



## Systems and Applications

- Avaya Unveils the Flare Experience
- eOn Launches the Server-based eConn IP-PBX
- Epygi Ships the QuadroM26x for SMBs
- HP Updates VCX IP Telephony Systems
- Microsoft Lync Nears General Availability
- snom Enters IP-PBX Market with snom ONE
- Vertical Wave 2.0 Adds IM, Mobility and New IP Phones

## Telephones and User Devices

- Cisco Announces Entry-level SPA 300 Series IP Phones
- CounterPath Debuts Bria Android Edition
- Grandstream Unveils New GXP SIP Phones with HD Audio
- Polycom SpectraLink 8400 Series Supports Open Standards, Productivity Applications
- Toshiba Strata CIX Supports Android and BlackBerry Smartphones

## What's New in TelecomTactics?

- Mitel 5000 4.0 Adds New Functionality with HX Controller

## Systems and Applications

### Avaya Unveils the Flare Experience

***Takeaway:** Avaya responds to the rapid growth in video conferencing technology and real-time communications with a new family of enterprise video and collaboration products, including the Avaya Flare Experience, a technology developed on the Android operating system that consolidates communications (voice, video and text) into one user interface. The first devices to deliver Flare are the Avaya Desktop Video Device (new) and the Avaya 9600 Series desktop phones, but Avaya plans to make the Flare technology available later for PCs, laptops, tablet PCs and smartphones. Avaya Flare is due out in fourth quarter 2010, just ahead of competitor Cisco that is set to release the Cisco Cius in first quarter 2011, a portable business computing tablet also based on the Android operating system. In addition to Flare, Avaya introduces other new collaboration products and services. Read more below and visit [www.telecomtactics.com](http://www.telecomtactics.com) for more on solutions from Avaya and other enterprise communications leaders.*

Recently **Avaya** announced the Avaya Flare Experience, a new user experience, based on the Android operating system that brings together voice, video and text into one central interface. Initially Flare will run on the Avaya Desktop Video Device (pictured), a new device specifically developed and designed as a desktop collaboration endpoint for executives and power users.

The Avaya Desktop Video Device has a large 11.6-inch HD touch screen, a 720-pixel HD video camera, HD voice, dual microphones, USB connectivity, 3G/4G access, 802.11 b/g/n WiFi hot spot roaming and Bluetooth headset support. Future versions will support remote access over VPN. The Avaya Flare Experience is also available for the Avaya 9600 Series Deskphone, adding new capabilities for the phone, such as



conference control, instant messaging, presence and Microsoft Outlook integration. Flare will become available later for PCs, laptops, tablet PCs and smartphones.

The Flare Experience provides users with access to all communications in one user interface or personal workspace. Desktop voice and video, social media, presence and instant messaging, audio/video/web conferencing, directories and contact history are consolidated and easy to access. Users 'touch and drag' to move contacts into a "spotlight" area in the center of the display where the in-progress communications takes place (see screen shot). There is also a pop-up keyboard for text messaging and a single view of multiple directories with personal, corporate, Facebook, Twitter and other contact lists. Users can download applications, including Android-based applications.



Flare leverages Avaya's SIP-based Aura architecture and requires the Avaya Aura Collaboration Server, an adjunct server that runs Avaya Aura core components, including Communication Manager 6.0.1, Session Manager 6.1, System Manager 6.1, Presence Services 6.0, Utility Services 6.1 and System Platform 6.0. Avaya Aura Collaboration Server packages all the necessary components in a single server to simplify deployment and make it easier for customers to take advantage of the Flare technology. Avaya Aura Collaboration Server supports 50 endpoints initially, with or without video (further scalability will follow).

In concert with Flare, Avaya unveils additional new collaboration products and services, including Avaya Video Conferencing Solutions: Avaya one-X Communicator Desktop Video Soft Client, Avaya 1010, and 1020 video systems for workgroups (2-3 people), Avaya 1030, 1040 and 1050 dual-screen video systems for mid- to large-size rooms or multiple sites, Avaya Videoconferencing Manager 6.0 tools and Avaya Professional and Managed Services for Video. Also new is the Avaya web.alive software-as-a-service, a virtual meeting space for corporate networking and collaboration with life-like visuals and audio (in 2008, Nortel (now Avaya) acquired DiamondWare and its 3D technology).

**Availability/Compatibility:** The Avaya Flare Experience R1.0, Avaya Desktop Video Device, 9600 Series SIP Deskphones with Flare features and the Avaya Aura Collaboration Server are targeted for general availability in the fourth quarter of 2010. Flare requires the adjunct Avaya Aura Collaboration Server running the following Avaya Aura components: Communication Manager 6.0.1, Session Manager 6.1, System Manager 6.1, Presence Services 6.0, Utility Services 6.1 and System Platform 6.0. Avaya Professional and Managed Services for Video are available now. [www.avaya.com](http://www.avaya.com)

### **eOn Launches Server-based eConn IP-PBX**

***Takeaway:** eOn formally launches the eConn IP-PBX, a scalable server-based telephony platform built on commercial off-the-shelf hardware that utilizes the Linux operating system and industry standard SIP and supports TDM technologies. Telephony software features and applications are based on eOn's established and proven Millennium platform on the market since 1992. The IP Messenger application (developed by Esnatech) adds forward-looking messaging and unified communications functionality such as the UC Mobile application that runs on Apple iPhone, Google Android, RIM BlackBerry, Windows Mobile OS and Symbian OS smartphones. eConn is generally available worldwide as of September 30, 2010 and ships with the IP Messenger platform. Read more about eConn below and visit [www.telecomtactics.com](http://www.telecomtactics.com) for more on eOn platforms and other IP PBXs on the market.*

eOn Communications Corporation has completed beta testing and now formally announces the availability of the eConn IP-PBX, a server-based IP platform based on applications and features from the company's earlier Millennium PBX, but built on commercial off-the-shelf hardware and utilizing the Linux operating system. Designed for growing small to mid-size businesses with scalability from 10 to 1,000 users, eConn supports traditional TDM technology (T1, E1, ISDN PRI and analog trunks), as well as SIP trunks and telephones. The system is mainly sold as an IP-PBX, but also supports an IP-QSIG protocol, allowing it to act as an IP gateway for existing eOn Millennium and eQueue systems which can transition to the eConn over time.

