



Telefonix Voice & Data Avaya Manual

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Avaya Aura™ Communication Manager Messaging

Release 5.2

Avaya Aura™ Communication Manager Messaging is a part of a portfolio of Intelligent Communications Solutions designed to help you intelligently connect your workers, your customers, and your processes.

Avaya Aura Communication Manager Messaging is the IA770 voicemail system rebranded. It provides a low cost and easy to install solution that includes call answering and messaging capabilities.

Avaya Aura Communication Manager Messaging 5.2 is a powerful embedded addition to the Avaya Aura™ Communication Manager R5.2 delivering voice and text messaging to help improve communications and simplify information exchange between enterprises. With Communication Manager Messaging 5.2, the first 500 mailboxes are provided with each Communication Manager R5.2 and additional mailboxes are available for purchase.

Avaya Aura Communication Manager Messaging Release 5.2 provides significant capacity increases by introducing support for both the S8500C (up to 5,000 mailboxes) and S8510 (up to 6,000 mailboxes) servers.

Key Customer Benefits

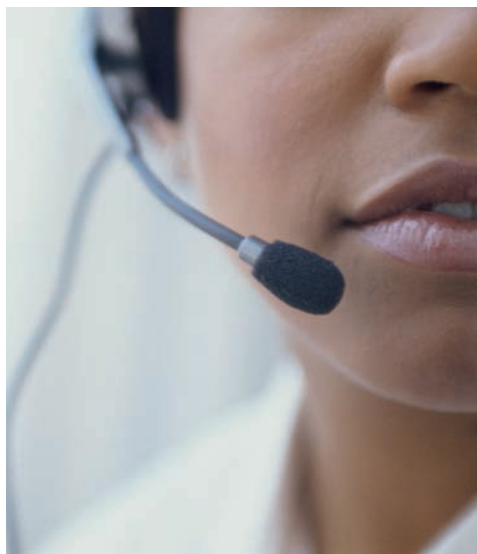
- **Unified Communications** Avaya Aura Communication Manager Messaging application delivers proven voice messaging capabilities that improve employee productivity and customer service. Users can more easily communicate with contacts anytime and from any endpoint.
- **Enterprise Standardization** Avaya Aura Communication Manager Messaging accommodates enterprise users, allowing each to easily communicate with colleagues and decision makers with a consistent experience.
- **User Friendly Experience** Avaya Aura Communication Manager Messaging provides access to communication and messaging capabilities through simple intuitive interfaces. Within the telephony user interface, help prompts provide users immediate support.
- **Secure Communications** The Avaya Aura Communication Manager Messaging application passed rigorous susceptibility and interoperability testing of the United States government, and is deployed by several government agencies and departments.

- **Exceptional Availability** Avaya Aura Communication Manager Messaging is arguably best in class with respect to software quality in the voice messaging space. Minimal downtime, near zero defects, and enhanced storage redundancy with the offer's latest server addition contribute to a gratifying user and support experience.
- **Low Total Cost of Ownership** The Avaya Communication Manager Messaging application is an embedded software package that requires no additional servers and genuinely acceptable licensing arrangements.

Offer Summary

Unified Voice Messaging Avaya Communication Manager Messaging application includes a broad set of voice messaging features, including:

- **Call Answer** Helps ensure that information and messages can be left in a user's voice mailbox secure while they are away from their workplace or on the phone.
- **Voice Messaging** Users can record a message, address it, and send it to other Avaya Communication Manager Messaging network users.
- **Email Client Access** Standard internet messaging protocols (IMAP4 and SMTP) support the retrieval of messages using industry standard email clients, consolidated in an email inbox.
- **Outcalling (Call Me)** Users can administer the application to outcall to another phone to notify them of new messages, with time of day and priority parameters.
- **Automated Attendants** Sophisticated capabilities for customer call handling, custom prerecorded announcements, and call routing based on caller response to menus and prompts.



- **Message Networking** Enables the networking of multiple messaging platforms efficiently across disparate geographic locations in point to point or hubbed topographies.
- **Simplified System Administration** The administration is now fully integrated with Communication Manager, with common web page look and feel, and help page support.
- **IP Technology** The application is configured efficiently with Avaya Aura Communication Manager using a robust and proven H.323/Q.Sig integration.
- **Scaled Capacity** The application mailbox and IP trunk port capacity has been increased significantly, on all supported server platforms.

- **Centralized Messaging** Enables support of any station extension in the uniform dial plan with the Q.Sig network of remote gateways and switches.

- **Supported Server Platforms** Avaya Communication Manager S8300x, S8400x, S8500C, and S8510 consistent with Release 5.2.

System Requirements and Interoperability

Avaya Aura Communication Manager Messaging is an embedded application with Communication Manager. The release interoperability is constant, from release to release, in this case, 5.2.

- **Avaya Aura Communication Manager Messaging to Communication Manager integration** H.323/Q.Sig integration within one IP trunk group and up to 250 total IP trunk ports.

Supported Local Languages

Avaya Aura Communication Manager Messaging supports 35 distinct language packages.

Learn More

For more information about Avaya Aura Communication Manager Messaging, please contact an Avaya Account Manager, Avaya Authorized Partner or visit us on [avaya.com](http://www.avaya.com).

Specifications:

Avaya Aura Communication Manager Messaging R5.2 Application Capacities	Communication Manager Server Platform			
	S8510	S8500C	S8400x	S8300x
Maximum Subscriber mailboxes	6,000	5,000	900	450
Maximum IP trunk call answer ports	210	80	20	12
Maximum IP trunk total ports	250	120	30	18
Maximum IMAP4 sessions	2,000	2,000	300	200
Maximum MAPI sessions	128	128	128	128
Maximum TTS sessions	30	30	12	8
HDD storage (at 20 minutes/subscriber)	72 GB	60 GB	10.8 GB	5.4 GB
HDD storage per mailbox (at 20 minutes/subscriber)	12 MB	12 MB	12 MB	12 MB
Estimated Maximum Memory Usage	1.3 GB	1.2 GB	420 MB	330 MB

Standards and Feature Capabilities:

- Multimedia Messaging; Voice, Fax, Text, and other media
- Call answer, Call sending, Call forwarding
- INTUITY™ AUDIX® Telephony User Interface (TUI)
- 35 TUI language packages
- Outcalling mobility
- Multiple personal greetings
- Auto Attendants, Bulletin Board, Broadcast
- Standards based; H.323/Q.Sig, SMTP/MIME, IMAP4/POP3, TCP/IP, LDAP, SSH/SSL, and more
- Migrations; INTUITY AUDIX R4.4, R5.1, and INTUITY AUDIX R1.1, R2.0

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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06/09 • UC4290

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