

Avaya one-X[®] Communicator

Overview

Enterprise workers today are bombarded with too many meetings, calls, emails, instant messages (IM), voicemails, fax from customers, co-workers, suppliers, partners, and even family. On the best day it can be a challenge to ensure that all the highest priority tasks are completed on time.

Avaya one-X[®] Communicator is a Unified Communications client that provides enterprise users with simpler, more intuitive access to their everyday communications tools. Users can better manage communications tasks, making them more productive, responsive, and collaborative regardless of where they are working on any given day.

The client can be deployed using SIP or H.323 in a serverless configuration, which allows you access to IP Telephony using any of the available connectivity usage modes, and video on a point to point or conference basis. When integrated with Avaya one-X[®] Portal, the client provides you Intelligent Presence, Visual Voice Mail, Conferencing Capabilities, 24x7 call logs and access to corporate directories. Avaya one-X Communicator can be integrated with leading desktop productivity tools like Microsoft Office Communicator, IBM Lotus Sametime, and Citrix Presentation Server.

Key Customer Benefits

- **Simplified Deployment** – deploy one-X Communicator pre-configured or utilize the enhanced auto-configure capability. Remotely apply policies and administration for cost controls and security requirements.
- **Streamline Personal Communications** – Manage voice, video, voicemail, audio/video conferencing, email, instant messaging, and communication history all from a single interface.

- **Be More Responsive, Connected** – Presence allows users to “see” co-worker availability, assess preferred communication options, as well as determine the likelihood of reaching a person by phone, or instant message.
- **Increase Productivity, Improve Collaboration** – Move beyond simple voice conferencing using video and web collaboration tools. Face to face communication improves productivity, streamlines decisions making, and can help save money on travel expenses.
- **Work from Anywhere, Never Miss an Important Call** – Configure personal usage modes to optimize call control and communications. Ring your mobile or home phone anytime someone tries to reach you at the office.
- **Lower Support Costs** – Support for both IP and SIP communication protocols helps organizations standardize on a single softphone client for their entire enterprise workforce. An intuitive interface helps lower end user learning curve and reduces help desk costs.

Feature Summary

- **Communication Integration** – Access all tools from one client including voice, video, voice and fax messages, audio/video conferencing, and communication history. Click to initiate emails and instant messages from Avaya one-X Communicator via Lotus Notes, Microsoft Outlook, or Microsoft Office Communicator.
- **Intelligent Presence*** – Know colleagues availability and preferred communication options. See whether co-workers are online, on the phone, available to IM, in a conference call, traveling, or on

vacation. Quickly determine the likelihood of reaching an associate by phone, IM, or video. Avaya one-X Communicator aggregates presence from Avaya and other sources via the Avaya Aura™ Presence Services.

- **Instant Messaging** – Native Instant Messaging allows users to communicate with Microsoft Office Communicator and XMPP IM users. Easily federate with other Instant Messaging applications.
- **Visual Voicemail*** – Visual access to voice and fax messages with the ability to filter and sort. Users can focus on what is important and quickly refer back to important messages.
- **Visual Conferencing*** – Click-to-Join makes it easy to start or join a conference call. Participants can see who is participating and speaking. Moderators can identify noisy lines and music on hold, and mute or drop the line from the call.
- **Video** – Make video calls as easily as making a phone call. Unified audio/video features include call, transfer, forward, conference, hold, mute, call coverage.
- **Click to Call** – Call anyone in your corporate directory, Microsoft Outlook contact list, or a phone number appearing on a web page or in an email. Return calls directly from voicemail, call logs, or from your buddy list with a simple click of your mouse, or choose wipe-to-dial to begin a call.
- **Usage Modes** – Select the best connectivity mode to optimize performance while still taking full advantage of convenience of an all-in-one client. Take control of your office phone, make and receive calls from your mobile or home phone, or use voice over IP.
- **Multi-Protocol** – Support for both SIP and H.323 protocols allow organizations to standardize on one client for their entire organization while future proofing their evolution to SIP.