T3i Group, LLC [www.t3igroup.com](http://www.t3igroup.com) [www.telecomtactics.com](http://www.telecomtactics.com)

Copyright © 2010 T3i Group, LLC. All rights reserved. Reproduction in whole or in part in any form or medium without expressed written permission of T3i Group, LLC is strictly forbidden.

In addition to a comprehensive list of telephony features (500+ features), eConn ships with the IP Messenger unified messaging and unified communications platform developed by partner Esna Technologies Inc. (Esna's Telephony Office-LinX). With IP Messenger (which comes in two versions for small or larger businesses), users can access and manage voicemail, e-mail and fax messages from any SMTP, POP3, or MAPI compliant mail package, including Microsoft Outlook, IBM Lotus Notes, Novell GroupWise and hosted Google Applications. Messages can also be accessed from the Web. Features include auto attendant, IVR, text-to-speech, follow-me, remote login, screen pops, instant messaging, hot desking and presence management. The UC Mobile application (no additional charge with the IP Messenger UC license) runs on Apple iPhone, Google Android, RIM BlackBerry, Windows Mobile OS and Symbian OS smartphones, allowing mobile staff to communicate as they do at their office desk. Users can see who has called their office phone in real-time and see who is online and available.



A number of notable features and applications are standard with eConn such as mobile twinning with an office phone (single number reach to up to 19 mobile devices or landline phones), built-in ACD for up to 576 agents and 100 groups, meet-me conferencing for up to 256 parties per conference, a multi-site networking (TDM or IP-QSIG for 512 nodes), and a graphical programming application. Third party applications can also be added via the CSTA interface.

Customers can choose from a range of telephone options, including IP phones and softphones, WiFi or IP DECT wireless handsets and full duplex audio conferencing units. The eConn system supports eOn's eNterprise 7022IP and 7032IP telephones and 7048IP expansion module, as well as the newer 7100 Series SIP phones (from Yealink, but re-branded by Cortelco, a subsidiary of eOn). The 7100 Series SIP phones come in five models for entry-level, mid-range and high-end needs and are equipped with the TITAN chipset, a T1 Voice Engine, a range of voice codecs and security protection; four models support High Definition (HD) voice, speaker and handset.

**Availability/Compatibility:** The eConn IP-PBX is generally available worldwide as of September 30, 2010 and ships with the IP Messenger platform. Current eOn Millennium customers who wish to migrate to the new eConn platform can retain their eNterprise IP phones, but hardware components are not compatible. Or, the Millennium customer can network (over IP) to the eConn for additional functionality. Advanced ACD features and applications, similar to those supported by eOn's eQueue contact center platform, will be offered with the eConn in the future. [www.eoncommunications.com](http://www.eoncommunications.com)

### Epygi Ships the QuadroM26x for SMBs

**Takeaway:** Epygi, a U.S.-based designer and manufacturer of IP systems for small- and mid-size businesses, reports increased global sales in 2010 with a 37% improvement over sales in 2009. This success is due in part to new Quadro™M platforms that represent forward-looking systems with a more powerful motherboard than the company's initial Quadro product line. The new QuadroM platforms address varying physical trunk and station configurations and capacities, each with the enhanced motherboard and licensed options. At VoiceCon Orlando 2010, Epygi (a first time exhibitor at the show) debuted the first of the platforms, the QuadroM8L (98 users), and now launches the QuadroM26x which supports a maximum of 106 users, with 26 analog devices and up to 80 IP phones (16 IP users in the base configuration). The new platforms have a similar feature set to the larger QuadroM32x launched in 2008, including licensed feature options for Call Recording, ACD and a 32-party Conference Bridge. Visit [www.telecomtactics.com](http://www.telecomtactics.com) for more on the Epygi Quadro and other SMB platforms on the market.

**Epygi** Technologies releases the QuadroM26x, the newest addition to its family of all-in-one IP PBXs designed for small and medium-sized organizations. The QuadroM26x (42-106 users and 45 concurrent calls) is a less expensive and lower capacity version of the QuadroM32x introduced in 2008 as the largest Epygi platform to date (192 IP telephones and up to 64 concurrent calls). Warren Sonnen, Director of Product Management and Marketing at Epygi, explains that after the company launched the QuadroM32x, customers began to demand the more advanced features available on the



QuadroM32x, but on a less expensive platform. The QuadroM8L, introduced last spring, and the new QuadroM26x, meet this need. Two ISDN versions, QuadroM12L”i” and QuadroM26x”i”, are due out by the end of 2010.

The QuadroM26x is suitable for smaller businesses that need more analog phone support. The rack-mountable unit supports 26 FXS lines, eight FXO lines and an audio analog input/output (unique to the new M platforms), as well as support for 16 IP users in the base configuration. Licenses can be purchased to increase the IP users in blocks of 16, 32 or 64 (up to 80 IP phones total), as well as to add up to 20 ports of call recording, a 32-party conference bridge, Automatic Call Distribution (ACD) and a Barge-in/Silent Monitoring capability. SIP trunking to an ITSP is also possible.

