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AVAYA Communicator

Kommunikations- und Sicherheitstechnik

AVAYA Communicator

Der AVAYA Communicator ist die konsequente Weiterentwicklung des AVAYA Flare Experience Endgerätes sowie der Software AVAYA Flare. AVAYA führt mit dem AVAYA Communicator alle Kommunikationsmittel in einer einzigen Software-Bedienoberfläche - einem einzigen Client - zusammen und bietet den Anwendern damit eine gemeinsame Schnittstelle für alle Plattformen der modernen Kommunikation, einschließlich Android, Windows und iPad.

Der AVAYA Communicator stellt eine einheitliche Kommunikationszentrale dar, die es wesentlich vereinfacht, sich mit Kollegen oder Geschäftspartnern für Gespräche, Besprechungen und Projekte in Verbindung zu setzen. Der AVAYA Communicator-Client hat eine übersichtliche und benutzerfreundliche grafische Oberfläche und kann entsprechend den Geschäftsaufgaben und dem persönlichen Profil des Benutzers angepasst werden. Das Client-Design ähnelt dem Design eines Instant-Messangers: Freundes- und Kontaktliste zeigen übersichtlich an, wer verfügbar ist und welche Kommunikationsmöglichkeiten für einen Kontakt zur Auswahl stehen.

Mit dem AVAYA Communicator kann der Kommunikationsweg nahtlos zwischen Instant Messaging/ Presence, Sprachanruf, Videoanruf, Audio- oder Videokonferenzen sowie Web-Collaboration gewechselt werden. Damit steht für jedes Kommunikationsbedürfnis der passende Weg zur Verfügung. Der Wechsel zwischen den verschiedenen Kommunikationswegen erfolgt mithilfe selbsterklärender, intuitiver Symbole. Ad-hoc-Sitzungen mit hinterlegten Kontakten können ganz leicht per Drag-and-Drop oder Point-and-Click gestartet werden.
Dank der benutzerfreundlichen grafischen Oberfläche können Kommunikationsmöglichkeiten zielgerichtet genutzt und verwaltet werden. Durch den intuitiven und nahtlosen Wechsel zwischen Workflows werden Aufgaben schneller nacheinander erledigt. Die Dienste des AVAYA Communicators lassen sich für die geschäftlichen Anforderungen und das jeweilige persönliche Benutzerprofil anpassen, sodass das Benutzererlebnis über alle Geräte hinweg konsistent und optimiert ist. Der AVAYA Communicator vereint alle Collaboration-Modi in einer Benutzerumgebung, ist mit allen gängigen Browsern kompatible und bietet ein umfassendes Produktpaket für Unified Communication inklusive Audio- und Web-Konferenzen, Videokonferenzräumen sowie Desktopanwendungen.

Der AVAYA Communicator ist vollständig kompatibel zur SIP-basierten AVAYA Aura Plattform-Architektur und kann das vollständige Potenzial der kompletten AVAYA Kommunikationslösung ausschöpfen. Zudem bietet der AVAYA Communicator eine herausragende Audio-Skalierung.

Haben Sie noch weitere Fragen, dann sprechen Sie uns einfach an. Wir beraten Sie gerne.

The Power of We™

Avaya Communicator for Android OS

Equip your mobile employees with enterprise grade telephony and real time web collaboration

Minimize Mobile Charges using Wi-Fi or Mobile Networks

Reduce mobile charges by routing international and outgoing mobile calls through your corporate network. Manage the consumption of cellular minutes by calling over Wi-Fi when available. Hand calls over to cellular when Wi-Fi is out of range for service redundancy.

Overview

Avaya Communicator for Android OS is a new generation of mobile client that extends enterprise grade telephony and real-time collaboration services to Android smartphones.

The delivery of Avaya Aura® features and services to mobile users helps ensure employees can be accessible and productive when away from their desks; improving business continuity and response between partners, clients and employees.

The clean, graphical client interface is intuitive – taking the guess work out of using and coordinating your communications.

Easy to deploy, use and secure, the client helps companies lower expenses by leveraging Wi-Fi and the corporate network.

