AudioCodes Managed IP Phone Solution

AudioCodes Managed IP Phone Solution is a comprehensive package including:

- A family of high quality, cost-effective business IP phones
- An end-to-end management and monitoring system

In today’s highly complex and demanding world of enterprise communications, IT managers need to be able have full control of their IP phone deployments throughout the devices’ life-cycle. Administrators need powerful and easy-to-use tools for tasks such as configuration, troubleshooting and monitoring to increase efficiency and ensure user satisfaction.

AudioCodes’ Managed IP Phone solution gives IT managers the tools to deliver a reliable desktop phone service within their organization. With the ability to deploy devices, monitor voice quality, identify problems and fix them rapidly and efficiently, AudioCodes’ solution delivers employee satisfaction, increased productivity and lower IT expenses.

Key Solution Benefits

- Fully integrated offering of IP Phones, management and monitoring system
- Full IP Phone lifecycle management:
  - Zero-touch installation
  - Day to day monitoring
  - Ongoing voice quality monitoring
  - Remote management and configuration
  - Mass provisioning and updates
  - Alarm detection and troubleshooting
- Certified for major unified communications and contact center environments

AudioCodes Managed IP Phone Solution Specifications

<table>
<thead>
<tr>
<th>Management Capabilities</th>
<th>440HD IP Phone</th>
<th>430HD IP Phone</th>
<th>420HD IP Phone</th>
<th>405 IP Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full FCAPS functionality*</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Mass configuration/ software download</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Auto-provisioning</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Quality monitoring and reporting (via SEM**)</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Phone Features</th>
<th>440HD IP Phone</th>
<th>430HD IP Phone</th>
<th>420HD IP Phone</th>
<th>405 IP Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full duplex speakerphone and headset connectivity</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>No of lines</td>
<td>6</td>
<td>6</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Graphic multi-lingual LCD</td>
<td>(132x64)</td>
<td>(132x64)</td>
<td>(132x64)</td>
<td>(132x64)</td>
</tr>
<tr>
<td>Multi-function keys</td>
<td>6</td>
<td>6</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Programmable soft keys</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Programmable speed dial keys</td>
<td>12</td>
<td>12</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Presence monitoring (BLF)</td>
<td>✔</td>
<td>✔</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Dedicated LCD for contacts display</td>
<td>✔</td>
<td>✔</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>GBE Support</td>
<td>✔</td>
<td>Optional</td>
<td>Optional</td>
<td>-</td>
</tr>
<tr>
<td>USB headset support</td>
<td>✔</td>
<td>✔</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>PoE Support</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
</tbody>
</table>

* Full FCAPS functionality offered via AudioCodes EMS includes:
  - Fault Management
  - Configuration and Provisioning
  - Administrative Support
  - Performance Management
  - Security Functions

** AudioCodes SEM offers extensive voice quality monitoring and reporting capabilities including:
  - Graphical, real-time snapshot of entire VoIP network’s quality
  - Intuitive, drill-down interface for quick identification of problems
  - End-to-end monitoring and troubleshooting
  - Monitoring and reporting include: Call trend statistics
  - Extensive voice quality data
  - Device alarms with user-defined thresholds
  - Network and trend reports (per device/link)
  - End-user statistics

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One Voice Operations Center - Full IP Phone Life-cycle Management

"install IT" Quick & easy deployment
- Zero touch auto-provisioning
- Large scale (single-site & multi-site) efficient deployment
- Commission voice services to individuals or groups

"manage IT" Simplified operations procedures
- On-going customization for multi-tenant, multi-site, groups and individual requests
- Large scale software configuration, updates and upgrades
- End-to-end control over the entire VoIP infrastructure
- View current status of entire phone inventory at a glance

"fix IT" From detection-to-correction
- Integrated management framework simplifies support processes
- Detection and resolving of problems handled remotely
- Proactive detection of voice issues before noticed by user

EMS – Element Management System
- Full life-cycle management from single centralized location
- End-to-end management of entire VoIP infrastructure
- Synergistic process from detection-to-correction shortens operational cycles
- Support for mass software updates, configuration changes
- Remote management and control of any IP phone device

SEM – Session Experience Manager
- Real-time, network-wide analysis of VoIP quality
- Prompt detection of trends and potential quality problems
- Enables proactive measures to be taken
- Invaluable for Network Readiness Analysis and Capacity Planning

Cost-effective family of IP Phones – rich in essential business functionality
New generation of phones with a sleek design and enhanced presence monitoring support. Suitable for use in multiple environments:
- Unified Communications
- Contact Centers
- Hosted IP Telephony

Integrated Management for Essential Everyday Scenarios
- Add a new employee IP Phone securely and without the need for an on-site technician
- Configure individual IP phones or groups of phones remotely, e.g., configuring speed dial keys, updating firmware or change the display language for specific office’s phones
- Push informational messages to appear on individuals’ phones
- Monitor and identify the source of degraded voice quality for a particular location or individual user’s phone
- Analyze network usage for future capacity planning
- Alerts point to potential quality issues before they become service affecting