With all Quadro IP PBX systems, voicemail is a standard feature (no license required) and available for every user with some unified messaging functionality such as retrieving stored voicemail messages via e-mail as attachments and receiving notifications via e-mail or SMS. An Auto Attendant with Interactive Voice Response is also standard (pre-recorded or synthesized audio prompts based on VoiceXML) to direct callers to an extension or voice mailbox. As noted, the “M” platforms support some additional productivity applications which are activated by software license key, including the ACD functionality, the monitoring capabilities, the voice conference bridge and call recording.

A wide range of third party IP telephones, wired and wireless, are compatible, including those from preferred Epygi vendors, Aastra, snom, Polycom and Yealink, though any SIP-compliant IP phone will function with the Quadro. For home office and teleworkers, the Quadro Communications Manager (QCM) softphone lets users manage calls via a laptop or desktop PC. All new Quadro IP PBXs include an installed copy of QCM. For mobile employees, Quadro also supports DECT and WiFi technologies via SIP.

Availability/Compatibility: QuadroM26x is now shipping worldwide for \$2,795 US MSRP (QuadroM8L is \$2,395). Two ISDN versions, QuadroM12Li and QuadroM26xi, are due out by the end of 2010. [www.epygi.com](http://www.epygi.com)

## HP Updates VCX IP Telephony Systems

***Takeaway:** Hewlett-Packard (HP) highlights its “Just Right IT” portfolio for small and mid-sized businesses (SMBs) that includes IT capabilities (new server, printer, PC and software products), wireless data networking for laptops and computers (a new 802.11n WiFi Access Point) and IP telephony (an upgraded VCX telephony system and new 350x IP phones). HP and its channel partners can now offer smaller business customers a full range of office solutions (data and voice) from one communications vendor. VCX solutions for larger enterprises are also available. In April 2010, HP acquired 3Com and has incorporated the 3Com VCX IP PBX systems into the HP Networking unit portfolio. The former 3Com VCX systems will move forward with enhancements and integrations with HP products (3Com’s NBX portfolio is discontinued). Read more below and visit [www.telecomtactics.com](http://www.telecomtactics.com) for more on HP’s VCX and other IP PBX systems on the market.*

Following the acquisition of 3Com in April 2010, **Hewlett-Packard (HP)** has folded the 3Com VCX IP Telephony systems into its HP Networking unit, adding telephony to its portfolio of IT and data networking products. In a recent announcement around new IT and data networking products geared toward small and mid-size businesses (SMBs), HP introduced a new version of the VCX IP Telephony system and a new series of IP telephones. HP has discontinued the NBX platforms from 3Com, but is moving forward with VCX Connect for SMBs and the VCX V7000 Unified Communications Series for larger organizations.

Below are the available VCX IP Telephony options from HP:

HP VCX Platforms	User Capacity	Target Market
VCX Connect MIM	100 (600 network)	VCX Connect MIM is an all-in-one solution for SMBs; VCX IP Telephony and IP Messaging run on an OAPS blade that fits into an HP A-MSR30 Series Router, along with embedded PSTN gateway, wireless, WAN and LAN modules. Up to six regions (pairs of IP Telephony and IP Messaging servers) can connect to support 600 devices. The base VCX Connect

		offer includes 25 phones and 25 mailbox licenses.
VCX Connect 100	100 (600 network)	VCX Connect 100 is an IP PBX for SMBs; VCX IP Telephony and IP Messaging run on a 1U modular chassis with built-in CPU, disk, one 4-port FXO module and one 4-port FXS module and four additional slots for analog or digital modules. Up to six regions (pairs of IP Telephony and IP Messaging servers) can connect to support 600 devices. The base VCX Connect offer includes 25 phones and 25 mailbox licenses.
VCX Connect 200	500 (3,000 network)	VCX Connect 200 is an IP PBX for SMBs; VCX IP Telephony and IP Messaging run on an HP DL120G6 1U server an optional RAID disk. Up to 12 regions (pairs of IP Telephony and IP Messaging servers) can connect to support 3,000 devices. The base VCX Connect offer includes 25 phones and 25 mailbox licenses.
V7005 Classic	2,500 (7,500 network)	VCX V7005 Classic is a 2-server configuration (primary and secondary servers) for larger enterprise deployments; the VCX software runs on an HP DL120G6 1U server with an optional RAID disk. Up to 12 regions with up to 10 VCX Branch Offices per region support a maximum of 7,500 devices/mailboxes enterprise-wide.
V7205 Classic	5,000 (15,000 network)	VCX V7205 Classic is a 2-server configuration (primary and secondary servers) for larger enterprise deployments; the VCX software runs on an HP DL360G6 1U server with redundant disk drive and power supply included. Up to 12 regions with up to 20 VCX Branch Offices per region support a maximum of 15,000 devices/mailboxes enterprise-wide.
V7005 Expand	10,000 (30,000 network)	VCX V7005 Expand is a minimum 3-server configuration and scalable configuration for very large enterprise deployments; the VCX software runs on HP DL120G6 1U servers with optional RAID disk drives. Up to 12 regions with up to 50 VCX Branch Offices per region support a maximum of 30,000 devices/mailboxes enterprise-wide.
V7205 Expand	20,000 (60,000 network)	VCX V7205 Expand is a minimum 3-server configuration and scalable configuration for very large enterprise deployments; the VCX software runs on HP DL360G6 1U servers with redundant disk drives and power supplies included. Up to 12 regions with up to 75 VCX Branch Offices per region support a maximum of 60,000 devices/mailboxes enterprise-wide.

