

Overview

HP VCX Desktop Communicator Software Series (Retired)

Models

HP VCX Desktop Communicator Software

JE435A

HP VCX Desktop Communicator Outlook Edition Software

JE436A

Key features

- Seamless interaction with Microsoft Outlook
 - Multiple SIP-based clients chatting
 - Easy deployment and use of softphone features
 - Conferencing without costly travel
 - Enhanced productivity and use of local presence
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Product overview

The easy-to-use HP VCX Desktop Communicator and the HP VCX Desktop Communicator Outlook Edition softphones offer convenient, personal portals to a variety of interpersonal communications functions, including VCX IP telephony, audio and video conferencing, email, presence, and instant messaging. Users of the Outlook Edition also benefit from its integration with Microsoft® Outlook and Microsoft Live Messenger applications. Both editions are based on the Session Initiation Protocol (SIP) and use T.140 text chat for the cost-saving flexibility of standards-based, secure chatting among clients. The intuitive client interface eases everyday business tasks and eliminates the need for a video conference bridge to schedule video sessions and for an external instant messaging tool to enable chatting among conference participants. With only a single click, users can place a call, enable features, transfer files, record a call, view contact presence, or change their own presence.

Features and benefits

Management

- **Microsoft Installer support of silent installations:** HP VCX Desktop Communicator software can be installed using .msi installers that allow for policy-based installations and silent installations
- **Region-specific settings:** region-specific country codes, area codes, and outbound and international prefixes are all configurable, making it simple to dial ITU standard-based phone numbers

Mobility

- **WAN or VPN registration:** HP VCX Desktop Communicator software allows users to register and collaborate from any location on the WAN or over a private VPN tunnel
- **Computer Telephony Integration (CTI):** CTI capabilities enable mobility for HP VCX Desktop Communicator users; using CTI that is configured in the HP VCX Desktop Communicator, the softphone first starts a call to your CTI phone (mobile phone or a corporate extension) and dials the destination number when you take this call on your CTI phone

Ease of use

- **Easy deployment and use of softphone features:** because HP VCX Desktop Communicator softphones deliver services directly from a user's PC, they can be deployed anywhere on an enterprise IP network to provide multimedia communications with SIP-enabled portability of user profiles and identities

Technical features

- **Call notes:** provides seamless and convenient direct storage and retrieval of HP VCX Desktop Communicator Outlook

Overview

Edition call notes to and from Microsoft Outlook journal

- **Call recording:** one-button, integrated on-demand call recording with a call recording audio prompt to the remote site and a visual prompt to the caller, enables instant recording of conversations to a user's PC
- **Phone number lookup:** is an option to enter the URL of an online phone directory that allows the HP VCX Desktop Communicator to make an http request to the URL to look up the dialed number or incoming number

User productivity

- **Enhanced productivity:** Microsoft Outlook users can connect with associates quickly using the HP VCX Desktop Communicator Outlook Edition softphone to increase the efficiency of information exchange and decision making; with seamless access to their Outlook contact list, short-dial list, communication history, programmed features, and callback capabilities, users can reach colleagues with a single button click
- **Conferencing without costly travel:** allows communications and collaboration among softphone users in geographically distributed locations to be enhanced with video; one click instantly establishes an audio conference, and an additional click with the support of a PC's built-in or a standard standalone webcam—adds clear, high-quality video to the call
- **Real-time presence information:** HP VCX Desktop Communicator reduces the need for voicemail and increases business efficiency by allowing users to confirm the availability of the person they wish to contact by viewing the person's real-time presence status; with this information, users can choose the best communication method for a given situation; the presence indicator local to the VCX IP Telephony server shows call recipient status and can be changed to any default status provided
- **Seamless use with Microsoft Outlook:** HP VCX Desktop Communicator Outlook Edition users can easily edit, delete, or add contact information in their Microsoft Outlook address book as a result of the softphone's integration with the Outlook application; by double clicking a softphone entry, users can open the entry in the Outlook contact window, place a call using Outlook's "Click-to-Call" functionality, or initiate communications conveniently in a variety of other ways

Voice functionality

- **Codec selection:** HP VCX Desktop Communicator settings provide the flexibility to select audio codecs and the priority of the codecs; for ease of use, default codecs are preconfigured in the application using high-bandwidth codecs for the best audio quality and inband DTMF support

Technical Specifications

HP VCX Desktop Communicator Software (-JE435A)

Notes Advanced features are available only with the HP Desktop Communicator Outlook Edition and are marked in the "FEATURES" section with the comments "OUTLOOK EDITION FEATURES."

Hardware requirements

- Audio/soundcard (in/out)
- Free disk space: 100 MB
- Intel® Pentium® Processor or compatible processor with at least 1 GHz and 1 GB memory
- IP network connection (broadband)
- USB handset or USB headset is recommended
- Webcam (optional)

Software requirements

- Windows® 7 (Home Premium, Professional, and Ultimate) 32-bit and 64-bit, Windows XP (SP2 or higher), or Windows Vista® (SP1 or higher)
- Microsoft Outlook 2003/2007 (for Outlook Edition only)
- Microsoft Windows Live Messenger (for Outlook Edition only)

Networks

- Auto detect IP address
- STUN/NAT, UDP, and VPN support

Audio and video

- Automatic Gain Control (AGC)
- Audio codecs: G.711u, G.711a, G.729a, Speex, iLBC, and GSM
- Video codecs: H.263, H.264, and MPEG4V3; HD Video is supported if HD camera is used
- QoS support (DiffServ, IEEE 802.1p)

Language support

- English
- Chinese (Simplified)

HP IP telephony platform support

- HP VCX IP Telephony Systems, version 9.0 and later

USB handset and USB headset support

- Eutectics, GN Netcom/Jabra, Plantronics, Polycom CX200, and others

Increase productivity with an intuitive, advanced softphone

- The HP VCX Desktop Communicator softphone offers the convenience and cost-savings of a single, standards-based software client that enables access to HP VCX IP telephony services as well as audio and video conferencing, presence, and instant messaging with T.140 text

Technical Specifications

chat.

