



**PRODUCT
BRIEF**

Avaya one-X[®] Mobile

Extend Avaya Unified Communications to Mobile Devices

Mobility is playing an ever-increasing role in business life. This trend is leading companies to explore new ways of working that can drive growth and increase competitive advantage while reducing costs. One compelling opportunity is integrating the powerful telephony capabilities available when in the office with the ubiquity and portability of the mobile device.

Avaya is extending business communications applications to mobile devices, enabling employees to be more accessible and productive while on the move.

Mobility Options For Any Environment

Employee mobile requirements can differ by their department and role within the organization. With the growing number of mobile devices options available to employees, it can be difficult for enterprises to accommodate the possible combinations of devices and requirements. Enterprises want to make employees more productive, but at the same time, need to balance functionality and productivity with the associated costs. The Avaya one-X Mobile family of clients provides enterprises options to increase employee productivity and responsiveness outside the office while helping to reduce mobile expenses. With direct integration to supported Avaya Communication Manager telephony platforms and broader application integration, Avaya one-X Mobile can easily meet enterprise and employee requirements.

Avaya Extension to Cellular

Avaya has pioneered enterprise fixed mobile convergence systems and applications with the Extension to Cellular capabilities of Avaya Communication Manager since 2001. This robust mobility application extends enterprise communications capabilities to mobile workers in any global location. It bridges a mobile device to a desk phone providing true one business number access. The software based solution provides the foundation for the Avaya one-X Mobile family of clients and can be easily deployed to any mobile device through a simple activation of an Extension to Cellular license on the supported versions of Avaya Communication Manager.

Avaya one-X Mobile

Avaya one-X Mobile builds on the functionality of Extension to Cellular by providing a family of mobile clients designed to further enhance the productivity of enterprise mobile workers. The family of Avaya one-X Mobile clients provides an intuitive graphical user interface to provide quick access to office phone functionality. The clients support all major mobile operating systems (iPhone, Java, Palm, RIM, Symbian, Windows Mobile 5 and Windows Mobile 6) and devices ranging from high end smart phones such as the Apple iPhone to lower end feature phones providing support for most enterprise environments, independent of the mobile devices deployed or wireless networks used.



All Avaya one-X Mobile clients offer one number and one voicemail in addition to enhanced features available via an intuitive interface on the mobile device.

The following clients offer UC features, such as visual voicemail, corporate directory lookup and user controlled call routing:

- Avaya one-X® Mobile for iPhone
- Avaya one-X® Mobile for Java**
- Avaya one-X® Mobile for Palm
- Avaya one-X® Mobile for RIM
- Avaya one-X® Mobile for Windows Mobile 5 (UC version)
- Avaya one-X® Mobile for Windows Mobile 6 (UC version)

The following clients offer Telephony features, such as conference, transfer, call park and other PBX features:

- Avaya one-X® Mobile for Symbian
- Avaya one-X® Mobile for Windows Mobile 5 (Telephony version)
- Avaya one-X® Mobile for Windows Mobile 6 (Telephony version)

Avaya one-X Mobile can be deployed with a telephony only integration to provide single number access for both incoming and outgoing calls as well as direct access to sophisticated features found on your office phone from your mobile device. The implementation is software based and only requires the purchase of Extension to Cellular software licenses added to your existing Avaya Communication Manager server along with the download and installation of the appropriate client from the Avaya support website at support.avaya.com. This deployment provides a robust integration with Avaya Communication Manager without the need for additional hardware components.

For some roles within the enterprise, integration with other unified communication applications such as voicemail, corporate directory, as well as access to additional sophisticated call handling and routing options may be required. To meet the need, Avaya provides an option that builds on Extension to Cellular functionality with additional unified communication application integrations. This deployment includes the required software to integrate with enterprise applications and deliver additional capabilities to supported mobile devices through the required server hardware.

Dual Mode Capability

Avaya offers Dual Mode capability through integration with DiVitas, an Avaya DevConnect partner. For enterprises who want to leverage both Wi-Fi and GSM networks with a single device, Dual Mode allows the user to talk via the cellular GSM network or via a secure Wi-Fi connection, with two-way seamless handover. For example, while on campus users can dial out via their existing Wi-Fi network, a free call, and the software client will seamlessly transfer the call to the cellular network as the user leaves campus. This powerful solution provides full flexibility for mobile workers while leveraging the most cost effective and best quality network option for the enterprise.