VCX Release 9.5 delivers several enhancements and new features, including support for VCX running on HP Servers. The V7005 Unified Communications Server (HP DL120G6) with optional redundant disk drive is used for VCX Connect 200 and VCX V7005 Classic or Expand configurations; the V7205 Unified Communications Server (HP DL360G6 with redundant disk drive and power supply included) is used for VCX V7205. VCX R9.5 also increases the scalability of the VCX Connect 200 system from 250 to 500 users and from 1,500 to 3,000 networked users. Additional enhancements are made to IP Messaging (secure IMAP connections, fax server functionality and 50-, 250- and 1,000-seat license bundles), ACD (ACD Call Detail Record Reporting) and Global Directory (synchronization across release levels). The VCX softphone (Desktop Communicator) adds file transfer and some user-friendly features such as forward typing and searching for a company name.

A new 350x Series of IP Phones includes five models (3500B, 3500, 3501, 3502, 3503) with a contemporary design and with features over and above the earlier 3Com 310x IP phones. A high-end executive model (3503 pictured) has a large back-lit, color display with configurable background image. Several models have dual-port Gigabit connectivity, Power over Ethernet support and wideband audio (G.722 or G.722.2). All models support energy saving options; administrators can configure a screen save mode and a power save mode that uses up to 50% less power than the phone's active state.



Availability/Compatibility: VCX R9.5 is available as of September 2010 and is a free download for existing VCX customers. HP has discontinued the earlier 3Com NBX systems; however, NBX customers can migrate to a VCX Connect or VCX V7000 Series system, and the earlier 310x telephones are compatible with VCX 9.5 systems and provide full VCX feature support. <http://h10144.www1.hp.com/products/unified-communications/>

## Microsoft Lync Nears General Availability

*Takeaway: Microsoft Lync, the company's next wave of unified communications software (the next version of Microsoft Office Communications Server previously code-named Microsoft Communications Server 14), is getting closer to general availability. Lync, a brand name that combines the terms "link" and "sync" to reflect new ways of connecting people, is currently in a Release Candidate Stage and is available to download and try. It is Microsoft's final milestone prior to release to manufacturing (RTM) and general availability (GA) expected by the end of this year. This new version approaches full enterprise telephony with support for Enterprise Voice features, enhanced management tools, additional presence and conferencing features and new client functionality. Read more about Microsoft Lync below and visit [www.telecomtactics.com](http://www.telecomtactics.com) for more on the enterprise telephony market.*

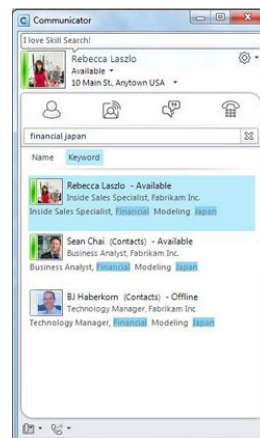
**Microsoft** formally names its next version of its Office Communications Server (OCS) unified communications software, calling the software Microsoft Lync and announcing the Release Candidate Stage, the final milestone prior to RTM (release to manufacturing) and General Availability (GA) which is expected later this year. Microsoft explains that the new Lync branding, a combination of the words "link" and "sync," aptly describes their goal to connect people in new ways easily and efficiently, from anywhere. The family brand will be known as Microsoft Lync, the server as Microsoft Lync Server 2010 and the client as Microsoft Lync 2010. Microsoft reports that 20,000 Microsoft employees and over 100 enterprise customers are already trying Lync 2010 in this beta stage. Microsoft is incorporating their feedback as it prepares the software for general availability later in 2010.

Since OCS 2007 was first introduced, 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. This latest version 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.

To recap, at VoiceCon Orlando last spring, Microsoft participated in Allan Sulkin's annual IP PBX RFP session for the first time, demonstrating that Lync is ready to compete as an enterprise telephony solution. While Microsoft's solution may lack 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%.

Lync enhances and adds new features on the IT side such as operating system and processor support, virtualization support and management tools, but also introduces new



T3i Group, LLC [www.t3igroup.com](http://www.t3igroup.com) [www.telecomtactics.com](http://www.telecomtactics.com)

Copyright © 2010 T3i Group, LLC. All rights reserved. Reproduction in whole or in part in any form or medium without expressed written permission of T3i Group, LLC is strictly forbidden.

capabilities for users, including voice features. Below is a sampling of new user-related capabilities to be delivered with the forthcoming Lync later this year:

- New Enterprise Voice features include voice resiliency in central and branch offices, new call admission control (bandwidth management), E911 dialing, malicious call trace, new management features, call park, additional call routing methods and more flexible IVR, an announcement application, monitoring (e.g. reporting and voice quality diagnostics) and a hosted version of Microsoft Exchange Unified Messaging.
- New presence features enhance privacy controls and support contact lists with photos.
- Conferencing functionality adds a single meeting client (replaces Microsoft's Live Meeting client and Outlook Add-in), the Microsoft Lync 2010 Attendee downloadable client, simple URLs for joining meetings, a Presentation Mode, application sharing, whiteboard tools, polling, new dial-in features and video enhancements (panoramic video, multipoint video, VGA and HD video).
- The Microsoft Lync 2010 client (previously Microsoft Office Communicator 2007 R2) is redesigned with functional tabs, including a Conversations tab (lists recent conversations), an Activity Feeds tab (social updates), a Phone tab (dial pad for making calls, a list of voicemail messages and a button to test call quality) and a Contacts tab that displays contacts by group, availability, or level of privacy with or without photos, shows the 10 most frequent contacts and incorporates a new skill search feature (screen shot pictured) to find people with particular expertise using SharePoint to search by keywords, such as skills, projects or interests. In the Me Area, users can update their status and location and upload a personal photo.
- Two new Lync clients are available, growing the existing client portfolio which includes the Lync 2010 client (with full functionality), Lync Server 2010 Attendant, Lync 2010 Mobile (works with Professional Edition of Windows Mobile) and Lync 2010 Phone Edition (software for USB-attached phones):
  - Lync 2010 Attendee is a new conferencing client for users without Lync 2010 installed, enabling them to participate in Lync Server 2010 online meetings; it is installed on per-user basis and does not support presence, contacts, instant messaging or telephony.
  - Lync 2010 Web App is a browser-based version of Lync 2010 for those without a Lync Server 2010 account, and who want to participate in online meetings using a Windows or Mac operating system.
- New Lync-optimized IP Phones Series have been developed by Aastra and Polycom (Lync will also support analog devices).

