

# The Future of the Voice Endpoint: Telephones, Softphones, and Mobiles

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[www.teqconsult.com](http://www.teqconsult.com)

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# Telephones Yesterday & Today



Single Function, Easy to Use

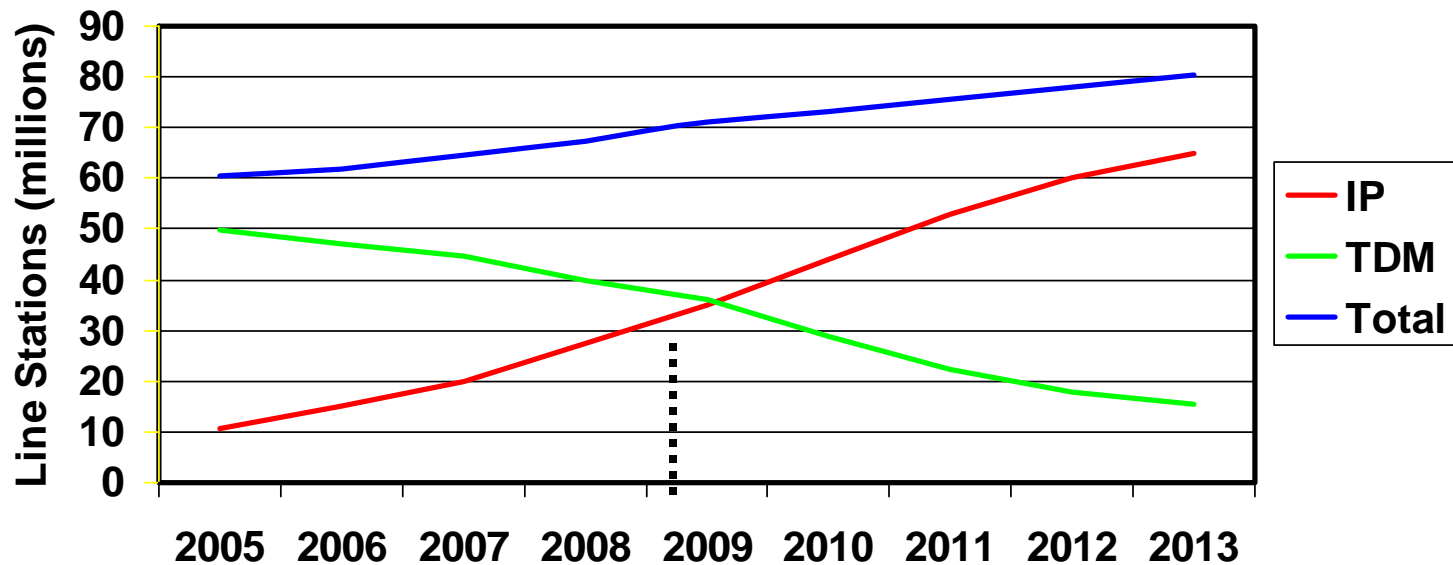


Multi Function,  
Some Training Required

# The Changing Enterprise Voice Communications Environment

IP Telephony Systems are now the mainstream enterprise communications solution with more IP endpoints being shipped than analog/digital endpoints

PBX Installed Base Forecast  
(USA)