**Avaya one-X Mobile for Java offers UC functionality on Symbian as well as other devices.



Benefits for Mobile Employees

Improved Availability to Clients and Colleagues Through One Business Number Access

- Calls to the deskphone will simultaneously ring the mobile device or up to four other devices of the user's choice¹, reducing the chance of missing important calls
- Seamlessly transfer calls between mobile and deskphone
- Calls made from a mobile device will show the desk phone caller ID, for true one-number portability. This may be service provide dependent.

Productivity-enhancing Desk Telephone Features on Mobile device

- Manage only one business number and voice mailbox
- Access full suite of business telephony features including call transfer, abbreviated extension dialing, voicemail forwarding, multi-party conference calling, call park, hold and more²
- Easy to use graphical user interface with large color screens for quick access to desk phone features

Improved Work/Life Balance

- Separate business and personal phone management profiles
- Employee can turn on/off business profile as needed
- VIP Lists allows only key callers to get through to ensure minimal interruptions during off hours or during critical meetings.

Benefits for IT Managers

Integration of Mobile Device into Business Operations

- Telephony Client option provides a software only solution without additional hardware requirements
- Mobile device can be integrated with business call recording and call tracking features
- Access to call coverage and group calling capabilities
- Supported devices offer advanced applications for the power mobile user

Centralized Intelligence and Control

- Business number is owned and retained by enterprise
- Enable business to be conducted outside of the office for improved business continuity

Cost Reduction

- Enterprise contracts with service providers can reduce service and equipment costs
- Helps minimize international calling expenses by routing international calls over the enterprise network
- Reduce mobile device minutes through use of existing data plan with features such as local voice mail access and use of available land lines.
- Support for broad number of mobile devices allows for use of existing mobile deployments

¹ UC Clients Only

² Available on Telephony Clients only





		UC Clients		Telephony Clients
		Extension to Cellular	Avaya one-X Mobile for: <ul style="list-style-type: none"> • Java • Palm • RIM • Windows Mobile (UC version) 	Avaya one-X Mobile for: <ul style="list-style-type: none"> • Symbian Single Mode • Windows Mobile (Telephony version)
Initiating/Receiving Calls				
Single Number Access Inbound	Incoming calls to the deskphone, ring both the desk and up to five other devices. Users never have to give out a personal cell phone number again only their office phone.	•	•	•
Single Number Access Outbound	Users can dial out via the PBX. Recipients will see only the caller's desk phone caller ID. Users leverage the existing corporate infrastructure, offering significant savings on international calls.	•	•	•
Easy Mobile Switcher	Seamlessly move calls between the office and mobile device without interruption for all calls, whether received or dialed on the desk or mobile device.	•	•	•
One device for personal and business	Users can control whether outgoing calls are dialed direct, for personal calls, or via the PBX, for business calls. Users can also enable or disable whether call to their deskphone ring their mobile device. Both of these can be controlled easily on a per call basis.	•	•	•
Dial by Extension	Users can place calls using the internal extension dialing plans as they would in the office	•	•	•
Call Routing	Users can route incoming office calls to any device. Calls can be automatically routed based on schedule, location or on an ad hoc basis through a quick entry feature.	•	•	•
VIP Lists	Use VIP lists to manage how incoming calls are treated. Any calls not on the VIP Lists can be sent directly to voice mail to minimize interruptions.	•	•	•

		UC Clients	Telephony Clients
Extension to Cellular		Avaya one-X Mobile for: <ul style="list-style-type: none"> • Java • Palm • RIM • Windows Mobile (UC version) 	Avaya one-X Mobile for: <ul style="list-style-type: none"> • Symbian Single Mode • Windows Mobile (Telephony version)
In-Call Features			
Mid Call Control	Users can transfer or conference, and answer calls on multiple lines with their personal mobile device		•
Voice Mail			
Single Voice Mail	When a business call is not answered from the mobile device, the call is sent back to the corporate voicemail system ensuring there is only one voice mail box for mobile workers.	•	•
Visual Voicemail	Users can see corporate voicemail visually so they can prioritize messages and get to the critical ones first. Stored locally, there is no dialing into voicemail, saving minutes and time and the local actions are synchronized with the messaging server.	•	•
Other Applications			
Corporate Directory Integration	Integration allows for easy access to corporate contacts through the search function and incoming callers' ID found in the directory are automatically translated showing the contact name instead of the number.	•	These clients offer integration with personal contacts and goodlink, etc..
Dual Mode Support	Allows calls to be placed over Cellular or Wi-Fi networks. Call can be seamlessly switched between the two networks.		• (*Symbian Dual Mode only)



