



Telefonix Voice & Data Avaya Manual

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Avaya Aura™ Communication Manager

The foundation of your unified communications solution.

Overview

Communication Manager is a key foundation of Avaya Aura. It delivers rich voice and video capabilities and provides for a resilient, distributed network of media gateways and analog, digital and IP-based communication devices. In addition, Avaya Aura Communication Manager boasts robust PBX features, high reliability and scalability, and multi-protocol support. It includes advanced mobility features, built-in conference calling and contact center applications and E911 capabilities.

Avaya Aura Communication Manager enables the virtual enterprise by providing:

- Robust voice and video call processing capabilities.
- Advanced workforce productivity and mobility features.
- Built-in conferencing and contact center applications.
- Centralized voicemail and attendant operations across multiple locations.
- Designed for high availability, reliability and survivability.
- Connectivity to a wide range of analog, digital, and IP-based communication devices.
- Support for SIP, H.323 and many industry-standard communications protocols over a variety of different networks.
- More than 700 powerful features in all.

Benefits of Avaya Aura Communication Manager

Helping ensure business continuity

- **Transparent server failover:** If the primary server fails, the backup automatically takes over.
- **Redundant interfaces:** Minimizes the impact of local network failures.
- **Geographically separated redundant servers:** Provides redundancy across the IP telephony solution.
- **Branch office survivability:** Keeps branch offices and remote locations connected to the main data center.
- **Voice quality monitoring and management:** Checks for network conditions that adversely affect voice quality and automatically applies corrective action.

Promoting enterprise security

- **Secure by design:** Avaya Aura Communication Manager-based telephony servers are isolated from the rest of the enterprise network to safeguard them from viruses, worms, DoS and other attacks.
- **Secure by default:** Avaya Aura Communication Manager uses the minimum number of services and access ports to reduce susceptibility to malicious attacks.
- **Secure communications:** Avaya Aura Communication Manager uses media encryption between servers, gateways and endpoints to secure the voice stream.

Enhancing workforce productivity

- **Handles incoming calls effectively:** Multiple options for call routing, queuing and priority handling.

AVAYA AURA COMMUNICATION MANAGER SOFTWARE BUNDLES:

- **Communication Manager Standard 5.2:** Provides fully-converged telephony features; QSIG/DCS networking to interface with existing systems and centralized voice mail systems; and standard survivability at remote locations.
- **Communication Manager Enterprise 5.2:** Includes everything in Communication Manager Standard plus multinational gateway support and high availability with 100% feature transparency at remote locations in survivable mode.
- **Communication Manager Branch 2.0:** Provides a set of features optimized for enterprises with customer-facing distributed branch offices or retail locations.
- **Increases efficiency:** Easy-to-use features save workers hours in setting up, dialing and routing calls.
- **Improves collaboration:** Workers enjoy increased collaboration with easy-to-operate conferencing and paging features.

Open Standards

- **Support for open standards:** Facilitates embedding communications into business processes, adding value to the enterprise.



- **SIP support:** SIP improves the connectivity and openness of Communication Manager and associated end-user devices, resulting in reduced costs, faster deployment of new functions and enhanced options for linking communications with business processes. SIP based presence lets users inform others of their status, availability and how they may be contacted.
- **End-to-end standards-based application integration:** Linux-based Communication Manager software provides integration of old (TSAPI, JTAPI, CSTA) and new (Web services and service-oriented architecture) standards.

Simplified Network Management

- **Avaya Integrated Management Suite:** Provides a comprehensive set of tools that makes it easy to deploy, manage and maintain a complex, distributed Communication Manager-based IP telephony network.

New Features in Avaya Aura Communication Manager 5.2

- **Processor Ethernet for Duplex Servers:** Extension of Processor Ethernet capability for S8720 and S8730 duplicated critical reliability servers. Allows H.248 media gateways, H.323 endpoints and SIP endpoints to connect directly to the server's Ethernet interface. Eliminates need for an expensive G650 gateway and allows a cost effective H.248 gateway to be used instead, providing up to 50% hardware cost savings.
- **S8510 Embedded Voice Messaging:** Integrated voice messaging (previously supported on S8300 and S8400) is now available on the S85x0 media server providing a cost-effective messaging solution for mid-size customers.

- **S8400 Enterprise Survivable Server:** It is now possible to configure S8400 as an Enterprise Survivable Server (ESS) to provide enterprise-wide disaster recovery.
- **Increased endpoint and trunk capacity:** On S8700-series servers total IP (H.323) station + trunk capacity is increased to 18,000. SIP capacities are increased from 15,000 to 18,000 endpoints and from 5,000 to 7,000 trunks.
- **G430 Gateway:** The G430 is a new H.248 media gateway intended for branch offices and sites with 2 to 150 users. The G430 has the same features as G250, G350 and G450 gateways, including SLS (standard local survivability) integrated in the gateway.
- **Survivable SIP Gateways:** Solution support for small, low cost third party and customer installed SIP gateways and Avaya 96xx phones enables remote branches to stay connected during WAN outages.
- **New Telephony Features:** Supports new telephony user features for EMEA market.
- **Midsize Business Template:** Single S8510 server configured to host multiple Avaya Aura components, will be available in the second half of 2009. Provides a cost-effective deployment option for mid-size customers that is easy to install, service and manage.

Learn More

To learn more about Avaya Aura Communication Manager talk to your Avaya Account Manager or Authorized Partner. Also, visit us at www.avaya.com.

Avaya Aura Communication Manager Features

Employee Productivity

- Call Coverage
- Send All Calls
- Priority Queuing
- Backup Alerting
- Timed Reminders
- Attendant Vectoring
- Abbreviated Dialing
- Last Number Dialed
- Internal Automatic Answer
- Integrated Directory
- Universal Access — Phone Status
- Intelligent Call Routing
- Multi-party Conferencing (up to 300)
- Meet-Me Conferencing
- Group Paging
- Remote Call Coverage/ Forward Off-Net
- Personal Station Access
- Automatic Call Distribution (ACD)
- Enterprise Mobility User
- SIP Visiting User
- Team Button

Endpoint Devices

- SIP Telephony Support with SIP Enablement Services (SES)
- Avaya one-X® Deskphone
- 9600 Series IP Telephones
- Avaya 1600 Series IP Telephones
- Avaya 3600 Series IP Wireless Telephones
- Avaya IP Softphone
- Avaya one-X Mobile
- Avaya one-X Desktop
- Avaya one-X Speech
- Avaya one-X Portal

Networking

- Q.Sig Management
- 13-Digit dial plan
- T.38 fax over IP
- Modem over IP
- SIP Trunking

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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