

IP Phone Comparison Guide

Focus Research
May 2009; Revised August 2010

Vendor: Product Solution	FEATURES				
	1 System	2 Codecs	3 Function Buttons	4 Speakerphone	5 Display Resolution
AltiGen Communications AltiGen IP 720	Integrated Ethernet Switch, PoE (Power over Ethernet) support	G.711, G.723.1, G.729a, G.729ab	Redial, Hang-up/Release, Hold, Intercom, Speakerphone, Mute, Headset, Flash, Speed Dial, Transfer, Conference, Speaker, Voice Mail, Voice Mail Greeting, Activity, Volume	Yes	100 x 32 pixels
Avaya 4690 IP Speakerphone	PoE support	G.711, G.729a	On/Off Hook, Redial, Mute, Volume Up, Volume Down	Yes	248 x 68 pixels
Cisco Systems IP Phone 7971G-GE	Integrated Ethernet switch, PoE support	G.711, G.729a	Voice Mail, Directories, Speakerphone, Mute, Headset	Yes	320 x 234 pixels
Nortel Networks IP Audio Conference Phone 2033	PoE support	G.711 μ /a, G.729a	Goodbye, Hold, Mute, Volume Up, Volume Down, Voice Mail	Yes	248 x 64 pixels
Polycom SoundPoint IP 650	Integrated Ethernet switch, PoE support	G.722, G.711 μ /a, G.729a	Directories, Conference, Transfer, Redial, Voice Mail, Mute, Speakerphone, Headset	Yes	320 x 160 pixels
ShoreTel ShorePhone IP 560g	Integrated Ethernet switch, PoE support	G.711a, G.711u, G.729a	Conference, Directory, Hold, Intercom, Mute, Redial, Transfer, Voice Mail	Yes	168 x 80 pixels
Siemens optiPoint 420 Advance S	Integrated Ethernet switch, PoE support	G.711, G.722, G.723.1a, G.729ab	Voice Mail, Speakerphone, Mute, Redial	Yes	N/A

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FEATURES (CONTINUED)			
Vendor: Product Solution	6 Weight	7 Price	8 Comments
AltiGen Communications AltiGen IP 720	2.1 lbs.	\$339	The AltiGen IP 720 is a feature-rich desktop phone with multiple programmable soft options and single-button access to voice mail, voice-mail greeting selections, call recording, call conferencing and call transferring. The AltiGen IP 720 replaces the AltiGen IP 710 included in the May 2009 IP Phone Comparison Guide.
Avaya 4690 IP Speakerphone	2.05 lbs.	\$1,299	Incorporates a number of convenient features, such as a message-waiting indicator, easily readable displays, hearing-aid compatibility, NetMeeting compatibility, multiple programmable feature keys and display navigation keys. The 4690 IP Speakerphone was discontinued in January 2010, but it remains available in the secondary market.
Cisco Systems IP Phone 7971G-GE	3.25 lbs.	\$790	This phone features a backlit, high-resolution, color, touch-screen display for easy access to communication information, time-saving applications and features. The unit offers access to eight telephone lines, a high-quality, hands-free speakerphone and a built-in headset connection.
Nortel Networks IP Audio Conference Phone 2033	1.75 lbs.	\$1,145	This hands-free conference phone that is ideally suited to conference rooms of small-to-medium size and managerial/executive offices. The device features 360-degree room coverage and a backlit, three-line, 24-character LCD.
Polycom SoundPoint IP 650	2.75 lbs.	\$449	Polycom's Sound Point IP 650's HD voice technology raises the standard for VoIP voice quality. It's a phone fit for an executive, and a phone that every receptionist will love.
ShoreTel ShorePhone IP 560g	2.6 lbs.	\$429	The ShorePhone IP 560g has a 24-character seven-line display, four soft keys, a full duplex speakerphone with a seven-octave range for crystal clear sound, an ergonomic handset and a unique keyboard.
Siemens optiPoint 420 Advance S	2.1 lbs.	\$475	The optiPoint 420 Advance S combines tap-proof telephony via voice encryption with an effective authentication mechanism. It has good voice quality, thanks to G.722 Wideband Codec technology, or unrestricted access to all HiPath features and a multitude of convenient adapters and modules, making for even better functionality when calling.

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* Source: Visa, Inc. Commercial Consumption Expenditure Index fact sheet.