



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 combines softphone, intelligent presence, voice/video calling, visual voicemail, visual voice/video conferencing, as well as access to corporate directories and call logs improve workforce productivity across your enterprise. Organizations can deploy one-X Communicator either as a standalone client or as an integrated part of leading desktop productivity tools like Microsoft[®] Office Communicator, IBM Lotus Sametime, and Citrix Presentation Server.

Key Benefits

- **Streamline Personal Communications** – Manage voice, video, voice mail, 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.

Key Features

- **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 with co-workers.
- **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 Intelligent Presence Server.
- **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.
- **Extension to Cellular** – Never miss an important call when away from the office. Enable services for simultaneous ringing of your mobile or home phone number with your business phone number.
- **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, take 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.

Features – Avaya one-X® Communicator

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 with Avaya one-X Portal

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

Learn More

For more information about how Avaya one-X Communicator can support your business, please contact an Avaya Representative, Avaya Authorized BusinessPartner or visit us on avaya.com.

System Requirements and Support – Avaya one-X® Communicator

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

Operating Systems

- Windows XP and Vista 32 bit
- Citrix Presentation Server 4.5

Web Browsers

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

Application Integration

- Avaya one-X® Portal 1.1
- Avaya Intelligent Presence Server 1.0
- Avaya Communication Manager 4.0.4 for H.323
Avaya Communication Manager 5.1 with SES 5.1 for SIP mode
- Avaya Modular Messaging 3.1 or 4.0 with Message Storage Server
- Avaya Meeting Exchange Enterprise 4.2 or 5.0
- Avaya Application Enablement Services 4.2 for IBM Lotus Sametime integration
- Microsoft® Active Directory Server 2003 SP1
- Microsoft MOC/OCS 2007, Outlook 2003 or higher
- IBM Lotus Sametime Connect 7.5.1 or 8.0, Notes 7.5.1 or 8.0

Deployment and Management

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

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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