For pricing and licensing, Lync Server 2010 uses Microsoft's Server/Client Access License (CAL) model. A Lync Server 2010 license, either the Standard Edition (\$699) or the Enterprise Edition (\$3,999), is required for each operating system environment running Lync Server 2010. A CAL is required for each user or device accessing the Lync Server. There are three types of user/device licenses or CALs: Lync Server 2010 Standard CAL (\$31), Lync Server 2010 Enterprise CAL (\$107) and Lync Server 2010 Plus CAL (\$107), each with varying levels of functionality in terms of IM and presence features, audio/video/Web conferencing functionality and Enterprise Voice technology. The Plus CAL is required for full Enterprise Voice features. The Lync Server 2010 Standard CAL is a prerequisite to both the Lync Server 2010 Enterprise CAL and Lync Server 2010 Plus CAL. Microsoft Lync 2010, the client software, is licensed separately (\$31).

A growing list of companies (over 30 to date) have announced products and services that will interoperate with Lync, including IP phones from Aastra and Polycom and snom, solutions for branch office survivability (from Audiocodes, Dialogic, Ferrari, HP and NET) and E911 routing (from Connexon and Intrado), call accounting software (from Quest and NICE) and a number of SIP trunking vendors (Verizon, Swisscom and Sprint among others).

[www.microsoft.com/lync](http://www.microsoft.com/lync)

### **snom Enters IP-PBX Market with snom ONE**

*Takeaway: snom technology AG of Germany ([www.snom.com](http://www.snom.com)) enters the IP PBX market with the snom ONE IP-PBX for smaller businesses (targets 4-150 users), an easy-to-deploy software-based telephony system that allows businesses to take full advantage of snom's SIP telephone feature set. snom telephones and devices have long been*

T3i Group, LLC [www.t3igroup.com](http://www.t3igroup.com) [www.telecomtactics.com](http://www.telecomtactics.com)

Copyright © 2010 T3i Group, LLC. All rights reserved. Reproduction in whole or in part in any form or medium without expressed written permission of T3i Group, LLC is strictly forbidden.

compatible with other manufacturer's SIP-based solutions such as those from Asterisk/Digium, Epygi, Fonality, BroadSoft, Microsoft and MetaSwitch, to name only a few. With these deployments, phone features depend on the associated system, and the full feature set is not always supported. snom overcomes this issue with the new snom ONE IP-PBX available in three versions, each of which interoperates fully with snom SIP telephones and devices. Versions include: snom ONE free, a free software download for up to 10 extensions, snom ONE yellow (\$895) for up to 20 extensions and snom ONE blue (\$1,495) for up to 150 extensions and multiple tenants (up to five). snom ONE is available now worldwide.

Stay tuned for more details on this new IP-PBX entry from snom. Visit [www.telecomtactics.com](http://www.telecomtactics.com) for more on the business telephony market.



## Vertical Wave 2.0 Adds IM, Mobility and New IP Phones

*Takeaway:* Vertical's Wave 2.0 enhances user productivity with new Instant Messaging, Mobile Extension and other unified communications (UC) and PBX functionality, as well as scalability to 500 users and a new family of IP phones (Edge 5000i). Wave IP is the company's lead telephony system for the small and mid-sized business (SMB) market and larger distributed organizations. Wave IP 500 targets smaller, cost-sensitive businesses (10-50 users) and the larger Wave IP 2500 scales to 500 users, depending on the Edition (Standard, Professional or Enterprise). Wave IP incorporates the company's 'Applications Inside' architecture that embeds basic applications, while more advanced applications are enabled with simple license key activation. Wave IP represents the integration of product lines following the merger years ago of four telephony vendors (Artisoft, Vertical Networks, Comdial and Vodavi) into one company, now known as Vertical Communications. Read more below and learn more about Wave IP and other IP PBXs on the market at [www.telecomtactics.com](http://www.telecomtactics.com).

Vertical Communications upgrades its Wave IP converged IP PBX system with Wave ISM 2.0 software, adding support for new unified communications (UC) functionality, new hardware and PBX features and increased capacity. Vertical sells two versions of the system, Wave IP 500 (10-50 users) and the pictured Wave IP 2500 (30-500 users) with edition-based licensing for 50 users/phones (Wave Standard Edition license), 200 users/phones (Wave Professional Edition license) and 500 users/phones (Wave Enterprise Edition license). Each delivers the same functionality and applications, but targets different markets. Wave IP 500, introduced in 2009, has a lower price point that is more affordable for smaller, cost-sensitive businesses, while the larger Wave IP 2500, introduced in 2007, is suitable for small- to mid-sized businesses and larger distributed organizations.



