AudioCodes One Voice for Skype for Business

Skype for Business

Devices & Productivity

AudioCodes One Voice for Skype for Business portfolio includes a range of end-user IP phone devices and productivity-enhancing software solutions that improve organizational efficiency and employee productivity by complementing the native functionality delivered by Skype for Business.

AudioCodes' Microsoft-compatible IP phones enable enterprise users to benefit from Skype for Business innovation while maintaining the familiarity of a traditional desk phone for voice communications. In conjunction with AudioCodes IP Phone Manager software, these devices form a managed IP phone solution that gives administrators full control over their IP phone deployment throughout the devices' life-cycle.

AudioCodes' range of productivity-enhancing software solutions deliver functionality that complements Skype for Business's native capabilities. Among the applications available are Auto Attendant IVR, Fax Server and Campus Mobility.

Highlights

- Range of Microsoft-certified IP phones offering high voice quality, essential enterprise phone features
- Centralized, complete life-cycle management of IP phone deployment
- Productivity-boosting software applications: Auto-attendant IVR , Fax Server, Campus Mobility

Benefits

- Full UC experience while retaining familiarity of traditional voice communications
- Accelerated UC adoption thanks to minimal learning curve
- IP phones:
  - *Access to Skype for Business communications on the desk, in common areas, conference rooms and public spaces*
  - *Improved voice quality enhances productivity and improves calling experience*
  - *Managed IP phones solution reduces management overhead and improves user satisfaction*
- Software applications:
  - *Complement Skype for Business native UC functionality*
  - *Auto Attendant IVR ensures accurate delivery of incoming calls*
  - *Seamless integration with 3rd party fax and mobility systems*

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Skype for Business-compatible IP Phones

AudioCodes' family of Skype for Business-compatible IP phones offers full integration with Microsoft unified communications coupled with enhanced voice quality and clarity.

AudioCodes' IP phones include all the familiar functionality of an enterprise desktop handset. Beyond that they deliver advanced UC integration features such as presence status indication, busy on busy and Better Together for Ethernet, effectively coupling the desktop PC and the IP phone.

Managed IP Phones Solution

AudioCodes' Managed IP Phones solution defines the IP phone as an IT-managed entity and delivers unique and complete life-cycle management of end-user desktop devices. The solution provides administrators with powerful and easy-to-use tools to simplify tasks such as configuration, troubleshooting and monitoring to increase efficiency and ensure user satisfaction.

AudioCodes' One Voice Operations Center provides the essential tools needed to ensure a smooth IP phone deployment. Its IP Phone Manager component enables zero-touch, predefined configuration, auto-provisioning, remote mass software upgrades and much more.

An IP Phone is an **IT**-managed device

"install **IT**"

Quick & easy deployment

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

"manage **IT**"

Simplified operations procedures

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

"fix **IT**"

From detection-to-correction

- Integrated management framework simplifies support processes
- Detection and resolving of problems handled remotely
- Proactive monitoring and detection of voice issues before service is affected

Benefit from full integration with Microsoft Unified Communications

- BLF for co-workers presence (430HD/440HD/450HD models)
- Enhanced "Better Together" support over Ethernet
- Cloud PBX support*
- Skype for Business contacts displayed on integrated LCD sidecar (440HD model)
- Skype for Business conferencing meet now and click to join
- HD VoIP including SILK**
- USB headset support (not 420HD model)
- Provisioning and management system
- Boss Admin support (on selected models)
- AudioCodes One Voice Resiliency support
- Exchange integration

** Pending certification*
*** SILK supported on GbE models*

Productivity-Enhancing Software Solutions

Auto Attendant IVR

A multi-language, distributed Interactive Voice Response (IVR) system.

- Supports voice activated menus, prompts and text-to-speech
- Transfers callers to additional menus and extensions based on caller input
- Different IVR behavior for office open, closed and holidays
- Automatic Call Distribution (ACD) to agents based on Skype for Business presence
- Graphical User Interface for managing IVR menus and call flow
- Allows direct extension reach with minimal DIDs
- Remote online management of the Auto Attendant service
- Multi-language support

Fax Server

A powerful and flexible software tool for managing inbound and outbound enterprise fax transmissions.

- Fax2Mail - Fax is received as email with PDF attachments
- Automatic Fax Detection supporting T.38 and T.30 fax protocols
- Mail2Fax - Send faxes from the company email with attachments
- Easy to set up - integrates with the enterprise's Active Directory (LDAP) and mail server (SMTP)
- Scalable from a few to dozens of fax ports
- Support for corporate fax, dedicated fax number for specific users and combined voice/fax mailbox
- Distributed or centralized fax solution

Campus Mobility

Provides campus mobility within Microsoft UC environments through comprehensive integration with industry-leading IP DECT platforms.

- Integrated with Skype for Business presence, Active Directory
- Works in conjunction with Skype for Business clients and IP phones
- Offers IP DECT coverage over large area with roaming and seamless handover
- Can scale to support thousands of users
- Works in conjunction with Microsoft SBA
- Based on a certified Microsoft protocol interface
- Supports Skype for Business security features, such as SIP over TLS and Secure RTP

450HD IP Phone

The 450HD IP Phone is a high-end, executive IP phone. The 450HD boasts a large, color 5" touch screen.

- Full duplex speakerphone and headset connectivity
- Graphical 5" color TFT screen (800 x 400) with multi-lingual support
- Touch screen user interface enabling up to 8 programmable keys
- GbE Support
- USB headset support
- PoE or external power supply
- Expansion module support (roadmap)

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440HD/430HD IP Phone

The 440HD & 430HD IP Phones are mid-range enterprise IP phones. The 440HD includes a dedicated LCD displaying contacts and their presence.

- Full duplex speakerphone and headset connectivity
- Graphic multi-lingual main LCD (440HD: 256 x 128; 430HD: 132 X 64)
- Integrated sidecar (440HD only- Dedicated 376 X 60 LCD)
- 6 multi-function keys
- 4 programmable soft keys
- 12 programmable speed dial keys with presence monitoring (BLF)
- USB headset support
- GbE Support (optional for 430HD)
- PoE or external power supply

W B

420HD IP Phone

The 420HD IP Phone is a cost-effective, feature-rich enterprise IP phone. Its flexibility and robust design make it extremely suitable for demanding enterprise and contact center deployments.

- Full duplex speakerphone and headset connectivity
- Graphic multi-lingual LCD (128 X 48)
- 4 programmable soft keys
- Optional GbE Support
- PoE or external power supply

W B

405HD IP Phone

The 405HD IP Phone is an entry-level IP phone designed to offer the essential everyday features that the modern business environment demands.

- Full duplex speakerphone and headset connectivity
- Graphical, backlit multi-lingual LCD (132 X 64)
- 4 programmable soft keys
- PoE or external power supply
- GbE support
- USB headset support

B

** Pending Microsoft certification*

International Headquarters
1 Hayarden Street,
Airport City
Lod 7019900, Israel
Tel: +972-3-976-4000
Fax: +972-3-976-4040

AudioCodes Inc.
27 World's Fair Drive,
Somerset, NJ 08873
Tel:+1-732-469-0880
Fax:+1-732-469-2298

Contact us: www.audiocodes.com/info
Website: www.audiocodes.com

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