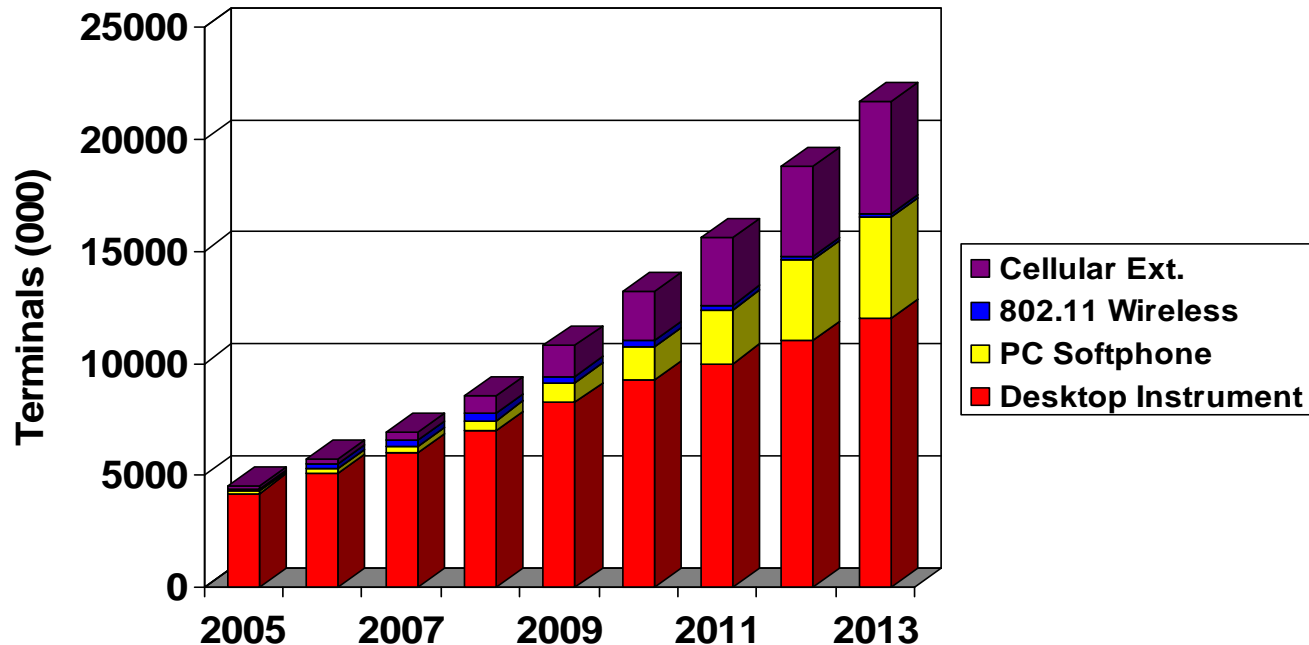


Source: TEQConsult Group

# Changing Subscriber Interfaces to the System

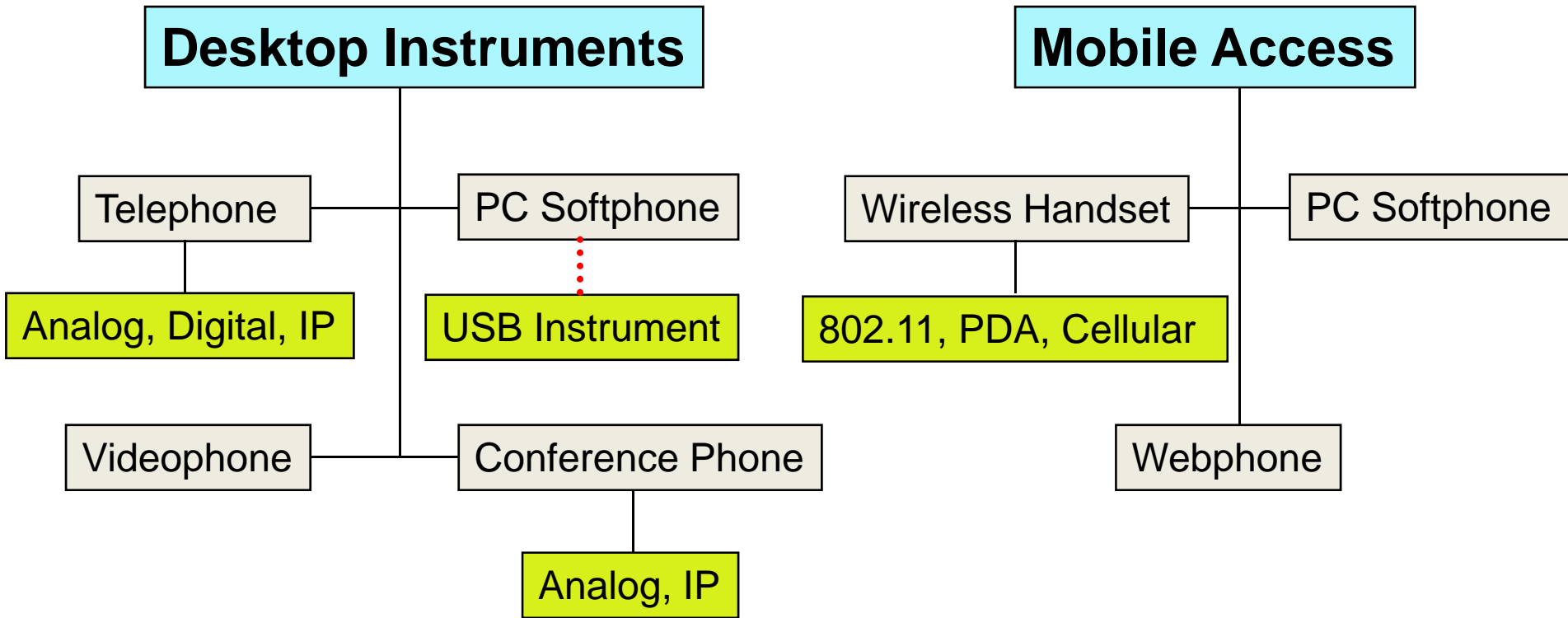
The evolution and development of IP Telephony Systems is changing the type of “voice” endpoint used by system subscribers

