

VoiceCon Now 'Enterprise Connect'

The growing server **virtualization** market was a key topic at this spring's VoiceCon Orlando 2010 with a number of communications systems manufacturers highlighting their virtualized telephony solutions. This important advancement for IT managers means that voice applications can run side-by-side with non-voice applications on a single server, resulting in numerous benefits - capital savings, operational savings, and efficiencies in terms of reduced maintenance, quick deployment and energy savings. Several communications manufacturers have announced partnerships with VMware, a leading provider of virtualization software, since its platform is already widely deployed for data application virtualization.

Also highlighted at the recent VoiceCon event was Microsoft's next wave of unified communications software (the next version of Microsoft OCS) which is code-named **Microsoft Communications Server "14"** and due out in the second half of 2010. This new version approaches full enterprise telephony with support for some important voice features (call admission control, E911, branch solutions), and more features and functionality will be revealed later in 2010. Microsoft also announces new partner solutions for E911 routing, survivable branch appliances, SIP trunking, call accounting and new desktop telephones from Aastra and Polycom optimized for Microsoft CS 14.

See below for more highlights of VoiceCon Orlando 2010 which has been renamed as **Enterprise Connect** going forward. The new conference name and associated tagline "Communications Transforming Business" reflect the shift in the telecommunications industry toward a broader range of communications technologies. It's not about just voice anymore, but about voice, video and data.

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Systems

Microsoft Communications Server "14" Competes in IP PBX RFP Analysis

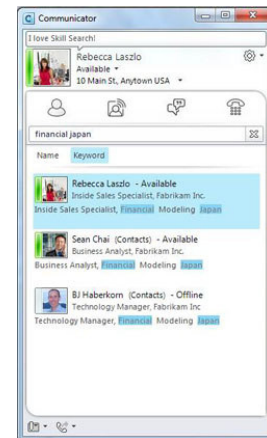
Takeaway: At VoiceCon Orlando 2010, Microsoft highlighted its next wave of unified communications software (the next version of Microsoft OCS) which is code-named Microsoft Communications Server "14" and due out in the second half of 2010. This new version approaches full enterprise telephony with support for some important voice features (call admission control, E911, branch solutions); additional features and functionality are to be revealed later in 2010. At VoiceCon, Microsoft participated in Allan Sulkin's annual IP PBX RFP analysis for the first time, demonstrating that Microsoft Communications Server 14 is ready to

compete as an enterprise telephony solution. Microsoft also announces new partner solutions for E911 routing, survivable branch appliances, SIP trunking, call accounting and new desktop telephones from Aastra and Polycom optimized for Microsoft CS 14. Read more below and visit www.telecomtactics.com for more on the enterprise telephony market.

At the recent VoiceCon Orlando 2010 conference, **Microsoft** Corporation demonstrated Microsoft Communications Server “14”, the next version of its Office Communications Server (OCS) unified communications software. The new version, due out in the second half of 2010, promises full enterprise telephony with support for some important voice functionality, including Enhanced 911 for North America, survivable branch appliances, call admission control, additional telephone models, call parking and a high availability architecture. Microsoft plans to reveal additional features and functionality later in 2010. Since OCS was first introduced in 2007, each new wave of the Microsoft’s unified communications software (reportedly deployed by millions) has incorporated more functionality that has brought this software-based communications solution closer to traditional PBX replacement.

At VoiceCon, Microsoft participated in Allan Sulkin’s annual IP PBX RFP session for the first time, demonstrating that Microsoft Communications Server 14 is ready to compete as an enterprise telephony solution. While Microsoft’s solution lacked support for some traditional PBX features included in the analysis, Microsoft rightly points out that many legacy features no longer make sense since today’s unified communications capabilities provide such functionality with a different and often better approach. For example, Microsoft’s solution does not support the traditional Automatic Callback PBX feature used when a caller encounters a busy station or line (the caller can receive a callback when the line or busy station becomes available). Such functionality can be handled in a unified communications environment through presence state tagging and instant messaging. Microsoft’s presence functionality displays a device’s status visually (e.g. “in a call”) and allows a caller to choose to be notified (tagged) when the device is free. Or, one user can contact another via non-intrusive instant messaging whether either user is currently on an active call or not.

