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Offer Definition

Avaya E129 SIP Deskphone 1.0

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References to Avaya include the Nortel Enterprise business, which was acquired as of December 18, 2009.

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Table of Contents

<u>ABOUT THIS DOCUMENT</u>	<u>4</u>
<u>ABOUT THE AVAYA E-SERIES.....</u>	<u>4</u>
<u>ABOUT AVAYA E129 SIP DESKPHONE 1.0</u>	<u>5</u>
<u>WHEN TO CHOOSE AVAYA E129 SIP DESKPHONE VS. 9600 SERIES.....</u>	<u>9</u>
<u>COMMERCIAL OFFER DEFINITION.....</u>	<u>13</u>
<u>APPENDIX: PRODUCT REFERENCE INFORMATION</u>	<u>14</u>

This **Offer Definition** is intended for Channel Partners, Distributor-Product Managers, Sales, Engineering, Order Management, Documentation and Training personnel. It will provide the necessary information required to successfully introduce Avaya E129 SIP Deskphone 1.0 in a network environment.

This document serves as a comprehensive guide for partner and distributor readiness. It is necessary to also refer to Release Notes available on support.avaya.com for a complete and up-to-date summary of features, and limitations.

About the Avaya E-Series

The Avaya E-Series is a line of IP based phones that all offers open, standards-based Session Initiation Protocol (SIP) support, offering basic telephony features, such as conference, transfer, forward, hold, and mute.

The Avaya E100-Series endpoints do not offer the more specific power user features like boss-secretary, contact center agent, and other Avaya Aura[®] Advanced SIP Telephony (AST) features.

In addition each Avaya E100 Series phone offers unique values not yet available in other phones. For example, E129 offers customers a very low priced Avaya SIP Deskphone.

In general, the Avaya E100 Series of devices, targets specific customer needs and applications that provide customers with unique solutions.

Unlike the Flagship Series of 9600 Series IP Deskphones the Avaya E100 Series:

- Offers just basic, generic, SIP
- Do not offer the ability for customer specific features to be added
- May have shorter commercial availability periods, i.e. 12 to 18 months, vs. multi-year.
- May have a shorter support period after end of sale.

Like the Flagship Series of 9600 Series IP Deskphones the Avaya E100 Series:

- Come with a 1 year warranty on hardware
- Are supported by Avaya Services
- Work with the Avaya Aura[®] and Avaya IP Office[™] Platforms

Avaya E129 SIP Deskphone Release 1.0 brings the phone to the market for the first time.

The Avaya E129 is ideal for replacing aging analog and digital phones, with an attractively priced basic telephony solution, suitable for entry-level communications use.

The Avaya E129 SIP Deskphone is different from any other Avaya SIP phones because it supports a basic, generic SIP implementation only.

The essential features supported are the ones that most analog replacements need, such as Transfer, Forward, Mute, Ad-Hoc Conference, Hold.

The E129 does **not** support the rich set of SIP enabled telephony features that are a part of Avaya Aura Advanced SIP Telephony (AST). Customers that desire a phone similar to the E129, that supports Advanced SIP Telephony should consider the 9601 SIP Deskphone, or other more advanced phones in the 9600 Series.

The E129 is intended for simple use cases, where few features, aside from making and receiving calls, are needed. The most appropriate use case for the E129 is when a location based phone, rather than a user based phone, is required. For example: lobbies, waiting rooms, lunch areas, warehouses, classrooms, retail spaces where a phone is associated more with a particular space, than with a particular user. The E129 can also be used for basic office use, taking advantage of its headset port.

The E129 offers exceptionally good value because of its low price, and is ideal where the main purpose of the phone is basic voice communications. As an office communications device, it can be one of many useful communications tools for users that rely on making and receiving phone calls. Users that require more advanced features should consider the Avaya 9600 Series of IP Deskphones.

The Avaya E129 SIP Deskphone is not recommended for customers of Avaya Government Solutions. For more information, please refer to the security section further below in this document.

Key Features

The Avaya E129 SIP Deskphone offers entry-level communications capabilities only, making it ideally suited to the needs of basic voice communications. Key characteristics and features of the phone are:

- Single-line IP phone, with support for two concurrent calls with a 'flash' key
- Common features: Transfer, Forward, Mute, 3-Way-Ad-Hoc-Conference*
- Monochrome 128x40 pixel display (2 ¾" x 1"), with three rows, for calling party information, soft key labels, and status indicators.
- Three context sensitive soft keys



and Directory

- Directory with up to 500 contacts, and Call History with up to 200 entries
- G.722 wideband audio, handset and headset (with wideband headsets)
- Full duplex speakerphone
- Wall-Mount and Desk-Mount stand.
- Headset port (RJ9 connector)
- Message Waiting Indicator
- Five Button Navigation Cluster, for easy manipulation.
- Dual Ethernet port operating at 10/100 Mbps speed.
- TLS and SRTP support
- Class 1 Power over Ethernet
- Primary and Secondary SIP Registrars for failover/availability.
- Support for optional (separately orderable) international AC power adapters

For a complete overview of feature functionality please refer to the User and Administrator documentation.