New PBX features for Wave 500 and Wave 2500 include improved boot time and performance, support for ISDN BRI station and device interfaces, scalable call recording (to 100 simultaneous sessions), multiple auto attendant greetings, cascading voicemail notifications, multiple music-on-hold sources (up to eight) and music-on-hold for SIP phone and SIP trunk calls.

The Wave 2.0 software upgrade expands the UC functionality already present in Wave which is accessible via the Wave ViewPoint desktop call management client (included with no license required). ViewPoint users can take advantage of several new features:

- Wave IMpulse to send and receive instant messages to other ViewPoint users, including users on other networked Wave servers (previously, IM was among users only on same server).
- The ViewPoint Softphone is included and accessible via a new Dial Pad tab; it can be used as a primary phone (license required) or as a secondary phone (no license required).
- Administrators can create shared folders that can be accessed via specified users, such as all members of a project team; these folders can include call logs, messages, call monitor and contacts.

T3i Group, LLC [www.t3igroup.com](http://www.t3igroup.com) [www.telecomtactics.com](http://www.telecomtactics.com)

Copyright © 2010 T3i Group, LLC. All rights reserved. Reproduction in whole or in part in any form or medium without expressed written permission of T3i Group, LLC is strictly forbidden.

- The Wave Mobile Extension allows an external phone (such as a cell phone, home phone or legacy PBX phone) to operate as a Wave extension; users can manage voice messages and greetings and place and answer calls.
- New language support includes Dutch, Italian and Turkish (in addition to previous support for English, French, German and Spanish).

Wave customers can choose to deploy the Microsoft Exchange Server 2007/2010 for extra unified messaging functionality. With this deployment, the new Wave 2.0 software enables additional bi-directional synchronization between Wave and the Microsoft Exchange Server 2007/2010 in terms of voicemail messages and contact lists.

New hardware includes a high-end Dual-Core Vertical Application Module (VAM) with 2GB RAM (in controlled release) that enables the system to scale to 500 users (up from 350). For improved reliability, Wave IP 500 servers now ship with dual (redundant) hard disk drives (previously only a single hard drive configuration was available). Additional telephone support includes several Vodavi Infinite and Triad digital phones (8-, 12- and 24-button models), Vodavi DECT and Ranger cordless phones and the Edge 700 DSS 48-button Console. A new family of Edge 5000i SIP phones is available with full duplex speakerphone, Power Over Ethernet and dual Ethernet ports: the Edge 5000 8-button Economy, the Edge 5000 24-button Professional and the Edge 5000 Large LCD Executive (pictured); the Professional and Executive phones have optional Bluetooth or WiFi modules (in controlled release).



Availability/Compatibility: Wave ISM 2.0 software is available now and will ship with any new Wave IP 500/2500 system, while existing Wave customers with a subscription can upgrade at no cost if their current Wave Server has the following minimum level of software: Wave ISM 1.5 SP3 with Wave ISM 1.5 SP3 HotFix Package 2. Some Wave 2.0 functionality is in controlled release, but expected by the end of October 2010, including the new Dual-Core VAM (required for expansion to 500 users), the optional Bluetooth and WiFi modules for the Edge 5000i IP phones and the automatic synchronization of messages and contacts between Wave and Microsoft Exchange Server. Field trials are underway for a Fax Manager application and an IVR application called Voice Server 2.0. [www.vertical.com](http://www.vertical.com)

## Telephones and User Devices

### Cisco Announces Entry-level SPA 300 Series IP Phones for Small Business

Highlights: Cisco focuses on small businesses with new products and technologies, including three new IP phones. The new Cisco SPA 300 Series has two entry-level IP phones with Cisco HD Voice: the basic non-display 1-line SPA 301 and the 3-line SPA 303 with more advanced features such as LDAP and Cisco XML corporate directories, call history and Cisco phone applications (Live Record and VoiceView Express). The Cisco SPA 300 Series phones have dual protocol support, utilizing Session Initiation Protocol (SIP) Version 2 with the Cisco SPA9000 Voice System and third-party call controllers or using the Smart Phone Control Protocol (SPCP) with the Cisco Unified Communications 500 (UC 500) systems. These new phones expand the range of SPA phones which already includes five SPA 500 phones introduced in 2009.



Cisco also introduces the Cisco SPA 525"G2" IP Phone with five lines and a color display, wired or wireless connectivity and support for forward-looking functionality such as MP3 ring tones, digital photos and an RSS feed. The new "G2" version is an evolution of the earlier SPA 525"G", but with different hardware and support for the Cisco Mobile Link feature which allows the phone to be paired with a mobile device using Bluetooth technology. Customers with the earlier 'G' version cannot upgrade to the G2 version since hardware differs. Visit [www.telecomtactics.com](http://www.telecomtactics.com) for more about IP telephones from Cisco and other leading vendors.



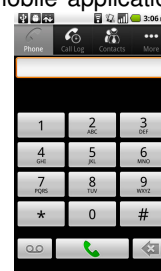
In addition to the new IP phones, Cisco announces other new technologies for SMBs such as a

new Office Manager desktop administration tool for office administrator or IT person to handle operational tasks for Cisco Smart Business Communications System (SBCS) and a new generation of Cisco Small Business managed switches called Cisco 300 Series Managed Switches with energy efficiency that saves up to 74% on power. The Cisco Advanced Video Monitoring System monitors and controls up to 64 video surveillance cameras, including new "Dome" cameras for bright or low lighting environments and a new "Bullet" camera for outdoors.

