



The Power of We™

## Avaya Meeting Exchange®

For any business, the ability for employees to collaborate anytime, anywhere is critical to achieving high productivity and cost-effectiveness. **Avaya Meeting Exchange®** delivers the power of collaboration in a package that is flexible, easy to manage, and cost-effective. As an in-house collaboration solution, Meeting Exchange combines proven audio conferencing capabilities from Avaya with an array of market-leading enterprise collaboration tools — giving enterprise users an enhanced ability to launch and manage virtual conferences.

With a choice of features and deployment options to meet user and enterprise requirements, Meeting Exchange enables you to customize a conferencing solution that will complement your existing processes.

### The Flexibility and Savings of On-Premises Conferencing

Meeting Exchange allows you to:

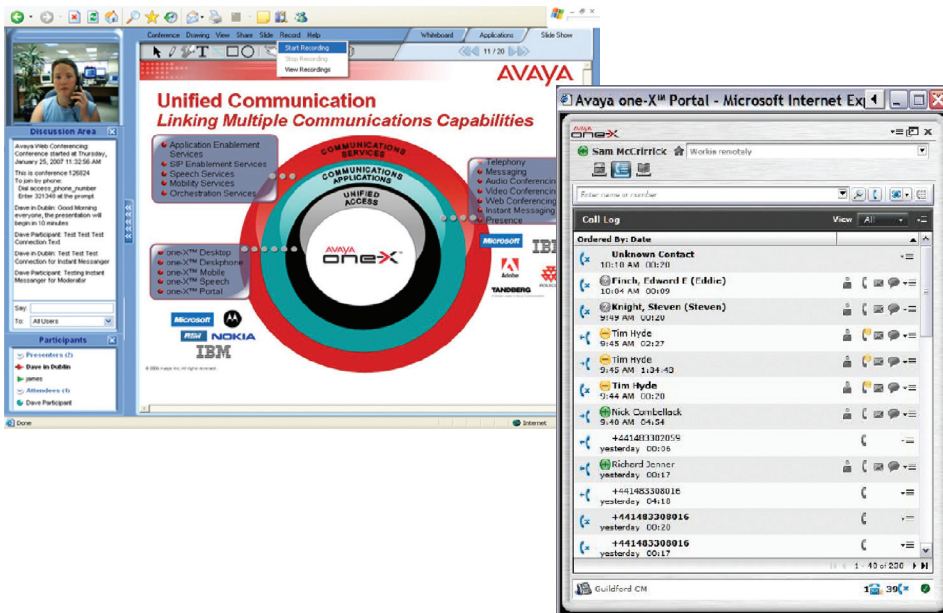
- Easily deploy on-premises audio-only, or a combination of audio and web conferencing across your entire enterprise — providing key capabilities in one cost-effective solution.
- Improve productivity by delivering collaboration tools that are easy to access and use, while also helping you maintain costs. Eliminates the per-use or recurring fees associated with outside audio and web conferencing services, and can allow you to realize a return on investment (ROI) in as few as six months and save up to 50% or more in monthly conferencing costs compared with carrier services. On an IP network it can result in a significant reduction in transport charges, by routing conference traffic over your IP network.
- Deploy an open, standards-based solution that can be easily integrated with your existing infrastructure and

enterprise applications. It works with Avaya Aura® Communication Manager as well as voice infrastructure (gateways, switches, etc.) from other vendors, to further leverage your existing investments.

### The Benefits of Advanced Features

Avaya Meeting Exchange® offers the broadest feature set of any conferencing solution on the market, so you need only one solution for all of your collaboration needs:

- Hosting weekly team calls
- Delivering sales presentations
- Working on documents and spreadsheets
- Holding training or distance learning sessions
- Conducting live product demonstrations
- Convening calls on demand to handle critical decisions or emergencies as quickly as possible



- Streaming video to all Web conference participants, or smaller adhoc conferences

It supports up to 8,000 with Meeting Exchange 6.2 concurrent users/ports on a single system. It can scale to support up to 24,000 ports with multiple systems. You can also link up to three systems, allowing calls to be scheduled and executed across the distributed systems, reducing access and network charges for the business.