All in all, Microsoft’s compliance was high in several categories of Sulkin’s analysis, with complete compliance (100%) in terms of system attributes, traffic handling and unified communications, and at or above 80% for user voice features and system features. Telephone features, attendant features and contact center were rated lower; however, as noted above, unified communications capabilities provide a different and often better approach to legacy PBX functionality. Also, Microsoft notes that deployment of third party contact center solutions brings its contact center compliance up to 100%.



Microsoft has also redesigned its Microsoft Communicator “14” unified communications client application (previously named Microsoft ‘Office’ Communicator) with new tabs to access various functions, pictures and activity feeds for social networking, location awareness and E911. Interoperability with Microsoft Office, Microsoft SharePoint Server and Microsoft Exchange is also improved. A new skill search feature (screen shot pictured) finds people with particular expertise using SharePoint to search by keywords, such as skills, projects or interests. A new location-awareness feature automatically detects a user’s location based on their network connection. The Communicator 14 client will be available in conjunction with Communications Server 14 later in 2010; more features and capabilities will be revealed throughout the year.

At VoiceCon, twelve (12) companies announced products and services that will interoperate with Microsoft Communications Server 14, including IP phones (from Aastra and Polycom, see below), solutions for branch office survivability (from Audiocodes, Dialogic, Ferrari, HP and NET) and E911 routing (from Connexon and Intrado) and call accounting software (from Quest and NICE). Ten vendors are currently certified for SIP trunking, including Verizon, Swisscom and Sprint among others. www.microsoft.com

Mitel Announces General Availability of Virtual MCD

Takeaway: Mitel is an early leader in the voice virtualization market, announcing the general availability of the Virtual Mitel Communications Director (Virtual MCD), a real-time call control application designed for the VMware vSphere 4 platform. After 18 months of joint engineering to resolve latency issues around handling voice communications in a data environment, Mitel and VMware have certified and tested Mitel’s MCD real-time call control application to run side-by-side with non-voice (data) business applications on the VMware vSphere 4 platform in the data center. The benefits are clear – simpler installation and maintenance with

fewer hardware components, freeing IT resources and reducing costs. Next (Q2 2010), Mitel will announce virtualized solutions for the Mitel Applications Suite (MAS), Teleworker and UC Advanced client software. Read more about Virtual MCD below and visit www.telecomtactics.com for more on the enterprise telephony market.

Mitel adds yet another platform option for its flagship call control software, Mitel Communications Director or MCD, now taking advantage of the growing popularity of virtualization technology for real-time voice communications. After 18 months of joint engineering to resolve latency issues around handling voice communications in a data environment, Mitel and VMware have certified and tested Mitel's MCD real-time call control application to run side-by-side with non-voice (data) business applications on the VMware vSphere 4 server in the data center. Virtualization frees IT resources, reduces hardware (cost savings), saves operating costs (reduces power and server provisioning costs) and makes the data center more efficient for improved business continuity and business agility.

Last year, Mitel launched a marketing campaign, called Series X, in which the company highlighted their Mitel Communications Director (MCD) call control software as a single software package that can run on a selection of hardware platforms, per the customer's choice, either the Mitel 3300 Communications Platform (ICP) hardware or on an industry-standard server from Sun, HP or IBM. More recently (December 2009), Mitel announced another software version, the Multi-Instance Communications Director (MiCD), in which *multiple instances* of MCD call control software can run on an industry standard server. This targets Service Providers with multiple customers or tenant environments where more than one organization share the same system. The latest virtualized solution, Virtual MCD (vMCD), consolidates voice and non-voice (data) applications on one server for even more efficiencies.

Current MCD platform options include:

Platform	User Capacity
MCD / 3300 ICP	Up to 5,000 per controller (65,000 per cluster)
MCD / Sun, HP, IBM	Up to 5,000 users per server (65,000 per cluster)
MiCD / Sun, HP, IBM	Up to 5,000 users per instance (no architectural limit on the number of instances)
Virtual MCD / VMware vSphere 4	Up to 65,000 users (multiple vMCDs on the same server)

