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IP Telephony
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Avaya IP Softphone

For Windows Mobile 5 and Pocket PC

Avaya IP Softphone for Windows Mobile 5, the next generation of Avaya IP Softphone for Pocket PC, enables mobile workers to access comprehensive and powerful enterprise-class telephony on their Windows Mobile devices.

Avaya IP Softphone for Windows Mobile 5 is an IP telephone client for WiFi-networked Windows Mobile 5 based devices. It provides transparent access to real time voice communications and productivity-enhancing Avaya Communication Manager features such as multiple call appearances, transfer and multiparty conference – all in the convenience of a handheld device. The Avaya IP Softphone for Windows Mobile 5 also offers simple point and click dialing from directories such as Microsoft Outlook contact lists.

Telephony Features

Avaya IP Softphone for Windows Mobile 5 delivers the full set of Avaya Communication Manager software features to Windows Mobile 5 devices via an intuitive user interface. It provides simplified access to common telephony functions such as setting up multi-party conference calls, transferring calls to colleagues, placing callers on hold and dropping added parties from conference calls. Like any fully-functional endpoint of Avaya Communication Manager, IP Softphone for Windows Mobile 5 helps you manage multiple call appearances and provides access to speed dial numbers and other personal calling features.

Mobile workers can receive calls virtually anywhere, and remote workers can connect to your enterprise via wireless local area networks (LANs) and virtual private networks (VPNs). The Avaya IP Softphone for Windows Mobile 5 is perfect for environments where in-building mobile communications are critical, and cellular phones are not permitted — such as hospitals — and for other market segments with large, wireless enabled facilities — such as manufacturers and universities – and many mobile employees.

Configuration Options

The Avaya IP Softphone for Windows Mobile 5 provides transparent voice communications from supported mobile devices. While it is most commonly deployed as an IP telephone client on a WiFi-enabled Windows Mobile 5 device, other configuration options are available.

For managing both the call control (i.e., make call, hold, transfer) and the voice path, three configuration options are available:

- **Pure voice over IP (road warrior) mode** on a Windows Mobile 5 device. Both call control and the voice path use the IP network. This configuration is commonly used for WiFi-enabled Windows Mobile 5 devices.

- **Dual connection (telecommuter) mode** where all call control and call signaling is done via the IP Softphone for Windows Mobile 5 application, but the voice path comes from a user provided phone line — whether a home phone or a cellular phone. This is a unique Avaya capability and adds value in environments with limited or congested IP networks.

- **Shared control of IP and digital phone mode.** This configuration is common among users in the office who wish to utilize their Avaya telephone, but also take advantage of such features as point and click dialing from within the IP Softphone for Windows Mobile 5 client.

System Requirements

- Avaya Communications Server with Avaya Communication Manager 1.1 or Avaya Call Processing Software R10 or later

- Shared control of Avaya Digital phones requires Avaya Communication Manager 2.0 or later

- An IP Softphone right-to-use license has been purchased and administered on the communications server

- The telephone extension has been administered for IP Softphone

- 802.11 WiFi network within work location

Mobile Device Requirements

For Windows Mobile 5 devices
(requires IP Softphone for Windows Mobile 5)

- Windows Mobile 5 - Pocket PC version

- Supported devices include: Symbol MC70, Intermec CN30, HP iPAQ rx1955, HTC iMate PDA-N

For Windows for Pocket PC devices
(requires IP Softphone for Pocket PC)

- Pocket PC 2002 (Microsoft Pocket PC Version 3.x)

- Pocket PC 2003 (Microsoft Pocket PC Version 4.x)

- HP/Compaq IPAQ 3600, 3700, 3800, 3900, 4100, 5400, 5500 series; Symbol MC50

802.11 wireless LAN connectivity

Supported Avaya Telephones

Avaya IP Softphone for Windows Mobile 5 supports Avaya 4600 Series IP telephones and Avaya 2400 and 6400 series digital telephones in dual-connect and shared call control configurations.

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 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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