Key Benefits

Enterprise grade telephony: Extend Avaya Aura features and services to mobile employees, to keep business moving while staff is on the go: visual voice mail, single corporate voice mail call history logs, unified contact lists, corporate directory, dial by extension VIP Lists, IM and aggregated presence.

Real time web collaboration: In-app launch of Avaya Aura® Collaboration Agent lets users view and share content, see meeting roster, and chat with others for full meeting participation when mobile.

Service redundancy and lower TCO: Leverage the corporate network to reduce international long distance charges and minimize cellular usage from mobile calls made throughout campus. Leverage wi-fi at airports, hotels, and customer sites; hand-off between cellular/wi-fi provides service redundancy.

User-selectable call type: The client can be configured with any one, two, or three types of service allowing for entry-level to advanced, full featured UC deployments. Choose from basic EC500, VOIP, and UC/ Client Enablement Services.

Extensible by design: UI shows only configured features. Add features as required without upgrading client.

Auto-provisioning: The client imports settings and files made accessible by an administrator on a web server, removing virtually all end-user configuration tasks for faster deployment and feature upgrades.

Simplified licensing and access: Avaya Communicator for Android OS is an entitlement in Avaya Aura® Suite Licensing. It's easy to get started. Users simply download the client from Google Play.

Enterprise Instant Messaging: Avaya Multimedia Messaging combines the power of text-based messages with voice, plus audio, video and picture files. Take messages with you - access messages across different devices with secure message and storage. Send messages regardless of recipient's login state. Organize individual and chat groups with subject-based threads.

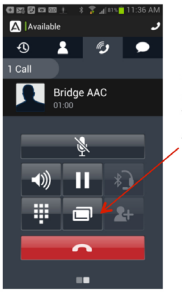
Avaya Communicator with Avaya Multimedia Messaging

Key Features

Use an IM-like client design to interact with colleague, partner and customer contacts. Presence-enabled workflows provide natural transitions between telephony, conferencing and web collaboration. Use media controls to move between features and communication modes.

Feature Highlights	
Quick-view Dashboard	User names, availability status and message indicators
Presence	See the presence status of contacts in your favorites list
Visual Voice Mail	No need to dial in, corporate voice mail is visual for quick prioritization
Multimedia Messaging	Short text, video, and audio messages efficiently beat the time trap of email and unnecessary phone calls
Corporate Directory	Easy access to corporate contacts and presence status
Single Number Reach	Eliminate the complexity of multiple reach numbers for customers
Single Number Outbound	Maintain PBX number for business identity and BYOD privacy
Ring Any Phone	Ring up to four devices - mobile or fixed
Media Controls	Quickly move between communication modes
24X7 Call logs	Never miss a call, see all corporate inbound call history
Single Voice Mail	Any business call not answered is sent to corporate voice mail
Aggregated History	Single view of outgoing/incoming, missed calls and voice messages
Web Collaboration	In-app launch of doc sharing, see roster and chat with participants
Call from Contacts	Speed connection with direct dial from contacts list
Call Routing	Route incoming calls to any device based on schedule/location
Multiple Line Appearance	Simultaneously manage multiple calls
Control Buttons	Hold/resume, add a call/conference, transfer, park, speakerphone
Mobile Switcher	Move calls between mobile devices and desktop/deskphone
Dual Mode	Operates on wi-fi/cellular handoff from cell to network, helping reduce cost
LDAP Authentication	Apply security policies and corporate passwords for mobile users
Secure Remote Access	No VPN required with Session Border Controller for Enterprise

Avaya Aura Web Collaboration Agent Integration



collab icon appears only when dialed into AAC conference

- Virtual integration of co-resident Aura applications
- Launch Web Collab Agent from Aura Communicator
- Participate in collaboration session
- Share local files from Android device
- View shared content and participant roster
- Chat with participants
- Easily move between Aura Communicator and Web Collab Agent without going to home screen

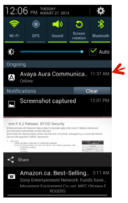
agent launches and user joins collaboration session

view content that others are sharing

chat

view roster

share content with others from Android device



pull down Android notification drawer and tap to return to Aura Communicator for call controls