Several joint customers are already deploying Virtual MCD, including the U.S.-based Gallagher, Flynn and Company accounting firm, Spalding University and Ashford Borough Council in the UK, to name a few. Next (Q2 2010), Mitel will announce virtualized solutions for its Mitel Applications Suite (MAS), Teleworker and UC Advanced client software (note: the UC Advanced client was just updated with new R3.1 capabilities, enhancing the Web and Mobile portals and adding the UC Advanced Dynamic Location client for BlackBerry and a new UC Advanced Server appliance model). Also, Mitel has a migration path for existing 3300 ICP systems to move over to the VMware platform; all pre-existing licenses provisioned on the MCD/3300 can be transferred to vMCD, and all 3300 gateways, analog devices, branch office nodes and MCD-certified Mitel applications are fully supported by the vMCD. www.mitel.com

Siemens Designs OpenScope UC Server as Hardware-agnostic Virtual Appliance

Takeaway: Siemens Enterprise Communications (Best of Show winner at this spring's VoiceCon Orlando 2010) joins a growing number of communications manufacturers that are leveraging the potential of virtualization to consolidate IT infrastructure. Siemens highlights the availability of its OpenScope UC Server 2010 portfolio on the virtualized VMware vSphere 4 server platform. Unlike some of the other early adopters of voice virtualization, Siemens has designed its solution to be hardware-agnostic, as a "Virtual Appliance" model, so Siemens is planning to support other virtualization platforms going forward (Siemens is evaluating both KVM and XEN, but will assess customer demand and performance). Siemens is also focused on making UC adoption easier with Hosted Editions and pre-packaged, fixed-price OpenScope Fusion Integration Services. Read more about Siemens OpenScope UC Server 2010 below and visit www.telecomtactics.com for more on the enterprise telephony market.

Siemens stresses choice, flexibility and investment protection for customers with its OpenScope Unified Communications (UC) Server, a software platform that comes complete with call processing and a portfolio of applications resident on a single server. Siemens continues to build on the initial offer (March 2008) that

originally incorporated three components, OpenScape Voice (formerly Siemens HiPath 8000), OpenScape Video and the OpenScape UC Application. Siemens added other applications during 2008 and 2009, including OpenScape Contact Center, OpenScape Messaging and OpenScape Mobility, and most recently, OpenScape Xpressions UC which combines OpenScape Messaging with some of the UC capabilities from the OpenScape Enterprise application.

What's New?

OpenScape UC Server 2010: OpenScape UC Server 2010, the latest version, is available on the virtualized VMware vSphere 4 server platform, resulting in data center efficiencies since virtualization allows voice applications to run side-by-side with non-voice applications on a single server. The benefits of virtualization are clear – lower total cost of ownership, high availability and performance and common management for both voice and data applications. Virtualization also lays the foundation for future cloud computing. Unlike some of the other early adopters of voice virtualization, Siemens has designed its solution to be hardware-agnostic, as a “Virtual Appliance” model, so Siemens is planning to partner with other virtualization platforms going forward (Siemens is evaluating both KVM and XEN, but will assess customer demand and performance). In terms of capacity, current testing by Siemens indicates little to no loss of subscribers when running in a virtualized mode. OpenScape Voice scales from 300 to 100,000 users per node and to an unlimited number of users in a networked configuration. (Two of the applications in the portfolio, OpenScape Video and OpenScape Mobility, are hardware-oriented and do not support virtualization.)

Hosted Editions: New Hosted Editions of OpenScape UC Server 2010 are optimized for Service Providers and offer a pay-as-you-go subscription with pricing on a per-user, per-month basis for each application selected. Products included (and available now) in the Hosted Edition are: OpenScape Voice, OpenScape UC Application, OpenScape Xpressions, OpenScape Media Server, OpenScape Contact Center, OpenScape Deployment Server and OpenScape Management Systems (if required by Service Provider).

OpenScape Fusion Integration Services: Siemens is focused on making UC adoption easier. Channel partners can take advantage of pre-packaged, fixed-price OpenScape Fusion Integration Services in which the OpenScape UC Application is combined with value-added enhancements such as Groupware, Web Collaboration and Social Media applications (Groupware and Web Collaboration integrations are currently pre-packaged and available; Social Media integrations are available as a custom service today, but will become available as a pre-packaged, fixed-price Fusion offering). An OpenScape Fusion Developer Program and Portal will launch in the summer, with tools and resources to support partners.

