

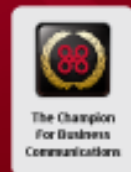


8x8, Inc.

Virtual Contact Center

SIP Phone Recommendations

Revision 1.0



Overview

With today's popularity of SIP and VoIP in general comes a wide variety of phone selections available in the market. As 8x8 leverages the option of SIP delivery of calls for agent-leg interactions, using SIP hardware phones or software clients may be a viable option for your organization. If the cost-savings that SIP call delivery presents is an attractive opportunity to explore, as many find it is, some operational considerations should go into your phone selection criteria. The following list (as of the time of this bulletin) covers the phones actively supported by the 8x8 Virtual Contact Center and the strengths and caveats associated with each.

Counterpath's eyeBeam software client:

By far the easiest to deploy, Counterpath's software client is a simple installation that leverages your primary Windows or Macintosh based computer for phone calls. Combine with a high-quality GN/Netcom or Plantronics headset for the best possible experience. Ideal for organizations that want to avoid purchasing telephone hardware, or those with little or no IT/Helpdesk staff, the eyeBeam is the most widely deployed and popular choice amongst Virtual Contact Center's customer base.

Linksys/Cisco SPA94x:

If a classic hardware phone is what you're looking for and your install base will be less than 10 phones, you may wish to consider this option. The Linksys/Cisco SPA94x is a stand-alone hardware phones, requiring only an internet connection and a DHCP server to work (No TFTP required and configuration is done via a web interface after the phone is connected to the network). The audio quality is average when using the G711.ulaw codec and configuration is a one-time event that most non-technical users can follow.

Cisco 7940/7960 IP Phone:

This phone is great for mass deployments, but not the best choice for small business. The Cisco 7940/7960 has been the cornerstone of open-standard SIP phones for years. Although the phone is End-of-Sales with Cisco, there is a seemingly limitless supply available in the secondary market. The configuration can be achieved through one of two methods: via a cumbersome series of menus on the phone's display, or using a TFTP server. This is the best phone available for large deployment sizes in companies that have full-time IT/Networking staff. While the configuration is not intended for the novice, seasoned Unix administrators will find that deploying 100 phones is just as simple as deploying 5 phones once the backend TFTP configuration has been built. This phone comes highly recommended by 8x8 and the SIP community at large. One key advantage of this phone is support for PoE (Power over Ethernet) when using older Cisco PoE switches.

Avaya 4610SW IP / 4621SW IP Phone:

The Avaya 46xx phone is possibly the best phones for voice quality and reliability. It is configurable only via TFTP, thus mandating that IT/Networking staff perform the initial configuration. The Avaya 46xx phone offers IP extension mobility, superb audio quality, and a very simple hardware design in a small package (4610SW IP). It is slightly easier to setup than a Cisco 7940/7960 for an IT professional in small to mid-size deployments. If looking at a large-scale installation site, you may still wish to consider the Cisco 7940/7960.