System Requirements and Support

Required Licenses	• Avaya Communicator for Android OS is enabled by Client Enablement Services and Extension to Cellular (EC500) licensing. User licenses are included in Avaya Aura Suite Licensing.
Language Support	• English (UK & US), Portuguese (Brazilian), Chinese (Simplified), French (International), German, Italian, Japanese, Korean, Russian, Spanish (International)
Service Configuration	• VoIP: Avaya Aura platform 6.2 FP3 • EC500: Avaya Aura® Communication Manager 6.2.3 • Client Enablement Services: CES 6.2.1
Remote Access Configuration	• VoIP via SBC: Avaya Aura® Session Border Controller for Enterprise 6.2.2 • Client Enablement Services via SBC: Avaya Aura Session Border Controller for Enterprise 6.3 • Avaya Multimedia Messaging via SBC: Avaya Aura Session Border Controller for Enterprise 6.3
Minimum Supported Android OS Version	• 4.0.3
Qualified Devices	• Samsung Galaxy S3, S4, S5 • Sony Xperia Z1 • Samsung Galaxy Note 2, Note 3 • HTC one-S • LG Optimus E975, LG2

Learn More

Contact your Avaya representative and visit **www.avaya.com** to learn how Avaya Communicator for Android together with the full suite of Avaya mobility solutions can help you support your business objectives.

Provide FEEDBACK for this document

About Avaya

Avaya is a leading, global provider of customer and team engagement solutions and services available in a variety of flexible on-premise and cloud deployment options. Avaya's fabric-based networking solutions help simplify and accelerate the deployment of business critical applications and services. For more information, please visit **www.avaya.com**.

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High performance and reliable quality

Avaya provides the full suite, reliable unified communications you can't live without: five 9s and N+1 resiliency. Our open architecture does not lock you into a single vendor or deployment, keeping your future open.

Help boost productivity and customer service with a single integrated communications center that takes the guesswork out of your day-to-day collaboration needs with colleagues, partners and clients.

AVAYA

The Power of We™

Avaya Communicator for Windows

Keep business moving and customers satisfied; equip your office and mobile employees with enterprise grade telephony and real time collaboration

Overview

Avaya Communicator for Windows is a new generation client that extends unified communications and real-time collaboration services to devices using Microsoft Windows operating systems.

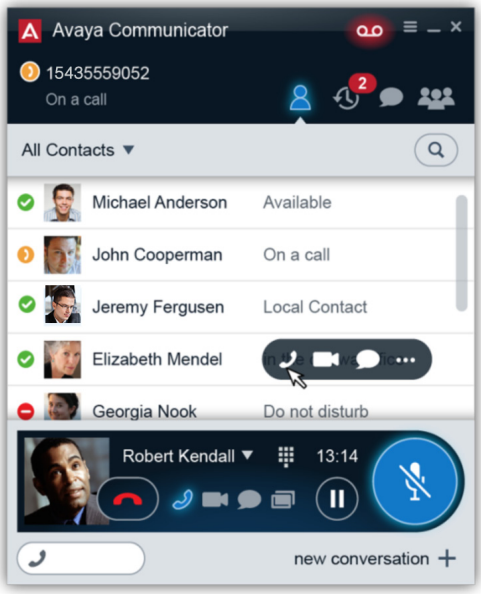
The delivery of Avaya Aura® features and services to office, mobile and telecommuters helps ensure employees can be accessible and productive at, or away from, their desks; improving business continuity and response between partners, clients and employees.

The client has a clean, intuitive graphical interface—taking the guesswork out of using and coordinating your communications. Access to multiple modalities and choices including voice, video, IM/presence, and content share supports preference and empowers users.

Buddy and contact centric workflows propel collaboration with contextual controls. Integration and click-to-call capabilities with desktop applications and productivity tools including Google apps extend work efficiencies and choice.

Key Benefits

Support desktop, mobile and remote users: Employees have access to Avaya Aura features and services whether at their desk, or working with a laptop from a conference room, hotel, customer site, or home office.



Avaya Communicator with Avaya Aura Conferencing

Full suite unified communications: Seamless, integrated experience – all your modes of communications in one integrated communications center: IM/presence, audio, video, web collaboration, conferencing, email, voicemail, corporate directory, and personal contacts.

