



PRODUCT
BRIEF

Avaya Unified Communications

Standard Edition

Avaya Unified Communications Editions are suites of communications applications including telephony, messaging, conferencing, and mobility, which are bundled to help organizations deliver the right applications to the right devices based on end user needs.

The Unified Communications Standard Edition is designed for mainstream users who will benefit from unifying their PC and mobile communications tools across a variety of applications and mobile platforms. The package offers key functionality in a single bundle, giving enterprises the flexibility to choose the client that best meets the needs of individual end users at a cost effective price. This collection provides access through thick, thin and mobility clients along with integration with leading productivity suites such as IBM® Lotus® Sametime® and Microsoft® Office Communicator providing enterprises with both centralized and desktop deployment options. It also delivers seamless mobility capabilities allowing users to extend telephony functions to a mobile device.

Solution Features

- Access to telephony, voice messaging, audio conferencing, corporate directory information, and more into a single, Web-based client.
- Client-based control of phone calls and telephony features, allowing users to conveniently and cost-effectively work from a virtual location. The PC and phone can share control of calls while in the office. PC only mode is used with Voice over IP when users only have access to the internet such as when working in a hotel room. Virtual office workers can manage calls from the PC while directing voice to any designated telephone be it their home or virtual office number, or a cell phone.
- Enhanced teleworker features to allow secure access to office phone and its features from a home or remote office via a VPN client on the deskphone.
- Integration with Microsoft Office Communicator & IBM Lotus Sametime, providing integration of Presence information and telephony capabilities, Click-to-Communicate capability and access to directories and contacts.
- Seamless Mobility capabilities such as simultaneous ringing desk+ mobile phone, shift calls in progress between devices, and access PBX features from mobile device.



Customer Benefits

- **Reduce total cost of ownership** and simplify process of deploying and managing Unified Communications applications.
- **Extend the value of existing applications**, desktop and mobility infrastructure by adding new Unified Communications capabilities.
- **Maximize productivity** by simplifying the ability to stay connected, whether on the road, with globally dispersed colleagues, or in situation that requires immediate response.
- **Reduce mobile phone spending** by leveraging existing voice and data networks.
- **Ensure user satisfaction** by offering flexible communications capabilities that can be accessed through a range of devices, regardless of the user's location.
- **Enable more rapid response time** and decision making ability through constant access to Unified Communications applications.
- **Provide a seamless experience** across all communications applications. Telephony and desktop presence integration with Microsoft Office Communicator. Click-to-call from Microsoft Office Communicator, Outlook, and Smart Tags. Click-to-call from IBM Lotus Sametime and from Lotus Notes contacts.
- **Web or server based solutions** making deployment and management simple.



critical voice applications that a user needs in a simple consistent interface. The solution complements the use of the desk phone while in the office, supports remote workers from any location, and is an ideal component of a business continuity strategy. It can be used by any employee from any internet connection if they cannot get to an office location in the event of a business interruption.

Avaya IP Softphone

Avaya IP Softphone R6 is an application that offers a simple Graphical User Interface to access telephony features from your PC or Laptop. Release 6 offers additional integration with other communication applications such as Microsoft Office Communicator, Lotus Sametime and Citrix Presentation Server and has native support for new Communication Manager 4.0 features: 9600 series phones, signal channel encryption, and 13 digit dialing support.

Avaya IP Softphone for Windows Mobile

Avaya IP Softphone for Windows Mobile 5, Pocket PC and other Windows-based devices is an IP telephone client for WiFi-networks. Users can utilize their PDAs or specialized hand-held devices — such as Symbol M50 or M70 devices — to have built-in telephony. It provides transparent access to real-time voice communications and productivity-enhancing Avaya

Avaya UC Standard Edition Components

Avaya one-X™ Portal

Avaya one-X™ Portal is a web-based software solution that provides users with control of telephony, conferencing, messaging, mobility administration, and access to corporate and personal contact information. Avaya one-X Portal consolidates access to all the



Communication Manager features such as multiple call appearances, transfer and multi-party conference — all in the convenience of a handheld device.

Avaya one-X™ Desktop

Avaya one-X Desktop Edition is a flexible SIP endpoint that uses SIP for telephony, enterprise instant messaging and presence. Softphone client-based control of phone calls and telephony features allows workers to use their desk phone in tandem with their PC while at the office, or direct the voice path to another phone to support virtual working. It supports a rich suite of SIP-based telephony features and can be integrated with Microsoft Outlook, Lotus Notes, LDAP and Microsoft Internet Explorer. It can be used in any of the following three modes of operation: Peer- to-Peer mode with no SIP Infrastructure; Industry-standard SIP endpoint with 3rd party SIP infrastructure or Endpoint of Avaya SIP Solution with Avaya SIP Enablement Services and Avaya Communication Manager.

Avaya Application Enablement Services for Microsoft Office Communicator

Avaya Application Enablement Services 4.0 provides a server-based software solution that enables Microsoft Office Communicator to leverage the rich telephony capabilities of Avaya Communication Manager IP Telephony Software. After integrating the 4.0 platform in an enterprise network, end users can access the rich and robust set of “click to communicate” features provided by Avaya with seamless integration in their Microsoft desktop environments.

VPNremote for 4600 Series Telephones

VPNremote for 4600 Series is a software VPN (virtual private network) client – built directly into the Avaya 4600 Series IP Telephone itself. This enhancement allows the Avaya IP Telephone to be plugged in and used seamlessly with any broadband internet connection. The end user experiences the same IP telephone features – as if they were using the phone in the office, enhancing the teleworker’s experience.



Extension to Cellular

The powerful Extension to Cellular feature of Avaya Communication Manager can connect callers to employees wherever they are with just one call. Avaya Extension to Cellular delivers one-number access by enabling calls bound for an employee’s business number to ring simultaneously on both their office phone and up to four mobile (or wireline) phones. While on a call, users can access advanced features such as transfer and conference. Extension to Cellular also offers significant cost savings on international calls as well as cost tracking information.

Avaya one-X™ Mobile

Avaya one-X Mobile builds on the functionality of Extension to Cellular by providing a mobile client to further enhance the productivity of enterprise mobile workers. The intuitive graphical user interface supports both Symbian and Windows Mobile 5 mobile operating systems and provides quick access to office phone functionality.

Technical Requirements

- Avaya IP Softphone R6
- Avaya one-X Desktop 2.1
- Avaya one-X Portal 1.0
- Application Enablement Services 4.0

- Application Enablement Services TSAPI/CMAPI (Basic) licenses only
- Extension to Cellular 7.0 (Single mode)
- Avaya one-X Mobile for Symbian
- Avaya one-X Mobile for Windows Mobile
- VPNremote Client for 4600 Series Telephones 2.1

Learn More

To learn more about how Unified Communications Standard Edition can support your business, please contact your Avaya Client Executive, Authorized Avaya BusinessPartner or visit us on avaya.com.

About Avaya

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve market-place advantage. More than 1 million businesses worldwide, including more than 90 percent of the FORTUNE 500®, use Avaya solutions for IP Telephony,

Unified Communications, Contact Centers and Communications Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large. For more information visit the Avaya Web site: <http://www.avaya.com>.

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