**PBX Voice Terminal Shipment Forecast\***  
(USA, only)



•Assumes some system subscribers are likely to have more than one device  
Source: TEQConsult Group

# IP Telephony System Endpoint Options



# Desktop IP Telephone Instrument Design Developments

- Embedded **SIP** functionality, including presence icons
- High resolution **backlit displays**; larger screens; **color**
- Improved user interfaces include enhanced navigator control elements, capacitive **touch** technology
- Embedded **Web** server interface and/or application database standards, such as XML, HTML, WML, WAP, LDAP, Java, TAPI
- Improved audio and acoustic quality: **wideband** codecs for handset/speakerphone operation
- Peripheral interface links: **Gbit Ethernet**; **USB** port; **Bluetooth**
- **Wireless LAN** modules for improved mobility & portability

# Sample Avaya Desktop Telephones



**Avaya 1603 IP Telephone  
for the Economy Desktop**

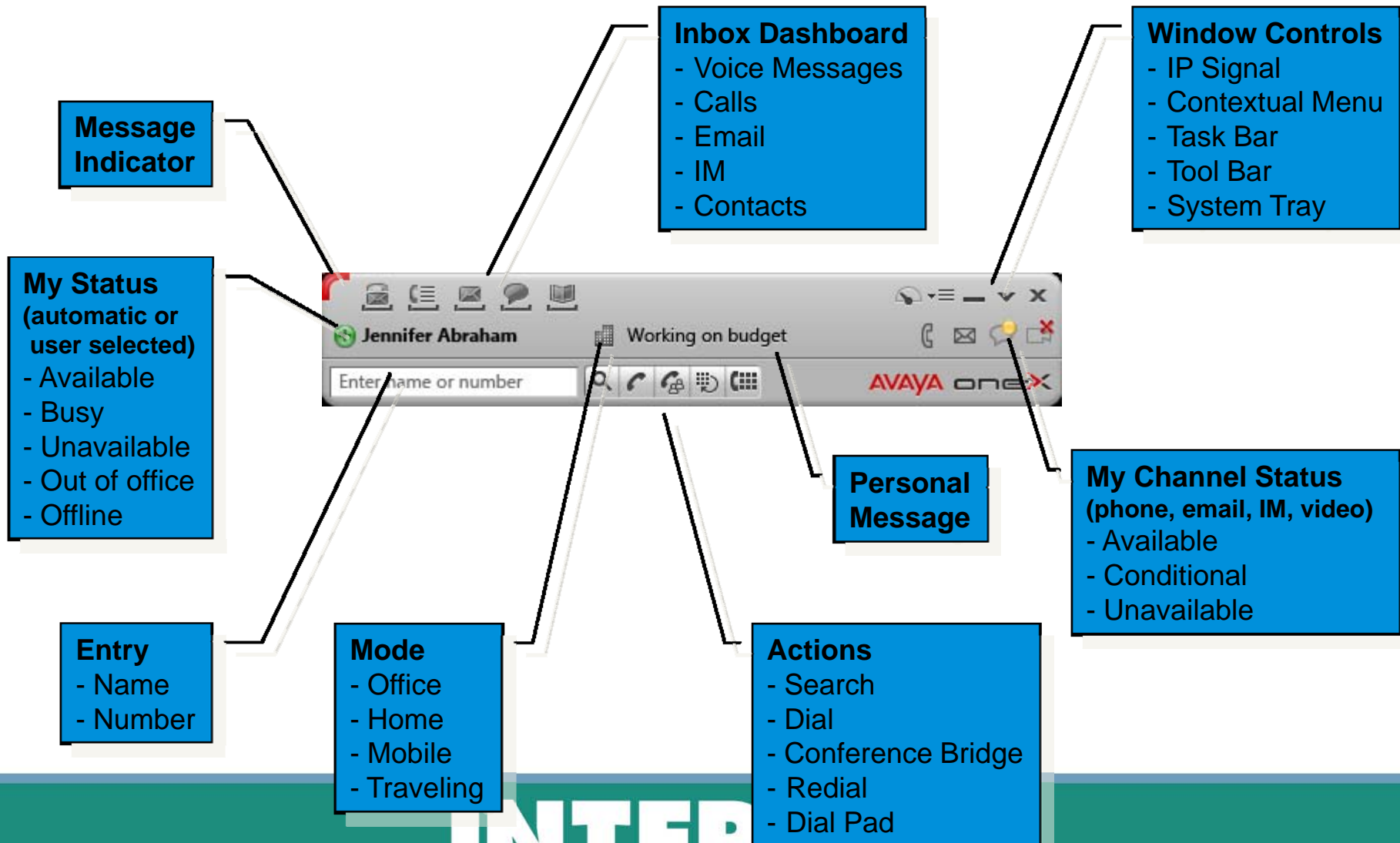


**Avaya 9630/9630G IP Telephone with  
SMB24 Expansion Module**



**Avaya 9640/9640G IP Telephone  
for the Executive Desktop**

# Avaya one-X™ Communicator Launch Pad

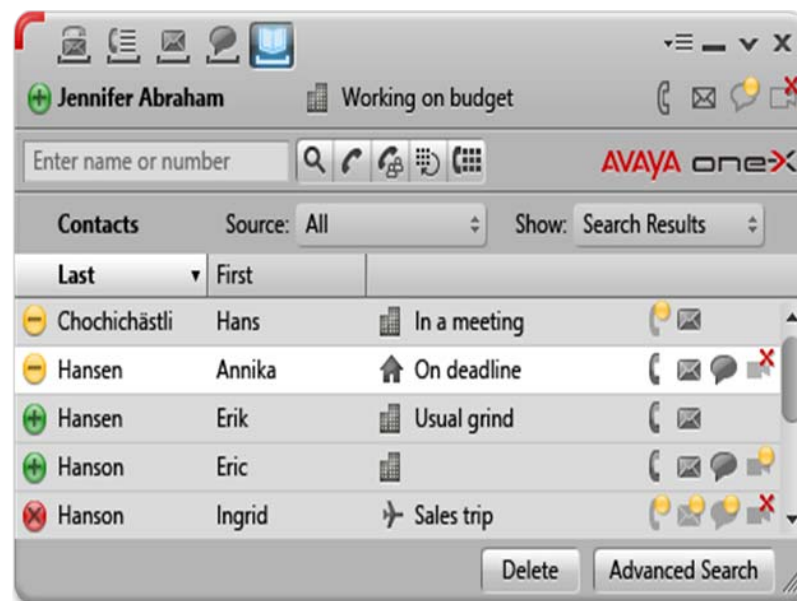


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# Avaya one-X™ Communicator

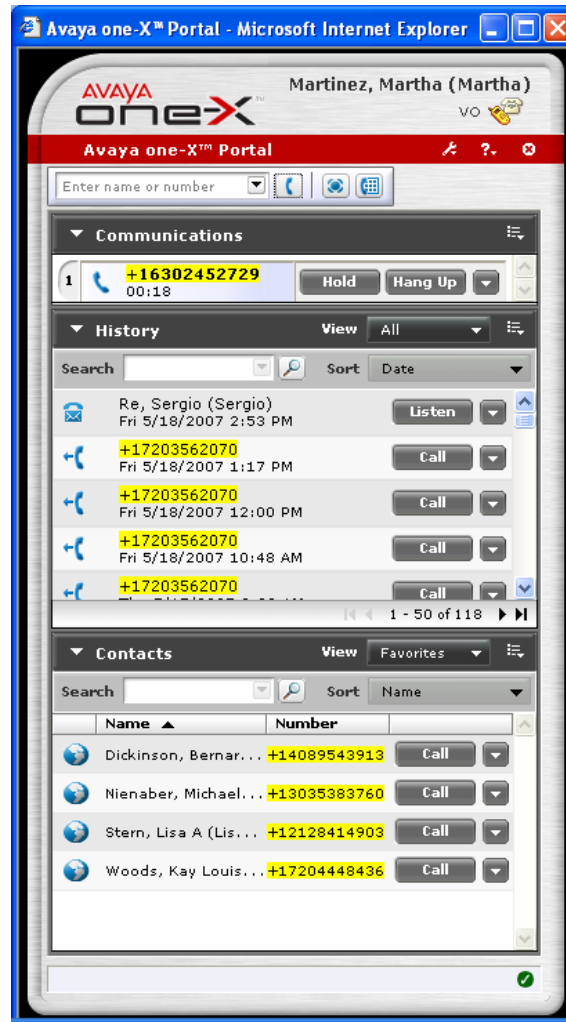


**Avaya one-X™ Communicator  
Dial Pad**



**Avaya one-X™ Communicator  
Presence**

# Avaya one-X Portal Web Interface



# Avaya one-X Mobile

Available on Multiple Devices



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# Siemens OpenStage SIP Telephone Portfolio