* When integrated with Avaya one-X Portal

Features – Avaya one-X® Communicator

* When integrated with Avaya one-X® Portal

Usage Modes

- Preset usage modes Office, Home, Travel, Mobile
- Reconfigurable, customizable access modes
- Endpoint options include Avaya telephone, dual connect with any phone, and Voice over IP

Visual Voicemail and Fax*

- Graphical list of voice messages and fax with time, duration, and name
- Listen and delete messages

Visual Audio Conferencing*

- Visually monitor Avaya Meeting Exchange audio conferences
- See list of attendees by name or phone number
- Shows active speaker
- Host can mute attendees or attendees can mute self
- Host can mute, hold, lock, rename, exit conference
- Bridge dial out to add conference participants

Video Calls and Conferencing

- Video presence
- H.323
- Ad Hoc Conferencing
- RTCP monitoring
- Video controls powered by Polycom

Communication History*

- All calls to/from office logged regardless of phone used
- Common 24x7* call logs

Enhanced collaboration tool:

- Point-to-Point IM
- Session Manager 6.0 environment only
- 10,000 users per server
- Local and centralized archiving
- Click-to-call
- IM with MOC, XMPP IM users

Avaya one-X Communicator enforcing IT policies provides easier network deployments for IT teams:

- Improve auto configuration option, to reduce time
- Enhance IT policy setting, for consistency
- Other enhancements include
 - prevent caching of username/passwords
 - Assign groups, per phone setting files
 - Dialing rule enhancements

Presence*

- Preset based on usage modes Office, Home, Travel
- Users define how to be contacted when Home, Travel, Work
- Automatic and manually set presence
- Customize presence with personal messages
- Default user mode settings also available within one-X Portal upon login
- Presence change in one client updated in all clients

Audio

- Codecs G.711, G.723.1, G.729, G.729b, G.722 (wideband)
- Audio tuning wizard
- SRTP for secure conversations
- USB and BT device support

System Requirements and Support – Avaya one-X® Communicator*

* Please refer to the Overview and Planning for Avaya one-X Communicator document located on Avaya's support site for additional details.

** Video feature not supported on Microsoft Windows 7, 64-bit operating systems or with SIP.

Operating Systems – Support for Avaya one-X Communicator 5.2

- 32 bit
 - Microsoft Windows XP, with SP2 or higher; Home and Professional Edition
 - Microsoft Vista, with SP2 or higher; Enterprise and Ultimate Edition

Operating Systems – Support for Avaya one-X Communicator 5.2 only

- 32bit
 - Microsoft Vista, with SP2 or higher; Business Edition
 - Microsoft Windows 7**; Enterprise, Ultimate and Professional Edition
- 64 bit**
 - Microsoft Windows XP, with SP2 or higher; Home and Professional Edition
 - Microsoft Vista, with SP2 or higher; Enterprise, Ultimate and Business Edition
 - Microsoft Windows 7**, Enterprise, Ultimate and Professional Edition

Other – Support for Avaya one-X Communicator 5.2

- Citrix Xenapps 4.5
- Microsoft OCS 2007 R2

Web Browsers

- Microsoft Internet Explorer 6.0, 7.0 or 8.0
- Mozilla Firefox 2.0 or 3.0

Application Integration

- Avaya one-X® Portal 5.2
- Avaya one-X® Speech 5.2
- Avaya Intelligent Presence Server 1.0
- Avaya Aura™ Communication Manager 6.0
- Avaya Aura™ Messaging 4.0 or 5.2 with Message Storage Server, Avaya AuraMessaging Outlook Add-in
- Avaya Aura™ Conferencing 6.0
- Avaya Aura™ Application Enablement Services
- Citrix Presentation Server 4.5

Application Integration (continued)

- Microsoft Active Directory Server 2003, Windows Server 2008 Active Directory Domain Services
- SUN One Directory Server 5.2 or 6.3
- IBM Domino Server 7.5
- Novell eDirectory 8.8 SP2
- Microsoft MOC/OCS 2007 r2, Outlook 2003 or 2007
- IBM Lotus Sametime Connect v8.0, Lotus Notes 7.5.1 or 8.0

Deployment and Management

- Landesk, Altiris, MS SMS desktop management tools
- DHCP

Session Manager 6.0

Learn More

To learn more about Avaya one-X Communicator, talk to your Avaya Account Manager or Authorized Partner. Also, visit us at www.avaya.com.

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.



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