Easy to use: Drive user adoption; clean, simple, and intuitive controls take the guesswork out of day to day communications. Workflows are contact centric with natural transitions and escalations between workflows driving productivity gains for the enterprise.

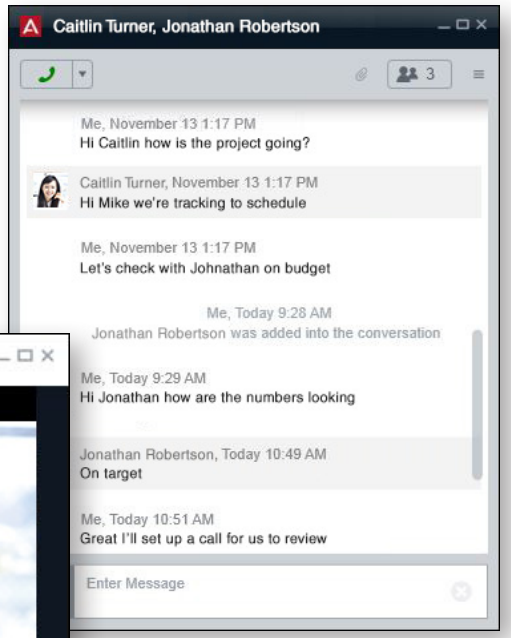
Stellar video experience: Tack sharp, smooth, high definition video. Switched/cascaded video provides cost effective deployment to the desktop; integrates with room video conferencing.

Integrate audio/web conferencing: Leverage Avaya Aura® Conferencing; collaborators can view and share desktops and hash out ideas on whiteboards. Moderators have a range of features and controls to keep the meeting on-task and deliver flawless presentations. See the meeting roster, chat with others, mute lines, take minutes, and record calls and content.

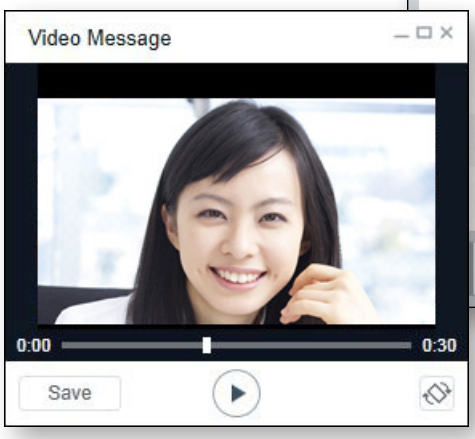
Reliable high performance: Avaya provides the performance and quality you can't live without; five 9s and N+1 resiliency. Our open architecture does not lock you into a single vendor or deployment, keeping your future open.

Cost savings: Telecommuters and travelling employees can leverage VoIP and the corporate network to reduce phone and international long distance charges. Standardize on softclients for relevant user groups and save on deskphone costs. In-house Avaya Aura conferencing can lower TCO up to 71% compared to other vendors (Wainhouse Research 2013).

Support the shift to Instant Messaging: Avaya Multimedia Messaging combines the power of text-based messages with voice, plus audio, video and picture files. Take messages with you - enjoy persistence across devices with secure message and storage. Send messages regardless of recipient's login state. Subject-based messages organizes individual and chat groups.



Avaya Communicator with Avaya Multimedia Messaging



Multimedia Messaging Video Message

Key Features

Use an IM-like client design to interact with colleague, partner, and customer contacts. Presence-enabled workflows provide natural transitions between messaging, telephony, video, web collaboration, and conferencing. Use media controls to move between features and communication modes including:

Feature Highlights	
Compact UI	Main UI has IM client feel with flexible sizing options
Quick-view dashboard	Lists user names and image, availability status, and message indicators
Media Controls	Icons let you identify and quickly move between communication modes
Presence	See the presence status of contacts in your favorites list
Hover menu	Enables single click to call, IM, or connect by video with your contacts
Drag and drop	Easily start a conference or transfer a call
Corporate directory	Easy access to corporate contacts and presence status
Consultative Call Transfer	Transfer a call from one party to another
Multiple device access	Login and answer on up to 10 devices, move calls back and forth
Multi-Stream Video	Multi-stream continuous presence video with grid layout up to four streams
Collaboration services	Desktop integration for Microsoft Outlook, Office, and browsers click-to-call and click-to-join/host conferences
H.323 and SIP dual registration	Use Avaya Communicator in conjunction with H.323 deskphone or soft-client
Secure Media for Video	Secure audio and video (SRTP) for remote workers via SBC
Multimedia Messaging	Short text, video, and audio messages efficiently beat the time trap of email and unnecessary phone calls
Secure Remote Access	No VPN required with Session Border Controller for Enterprise
Contact Filtering by Source	Easily switch views between all contacts, local Microsoft Outlook and Enterprise
Language Selection	Language selection in settings

Avaya Communicator for Windows main user interface with IM Client Feel Buddy and Contact Centric

Description and Components	
Solution Name	• Avaya Communicator for Windows 2.1
Product Components	• Avaya Communicator for Windows and Collaboration Services Desktop Integration Plugins
Minimum Components	• Avaya Aura® 6.2 FP3 or FP4 Session Manager, Communication Manager, System Manager, Presence Server
Optional Components	• Avaya Aura Conferencing 8.0, Avaya Session Border Controller 6.2 FP1, Avaya Modular Messaging 5.2, Avaya Aura® Messaging 6x, Avaya Scopia® Elite 6000 8.3/Scopia Endpoints, Avaya Multimedia Messaging
Required Licenses	• Avaya Communicator for Windows user licenses are included in Avaya Aura Suite Licensing
Language Support	• Simplified Chinese (Mandarin), Japanese, Korean, English, French (including Canadian French), German, Italian, Russian, UK-English, Lat-Spanish, Brazilian-Portuguese, Swedish, Czek, Polish and Dutch
Hardware Minimum Specification	• Dual core process or better, 2GB+ RAM, 1.5 GB free disk space
Operating Systems	• Microsoft Windows 7 (Enterprise, Ultimate, or Professional) 32 bit & 64 bit • Microsoft Windows 8.1/8.1 Update (Pro and Enterprise) • PC mouse/keyboard

Learn More

Contact your Avaya representative and visit www.avaya.com to learn how Avaya Communicator for Windows together with the full suite of Avaya office and mobility solutions can help you support your business objectives.

About Avaya

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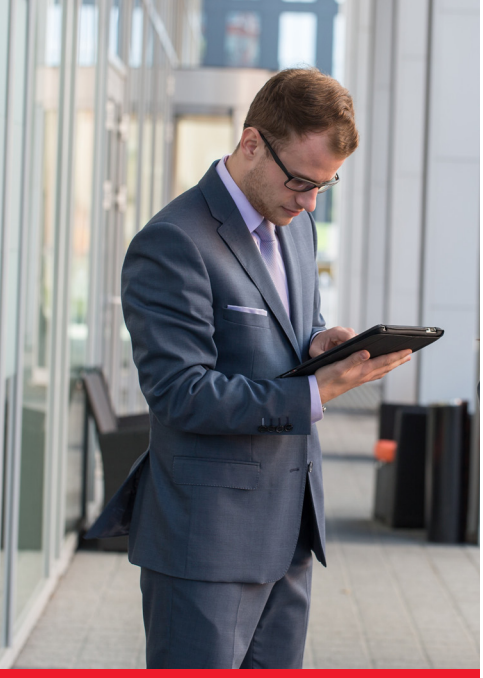


High performance enterprise collaboration

Avaya provides the full suite, secure, reliable unified communications you can't live without: five nines and N+1 resiliency. Our open architecture does not lock you into a single vendor or deployment, helping keep your future open.

Boost productivity and customer service with a single integrated real-time communications center that takes the guess work out of your day-to-day collaboration needs with colleagues, partners and clients.

AVAYA

The Power of We™

Avaya Communicator for iPad

Overview

Avaya Communicator for iPad is a new generation client that lets business professionals use their Apple iPad device for business communications.

The delivery of Avaya Aura® features to office, mobile and telecommuters helps ensure employees can be accessible and productive at or away from their desks; improving business continuity and engagement between partners, clients and employees.

