

Avaya and GN Netcom

Providing High-Quality Headsets for Softphones

As enterprise and contact center customers increase their use of softphones, their need for an integrated, hands-free solution also grows.

GN Netcom, an Innovator-level member in the Avaya DeveloperConnection Program, meets this need with the GN 8120 USB and all GN Netcom Quick Disconnect (QD) capable headsets. The GN 8120 USB provides quick and easy access to the most common calling functions on the Avaya IP Agent softphone. GN Netcom QD capable headsets are some of the highest quality, best sounding, most comfortable and durable contact center and office headsets available today.

The GN Netcom products, which are Voice over IP (VoIP) end-point devices, are integrated with Avaya IP Agent softphones via a proprietary USB driver created specifically for Avaya IP Agent.

Features

The solution includes:

- Digital Signal Processing and Smooth Stream technology – Provides superior audio quality
- Inline Call Controls – Provide quick and easy access to the most common calling functions
- Inline Visual Indicators – Quickly alert users to incoming calls or to the availability of a new voicemail message
- Quick Disconnect compatibility – Provides users flexibility to choose from any GN Netcom commercial grade cordless or corded headset style

- Commercial Grade Quality – Provides superior durability and product performance over time
- User Friendly Design – Provides enhanced usability and simplified access for handicapped users; includes raised digital volume rocker, individually colored recessed buttons and raised ridge markings beside each button
- Laptop and Desktop Variants – Designed to meet the needs of any user's application

Common Calling Functions

The GN 8120 USB combines a digital USB-to-headset adapter with inline softphone call controls for quick and easy access to the most common calling functions on the Avaya IP Agent softphone. By simply pressing one or a combination of the inline buttons, users can:

- Answer or hang up calls
- Place calls on hold
- Speed dial
- Raise or lower call volume
- Mute the microphone



Visual LED indicators are also used to alert users of:

- Incoming calls
- On-hook or off-hook
- Hold
- Mute status
- New voicemails

System Requirements

- Avaya IP Softphone Version 5.0.5.0 or 5.0.9.7 (Service Pack 2)
- Microsoft Windows XP Professional or Home Edition with Service Pack 1 or later
- Microsoft Windows 2000 Server or Professional with Service Pack 2 or later
- GN Netcom GN 8120 USB device
- GN Netcom Quick Disconnect capable headset
- GN Netcom Avaya IP Agent self extracting driver

About GN Netcom

GN Netcom is the global leader in personal communications devices, providing innovative, high-quality solutions for both secure wireless and corded hands-free applications. Our product line includes headsets and multi-purpose amplifiers for use with such diverse technologies as speech recognition software, VoIP infrastructure and

Bluetooth-enabled communications. GN Netcom focuses specifically on the contact center, office and mobile market segments. We have businesses, offices, factories and development centers in 23 countries and GN Netcom products are sold in over 100 countries around the world.

GN Netcom is part of GN Store Nord, a global market leader in personal communications. GN has been helping people connect since 1869. Beginning as a telegraph company, GN is now the holding company of GN Netcom and GN Resound—a hearing instrument company. This unique affiliation allows both GN companies to benefit from the other's expertise and become a global leader in their respective fields.

For more information, visit www.gnnetcom.com or call 1-800-826-4656.

About DevConnect

The Developer*Connection* Program (DevConnect) is a comprehensive set of innovative sales, support, marketing and services programs through which Avaya works with members to develop and promote their products and solutions that interoperate with Avaya solutions.

For more information, visit DevConnect at www.devconnectprogram.com.

About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications infrastructure and solutions. For over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, Avaya's embedded solutions help businesses enhance value, improve productivity and create competitive advantage by allowing people to be more productive and create more intelligent processes that satisfy customers.

For businesses large and small, Avaya is a world leader in secure, reliable IP telephony systems, communications applications and full life-cycle services. Driving the convergence of embedded voice and data communications with business applications, Avaya is distinguished by its combination of comprehensive, world-class products and services. Avaya helps customers across the globe leverage existing and new networks to achieve superior business results.

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