*Note that local (on the phone) ad-hoc conferencing, is not supported with G.729 when it is the only codec used in the phone's network region.

Generic SIP Protocol Support

The Avaya E129 SIP Deskphone supports generic, open standards based SIP, which provides access to essential communications features, such as making and receiving voice calls, call transfer, ad-hoc conference, and hold, when connected to an Avaya Aura or Avaya IP Office core platform.

The Avaya E129 SIP Deskphone does **not** support H.323 software.

The Avaya E129 SIP Deskphone does **not** support Avaya Aura Advanced SIP Telephony (AST) features.

Customers requiring Avaya Aura Advanced SIP Telephony should consider the 9600 Series IP Deskphones.

Codec Support and QoS

The Avaya E129 SIP Deskphone provides the following codec support and QoS methods.

Codec Support:

- G.722 (wideband)
- G.711
- G.729AB
- G.723.1



QoS Support:

- 802.1Q
- 802.1p
- ToS
- DiffServ

Localization

The phone supports the following languages*:

- English
- French
- German
- Italian
- Polish
- Portuguese
- Spanish
- Russian
- Simplified Chinese

*The administrator documentation, and administrator web user interface is available in English only

Avaya plans to make available Japanese and Korean localization, in the future, through a software update.

Package Contents

- Avaya E129 SIP Deskphone
- Handset with cord
- Base Stand
- Cat 5e Ethernet cord, 6 foot length.

Please note that the phone supports Power over Ethernet. If Power over Ethernet is not available, the optional AC power adapter should be ordered.

Dimensions and Weight

- 14.5cm / 5.7in (W)
- 20.0cm / 7.9in (L)
- 7.9cm / 3.1in (D)
- 0.6 kg / 1.32 lbs

Power Options

The Avaya E129 SIP Deskphone is compatible with Power over Ethernet switches (PoE), and requires POE Class 1 settings, for efficient, environmentally friendly operation.

For customers that require an AC power option, international AC power adapters, not included with the phone, are available for purchase separately.

The phone must be powered with either PoE through the Ethernet cable, or with the optional AC adapter, to function.

Platform Support

The following are the minimum software requirements for the platforms supporting the E129

- Avaya Aura[®] Platform 6.2 Feature Pack 3 and above
- Avaya IP Office[™] Platform 9.0.3 and above
- Avaya Live Connect is *not* currently supported.

Avaya E129 SIP Deskphone is not supported for deployment on any other platforms.

License Requirements

With Avaya Aura, the Avaya E129 SIP Deskphone can use the value priced Basic IPT License. Purchasing the Basic IPT License requires that 20% of all licenses purchased be Avaya Aura Suite Licenses. The remaining 80%, can be Basic IPT Licenses.

With IP Office, the Avaya IP Endpoint license is required.

Global Form Factor

The Avaya E129 SIP Deskphone, adheres to the Global form factor, meaning there is no English language text on the phone faceplate, and that icons represent button functions.



When to Choose Avaya E129 SIP Deskphone vs. 9600 Series

The choice of whether to buy the Avaya E129 SIP Deskphone, instead of an Avaya Flagship Series phone, such as the 9600 Series, depends on how important Advanced SIP Telephony features are vs. the price of the phone. Also, if an H.323 phone is required, the 9600 Series should be considered.

Price Comparison

The Avaya E129 SIP Deskphone has a list price which is 55% lower than the 9601, and offers the few basic features that most customers want.

Phone	List Price
E129 SIP Deskphone	\$99
9601 IP Deskphone	\$220
9608 / 9608G IP Deskphone	\$330 / \$370
9611G IP Deskphone	\$455
9621G / 9641G IP Deskphone	\$640 / \$675

Please note that prices are subject to change.

Feature Comparison

Both Avaya E129 SIP Deskphone and 9600 Series IP Deskphone support only a few basic calling features. The 9600 Series support Avaya Aura Advanced SIP Telephony (AST) features. Please see the Feature Comparison summary table. Customers that require the additional features provided by Advanced SIP Telephony should consider the Avaya 9601 IP Deskphone.

Feature	E129	9600 Series
Call Hold	Yes	Yes
Unattended Transfer	Yes	Yes
Attended Transfer	Yes	Yes
Unconditional Call Forwarding	Yes	Yes
3-Way Conference	Yes**	Yes
Account Codes*	No	Yes
Authorization Codes*	No	Yes
Automatic Answer Intercom*	No	Yes
Automatic Callback*	No	Yes
Automatic Dial Buttons*	No	Yes