Availability/Compatibility: Cisco's SPA 300 Series and SPA525G2 phones are available now and list for US\$83 (SPA 301), US\$125 (SPA 303) and US\$430 (SPA 525G2). The phones have dual protocol support, utilizing Session Initiation Protocol (SIP) Version 2 with the Cisco SPA9000 Voice System and third-party call controllers or using the Smart Phone Control Protocol (SPCP) with the Cisco UC 500 systems (SPA phones are not available for Cisco Unified Communication Manager Express (UCM Express) or Unified Communication Manager). The latest Cisco Configuration Assistant (CCA) version 2.2(5) is required. The upcoming CCA version 3.0, which coincides with UCM Express 8.1, is scheduled to ship in December 2010 and will add support for Cisco's 6900 Series phones. [www.cisco.com](http://www.cisco.com)

### CounterPath Debuts Bria Android Edition

Highlights: CounterPath continues to expand the mobile options for customers of its Bria multimedia softphone, developing the Bria Android Edition based on the Google Android operating system. This latest mobile application joins the earlier Bria iPhone Edition for Apple iPhone and iPod Touch users (versions for Symbian and RIM are planned). The Bria Android Edition works over 3G and WiFi networks to let mobile workers access communications (voicemail, call logs, 4-digit dialing, etc.) while away from their desks, but also utilizes the Android's inherent capabilities such as the native dialer and multi-tasking (running multiple applications simultaneously).



Bria is the company's flagship softphone that enables VoIP and video calls, presence and messaging from a desktop PC or laptop or mobile smartphone device. The latest version, Bria 3.1, improves the user interface and extends the interoperability with enterprise and carrier equipment from Alcatel-Lucent, Avaya, BroadSoft, Cisco, Digium Asterisk, NEC and other major communications vendors. Visit [www.telecomtactics.com](http://www.telecomtactics.com) for more on CounterPath Bria and other UC clients on the market.

CounterPath has made a series of announcements very recently in addition to the new Bria Android Edition. The company has received two patents related to Fixed Mobile Convergence applications and services and has developed the Smart Mobile Client for NEC's telephony platforms in EMEA.

Availability/Compatibility: CounterPath's Bria Android client is currently in a closed beta trial and is expected to be available by early November 2010 from the Google Android Marketplace or CounterPath's online store. The Bria SIP-based softphone application and Bria Android and iPhone Editions work with any SIP-compliant server or is available to ITSPs that offer CounterPath services. Bria versions for the Symbian and RIM clients are targeted for the first half of 2011. [www.counterpath.com](http://www.counterpath.com)

### Grandstream Unveils New GXP SIP Phones with HD Audio

Highlights: Grandstream Networks releases an enhanced GXP SIP telephone Series with High Definition (HD) wideband audio, an improved speakerphone, a more powerful CPU and integrated Web applications. The new GXP21xx Series has three models initially, GXP2100, GXP2110 and GXP2120, which are designed to meet varying user needs with different numbers of line appearances and keys. Additional models are planned for later this year.



All GXP HD phones support a range of voice codecs (including the wideband G.722 codec), multiple languages, a large backlit display, XML screen customization, 4- or 5-party conferencing, dual network ports with integrated Power over Ethernet support and a phone book and call log that support 2,000 entries. The GXP21xx phones come with

T3i Group, LLC [www.t3igroup.com](http://www.t3igroup.com) [www.telecomtactics.com](http://www.telecomtactics.com)

Copyright © 2010 T3i Group, LLC. All rights reserved. Reproduction in whole or in part in any form or medium without expressed written permission of T3i Group, LLC is strictly forbidden.

embedded Web applications (real-time local weather, stock, and RSS news initially), and more Web applications will be included with free firmware upgrades. An open Web service API will enable custom application development. Visit [www.telecomtactics.com](http://www.telecomtactics.com) for more on Grandstream GXP SIP phones and other SIP/IP phones on the market.



**Availability/Compatibility:** The GXP2100, GXP2110 and GXP2120 SIP telephones are available in October through Grandstream's distribution channels for \$119, \$139 and \$159 US MSRP, respectively. Additional phone models are planned for 2010. The earlier GXP2000 Series currently sells at a lower price than GXP21xx Series, but will be superseded by GXP21xx Series going forward. All Grandstream GXP SIP telephones interoperate with most service providers and third party SIP based VoIP products, including open standards-based VoIP platforms, including their own GXE502x IP-PBX.. [www.grandstream.com](http://www.grandstream.com)

### **Polycom SpectraLink 8400 Series Supports Open Standards, Productivity Applications**

**Highlights:** **Polycom**, Inc. reveals the next generation Polycom SpectraLink 8400 Series with two new voice over WiFi handsets that have an open application platform (XML API) and Web browser capabilities in support of industry-specific applications targeted toward healthcare, hospitality, retail, manufacturing and general office environments. Nurse call, patient monitoring and inventory pricing are just a few examples of applications that can be integrated with the handset for improved productivity. Users can also port Apple iPhone, Google Android or other smartphone applications to the 8400 handset using the handset's WebKit browser.



New models include the SpectraLink 8440 and 8450 with speakerphone, wideband audio, integrated push-to-talk, 802.11a/b/g/n Wi-Fi, large color display, Bluetooth or wired headset support and a snap-in battery. The 8450 handset also has an integrated barcode scanner with point-and-click functionality for data input applications. The handsets can display Instant Messaging (IM) and presence status information if connected to Microsoft Lync Server (formerly Microsoft OCS), and can exchange IM and presence information with other endpoints, such as PCs and smartphones, connected to the same Microsoft Lync Server. A new HD voice docking station doubles as a desk telephone for quality conference calling and can simultaneously charge the handset and spare battery. Visit [www.telecomtactics.com](http://www.telecomtactics.com) for more on Polycom phones and other SIP/IP phones on the market.



