

AudioCodes 420HD IP Phone for Genesys Contact Centers



Optimized Functionality, Voice Quality, and Cost-Effectiveness

Certified in the Genesys SIP Select program, the AudioCodes 420HD IP phone delivers High Definition voice in a cost-effective SIP phone. This phone provides features that help contact center agents to smoothly and productively handle calls. The 420HD IP phone integrates with network management software to sustain high quality end-to-end sessions.

Integration with Genesys Contact Centers

ACD Synchronization and "Hot Desking" - Enable agents to initiate sign-in and sign-out as well as report additional ACD states directly from the IP Phone using soft keys

High Availability Support - Simultaneous registration with multiple SIP Servers in Business Continuity mode combined with local survivability support using AudioCodes Stand Alone Survivability (SAS) available on AudioCodes Mediant Gateways and SBCs

HD VoIP including OPUS for native WebRTC support

Agent Desktop Integration - 3PCC APIs enable controlling phones and calls by Genesys applications

Auto-Answer with beep alert

Designed for simplicity and easy-to-use deployment

Automatic provisioning - multiple provisioning methods including DHCP and redirection services

Management, Provisioning and Voice Quality Monitoring - with AudioCodes Session Experience Manager (SEM) and Element Management System (EMS)

The **420HD** 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.

- 2 lines - 2 concurrent calls per line
- Graphic multi-lingual LCD display (128 X 48)
- 4 programmable soft keys
- Optional GbE Support
- Available in black and off-white



Powerful Set of Features

- High-definition voice quality
- Auto-provisioning (DHCP, EMS and redirect)
- Full SIP protocol support with extensive interoperability
- Power over Ethernet (PoE)
- Multiple Auto-Answer modes
- Supplementary calling features (including 3-way conference)
- Multiple language support
- Integration with voice quality monitoring
- Full duplex HD speakerphone and headset connectivity
- Failover and high availability (DNS, SIP proxy, SAS, Dual Registration)
- Security (VLAN discovery, 802.1x, TLS, SRTP)

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Genesys SIP Contact Centers

AudioCodes' 420HD IP phone provides the perfect solution for Genesys contact center agents. Combining excellent voice quality with a compact and robust enclosure design and headset integration, AudioCodes' IP phones offer several essential features required in sophisticated contact centers, including interoperability with Genesys SIP Server.

AudioCodes IP Phones Enhanced VoIP Processing Capabilities:

- Packet loss concealment
- High quality wideband
- Wideband acoustic echo canceler
- Low-delay adaptive jitter buffers

Specifications for the 420HD IP Phone

Telephony Features	
Supplementary Features	Call Waiting, Call Hold, Call Transfer, Call Forward, 3-Way Conference (local mix), Hot Line, DND, Proactive mute, Speed Dial, Dial Plan, CWRR, Call Logs, Auto Answer, Call Pickup
Signaling	Caller ID, MWI, DTMF Relay - RFC2833, DTMF via SIP INFO, Configurable Call Progress Tones
Media Processing	
Wideband Voice Coders	G.722, OPUS
Narrowband Voice Coders	G.711 μ /a, G.729A/B
Additional Media Features	Acoustic echo cancelation (AEC) - multiple path, wideband acoustic EC, Packet Loss Concealment, Silence Suppression, Voice Activation Detection, Adaptive Jitter Buffer
Protocol Support	
VoIP and Signaling	SIP - RFC 3261, SDP - RFC 2327, SIP over TCP/UDP/TLS, DNS_SRV (Redundancy), Digest authentication, PRACK, Early Media, SIP Subscribe notify, MWI (message waiting indication)
Data Protocols	IPv4, TCP, UDP, ICMP, ARP, RTP, SRTP, RTCP-XR, 802.1x, Static IP/DHCP IP Assignment, IEEE 802.1p/Q, QoS/ToS, HTTP/HTTPS/DHCP, NTP, FTP/TFTP, CDP/LLDP VLAN Configuration, LDAP
Security	802.1x, HTTPS, SIP over TLS and SRTP, Configuration file encryption, PC port disable option
Provisioning & Management	Web Server for Configuration and Management, Configuration update via FTP, TFTP, HTTP, HTTPS, DHCP Options (66,67,160,12,60,77), port mirroring, Mass Deployment Provisioning with TR-069 and TR-104 (client), Provision URL via SIP SUBSCRIBE and NOTIFY
General Specifications	
Language support	English (default), Spanish, Italian, Portuguese, German, Russian, Ukrainian, Polish, Chinese, French, Hebrew
Telephony Interface	RJ-9 Headset Jack
Network Interface	2 LAN RJ-45 10/100/1000* Base-T for PC and LAN connectivity
Power Requirements	+12V DC, 1A Power adapter AC 100V-240V and/or Integrated Power over Ethernet - IEEE 802.3af (see price list for ordering options)
Storage/Operation Temperature	-20° to +70°C/0° to +40°C
Physical Specifications	
Dimensions (HxWxD mm)	165X188X163
Weight (Includes package and power adapter)	1.3kg

* GbE support is optional

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

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Contact us: www.audiocodes.com/info

Website: www.audiocodes.com

