

Avaya 1150E IP Deskphone

Enhancing service levels in IP Contact Centers

The Avaya 1150E IP Deskphone with Gigabit Ethernet brings best-in-class IP Telephony and advanced communication features to ACD environments and the IP Contact Center. An ideal solution for agents and supervisors, the multi-line 1150E IP Deskphone leverages the award winning features and design of the Avaya 1100 Series IP Deskphones for a superior user experience, while adding dedicated agent and supervisor fixed keys along with IP delivery of highly-desired Contact Center features.

With a large, high-resolution, pixel-based, graphical grayscale display, a USB port supporting an enhanced navigation experience, Gigabit Ethernet integration for support of collocated PC traffic and standard headset profile support for agent mobility, the 1150E IP Deskphone delivers a powerful combination of features to maximize productivity, enhance customer service levels, reduce costs and ultimately, drive increased business performance.

Key features and Benefits:

- Multi-line IP Phone supports up to twelve line/programmable feature keys¹, four context-sensitive soft keys² and twelve fixed keys common to the 1100 Series IP Deskphones
- Seven additional fixed keys with built in LEDs dedicated to IP Contact Center agents including: In-Calls, Not Ready, Make Set Busy,

Supervisor, Supervisor Listen/Talk, Emergency and Activity³

- Optional Supervisor configuration delivers seven fixed keys including Observe Agent, Call Agent, Answer Agent, Answer Emergency, Display Agents, Interflow and Night Service⁴
- One additional feature key with built-in LED, programmable for any commonly used telephony or ACD features⁵
- High-resolution, fully-backlit, pixelbased, eight-level grayscale display, which combined with a multi-position footstand, optimizes viewing under varied lighting conditions
- Four-way navigation cluster with “Enter” key provides easy navigation when using features
- Built-in USB port for support of standard USB mice, USB keyboards, devices offering USB keyboard emulation and USB powered hubs, enhancing user experience when interacting with applications and selecting menu options
- An integrated Bluetooth® 1.2 wireless technology Audio Gateway for support of standard headset profiles, boosting agent productivity with greater freedom at the desktop
- An integrated 10/100/1000 IEEE Base-T Ethernet Switch with LAN and PC ports, supporting switching of both IP Phone traffic and the traffic from a collocated PC
- Gigabit Ethernet switch integration for investment protection at the desktop, addressing the ongoing growth of multimedia-intensive traffic from a collocated PC, enabling it to be switched through the PC port of the 1150E IP Deskphone



1150E IP Deskphone

¹ 1150E IP Deskphone supports up to six line/programmable feature keys. On Avaya Communication Servers, which support the “shift” function, up to twelve line/programmable feature keys are supported.

² Context-sensitive soft keys are Avaya Communication Server dependent.

³ Activity fixed key requires Avaya Communication Server development.

- Dual headset jacks for agent support and supervisor plug-in, leveraging third-party headsets
- 802.3af Power over Ethernet as standard or local power option via a separately orderable AC power adapter
- Visual Alerting/Message Waiting Indication LED for incoming call and voice message pending notification
- Feature Status LED to signal users of firmware downloads in progress
- Secured communications with standards-based signaling and media path encryption along with authentication for network access control
- Supports 802.1ab Link Layer Discovery Protocol, simplifying network discovery and inventory management
- Lockable Tools Menu for local access to configuration, diagnostic and user preference options with USB navigation support
- Supports Unicode for expanded language and complex font presentation on the phone display ⁶
- Tight linkage with Avaya Communication and Application Servers, offering a rich suite of reliable, business-grade telephony, IP Contact Center communication and application features
- Proactive Voice Quality Management (PVQM) for enhanced administration and diagnostics
- Added convenience and time savings with field-upgradeable firmware using Trivial File Transfer Protocol (TFTP) or UNISTim File Transfer Protocol (UFTP) ⁷



Specifications

Platform support

- Avaya Communication Server 1000 Release 4.5 and later
- Avaya Communication Server 2100 (initial support on Release SE10 and later)
- 1000B Media Gateway Expansion Chassis

IP Contact Center Server

- Symposium Express Contact Center (SECC) Release 4.2
- Symposium Contact Center Server (SCCS) Release 5.0
- Contact Center Release 6.0