HiPath 4000 Migration: Siemens also addresses earlier HiPath 4000 deployments with the new OpenScape 4000 Convergence Driver, a virtualized software solution that supports the HiPath 4000 feature set. This provides a migration path for current HiPath 4000 customers toward the OpenScape UC Server 2010 platform. Siemens explains that the OpenScape 4000 Convergence Driver is the original HiPath 4000 software configured to run on a separate server in a virtualized environment. In addition, OpenScape Flex Licensing will ‘port’ user licenses from HiPath 4000 to OpenScape Voice (and vice versa). Migration advantages for HiPath 4000 customers include the comprehensive SIP feature-set and scalability of OpenScape Voice, and conversely, OpenScape Voice can be enhanced with HiPath 4000 features and analog/digital ports. Despite the migration strategy, Siemens plans to continue to offer HiPath 4000 for new customers that are not yet ready for a pure data-center implementation. Siemens indicates it already has existing support commitments through 2016. www.siemens-enterprise.com

Applications

AVST Acquires NEC Active Voice Division

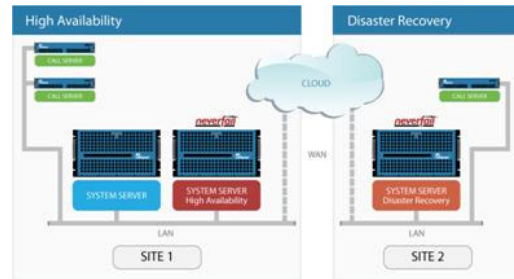
On April 5, 2010, **Applied Voice & Speech Technologies (AVST)** announced it will acquire **Active Voice**, a subsidiary of **NEC** since 2001 and a division of NEC Infrontia, Inc. (NECI) since 2009. AVST and NEC have an existing relationship as technology and distribution partners so this new arrangement will further their mutual goals. Terms of the agreement have not been disclosed.

Both AVST and Active Voice are established market leaders in the voicemail and unified messaging market with a combined market share of 5.8% globally (8.3% U.S.) in terms of messaging mailboxes reported in first half of 2009 (source: T3i Group's InfoTrack for Converged Applications www.t3igroup.com). Platforms from either vendor are widely deployed with hundreds of different telephony switches (IP and TDM), including those from Avaya, Cisco, Mitel, ShoreTel, Toshiba and other leading communications manufacturers.

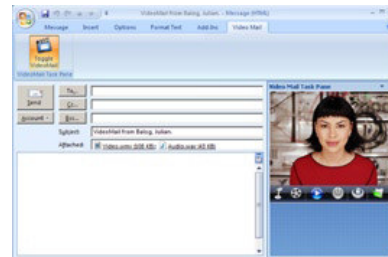
Per the announcement, AVST intends to continue to manufacture, support and enhance specific Active Voice products; however, as with all mergers, details will unfold over the coming months as to which products will remain in the portfolio. As T3i Group analysts assess the market share impact of this significant merger in forthcoming InfoTrack market intelligence reports, TelecomTactics will be studying the consolidation and integration of the AVST and Active Voice messaging product portfolios.

Messaging solutions from both AVST and Active Voice have competitive features and functionality.

AVST's CallXpress, the company's flagship unified messaging solution, has a multi-server architecture with scalability to 384 ports and 40,000 users on multiple servers (up to 96 ports per Call Server). The architecture ensures high availability and minimizes points of failure; ports are distributed across multiple survivable Call Servers (up to eight). Some of the latest functionality addresses survivability, since the multi-server architecture can be combined with a Neverfail® Server, a fully synchronized hot standby server that contains a real-time copy of the CallXpress System Server data and which can immediately take over if failure is detected. In addition, AVST has recently focused on the mobile user experience with schedule-based presence functionality, CallXpress Personal Assistant and Find-me/Follow-me capabilities that automatically route calls based on the user's current presence, such as routing calls to a cell phone if presence is set to 'mobile.' www.avst.com



While AVST sells a single, scalable platform, Active Voice has sold several messaging platforms for varying size businesses, including the new Repartini (to 1,000 mailboxes), Repartee (to 25,000 mailboxes) and Kinesis, a Microsoft Windows-based voice mail and unified messaging system (to 225,000 mailboxes in a clustered configuration). Of particular interest is Active Voice's forward-looking VideoMail technology that addresses "visual communications," allowing users to create video messages using a camera (and including audio) or to record a screen capture, then send the audio/video message from an Outlook client. Applications for this technology abound – a visual message improves the quality and speed of communications - training, marketing and troubleshooting are just a few of the possibilities. www.activevoice.com



