucent	Yes	Yes	Yes	Yes	Yes
NetScreen	Yes	Yes	Yes	Yes	Yes
Nortel	Yes	Yes	Yes	Yes	Yes
<b>Firewall interoperability</b>					
TCP/UDP port range configuration	Yes	Yes	Yes	Yes	Yes
Network Address Translation (NAT) support	Yes	Yes	Yes	Yes	Yes
NAPT support	No	No	No	No	No

<sup>39</sup> QoS tagging is supported for the control channel in addition to the voice packets. Requires connectivity to ACM 1.1 or higher.

<sup>40</sup> With Dynamic QoS, Avaya IP Softphone uses the QoS values configured on the Avaya Call Processing or Avaya Communication Manager server.

<sup>41</sup> Direct audio path between IP endpoints that are using similar codecs.

<sup>42</sup> Server-assisted dynamic codec change during a call to allow direct IP voice traffic between two IP endpoints.

<sup>43</sup> The audio stream going to the media processor is not placed on the TDM bus and the TDM bus resources are saved

<sup>44</sup> Avaya IP Softphone does not currently work with Aventail's VPN solution because it is SSL-based and it cannot handle UDP traffic well.

<sup>45</sup> Requires Avaya Communication Manager 1.1 (or higher).

<sup>46</sup> NAPT stands for Network Address Port Translation. TCP/UDP port information along with the IP addresses are translated by the NAPT devices in the network.

FEATURE	R6.0 SP2	R5.2 SP3	R5.1	R5.0	R4 V1
<b>Emergency Call Handling support</b>					
Based on extension	Yes	Yes	Yes	Yes	Yes
Based on CAMA CESID	Yes	Yes	Yes	Yes	Yes
<b>Survivability</b>					
Enhanced Link recovery and call preservation <sup>47</sup>	Yes	Yes	Yes	Yes	No
Load balancing across gatekeepers <sup>48</sup>	Yes	Yes	Yes	Yes	Yes
Recover link using alternate gatekeepers <sup>49</sup>	Yes	Yes	Yes	Yes	Yes
Survivability against Denial of Service (DoS) attacks	Yes	Yes	Yes	Yes	Yes
<b>Serviceability</b>					
Remote ping	Yes	Yes	Yes	Yes	Yes
Remote traceroute	Yes	Yes	Yes	Yes	Yes
Remote traceroute cancel	Yes	Yes	Yes	Yes	No
MAC address	Yes	Yes	Yes	Yes	Yes
Application event logging	Yes	Yes	Yes	Yes	Yes
<b>Installability</b>					
Exe installer	No	No	Yes	Yes	Yes
MSI Installer	Yes	Yes	No	No	No
iClarity Administrator Controls tool <sup>50</sup>	Yes	Yes	No	No	No
Silent Installation	Yes	Yes	No	No	No
Upgrade Support	From R5.2	From R3 V2	From R3 V2	From R3 V2	From R3 V2
Avaya Communications Manager License	IP_Soft R6	IP_Soft R5	IP_Soft R5	IP_Soft R5	IP_Soft R4

<sup>47</sup> This feature supports call preservation for the Road Warrior mode (for shuffled VoIP calls) and for the Telecommuter mode. That is, when the link between Avaya IP Softphone and the Avaya server is lost, the shuffled VoIP call or Telecommuter call will be preserved (assuming that the Avaya server itself is still operational for calls). Additionally, this feature supports the use of LSPs.

<sup>48</sup> If the Gatekeeper address entered by the user in the Login screen in loaded, Avaya IP Softphone will register to another Gatekeeper in the same network region.

<sup>49</sup> Avaya IP Softphone can have multiple alternate Gatekeepers besides its primary Gatekeeper to avoid problems when primary Gatekeeper is unreachable.

<sup>50</sup> A tool "iclarifyadmin.exe" is provided which allows an administrator to define fields that are available and blocked on the login dialogs. These settings can be exported to a registry file and pushed to user PCs

**NOTE:** Avaya IP Softphone does not support certain call center features. Avaya IP Agent supports the call center features. The call center features include:

- After Call Work Mode
- Agent Greeting
- Agent Greeting Selection
- Agent Login
- Agent Logout
- Auto-In Mode
- Automatic ACD Login after application start-up
- Manual-In Mode
- Non-EAS Agent tool bar
- Saving of ACD password
- VuStats Monitor

