



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

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.

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.

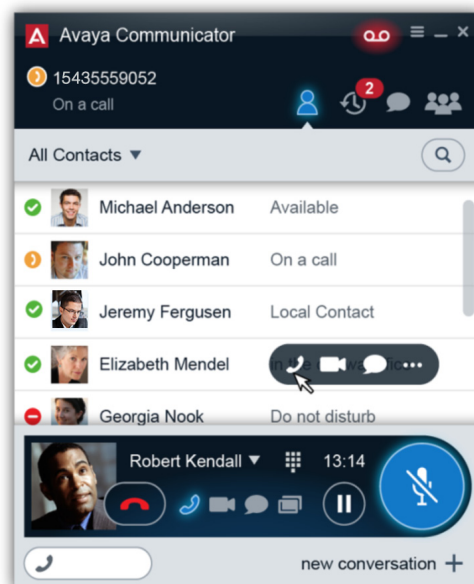
The client has a clean, intuitive graphical interface—taking the guesswork out of using and coordinating your communications. Access to multiple modalities and choices including voice, video, IM/presence, and content share supports preference and empowers users.

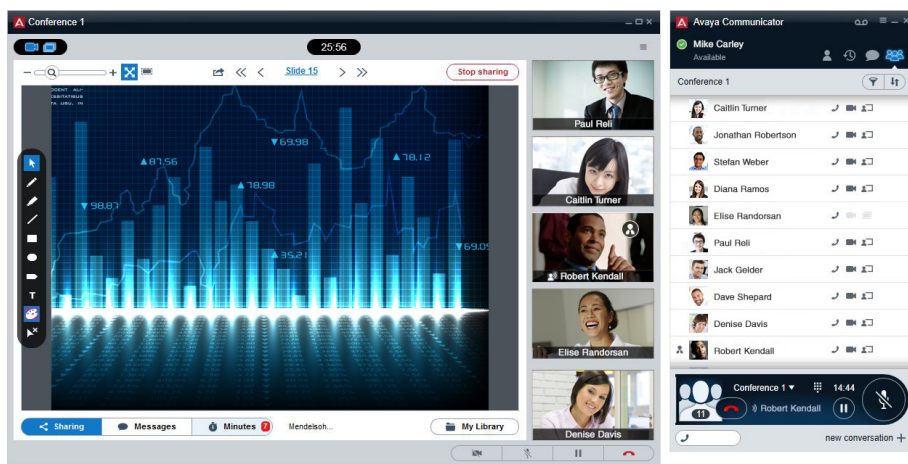
Buddy and contact centric workflows propel collaboration with contextual controls. Integration and click-to-call capabilities with desktop applications and productivity tools including Google apps extend work efficiencies and choice.

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:

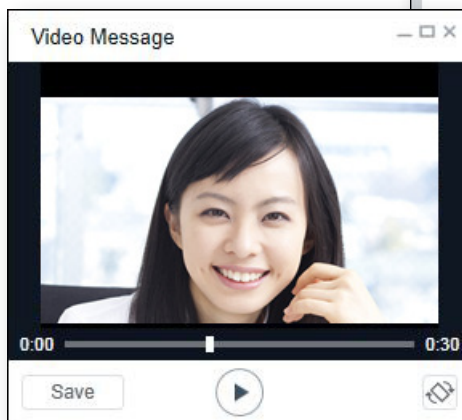
Leverage Avaya Aura® Conferencing; collaborators can view and share desktops and hash out ideas on whiteboards. Moderators have a range of features and controls to keep the meeting on-task and deliver flawless presentations. See the meeting roster, chat with others, mute lines, take minutes, and record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

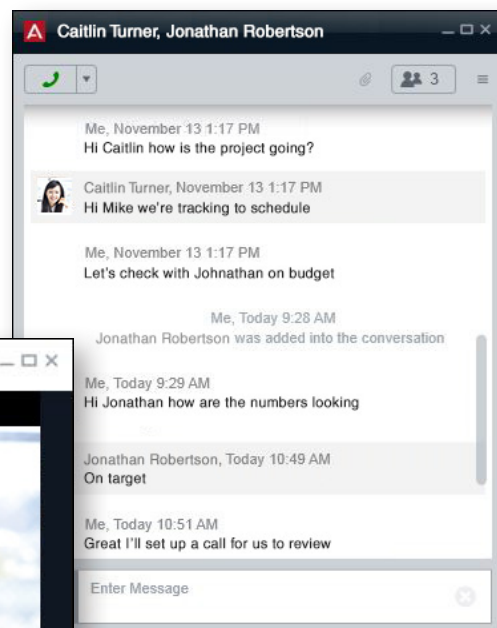
Cost savings: Telecommuters and travelling employees can leverage VoIP and the corporate network to reduce phone and international long distance charges. Standardize on softclients for relevant user groups and save on deskphone costs. In-house Avaya Aura conferencing can lower TCO up to 71% compared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



Multimedia Messaging Video Message



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 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

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.

Description and Components

Solution Name	<ul style="list-style-type: none">• Avaya Communicator for Windows 2.1
Product Components	<ul style="list-style-type: none">• Avaya Communicator for Windows and Collaboration Services Desktop Integration Plugins
Minimum Components	<ul style="list-style-type: none">• Avaya Aura® 6.2 FP3 or FP4 Session Manager, Communication Manager, System Manager, Presence Server
Optional Components	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Avaya Communicator for Windows user licenses are included in Avaya Aura Suite Licensing
Language Support	<ul style="list-style-type: none">• Simplified Chinese (Mandarin), Japanese, Korean, English, French (including Canadian French), German, Italian, Russian, UK-English, Lat-Spanish, Brazilian-Portuguese, Swedish, Czech, Polish and Dutch
Hardware Minimum Specification	<ul style="list-style-type: none">• Dual core process or better, 2GB+ RAM, 1.5 GB free disk space
Operating Systems	<ul style="list-style-type: none">• 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.