Display

- High resolution, fully backlit, bitmapped, graphical Film Super Twist Nematic (FSTN) Liquid Crystal Display, 240 x 160 pixel, with support of eight grayscale levels
- Contrast settings, accessible via Local Tools Menu, to enhance agent and supervisor viewing experience
- Configurable backlight timer with 5, 10, 15, 20-minute, 1-hour, 2-hour settings and a “Sleep Never” option for 24x7 Contact Center environments
- Supports Unicode for expanded language and complex font presentation on the phone display ⁸

⁴ 1150E IP Deskphone is shipped with the agent configuration as standard. An optional Supervisor Keycap Kit is available for purchase separately to customize the 1150E IP Deskphone keys for supervisor use.

⁵ Additional Feature key requires Avaya Communication Server development.

⁶ Avaya Communication Server/minimum release dependent. Consult Avaya server documentation for further details.

⁷ UNISTim File Transfer Protocol support is Avaya Communication Server dependent. Consult your Avaya Communication Server documentation of choice to confirm whether UFTP support is available.

Footstand and adjustments

- Desktop viewing adjustments: 32.5, 40, 47.5 and 55 degree angle height positions
- Wall mount angle: minus 5 degrees

Fixed and soft keys

- Twelve fixed business telephony keys including Hold, Goodbye, Volume Up, Volume Down, Mute, Directory, Message/Inbox, Shift/Outbox, Quit, Copy, Expand and Services
- Four context-sensitive soft keys for easy-to-use navigation ⁹
- Seven *dedicated* Agent fixed keys with built-in LEDs: Listen/Talk, In-Calls, Not-Ready, Make Set Busy, Supervisor, Emergency and Activity ¹⁰ (default configuration)
- Seven *dedicated* Supervisor fixed keys with built-in LEDs: Observe Agent, Call Agent (direct line), Answer Agent, Answer Emergency, Display Agents, Interflow and Night Service (optional configuration with purchase of Supervisor Keycap kit)
- One additional programmable fixed key ("Feature Key"), which can be flexibly assigned to support a standard telephony or ACD specific feature ¹¹

Navigation cluster

- Four way navigation cluster (left, right, up, down arrows) plus Enter key ¹²

USB

- Integrated USB port for standard USB mice, keyboards, keyboard emulation devices and powered hubs

Headset support

- Integrated 1.2 Audio Gateway supports standard headset profiles (Power Class 2) for intra-office mobility up to 10m/33ft away from audio gateway
- Support for third-party wired and wireless headsets ¹³
- Dual headset jacks: Agent and Supervisor

Call Recording

- Supports transmission of duplicate media streams with Avaya Contact Recording and Quality Monitoring (CRQM)

Expansion Module

- Supports 18-button Expansion Module for 1100 Series IP Deskphones Series via integrated Expansion Module/ Console port ¹⁴

User Selectable Ringtones

Color

- Graphite with Silver Metallic Bezel finish

Dimensions and weight

- Dimensions including footstand (HxWxD):
 - ◊ 55 degree configuration: 9.05 in x 6.14 in x 7.36 in/229.9mm x 155.9mm x 187.1 mm
 - ◊ 32.5 degree configuration: 7.12 in x 6.14 in x 8.48 in/180.9mm x 155.9 mm x 215.4 mm
 - ◊ Minus 5 degree configuration (wallmount): 9.79 in x 6.14 in x 3.29 in/ 248.6mm x 155.9 mm x 83.6 mm
- Weight: 1.70 lbs/771 g

Connectivity/data rates

- Integrated 10/100/1000 IEEE Base-T auto-sensing Ethernet Switch for shared PC access (one LAN and one PC port)
- Manually configurable for 10 and 100 Mbps speeds when used with Ethernet Switches that do not support auto-sensing
- Minimum Category 5e cabling required for Gigabit Ethernet deployment (Category 5e cable included as standard)

Power

- Supports IEEE 802.3af power standard, pre-standard Avaya and Cisco proprietary powering schemes ¹⁵
- Power dissipation: IEEE Power Class 3. 7.0 normal, 13 watts peak
- Global AC power supply as option ("brick style") supported (100/240 VAC, 50/60Hz power adapter delivering 48V DC @ 0.52A max)
- AC power cable (country specific) — separately orderable
- USB port power: 100mA power; With powered USB hub, supports up to 500mA

Loudspeaker

- Integrated high-quality speaker (Listen only and Audio Paging)

Administration and Security

- Supports 802.1ab Link Layer Discovery Protocol (LLDP) for network discovery and inventory management
- Static and Full Dynamic Host Control Protocol settings (Full DHCP factory default)

⁸ Avaya Communication Server/minimum release dependent. Consult Avaya server documentation for further support details.