A		
Bridged Line (Call) Appearances*	No	Yes
Busy Line Indicator*	No	Yes
Call Forward (All, busy, don't answer, disable)*	Call Forward All only	Yes
Call Park, Answer Back*	No	Yes
Calling Party Number Block, Unblock*	No	Yes
Calling Party Number Block, Unblock of Internal Numbers*	No	Yes
Call Pickup*	No	Yes
Contact Center*	No	Yes
Crisis Alert*	No	Yes
Direct Call Pickup*	No	Yes
Distinctive Alerting*	No	Yes
Drop (Last Added Party)*	No	Yes
Emergency Button (one touch access)*	No	Yes
Enhanced Call Forwarding*	No	Yes
Enhanced Group Call Pickup Alerting*	No	Yes
Exclusion*	No	Yes
Extended Call Pickup*	No	Yes
Extension to Cellular (EC500)*	Limited (cannot handoff established calls between phone and mobile)	Yes
Forced Entry of Account Codes*	No	Yes
Group Call Pickup*	No	Yes
Group Paging*	No	Yes
Hold Recall*	No	Yes
Hotline*	No	Yes
Intercom – Automatic*	No	Yes
Intercom – Dial*	No	Yes
Limit Number of Concurrent Calls*	No	Yes
Malicious Call Trace Activation*	No	Yes
Malicious Call Trace Control*	No	Yes
Manual Signaling*	No	Yes
Voice Message Retrieval (one button access to VM)	Yes	Yes
Message Waiting Indication	Supports MWI for the	Yes



(1		
Multiple Call Handling, Multiple Lines, Multiple Call Appearances*	Call Waiting Only	Yes
Multiple Device Access	Partial***	Full
Night Service*	No	Yes
One Touch Recording for Modular Messaging*	No	Yes
Pin Checking*	No	Yes
Priority Calling*	No	Yes
Ringing, Abbreviated and Delayed*	No	Yes
Send All Calls (own station)*	No	Yes
Send All Calls (other station)*	No	Yes
Service Observing*	No	Yes
Simulated Bridged Appearance*	No	Yes
Team Button*	No	Yes
Temporary Bridged Appearance*	No	Yes
Transfer to Voicemail (Answered)*	No	Yes
Transfer to Voicemail (Alerting)*	No	Yes
Transfer Recall*	No	Yes
VIP Calling*	No	Yes
Whisper Page Activate*	No	Yes
Multiple SIP Registrations	2	3

* Denotes Advanced SIP Telephony (AST) features supported by the 9600 Series IP Deskphones

** Note that with the E129 local (on the phone) ad-hoc conferencing is not supported with G.729 when it is the only codec used in the phone's network region.

*** Unlike the 9600 Series, the E129 does not offer Multiple Device Access (MDA). The following can still be configured:

- Registration of multiple SIP devices on the same extension
- Make and receive/answer calls on any of the devices

The E129 does not support MDA because it does not have the following capabilities:

- Awareness that other devices are registered with the same extension
- Awareness of active calls on other devices with the same extension
- Ability to bridge or handoff calls between devices with the same extension.



Security Comparison

There are minor differences between the Avaya E129 and the Avaya 9600 Series desphones with respect to security implementation. In general terms, both phones provide secure communications; however the 9600 Series phones benefit from longer development and enhancement in this area since it has been in the market longer making it generally a more mature product.

Customers that are planning to deploy phones into highly secure environments should consult with Avaya regarding which phone is best for them – the Avaya E129 or the 9600 Series.

Availability / Failover Comparison

The table below identifies important differences between the E129 availability/failover capabilities compared to the 9600 Series SIP sets. This table should be used to determine which type of phone best suits the customer's needs.

	Avaya E129	Avaya 9600 Series SIP
Data Center SM connection	Simultaneous Primary & Secondary	Simultaneous Three Way Registration
Branch Redundant connection	Not supported	Various option including Session Manager Branch
Controller list Configuration	Configuration File/Phone Web Interface	DHCP/Settings File/PPM/Manual
FQDN support	Not supported with Simultaneous registration	Supported



Commercial Offer Definition

Commercial Availability

The Avaya E129 SIP Deskphone is planned to be orderable, for Avaya Aura, starting April 7, 2014, and for IP Office, starting June 2, 2014.

The minimum supported Avaya Aura release is 6.2 Feature Pack 3.
The minimum supported IP Office release is 9.0.3

Materials

Comcode	Description	Note
700507151	E129 SIP DESKPHONE	Phone
700507153	E129 RPLCMNT HANDSET	Replacement Handset
700507152	E129 AC PWR ADPTR US	US Power Brick
700508000	E129 AC PWR ADPTR UK	UK Power Brick
700508001	E129 AC PWR ADPTR AU	Australia Power Brick
700508002	E129 AC PWR ADPTR EU	European Union Power Brick
700508003	E129 AC PWR ADPTR JAP	Japan Power Brick
700508004	E129 AC PWR ADPTR ARG	Argentina Power Brick
700508005	E129 AC PWR ADPTR BRAZIL	Brazil Power Brick
700508007	E129 AC PWR ADPTR CHINA	China Power Brick
700508008	E129 AC PWR ADPTR KOREA	Korea Power Brick

Software Upgrades

Avaya E129 SIP Deskphone 1.0 software upgrades are provided free-of-charge at <http://support.avaya.com>.

APPENDIX: Product Reference Information

Avaya E129 SIP Deskphone

Product Page – avaya.com

- To be added

Product Page – SFDC (Sales Collateral, Presentations, Job Aids

- https://avaya.my.salesforce.com/apex/sp_ViewDetailPage?Id=a3ja0000000LrAeAAK

Support Page (Downloads, Support Documentation, PSN)

- To be added