OAISYS Enhances Call Recording Solutions, Highlights Partner Solutions

Takeaway: OAISYS forges ahead with new capabilities and deployment options for its Talkument and Tracer call recording and contact center management software, following a successful 2010 first quarter that produced a 24% increase in revenue over the prior year quarter. The OAISYS software helps businesses evaluate sales techniques and assure quality and compliance among other benefits – such activities have the potential to generate customer loyalty which improves a company's bottom line, perhaps the key to success in this struggling economy. Talkument and Tracer software is recently enhanced (version 6.1) with third party speech analytics interoperability and new language support, SIP trunk integration and on-demand licensing. An open architecture enables integrations with third party solutions that make the OAISYS software even more attractive to a variety of businesses, including larger enterprises, public sector organizations and healthcare environments which are particular target markets for OAISYS in 2010. OAISYS recording software is deployed with a number of leading telecommunications telephony systems from Avaya, Mitel, NEC, ShoreTel and Toshiba and tightly integrated with the prairieFyre customer interaction solutions portfolio. Read more below about Talkument and Tracer 6.1 and visit www.telecomtactics.com for more on current contact center solutions.

OAISYS announces Talkument and Tracer 6.1, new versions of the company's call recording and contact center management solutions for small to large businesses. While some new features and deployment options are now available, including SIP trunk integration and speech analytics, the open architecture and associated APIs are quite significant since these enable the integrations with third party solutions that make the OAISYS solution even more valuable to a variety of businesses, including larger enterprises, public sector organizations and healthcare environments which are particular target markets for OAISYS in 2010.

Available integrations include those with third parties such as CVT 3L's call accounting, IAT's predictive dialing, prairieFyre and CRM applications such as ACT!, Salesforce.com and Microsoft Dynamics CRM. International deployments of Talkument and Tracer are also growing with installations now in 15 countries; new language packs (Spanish and Portuguese) make the solution more viable in North, Central and South America, the Caribbean, Spain and Portugal (previously only English was available).



OAISYS recording software is deployed with a number of leading telecommunications telephony systems from Avaya, Mitel, NEC, ShoreTel and Toshiba and tightly integrated with the prairieFyre customer interaction solutions portfolio. The company cites its channel-only sales model (no direct sales) and emphasis on customer service with pre- and post-sales support (Jump Start Services) as key advantages and differentiators from the competition.

The company's Talkument® call recording and voice documentation software utilizes the patent-pending OAISYS Portable Voice Document (PVD™) technology for storing and organizing call recordings. Tracer is license-activated contact center management software that adds advanced capabilities for quality assurance, real-time coaching and employee evaluation. The customer can provision the licenses on a user-by-user basis so that each user can access the foundation layer Talkument call recording functionality, Tracer features, or both.

New Talkument and Tracer 6.1 functionality includes:

- **Speech Analytics:** Call recordings can be exported based on pre-defined business rules such as call duration or agent ID into speech analytics technology which lets users analyze and isolate calls that contain user-defined terms or phrases (e.g. 'unhappy' or 'refund'). To date, OAISYS has completed interoperability testing with three speech analytics solutions (CallMiner, Nexidia, Aurix), which provides customers with a range of choices per their business requirements.
- **SIP trunk integration** enables recording of calls that transmit over SIP trunks. Initially, captured data will include outside party number, start time and duration. The next release will also capture internal user data such as user extensions, agent IDs or agent group information. OAISYS has certified four SIP providers to date: bandwidth.com, BandTel, broadvox and Global Crossing.
- **On-demand licensing** enables random sampling of communications for quality assurance; this is cost effective since the customer only invests in licenses required to record a subset of calls.
- **Enhanced Integration with Avaya Communication Manager:** Talkument and Tracer 6.1 support fully integration call recording for the enterprise-level Avaya Communication Manager using Avaya Application Enablement Services (AES) via the Telephony Services API (TSAPI) CTI interface. The tight integration captures internal and external data from either trunk- or station-side recordings for more efficient recording, search and retrieval.
- **Language Packs:** New language packs (Spanish and Portuguese) make the solution more viable in North, Central and South America, the Caribbean, Spain and Portugal (previously only English was available).



