



Genesys 420HD IP Phone

Optimized Functionality, Voice Quality, and Cost-Effectiveness

Tightly integrated with the Genesys SIP Contact Center, the Genesys 420HD IP Phone delivers High Definition, fully featured, and business class voice communications for every customer service professional. This IP phone provides the features needed to help contact center agents smoothly and productively handle customer calls.

The 420HD is a cost-effective, feature-rich enterprise IP phone. Its flexibility and solid design makes it exceptionally suitable for demanding enterprise and contact center deployments. The 420HD includes two lines supporting two concurrent calls per line, a graphical multi-lingual LCD display, and four programmable soft keys.

Key Features

ACD Synchronization and "Hot Desking" — Enables agents to initiate sign-in and sign-out as well as report additional agent states directly from the 420HD IP Phone using soft keys.

Business Continuity Support — Supports simultaneous registration with multiple Genesys SIP Servers in Business Continuity Mode to safeguard customer service operation without disruption even during network failure and nature disaster.

High Definition (HD) VoIP — Including G.722 and Opus codec for native WebRTC support

Agent Desktop Integration — Third Party Call Control (3PCC) APIs enable controlling phones and calls by Genesys applications.

Auto-Answer with Beep Alert — the phone can be set by the Genesys SIP Server to answer incoming calls automatically with a beep alert.

Designed for Simplicity and Easy-to-Use Deployment

Automatic Provisioning — Multiple provisioning methods including DHCP and redirection services.

Genesys SIP Contact Centers

The Genesys 420HD IP Phone provides voice communications for all contact center agents. Combining high voice quality with a compact and robust enclosure design and headset integration, the Genesys 420HD offers several key features to support world-class contact center operations, including tight integration with the Genesys SIP Server.

KEY FEATURES

- High-definition (HD) voice quality
- Power over Ethernet (PoE)
- Multiple language support
- Failover and high availability (DNS, SIP Proxy, Dual Registration)
- Auto-provisioning (DHCP and redirect through Genesys Feature Server Device Management)
- Support agent log-in and log-out from the phone
- Allow agents to set the status: Ready and Not-Ready from the phone
- Business continuity support with Genesys SIP contact center
- Full SIP protocol supporting tight interoperability with Genesys SIP Server
- Supplementary calling features (including 3-way conference)
- Full Duplex HD speakerphone and headset connectivity
- Security (VLAN discovery, 802.1x, TLS, SRTP)

Media Processing

- Wideband Voice Coders: G.722, OPUS
- Narrowband Voice Coders G.711u/a, G729A/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, Japanese, French, Hebrew
- Telephone Interface: RJ-9 Headset Jack
- Network Interface: 2 LAN RJ-45 10/100 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
- Storage/Operation Temperature: -20° to +70°C/0° to +40°C
- Approvals, Safety And Country Certifications: FCC Part 15 Class B, ICES-003 Class B, EN55022 Class B, EN61000-3-2, EN61000-3-3, UL-60950-1, EN60950-1, IEC-60950-1 (CB), CE mark, cTUVus, Australia A-Tick, AS/NZS60950-1 and AS/ASIF S004, Brazil Anatel, Japan VCCI Class B

TELEPHONY FEATURES

- Supplementary Features include: Call Waiting, Call Hold, Call Transfer, 3-Way Conference, Hot Line, DND, Proactive Mute, Speed Dial, Dial Plan, CWRR, Call Logs Auto Answer, Call Pickup
- Signaling capabilities include: Caller ID, MWI, DTMF Relay – RFC2833, DTMF via SIP INFO, Configurable Call Progress Tones

About Genesys

Genesys, the world's #1 Customer Experience Platform, empowers companies to create exceptional omnichannel experiences, journeys and relationships. For over 25 years, we have put the customer at the center of all we do, and we passionately believe that great customer engagement drives great business outcomes. Genesys is trusted by over 4,700 customers in 120 countries, to orchestrate over 24 billion contact center interactions per year in the cloud and on premises.

Visit us at www.genesys.com or call us at +1.888.436.3797