### Avaya IP Softphone R6 Terminals

Terminal Type	UI Representation		Control of the Telephone			
			“Regular” Control		“Shared” Control	
	Call Bar View	Picture of Phone View	Road Warrior	Telecommuter	Avaya Telephone (via the server)	IP Telephone (via the telephone)
2402	Yes	No	Yes	Yes	Yes	N/A
2410	Yes	Yes	Yes	Yes	Yes	N/A
2420	Yes	Yes	Yes	Yes	Yes	N/A
2420 with an expansion module	Yes	Yes	Yes	Yes	Yes	N/A
4601	Yes	No	Yes	Yes	Yes	No
4602/4602SW	Yes	No	Yes	Yes	Yes	No
4606	Yes	No	Yes	Yes	Yes	Yes
4610SW	Yes	Yes	N/A	N/A	Yes	Yes
4612	Yes	Yes	Yes	Yes	Yes	Yes
4620/4620SW	Yes	Yes	Yes	Yes	Yes	Yes
4620/4620SW with an expansion module	Yes	Yes	Yes	Yes	Yes	Yes
4624	Yes	Yes	Yes	Yes	Yes	Yes
4630/4620SW	Yes	No	Yes	Yes	Yes	Yes
6402	Yes	No	Yes	Yes	Yes	N/A
6402D	Yes	No	Yes	Yes	Yes	N/A
6408/6408+	Yes	No	Yes	Yes	Yes	N/A
6408D/6408D+	Yes	Yes	Yes	Yes	Yes	N/A
6416D+	Yes	Yes	Yes	Yes	Yes	N/A
6416D+ with an expansion module	Yes	Yes	Yes	Yes	Yes	N/A
6424D+	Yes	Yes	Yes	Yes	Yes	N/A
6424D+ with an expansion module	Yes	Yes	Yes	Yes	Yes	N/A
8405D/8405D+	Yes	Yes	Yes	Yes	No	N/A
8410D	Yes	Yes	Yes	Yes	No	N/A
8411D <i>(analog modules are not supported)</i>	Yes	Yes	Yes	Yes	No	N/A
8434D	Yes	Yes	Yes	Yes	No	N/A
8434D with an expansion module <sup>51</sup>	Yes	No	Yes	Yes	No	N/A
9610	Yes	No (Generic PoP Available)	Yes	Yes	No	N/A

<sup>51</sup> The 8434 with an expansion module is not supported with the Picture of Phone view.

Terminal Type	UI Representation		Control of the Telephone			
			“Regular” Control		“Shared” Control	
	Call Bar View	Picture of Phone View	Road Warrior	Telecommuter	Avaya Telephone (via the server)	IP Telephone (via the telephone)
9620	Yes	No (Generic PoP Available)	Yes	Yes	No	N/A
9630	Yes	No (Generic PoP Available)	Yes	Yes	Yes	N/A
9640	Yes	No (Generic PoP Available)	Yes	Yes	Yes	N/A
9650	Yes	No (Generic PoP Available)	Yes	Yes	Yes	N/A
9630-X (one expansion module only) <sup>52</sup>	Yes	No (Generic PoP Available)	Yes	Yes	Yes	N/A
9640-X (one expansion module only) <sup>53</sup>	Yes	No (Generic PoP Available)	Yes	Yes	Yes	N/A
9650-X (one expansion module only) <sup>54</sup>	Yes	No (Generic PoP Available)	Yes	Yes	Yes	N/A

**Table 1: Avaya IP Softphone R6 Terminals**

**NOTE:** Callmaster terminals are not supported by IP Softphone; only by Avaya IP Agent. That is, a user will not be allowed to log in using a Callmaster terminal while using IP Softphone.

**NOTE:** The only module that is supported is an expansion module. They are supported when configured on the following terminals:

- 2420
- 4620
- 6416D+
- 6424D+
- 8434D

<sup>52</sup> The 9630 with an expansion module is not supported with the Picture of Phone view.

<sup>53</sup> The 9640 with an expansion module is not supported with the Picture of Phone view.

<sup>54</sup> The 9650 with an expansion module is not supported with the Picture of Phone view.

- 9630
- 9640
- 9650

Other modules, such as an analog data module, are not supported by the Avaya server. It is not possible to configure a station to support both IP Softphone and support other modules.

**Trademarks:**

- Avaya Inc.: Avaya, Callmaster
- Aventail Corp.: Aventail
- Check Point Technologies: Check Point
- Cisco Systems, Inc.: Cisco
- IBM Corp.: Lotus, SmartSuite
- Lucent Technologies: Lucent
- Microsoft Corp.: Microsoft, Windows, Outlook, NetMeeting, and Internet Explorer
- NetScreen Technologies, Inc.: NetScreen
- Nortel Networks Limited: Nortel