The OAISYS Talkument and Tracer software recording solutions are available as a pre-bundled rack-mount appliance (48 ports and 56,000 hours of recordings) or as a built-to-order server-based system that scales to 192 ports and 200,000 hours of recordings. OAISYS appliances and servers can be networked together to create a seamless recording system network.

Tracer 6.1 is already deployed in 'early adopter' field trials with anticipated availability in the May/June 2010 timeframe. Existing customers enrolled in the OAISYS support services program will be able to get a free software upgrade from their dealer. In 2010, OAISYS will continue to expand globally and target larger enterprises with increased capacity (beyond 1,500 ports to over 5,000 ports), as well as the public sector (government and education) and the healthcare industry. A subsequent software release with additional functionality is expected in the second quarter of 2010. www.oaisys.com

Toshiba Certifies Motorola Voice over Wireless LAN Solution

Takeaway: Within the last year, Toshiba has rolled out a number of new mobile solutions for its Strata CIX customers, and now, adds Motorola's TEAM voice over wireless LAN solution. Using a Motorola EWP smartphone, Toshiba customers will have access to Strata CIX SIP phone features from the mobile device (speed dial, call forwarding, transfer, etc.), but also data services such as instant messaging, e-mail, calendar and contact synchronization and Internet access. The Motorola TEAM solution targets enterprise and larger verticals (scales to 1,000 users with the Strata CIX 1200) and is complementary to the earlier Polycom SpectraLink wireless LAN solution (also available from Toshiba), which offers product tiers to address both small and larger customers. Read more about the new Motorola TEAM solution below and visit www.telecomtactics.com for more on Toshiba's Strata CIX and other IP PBX systems on the market.

Toshiba America Information Systems, Inc., Telecommunication Systems Division announces that **Motorola's** Total Enterprise Access and Mobility voice-over-wireless LAN (TEAM VoWLAN) solution is now certified and interoperable with Toshiba's Strata CIX IP systems. This wireless LAN solution allows mobile workers to access voice and data services over a Motorola EWP smartphone (pictured). With TEAM and the associated smartphone, Toshiba customers will have access to Strata CIX SIP phone features from the mobile device (speed dial, call forwarding, transfer, etc.), but also data services such as instant messaging, e-mail, calendar and contact synchronization and Internet access. Motorola TEAM interoperates with Strata CIX via SIP and supports all of the available Strata CIX SIP features. The TEAM solution is generally available as of April 2010 from Toshiba's Authorized Dealer Network.



The Motorola TEAM solution targets enterprise and larger verticals (scales to 1,000 users with the Strata CIX 1200) and is complementary to the earlier Polycom SpectraLink wireless LAN solution (also available from Toshiba), which offers product tiers to address SMBs in addition to larger enterprise customers. Like the Polycom solution, Motorola TEAM is a voice-over-wireless LAN solution that allows businesses to add voice communications to their new or existing wireless LAN infrastructure for deployment and management of voice and data over a single wireless backbone. This leverages a customer's investment in standards-based wireless LAN equipment. Access Points are purchased from certified third party manufacturers. TEAM is compliant with Access Points from Motorola, Cisco and others.

Toshiba customers can choose from four Motorola TEAM smartphone models, the EWP1000 and ruggedized EWP2000, with a standard or an extended battery option. Smartphone features include push-to-talk, mobile e-mail, calendar/contact synchronization, instant messaging, Internet/intranet access and the ability to run third party applications. Motorola TEAM smartphones can also support video playback over data services; however, this is a separate feature from interoperability with the Strata CIX, and no video integration on CIX is currently supported.