**Availability/Compatibility:** The SpectraLink 8400 Series will begin shipping in second quarter of 2011 with availability in North America first, followed by EMEA; pricing will be revealed closer to availability. The handsets and associated SpectraLink Wireless Telephone System (formerly NetLink) interoperate with most vendors' Key or PBX systems including those from Avaya (Nortel), Cisco, Mitel, NEC, Siemens, ShoreTel, Toshiba and many others. [www.polycom.com](http://www.polycom.com)

### **Toshiba Strata CIX Supports Android and BlackBerry Smartphones**

**Highlights:** **Toshiba** continues to address mobile worker needs, adding support for Google Android or RIM BlackBerry smartphones in conjunction with the Toshiba Strata CIX IP PBX system and Varaha System's Fixed Mobile Convergence (FMC) solution called uMobility. In March 2009, Toshiba announced interoperability with uMobility which includes the uMobility Controller, a separate server connected to any Strata CIX, and the uMobility client software which runs on a smartphone. Mobile employees can use the smartphone device as their personal phone, but also as their business telephone to make calls and access PBX functions, including 4-digit enterprise dialing and accessing the office messaging system. If registered on a 3G network, there is also a message-waiting indicator light on the smartphone. Calls are automatically handed off between a cellular network and the corporate WiFi network, and cellular costs are lower since the WiFi network is used for voice calls.



With the Toshiba deployment, the Varaha uMobility client software was already available for most devices running Windows Mobile or Symbian operating systems (such as those from Nokia, Samsung or HTC) and for the Apple

iPhone. Now, Toshiba Strata CIX customers can also choose from Google Android and RIM BlackBerry devices with no differences in Strata CIX feature operation among the various mobile devices. Visit [www.telecomtactics.com](http://www.telecomtactics.com) for more on Toshiba Strata CIX systems, phones and applications.

Availability/Compatibility: The uMobility solution from Varaha Systems is now available in the U.S. and Canada through Authorized Toshiba Dealers. Toshiba Strata CIX R5.2 or later is required. The FMC option adds to several in-network mobility options already available from Toshiba, including Toshiba's SoftIPT softphone, the Toshiba IP User Mobility feature, Polycom SpectraLink wireless phones and the Symbol (Motorola) MC50 Enterprise Digital Assistant. [www.telecom.toshiba.com](http://www.telecom.toshiba.com)

## What's New in TelecomTactics?

### Mitel 5000 4.0 Adds New Functionality with HX Controller

*Takeaway: Mitel unveils a more competitive system for SMBs in North America and the UK with an update to its Mitel 5000 platform (formerly from Inter-Tel). A new HX controller and new form factor has native support for digital phones, expanded analog capacity and Gigabit Ethernet support. The new package eliminates the earlier CS 5200/5400/5600 designations in favor of a simplified platform with different hardware options, though earlier platforms can still be upgraded with R4.0 software (support for the previous R3.2 software will end in 2011). R4.0 software affords a number of new capabilities and benefits, including smoother incremental licensing and other licensing improvements, new telephone device support (e.g. the Mitel 5360 IP color Phone, the 5610 IP DECT handset and the UC Express Softphone). A new System Administration and Diagnostics interface requires no license. Read more below and visit [www.telecomtactics.com](http://www.telecomtactics.com) for more on Mitel 5000 and other SMB platforms on the market.*

**Mitel 5000 4.0** with the HX controller represents the next generation of the Mitel 5000 CS systems (originally developed by Inter-Tel), adding a new controller and new form factor with native support for digital telephones, expanded analog capacity and Gigabit Ethernet support. The target market is 15-75 users, though the system can scale to 250 users.

The HX controller is a new hardware platform that replaces the earlier CS controller. While R4.0 software runs on both the new (HX controller) and the old (CS controller) hardware, Mitel has simplified the offer in terms of branding, eliminating the CS 5200/5400/5600 controller designations and calling the product simply "Mitel 5000." Additional hardware options are recommended for IP installations larger than 75 IP phones and/or heavier traffic or application loads. A Processor Expansion Card (PEC-1) is a daughter card that can be added to the HX processor module, providing additional DSP resources for IP encoding and decoding. The Processing Server (PS-1) is an add-on 1U server that runs call control and embedded voice mail. PS-1 is recommended for systems that have higher call traffic or heavy application loads. The Mitel 5000 with PEC-1 was formerly called CS-5400; the Mitel 5000 with PEC-1 and PS-1 was formerly called CS-5600. The Mitel 5000 without any additional hardware was formerly called CS-5200.



The new HX controller (with hardware options) has about the same capacities as the 5200/5400/5600 controllers, with a few notable increases. The HX controller supports 48 digital phones in the controller itself, increasing the digital phone capacity from 192 to 240 phones. Also, the HX controller doubles the built-in analog phone and analog trunk capacity from two to four ports.

In terms of software, R4.0 runs on the new HX controller and also with previous CS controller, adding a number of new capabilities. Mitel includes smoother incremental licensing and other licensing improvements (e.g. no license fees for PEC-1 or PS-1 components, six built-in IP networking channels (up from three), a single license for unlimited IP networking, no licensing for analog phone ports, no system OAI license for UC Express). And, some new telephones are available: the Mitel 5360 IP color Phone (pictured), the Mitel 5610 IP DECT handset and the UC

T3i Group, LLC [www.t3igroup.com](http://www.t3igroup.com) [www.telecomtactics.com](http://www.telecomtactics.com)

Copyright © 2010 T3i Group, LLC. All rights reserved. Reproduction in whole or in part in any form or medium without expressed written permission of T3i Group, LLC is strictly forbidden.