System Requirements

		UC Clients	Telephony Clients
	Extension to Cellular	Avaya one-X Mobile for: <ul style="list-style-type: none"> • iPhone • Java • Palm • RIM • Windows Mobile (UC version) 	Avaya one-X Mobile for: <ul style="list-style-type: none"> • Symbian Single Mode • Windows Mobile (Telephony version)
Required Licenses			
	Extension to Cellular R4 or greater or UC Standard Edition (for CM 3.x or 4.x)	Extension to Cellular R6.1 or greater or UC Standard Edition, Avaya one-X Mobile client access license	Extension to Cellular R6.1 or greater or UC Standard Edition
Supported Languages			
	N/A	US English, Arabic, Brazilian Portuguese, Chinese (Simplified & Traditional), Dutch, English (Australian, UK & US), Finnish, French, French-Canadian, German, Italian, Japanese, Russian, Spanish)	Arabic, Brazilian Portuguese, Chinese (Simplified & Traditional), Dutch, English (Australian, UK & US), Finnish, French, French-Canadian, German, Italian, Japanese, Russian, Spanish)
Supported Environments			
PBX	DEFINITY 9.5+, Avaya CM- 1.0+, Avaya DO - 1.0+	Avaya Communication Manager (CM) versions 3.1.4 and 4.0.x, Cisco Unified Communication Manager versions 4.1x and 5.0.x	Avaya CM 3.x or greater
Messaging		(If Visual Voice Mail is enabled) Avaya Modular Messaging (MM) versions 3.0 and 3.1 including both IMAP MSS and Microsoft Exchange, Cisco Unity version 4.x for Microsoft Exchange, Cisco Unity Connection 1.1	
Directories		Microsoft Active Directory 2000 or 2003 (recommended), DC Directory(For Cisco Unified Communication Manager 4.1(x) installations, ASL (For Cisco Unified Communication Manager 5.0(X) installations), LDAP version 2 and 3	
Server Requirements (Customer Provided)			
Processor		2.4 GHz Single-processor Intel Pentium IV or higher	
Memory		2 GB RAM	
Drives		60 GB hard drive, DVD ROM drive	

System Requirements

		UC Clients	Telephony Clients
	Extension to Cellular	Avaya one-X Mobile for: <ul style="list-style-type: none"> • iPhone • Java • Palm • RIM • Windows Mobile (UC version) 	Avaya one-X Mobile for: <ul style="list-style-type: none"> • Symbian Single Mode • Windows Mobile (Telephony version)
NICs		2) 10/100 Ethernet network interface cards	
Modem		Red Hat Enterprise v3.0 compatible (remote support)	
OS		Windows Server 2003 for one-X Mobile Server Installation	
Software		Required only for customer Provided Server option: <ul style="list-style-type: none"> • Windows 2003 Server³, Exchange system Management Tools^{3, 5} (for Cisco or Avaya Modular MM Exchange MSS installations only), Microsoft SQL Server 2000 Desktop Engine^{4, 5}, Microsoft Active Directory 2000 or 2003 	
PC Requirements – End User Access			
Browser		Microsoft Internet Explorer IE6.0.x and 7.0.x + or Firefox 2.0.x	
OS		Windows 98, ME, Windows 2000, Windows XP, or Windows Vista	
Supported Endpoints			
Deskphones		Avaya: 6400 and 2400 DCP phones; 4600 & 9600 series IP phones, Cisco: All SCCP phones that interoperate with Cisco Unified Communications Manager (UCM) 4.1.x and 5.0.x	
Mobile Devices	Avaya one-X Mobile is supported on devices that support the RIM, iPhone, Palm, Symbian, Windows Mobile and Java based mobile devices or the WAP protocol currently found on over 500 mobile devices. Please go to support.avaya.com for the latest list of compatible devices including international handsets.		

³ Included in Avaya Hardware version

⁴ For Cisco or Avaya Modular Messaging Exchange MSS installations only

⁵ This software is not needed for the second presentation server, only the main application server

Learn More

For more information about how the Avaya one-X Mobile can support your business, please contact your Avaya Client Executive, Avaya Authorized 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>.

The Avaya logo consists of the word "AVAYA" in a bold, white, sans-serif font, centered on a red rectangular background.

INTELLIGENT COMMUNICATIONS

[avaya.com](http://www.avaya.com)

© 2008 Avaya Inc.

Avaya and the Avaya Logo are trademarks of Avaya Inc. and may be registered in certain jurisdictions. All trademarks identified by ®, TM or SM are registered marks, trademarks, and service marks, respectively, of Avaya Inc., with the exception of FORTUNE 500 which is a registered trademark of Time Inc. All other trademarks are the property of their respective owners.

12/08 • LB3104-07