



IP Telephony

Contact Centers

Mobility

Services

FACT SHEET

Avaya SIP Firmware for 4610SW, 4620SW, 4621SW Telephones

Delivering a seamless telephony experience through SIP Telephones, Avaya SIP Enablement Services and Avaya Communication Manager.

The Avaya SIP Enablement Services (SES) Solution allows enterprises to take advantage of emerging SIP communication and collaboration capabilities providing a feature-rich SIP communications network supporting telephony, presence/instant messaging, conferencing and collaboration. With the latest release of SIP telephone firmware, the Avaya 4610SW, 4620SW and 4621SW telephones deliver best-in-class SIP telephony. For users of 4600 Series telephones utilizing the H.323 protocol, upgrading to the SIP version of phone firmware is simple and free of charge – providing great flexibility and investment protection.

Standards based, SIP Telephony Features:

Avaya's integrated SIP solution, consisting of Avaya SIP Enablement Services, Communication Manager and Release 2.2 of SIP telephone firmware, supports IETF Sipping 19 features for the 4610SW, 4620SW and 4621SW – including the following:

- Call Management – incoming, outgoing call screening
- Hold
- Consultation Hold
- Transfer – both attended and unattended

- Call Forward – unconditional, on busy, on no answer
- Conference

In addition, the Avaya SES Solution extends powerful Avaya Communication Manager features to R2.2 SIP phones via feature name extensions. Communication Manager telephony features available to the 4610SW, 4620SW and 4621SW include:

- Active appearance select
- Automatic call back
- Call park
- Call pickup
- Calling party number block / unblock
- Conference on answer
- Drop – last added party
- Group paging
- Malicious call trace – activate, deactivate
- Message Waiting Indication
- Send All Calls – enable, disable
- Transfer to voice mail



Investment Protection and Simple Migrations: H.323 to SIP

For current Avaya 4600 Series telephone users, the migration from H.323 protocol to SIP is simple and transparent. R2.2 of SIP firmware is a free download to the telephone – providing for great investment protection and protocol flexibility both today and in the future. For the end user, several common telephone functions are preserved in the SIP environment:

- Call log
- Programmable Speed Dial buttons
- WML web browser within the displays of the 4610SW, 4620SW, and 4621SW.

With R2.2 of SIP firmware, the telephones are capable of capturing and storing both phone numbers and SIP URI information (user@domain.com) within the call log and speed dial buttons.

For administrators, the process of setting up and maintaining Avaya telephones with SIP R2.2 is compatible with H.323 environments – including similar procedures for granting application permissions,

telephone settings file and script downloads, user selectable telephone options.

R2.2 of SIP firmware for the Avaya 4610SW, 4620SW, and 4621SW supports the following languages:

- English
- Canadian French
- Spanish
- German
- Italian
- Dutch
- Portuguese
- Katakana Japanese

Learn More

For more information about how Avaya IP Telephony solutions may be leveraged to help grow revenue and reduce costs, please contact your Avaya Client Executive, Authorized BusinessPartner or visit www.avaya.com/iptelephony.

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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