

Avaya one-X[®] Communicator

Intuitive management of communication tools speeds workflows and drives productivity

Overview

Today's enterprise employees need to juggle multiple forms of communication including meetings, video and voice calls, emails, instant messages (IM), voicemails, and fax from customers, co-workers, suppliers, and partners. Even on your most organized 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 simple, intuitive access to their everyday communications tools. Users can better manage communications tasks, making them more productive, responsive, and accessible 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 high-definition video on a point to point or conference basis and access to corporate directories. When integrated with Avaya one-X[®] Portal in H.323, the client provides you Intelligent Presence, Visual Voice Mail, Conferencing Capabilities, and 24x7 call logs. 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 Avaya 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 high-definition 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, high-definition 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 high-definition video. Avaya one-X Communicator aggregates presence from Avaya and other sources via the Avaya Aura[™] Presence Services.

- **Instant Messaging** – New Native Instant Messaging capability allows users to communicate over an IM window.
- **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 high-definition video calls as easily as making a phone call. Unified audio/video features include call, transfer, forward, conference, hold, mute, call coverage. Make video calls to other Avaya endpoints 1x0, Polycom endpoints, etc.
- **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.

* Presence with H.323 requires one-X Portal. Presence with SIP requires Presence Services 6.0.

Features – Avaya one-X® Communicator

* When integrated with Avaya one-X® Portal (H.323 only)

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 & SIP
- Ad Hoc multi-party Conferencing

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 SP1 or later environment only
- 10,000 users per server
- Local and centralized archiving
- Click-to-call

Avaya one-X Communicator enforcing IT policies provides easier network deployments for IT teams (using a separate IT administrator GUI application):

- 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.729A, 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.

Operating Systems – Support for Avaya one-X Communicator 6.0

- 32-bit system:
 - Microsoft Windows XP, with SP3 or higher; Home and Professional Edition
- 32-bit and 64-bit systems:
 - 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 6.0

- Citrix XenApps 4.5
- Microsoft OCS 2007 R2

Web Browsers

- Microsoft Internet Explorer 6.0, 7.0 or 8.0
- Mozilla Firefox 3.5 and 3.6

Application Integration

- Avaya one-X® Speech 5.2
- Avaya AURA™ Conferencing 6.0

For H.323:

- Avaya AURA™ Communication Manager 5.2.1 or higher
 - UC features in H.323: Avaya one-X(R) Portal 5.2 and its dependencies.

For SIP:

- Avaya AURA™ Session Manager 6.0 SP1
- Avaya AURA™ Communication Manager 6.0 SP1
 - IM in SIP: Avaya AURA™ Presence Services 6.0
 - Video in SIP: Avaya AURA™ Communication Manager 6.0 SP1

For other Video requirements, please refer to the Avaya AURA(TM) 6.0 Video solution offer definition document.

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

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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