The Motorola TEAM wireless LAN solution adds to several in-network mobility options already available for Strata CIX customers, including Toshiba's SoftIPT softphone, the IP User Mobility feature, Polycom SpectraLink wireless phones and Motorola MC55 and MC70 Enterprise Digital Assistants. A Fixed Mobile Convergence (FMC) solution from Varaha Systems is also optional; the Varaha uMobility client software works on most devices running Windows Mobile or Symbian operating systems, such as those from Nokia, Samsung or HTC. Apple iPhone and RIM Blackberry devices are planned. www.telecom.toshiba.com and www.motorola.com

Desktop Devices

Aastra Optimizes New Phones for Microsoft Communications Server 14

Highlights: Aastra has partnered with **Microsoft** to design and engineer two new IP phones optimized for the forthcoming Microsoft Communications Server 14 and associated Microsoft Communicator 14 client (the next generations of Microsoft OCS and Microsoft Office Communicator expected later in 2010). The new IP phones, the Aastra entry-level 6721ip and mid-range 6725ip, give Microsoft customers a more traditional handset option (rather than a software client). Aastra will benefit from the



existing OCS channel program and the global Microsoft OCS market.

The phones have an embedded Microsoft Communicator client and do not require a PC connection, though the 6725ip can connect to a PC via USB for additional Microsoft unified communications functionality. Features include a color 3.5-inch display, a 2-way navigation key and wideband audio handset for call clarity (the 6725ip also has a wideband speakerphone, and an extra personal presence LED indicator). Both models support Gigabit Ethernet connectivity (single port for 6721ip and dual ports for 6725ip). Visit www.telecomtactics.com for more on IP phones from Aastra and other leading communications manufacturers.

Availability/Compatibility: Aastra's 6721ip and 6725ip will become available in conjunction with the launch of Microsoft Communications Server 14 expected in the second half of 2010. Target markets include large enterprises and potentially SMB and hosted environments going forward. List prices have not been announced yet. www.aastra.com and www.microsoft.com

Alcatel-Lucent Debuts Next-Generation OmniTouch 8082 My IC Phone

Highlights: Alcatel-Lucent's OmniTouch 8082 My IC Phone (Instant Communicator) is a next generation desk phone with 7-inch multi-touch display screen that provides the user with multiple "touch" places to enter requests such as sending an instant message, looking up an address or searching the Internet. The new phone also supports Bluetooth and USB device connectivity and provides access to instant messaging, presence information, e-mail, MP3 music and contextual applications that are associated with information that is currently being displayed on the phone (e.g. displaying the address book when an instant message is being created).



A Developer Application portal (available in Q2 2010) will enable support for tailored applications such as real-time video or twitter feeds (standards include Java, Script, HTML, Ajax and open API). Visit www.telecomtactics.com for more on next generation media phones from leading communications manufacturers.

Availability/Compatibility: The Alcatel-Lucent OmniTouch 8082 My IC Phone is expected to be available in late 2010 for 600€ (estimated price in Euros). The phone will be compatible with Alcatel-Lucent SIP-based platforms, OmniPCX Office (small to mid-size businesses) and OmniPCX Enterprise (mid to larger businesses). Future compatibility is planned for the Genesys SIP server (contact center environments), as well as Alcatel-Lucent OmniAccess, Teldat Atlas 150, Audiocodes MP180 and Cisco SRST (branch office environments) and hosted providers such as Broadsoft. www.alcatel-lucent.com

Panasonic Introduces KX-NT400 Color Touch Screen Phone

Highlights: Panasonic extends its IP phone portfolio with a new KX-NT400 IP phone with 5.7-inch color touch screen. An alternative to the traditional desk phone, the KX-NT400 is meant to enhance productivity with one-touch access to functions, 48 programmable soft keys, optional Bluetooth compatibility, an SD (storage device) card slot for programming and data backup and Power over Ethernet support. For security or remote location monitoring, a Camera Screen can display live video feeds from up to 20 network cameras.



Several screen options add some PC-type functionality, including a Company Portal Screen (access to applications during an active call), a Contact Screen (300 contacts), a Call Log Screen (100 incoming and 100 outgoing calls), a Calls Screen (for call management such as recording, conferencing or transfer), and a Chat Screen for sending/receiving text messages from other NT400 users and Communication Assistant (CA) users (users can also view presence information). CA is Panasonic's productivity application suite for point and click call control, enhanced voice messaging, instant messaging and presence capabilities and more. Visit www.telecomtactics.com for more about IP phones from Panasonic and other leading communications manufacturers.