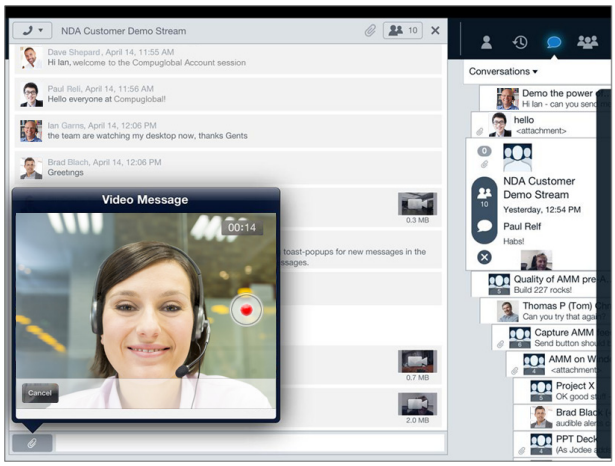
The clean, graphical client interface is intuitive – taking the guess work out of using and coordinating your communications. Access to multiple modalities including IM/presence, text and multimedia messaging, multi-party audio/video and content share provides real choice with how to connect with other people and groups.

Buddy and contact centric workflows propel collaboration with contextual controls. Integration and click-to-call capabilities with desktop applications and productivity tools including Google apps extend work efficiencies and choice.

Key Benefits

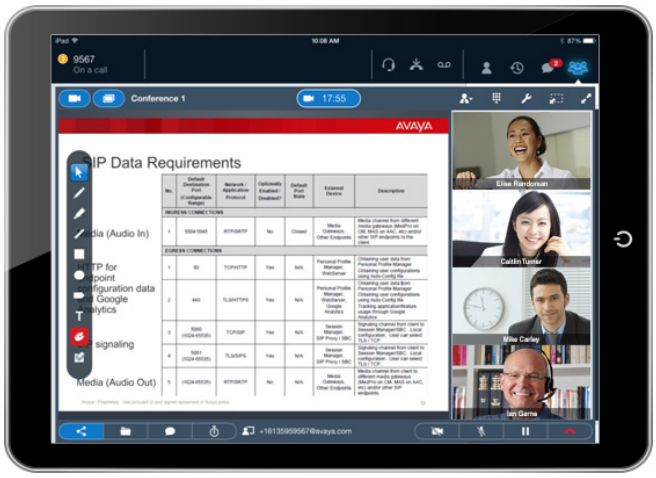
Support mobile and remote users: Employees have access to Avaya Aura features and services whether at their desk, or working from a conference room, hotel, customer site or home office.

Full suite unified communications: Seamless, integrated experience – all your modes of communications in one integrated communications center: IM/presence, multimedia messaging, multi-party audio/video/web collaboration, conferencing, and email, corporate directory and personal contacts.



Avaya Communicator for iPad with Avaya Multimedia Messaging

Avaya Communicator for iPad Point-to Point Video



Avaya Communicator for iPad with Avaya Aura Conferencing Multiparty Video and Web Collaboration

Avaya Communicator for iPad is a new generation client that lets business professionals use their Apple iPad device for business communications.

Easy to use: Drive user adoption; clean, simple and intuitive controls take the guess work out of day to day communications. Workflows are contact centric with natural transitions and escalations between workflows, driving productivity gains for the enterprise.

Multimedia Messaging: Combine the power of text-based messages with voice, plus audio, video and picture files. Take messages with you - enjoy persistence across devices with secure message and storage. Send messages regardless of recipient's login state. Subject-based messages organizes individual and chat groups.

Sharp HD video: Tack sharp, smooth, high definition video, optimized for high resolution Apple iPad screens.

Integrate audio/web conferencing: Leverage Avaya Aura® Conferencing; collaborators can view and share desktops and hash out ideas on whiteboards. Moderators have a range of features and controls to keep the meeting on-task and deliver flawless presentations; see meeting roster, chat with others, mute lines, take minutes and record calls and content.

Reliable high performance: Avaya provides the performance and quality you can't live without; five nines and N+1 resiliency. Our open architecture does not lock you into a single vendor or deployment, keeping your future open.