OpenStage 80



OpenStage 60

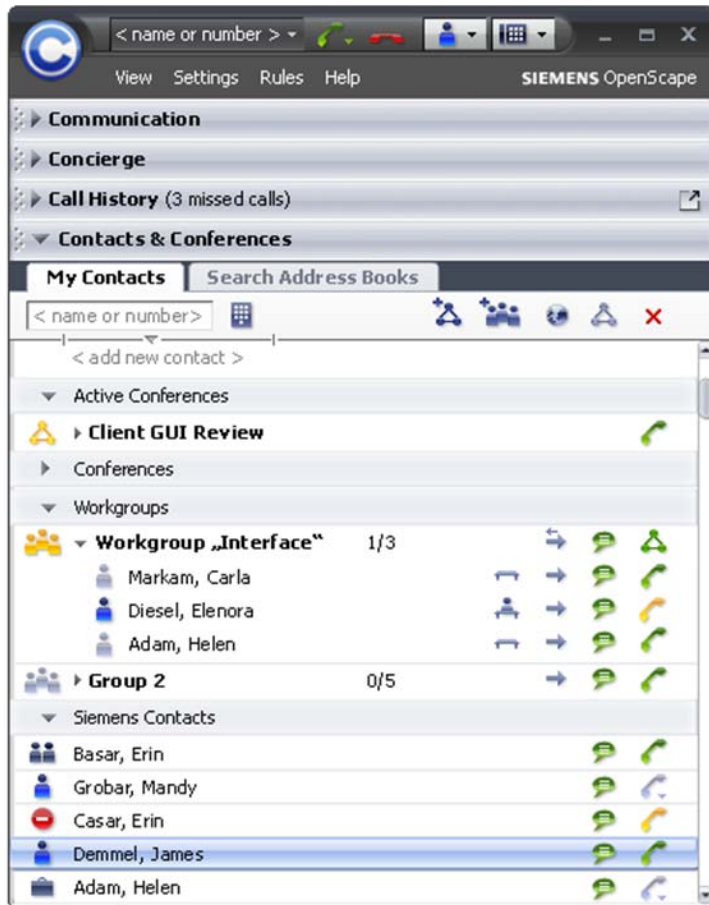


OpenStage 40

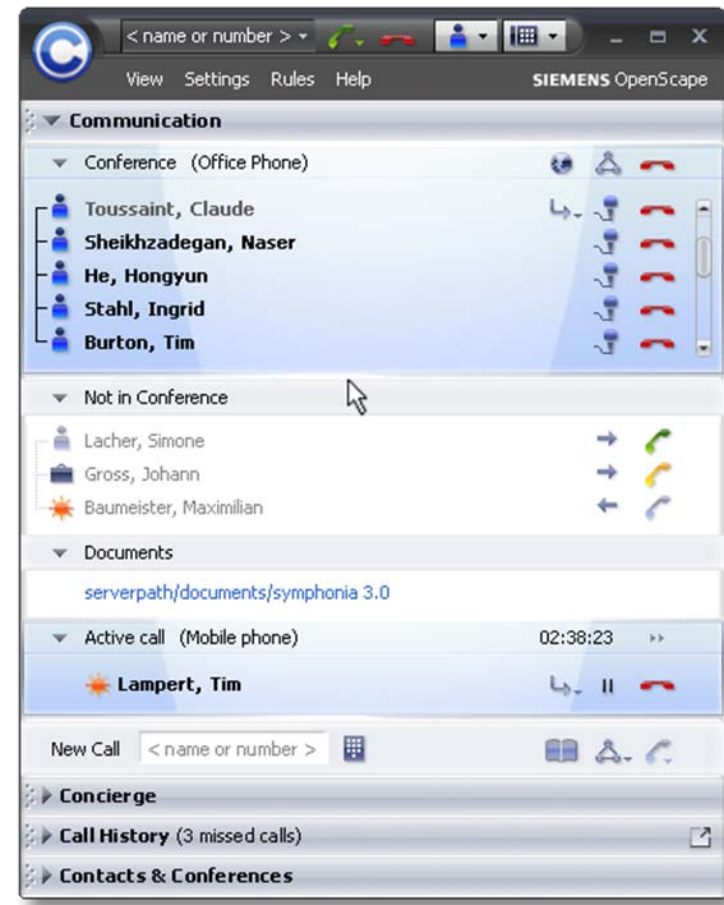


OpenStage 20

# Siemens OpenScape Client



Presence



Team Collaboration

# Siemens OpenScape Web Client

OpenScapeV3-WebClient - Windows Internet Explorer

http://10.10.12.103:7789/tweb/portal/req?loadOpenScape

mess@system Office phone menu SIEMENS OpenScape

Contacts Search for Persons

No items in address book

Entries: 0

Call History Forwarding

Date	Name	Number	
12/13/ 07:42 AM ?		6663	
12/13/ 07:40 AM ?		6663	
12/13/ 07:40 AM ?		6662	
12/13/ 07:39 AM ?		6662	
12/13/ 07:39 AM ?		6663	
12/13/ 07:35 AM ?		6663	
12/12/ 03:37 PM ?		6663	

Forward calls to:  Not activated

Preferred device:  Not activated

Activate rule profile:  Not activated

Entries: 1 - 7 (11)

Done Internet 100%

# Siemens OpenScape Mobile Client



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# Microsoft Device Ecosystem