- The intuitive client interface eases everyday business tasks and eliminates the need for a video conference bridge to schedule video sessions in advance and for an external instant messaging tool to enable chatting among conference participants. With only a single click from the Desktop Communicator, users can place a call or add participants to a conference. Similarly, only a mouse click is needed to add video to a conference session.
- Additionally, a presence indicator, which is local to the VCX software, shows call recipient status to reduce telephone tag and communications delays, and the no-nonsense interface and comprehensive help files reduce end-user training.
- View the HP VCX Desktop Communicator Softphones features overview in the specification section of this data sheet for a full listing of features.

Upgrade options

- Option to upgrade to the HP VCX Desktop Communicator Outlook Edition gives flexible and scalable deployment choices with full MS Outlook integration. Refer to the license accessories for the upgrade license part number.

Services

Refer to the HP website at: <http://www.hp.com/networking/services> for details on the service-level descriptions and product numbers. For details about services and response times in your area, please contact your local HP sales office.

Features

Telephony and video

File transfer during chat

Audio and video calling and multiparty conferencing with support for up to six simultaneous audio only, or four simultaneous video calls

Automatic Web directory lookup with individual online directory selection

Call hold and music on hold

Call timer

Caller ID (SIP ID)

CTI for hardphones

Customizable ring tones

Do not disturb

DTMF support via RFC 2833

Hook support for USB headsets

Inbound call "BUSY"

Microphone and speaker device selector

Attended/unattended call transfer

Mute

MWI (voicemail messaging-waiting indication) and one-click access to voicemail box

Redial button on call tab

Reject second call

Short-dial list

Soft keys for invoking capabilities via feature codes

Static image support when video is disabled or not being relayed

Telephony line/presence status (from instant messaging, SIP-presence and SIP-dialog)

Mnemonic number dialing

Outlook Edition features: Telephony and Video

Microsoft Outlook 2003/2007 integration

Call-log history in Microsoft Outlook

Dial out of Microsoft Outlook using "Click-to-Call"

Import Microsoft Outlook contacts

Record a call on-demand and save it to Microsoft

Outlook journal call-log history

Technical Specifications

Take notes while on a call and save them with call details as Microsoft Outlook journal entries
Forward typing and searching for company name in the address book
Instant messaging
Buddy list (short-dial list)
Emoticons support
Instant messaging (T.140 chatting) functions and presence status

Outlook Edition features: Instant Messaging

Chat log/history within Microsoft Outlook
Windows Live Messenger integration

HP VCX Desktop Communicator Outlook Edition Software (-JE436A)

Notes Advanced features are available only with the HP Desktop Communicator Outlook Edition and are marked in the "FEATURES" section with the comments "OUTLOOK EDITION FEATURES."

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- Audio/soundcard (in/out)
- Free disk space: 100 MB
- Intel® Pentium® Processor or compatible processor with at least 1 GHz and 1 GB memory
- IP network connection (broadband)
- USB handset or USB headset is recommended
- Webcam (optional)

Software requirements

- Windows® 7 (Home Premium, Professional, and Ultimate) 32-bit and 64-bit, Windows XP (SP2 or higher), or Windows Vista® (SP1 or higher)
- Microsoft Outlook 2003/2007 (for Outlook Edition only)
- Microsoft Windows Live Messenger (for Outlook Edition only)

Networks

- Auto detect IP address
- STUN/NAT, UDP, and VPN support

Audio and video

- Automatic Gain Control (AGC)
- Audio codecs: G.711u, G.711a, G.729a, Speex, iLBC, and GSM
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Advanced communications capabilities with integrated client for Microsoft Outlook and Windows Live Messenger

- In addition to all the features that the HP VCX Desktop Communicator offers, the HP VCX Desktop Communicator Outlook Edition offers many more advanced features. Integration with Microsoft Outlook and Live Messenger applications adds to the productivity-enhancing benefits of this Session Initiation Protocol (SIP)-based communications portal. The HP VCX Desktop Communicator Outlook Edition softphone offers the convenience and cost savings of a single, standards-based software client that enables access to HP VCX IP telephony services as well as audio and video conferencing, email, note taking, call recording, file transfer, presence, and instant messaging with T.140 text chat.
- Some capabilities that only the Outlook Edition offers include Microsoft Outlook Integration, Click-to-Call from Outlook, note taking, and chat logging.
- View the HP VCX Desktop Communicator Outlook Edition specifications section in this data sheet for a full listing of features.

Click-to-Call plug-in

- HP VCX Desktop Communicator Outlook Edition Click-to-Call plug-in must be installed with the Desktop Communicator Outlook Edition software to take full advantage of Microsoft Outlook Click-to-Call features.

Services

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Accessories

HP VCX Desktop Communicator Software Series accessories	License	
	HP VCX Desktop Communicator Standalone Soft Phone License	JE435A
	HP VCX Desktop Communicator Outlook Edition Standalone Soft Phone License	JE436A
	HP VCX Desktop Communicator to Outlook Edition Upgrade Soft Phone License	JE437A

Summary of Changes

Date	Version History	Action	Description of Change
24-Jul-2015	From Version 1 to 2	Changed	This QuickSpecs was retired; no further updates will be made.

To learn more, visit: <http://www.hp.com/networking>

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