Cost savings: Telecommuters and travelling employees can leverage Wi-Fi data channels or the corporate network to reduce phone and international long distance charges. Standardize on softclients for relevant user groups and save on deskphone costs.

Simplified licensing and access: It's easy to get started. Avaya Communicator for iPad is an entitlement in the Avaya Aura® Suite Licenses. Avaya Communicator for iPad 2.0 replaces Avaya Flare® Experience for iPad 1.2 — existing users can use the same license when updating to Avaya Communicator for iPad 2.0.

Key Features

Use an IM-like client design to engage with colleagues, partners and customers. Presence-enabled workflows provide natural transitions between telephony, video, web collaboration and conferencing. Use media controls to move between features and communication modes.

Feature Highlights	
Intuitive UI	Interactive UI lets users quickly benefit from rich communications
Quick-view contacts	Scroll through names, image, availability and communication options
Media controls	Icons let you identify and quickly move between chat, video, audio, web
Presence	See status of contacts, customize yours at DND/away
Call redirect	Send incoming enterprise calls to mobile phone or voice mail
Mid call features	Manage calls with hold, mute, un-mute/DTMF
Multimedia messaging	Point-to-point and multiparty text, plus audio, video and picture attachments
Corporate directory	Easy access to corporate contacts and presence status
Ad-hoc/meet me conferencing	Audio, video and web collaboration; share desktops, whiteboard, rich controls
Conference recording	Conference moderators can record calls and shared content
Multiple device access	Login and answer on up to 10 devices, move calls back and forth
Co-registration	Use in conjunction with H.323 desktop or soft client
Multi-stream HD video	Multi-stream continuous presence video with grid layout
Bluetooth support	Bluetooth device support and selection
Camera control	Front/back camera toggle, easily switch views – see what I see, see me
Secure media for video	Secure audio and video (SRTP) for remote workers via SBC
LDAP pictures	Display contact pictures from directory server
Avaya Scopia® experience	Avaya Scopia 8.3 meeting participant experience with integrated roster, active speaker and data sharing views
Secure remote access	No VPN required with Session Border Controller for Enterprise
Auto-configuration	Service discovery simplifies and speeds deployments

System Requirements

Avaya Communicator for iPad 2.0	
Avaya Aura Core	• Required: Avaya Aura® Communication Manager, Avaya Aura® System Manager, Avaya Aura® Session Manager • Optional: Avaya Aura® Presence Services
Release Requirements	• Avaya Aura® Platform 6.2 or later – Requires 6.2 Feature Pack 2 or later for Multi Device Access – Requires 6.2 Feature Pack 2, and Avaya Aura Communication Manager 6.3 Service Pack 1 or later for video – Requires 6.2 Feature Pack 3 or later for secure video with Avaya Aura core and Avaya Aura® Conferencing – Requires 6.2 Feature Pack 4 or later for Avaya Multimedia integration – Requires 6.2 Feature Pack 4 or later for secure video with Avaya Scopia® Video Solutions
Conferencing	• Avaya Aura Conferencing 7.0 Service Pack 2 or later – Requires 7.2 for encrypted audio and non-encrypted video conference – Requires 7.2 Feature Pack 2 or later for encrypted audio and encrypted video conference • Avaya Scopia Video Solution – Requires release 8.3
Messaging	• Avaya Multimedia Messaging 2.0
Remote Access	• Avaya Session Border Controller for Enterprise 6.2 or later – Requires 6.2 Feature Pack 1 for secure audio and video remote access with Avaya Aura core and Avaya Aura Conferencing – Virtual Private Network
Enterprise Directory	• Active Directory in Microsoft Windows Server 2003, 2008
Unified Login	• Avaya idEngines® 9.0 • Microsoft Active Directory 2003 and 2008
Supported Devices	• Apple iPad 2, iPad 3, iPad 4, iPad Mini 1, iPad Mini 2, iPad Air devices

Learn More

Contact your Avaya representative and visit www.avaya.com to learn how Avaya Communicator for iPad together with the full suite of Avaya office and mobility solutions can drive your business objectives.

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About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, networking and related services to companies of all sizes around the world. For more information please visit **www.avaya.com**.

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