Availability/Compatibility: Panasonic's KX-NT400 (list price \$832) is available as of March 16, 2010 and works with the company's KX-TDE and KX-NCP telephony systems (KX-NT400 is not supported by the Panasonic KX-TDA system). www.panasonic.com/bts

Polycom Adds Three Microsoft-optimized CX Series Phones

Highlights: **Polycom** announces a series of "firsts" with three new high definition (HD) voice devices optimized for the forthcoming Microsoft Communications Server "14" (the next generation of Microsoft Office Communications Server (OCS) 2007 due out later in 2010). The new phones represent the first Microsoft-optimized desktop phones that support Polycom HD Voice technology and the first (and only) announced IP conference phone compatible with Microsoft CS 14.

The two new standalone IP desktop phones include the basic Polycom CX500 IP phone for public areas, the (pictured) mid-range CX600 IP desktop phone with a handset, a full duplex speakerphone and a headset port, providing full access to the presence-enabled features of Microsoft CS 14. The new IP phones are similar to Polycom's earlier CX700 model in that the phones have a built in Microsoft Communicator client which allows the use of the phones without the aid of a computer running Microsoft OCS. The CX600, however, has a USB port to connect to a PC for additional Microsoft unified communications functionality if desired. The new Polycom CX3000 IP Conference Phone has 12-foot microphone pickup range and a large color display for access to call, directory and presence information. For more on VoIP telephones from leading manufacturers, visit www.telecomtactics.com.



Availability/Compatibility: The new Polycom CX phones will become available in conjunction with the launch of Microsoft Communications Server 14 due out in the second half of 2010. Pricing will be revealed later, but is expected to be competitive with respect to other products with similar features and functionality. Polycom also announces expanded integration with Microsoft Exchange Server, Microsoft Outlook and Microsoft SharePoint Server (in second quarter 2010), so the broad range of Polycom voice and video solutions is available for these Microsoft environments. www.polycom.com and www.microsoft.com

snom Introduces Color Touch Screen Expansion Module with Web Browser

Highlights: **snom** will roll out a new expansion module for the 8xx series IP desktop phones. Vision (pictured with snom 870 phone) has a 4.3-inch color, touch screen and 16 programmable keys per unit for speed dial, busy line, presence, mini-browser or other functions. Up to three Vision modules can be attached per 820 or 870 for a total of 48 additional keys per phone.

Vision can also be used independently since it has a built-in XML browser and IP connection that enables the device to support Web applications, including CTI and CRM applications (snom will unveil more information on this functionality with future releases). The Web interface also allows Vision to link to and manage a snom phone without having to be located adjacent to the phone. And, the device can support one-way video streaming from a webcam linked to intercoms via snom's recently announced Public announcement system, PA1. For more on IP telephones from snom and other leading manufacturers, visit www.telecomtactics.com.



Availability/Compatibility: The snom Vision expansion module (\$219 list) is due out in second quarter 2010 and will be compatible with snom's fourth generation SIP 8xx Series phones. (Technically, Vision could also be used as an expansion module for the 300 series phone via Ethernet connection.) www.snom.com

TANDBERG Unveils EX90 Desktop with Telepresence

Highlights: **TANDBERG** (recently acquired by Cisco) brings telepresence to the desktop with its new EX90 desktop device designed for executives. EX90 has a large 24-inch high definition (HD) display (full 1080p30 resolution) with a separate touch screen interface (TANDBERG's inTouch 8-inch touch screen interface). The unit includes a microphone, two loudspeakers, a subwoofer for audio and a Wideband handset (Bluetooth is also available). There is no need for a remote control device since the touch screen interface is used to make a video call, share content or access features. Users can hold a 3-way video conference, adding two other participants to a call.



The EX90 can also act as a PC monitor, or a second monitor can be added for sharing data, while continuing to use the EX90 for the face-to-face video call. Also, a built-in PrecisionHD Camera tilts to share documents such as blueprints or X-rays, for example. For more on desktop video systems from leading manufacturers, visit <http://www.t3igroup.com/products/tactics>.

Availability/Compatibility: TANDBERG's EX90 (\$9,900 USD) is available now. The EX90 connects to any standards-based video or telepresence system, including TANDBERG's Video Communication Server (VCS) which optimizes the experience for network administrators and users. www.tandberg.com

For questions about TelecomTactics, feedback or product information, contact sgustavsen@t3igroup.com

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