PCs

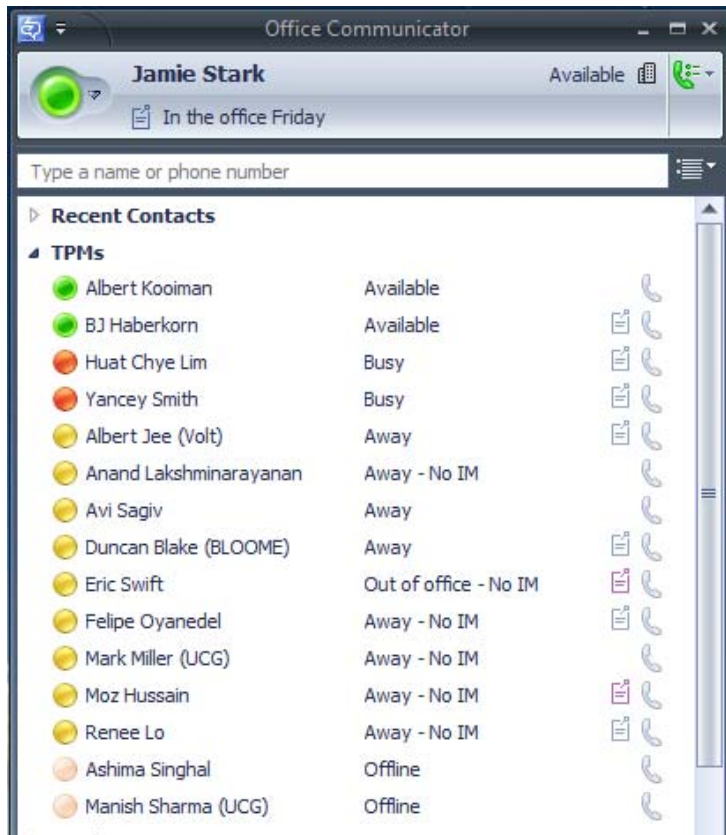
Devices

Phones



Software-  
powered  
**VoIP**  
**INTEROP**<sup>®</sup>

# Microsoft Desktop Clients PC and Mac

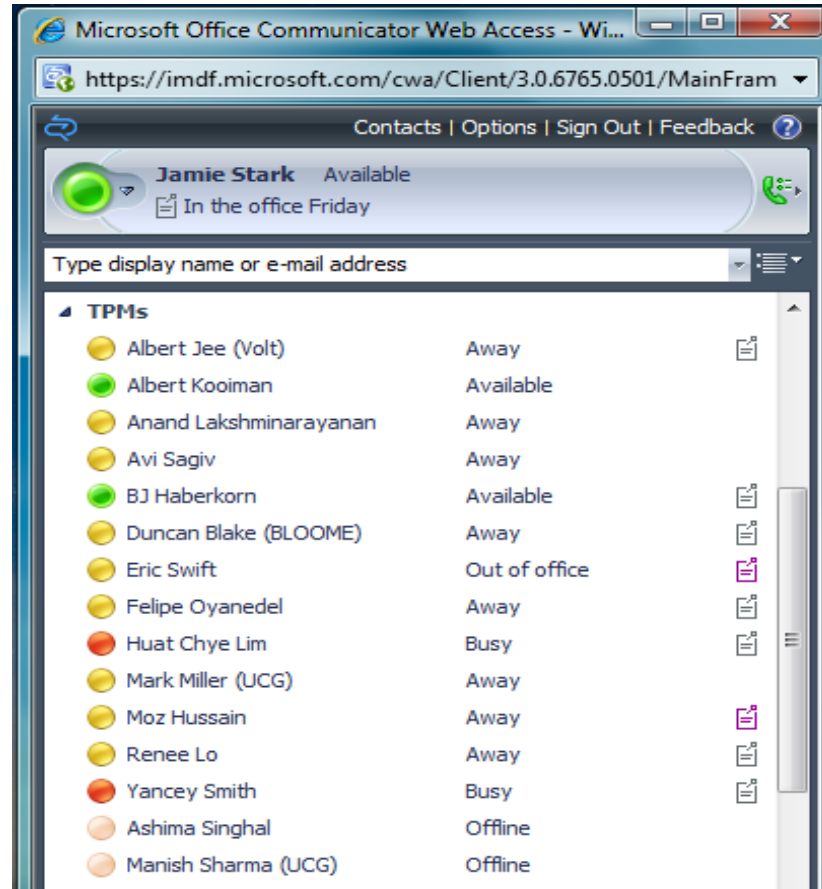


Office Communicator 2007



Mac Messenger 7.0

# Microsoft Office Communicator Web Access



# Microsoft Office Communicator for Windows Mobile



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# Panel Members

- Allan Mendelsohn, Senior Manager, Unified Communications Product Marketing , Avaya
- Paul McMillan, Director UC Technical Vision & Strategy, Siemens Communications
- James Stark, Technical Product Manager, Office Communications Server, Microsoft

# Select Panel Discussion Issues

- Fate of today's ubiquitous desktop telephone instrument
  - H.323, Proprietary, SIP
  - Customer deployment of embedded Web services access
  - Wireless connectivity
- PC Softphones
  - Availability issues
  - Upgrades
  - Security issues
  - Multi-vendor screen clutter
- Mobile Communications Devices
  - Size & Ease of Use
  - Signal coverage
  - Security issues
  - Power (battery life)