



IP Telephony

Contact Centers

Mobility

Services

FACT SHEET

VPNremote™ Software for Avaya 4600 Series IP Telephones

VPNremote software for Avaya 4600 Series IP Telephones is a software enhancement allowing Avaya IP Telephones to be used remotely with any broadband internet connection. With built in encryption for secure communications, Avaya VPNremote for 4600 Series IP Telephones enables Teleworkers, Home Contact Center Agents and Disaster Recovery Personnel to enjoy the benefits of their Avaya IP Telephone from home or other remote locations.

Delivering the Value of VoIP and IP Telephones

Since its introduction, IP telephony has delivered on the promise for greatly reduced long distance expense as well as the opportunity to seamlessly deploy communications applications throughout an entire enterprise. With VPNremote for Avaya 4600 Series IP Telephones, Avaya continues to provide the feature functionality required by today's enterprise workers.

VPNremote for 4600 Series is a software VPN (virtual private network) client – built directly into the Avaya IP Telephone itself. This enhancement allows the Avaya IP Telephone to be plugged in and used seamlessly with any broadband internet connection. The end user experiences the same IP telephone features – as if they were using the phone in the office.

Scenario: Teleworkers

For full time work at home associates as well as those teleworking part time or simply extending their work day, VPNremote software allows end users to take advantage of all the benefits of their Avaya IP Telephone from home. Especially useful for those associates in telephone intensive jobs, the IP phone provides superior sound quality and much better reliability and performance versus other remote products. The phone is

“always on” and includes all the features office workers have come to expect:

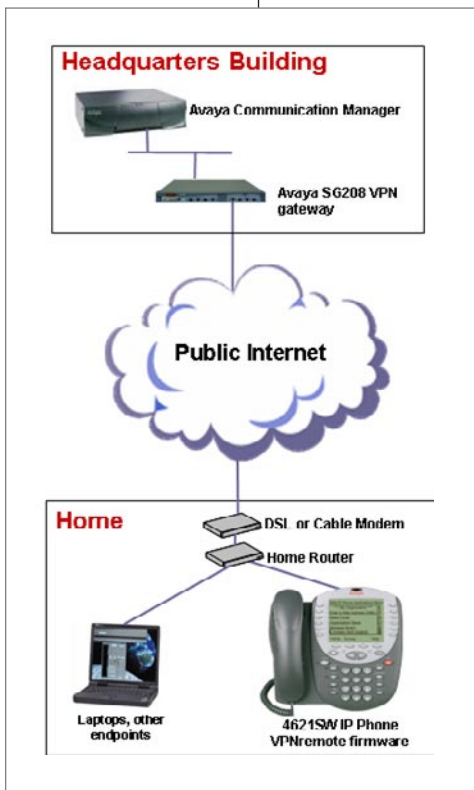
- High quality speaker phone with mute button
- Ability to support multiple call appearances
- Familiar interface for Conference, Call Transfer and other common office phone features.

Scenario: Home Agents

For companies that deploy Home Contact Center Agents – whether full time or on an exception basis – such as inclement weather, snowfall or other conditions making it challenging for support representatives to travel to the center – VPNremote and Avaya IP Telephones provide the sound quality and reliability that Contact Centers require. Agents have the familiar contact center interface on the phone, such as the Avaya 4622SW IP CallMaster, for logging in and out of the ACD, and the entering of after call work codes. Additionally, agents have the option to use leading IP telephone accessories such as Avaya wired and wireless headsets.

Scenario: Business Continuity/Disaster Recovery

Beyond all its uses in home environments, VPNremote and the 4600 Series IP Telephones create a very flexible and powerful Business Continuity / Disaster Recovery solution. Once configured initially, Avaya IP Telephones with VPNremote software are simple to activate in times of emergency – even by non-technical personnel.



In the event that communications must be quickly provided to temporary command centers, Avaya VPNremote and 4600 Series IP Telephones are easy to activate and put into production over any available broadband connection, including high speed satellite.



Avaya Broadcast Server telephone application allows reminders and alerts to be instantly distributed to displays of remote IP phones.

For enhanced communications in real time, remote phones support phone applications – including Avaya Broadcast Server. The Broadcast Server application allows for a manager or administrator

to quickly compose a text message to be instantly broadcast to the displays of remote IP phones. In the event that users do not have access to email, the Broadcast Server application allows status updates, instructions and alerts to be distributed to remote workers instantly.

Administration/Total Cost of Ownership

From an administrative perspective, 4600 Series IP Telephones with VPNremote provide a more reliable, easy to deploy and maintain solution – versus other remote telephony alternatives. As a dedicated telephony device, the 4600 Series Telephone is “always on” and requires no manual setup or manipulation by the end user.

Security

VPNremote for 4600 Series IP Telephones is an IPsec VPN client integrated within the IP phone's firmware. VPNremote provides a single encrypted channel for both voice and signaling information and is specific to the telephone. Other endpoints on the users home network such as laptop computers require separate authentication credentials to join the private company network.

Requirements

- Supported Avaya IP Telephones:
 - 4610SW
 - 4620SW
 - 4621SW
 - 4622SW IP CallMaster
 - 4625SW
- Supported Avaya Security Gateways:
 - SG208
 - SG203
 - SG200
- Broadband Internet Service:
 - Cable Modems
 - DSL
- Home Network Equipment
 - 3rd party home router or broadband modem with available ethernet port

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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