⁹ Context-sensitive soft key functionality is Avaya Communication Server 1000 Release 5.0 dependent.

¹⁰ Activity Key requires Avaya Communication Server development. Consult your Avaya representative for timing details.

¹¹ Additional Feature Key requires Avaya Communication Server development. Consult your Avaya representative for timing details.

¹² The Enter key can be used for selection of items within the 1150E IP Deskphone Local Tools Menu.

¹³ Wireless headsets supported with agent configuration only.

¹⁴ Number of Expansion Modules supported is Avaya Communication Server dependent. Consult the Avaya Communication Server documentation of choice for the maximum number of modules that can be cascaded.

¹⁵ Cisco pre-standard support includes Catalyst 3350, 450E and 6503 Ethernet Switches with software versions: 3350 – IOS 12.1 (1.3); 4503-CATOS 7.6 (3); 6503-CATOS 8.3 (2).

- Network authentication via 802.1x and Extensible Authentication Protocol (EAP) for support within MD-5 enabled networks
- Secure signaling using standards-based DTLS ¹⁶
- RFC 3711 compliant Media encryption via Secure Real-Time Protocol (sRTP) Pre-shared Key and Public Key Infrastructure ¹⁷
- Supports Avaya Proactive Voice Quality Management (PVQM) for enhanced administration and diagnostics

Protocols

- E.164 dialing

Audio Quality of Service

- G.711 a-law, G.711 μ -law, G.729a and Annex B
- 802.1p/Q, DiffServ and VLAN tagging of telephony port traffic
- Supports echo cancellation and silence suppression

Operating temperature

- +5°C to +40°C/+40°F to +104°F

Relative humidity

- 5% to 95% (non-condensing)

Storage temperature

- -40°C to +70°C/-40° to +158°F

EMC

- United States: FCC 47 CFR Part 15 Class B
- Canada: ICES-003 Class B
- Australia/New Zealand:
 - ◊ AS/NZS 3548 Class B
 - ◊ CISPR 22 Class B
- European community:
 - ◊ EN55022:1998+A1+A2 (Class B)
 - ◊ EN 55024:1998+A1+A2
 - ◊ EN 61000-3-2
 - ◊ EN 61000-3-3
- Korea MIC
- China CCC
- Japan VCCI

Safety

- United States: UL 60950-1 1st Edition
- Canada: CSA 60950-1-03
- European Community: EN 60950-1 +A11
- Australia/New Zealand: AS/NZS 60950.1: 2003
- IEC 60950-1
- Mexico NOM approvals

Bluetooth® Wireless Technology

- USA: FCC Part 15 Wireless Certification
- Canada: IC RSS 210 Wireless Certification
- EN 300 328
- EN 301 489-1/EN 301 489-17
- Japan METI Wireless approval
- Korean Wireless approval

US/Canada/Australia/EU countries

- US/Canada: Hearing Aid Compatibility (HAC) as per FCC Part 68 and Industry Canada CS-03 Part V
- Australia: AS/ACIF 004
- New Zealand PTC 220
- Complies with Reduction of Hazardous Substances (RoHS) - (6 of 6) as part of European Union Environmental Directive
- Complies with the essential requirements and other relevant provisions of Directive 1999/5/EC
- American Disabilities Act (ADA) compliant dialpad

¹⁶ DTLS is supported by CS 1000 RIs 6.0, and requires a DTLS patch. MSC 5100 uses USEC but supports it natively on the IPCM

¹⁷ Public Key Infrastructure is Avaya Communication Server/minimum release dependent. Consult Avaya server documentation for support details.

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.



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