## Features

- **Easy access to Reservation-less conferencing** allows authorized users to hold conferences any time, on demand, without the need to contact an operator or use a credit card.
- **Ability to schedule conferences and automatically include conference access details in a meeting invitation**, using with Microsoft Outlook or Lotus Notes. As well as "Click to Conference" with Microsoft Lync and IBM Lotus Sametime.
- **Operator/administrator applications** allow organizations to offer high-touch services associated with Attended and Event Conferencing.
- **Touchtone and Web-based user controls** help ensure that conferences are efficient and secure. Features include self mute, dial out, blast dial, disconnect, roll call, and sub-conferencing. Conference hosts can also opt to mute all lines, and individual participants can then press a touchtone command to open their line if they need to interject.
- **Integration with Avaya one-X® solutions** by combining the Meeting Exchange conferencing solution with the Avaya one-X portfolio of solutions, the ability to quickly communicate and collaborate has never been easier. The integration with Meeting Exchange and using Avaya one-X Communicator offers a Click-to-Join feature that makes it easy to start or join an audio conference call. Participants can see who is taking part in the conference and who is speaking. Moderators can identify noisy lines and music on hold, and mute or drop the line from the call with the intuitive interface.
- **Configurable conference settings** allow administrators to secure authorized use of the solution. Features include:

- Automatic pass code expiry, which prompts active users to reset their pass codes at specified intervals
- Permit or restrict dial out from the bridge to specific area codes or international numbers
- Forced Password Change

- **Conference recording and playback**, including synchronized recording of an audio and Web conference.
- **Advanced, customizable reporting.**
- **Multilanguage prompts and greetings** to help make conferencing as user-friendly and intuitive as possible. Optional languages include French, Spanish, German, Russian, Latin American Spanish, and Canadian French.
- **Video Streaming** – Web Conferencing interface allows streaming video to all conference participant.

A range of optional applications allow enterprises to customize their conferencing solution and deliver enhanced capabilities.

- **The Web Portal application** enables secure and streamlined conference scheduling, management, and administration through an intuitive browser-based interface.
- **The Client Reservation Server (CRS)** utilizes an SQL database and optional LDAP integration to support applications including:
  - User profile management
  - Conference scheduling
  - Reporting
  - Billing data storage and retrieval
  - Database synchronization, automatic account and demand conference creation and email notification
  - Network integration



- **API-based developer toolkits** and an open architecture allow you to customize and brand your conferencing interfaces and greeting, to create a familiar and easy-to-learn/use yet highly professional conferencing experience. They also enable development of custom applications or integration with existing applications such as:

- Corporate databases and directories (via LDAP)
- Presence and Instant Messaging (IM)
- Scheduling/Calendar tools such as those available with Microsoft Outlook and Lotus Notes or custom scheduling tools

- **The Avaya Multi Site application** reduces network traffic and costs by automatically linking scheduled and on-demand conferences distributed over multiple conferencing servers. It also provides system redundancy/backup for added reliability.

## The Added Power of Web Collaboration

Avaya Meeting Exchange® can be integrated with various Web conferencing applications, allowing users to hold real-time collaboration sessions for more effective and timely decision making. Options for

### Note:

Depending on the number and type of ports (or concurrent user licenses) required, Avaya Meeting Exchange can be implemented using a choice of Avaya server.

integration with Meeting Exchange include:

- Avaya Web Conferencing
- Adobe Acrobat Connect Professional\*
- IBM® Lotus Sametime\*

Avaya combines market-leading Meeting Exchange audio conferencing with Avaya Web Conferencing to help employees facilitate virtual meetings and keep projects on track — regardless of time or location — using a solution that is intuitive for users and cost-effective for the business.

Integrating Meeting Exchange audio conferencing with Web conferencing tools delivers a unified interface for managing both the audio and Web portions of a conference — adding convenience and productivity to any virtual meeting.

With integrated Avaya Web Conferencing, Meeting Exchange allows virtual meeting participants to:

- Review and annotate/revise documents, slides presentation, and spreadsheets
- Conduct text chat and interact by using a whiteboard session
- Share the desktop or part of a screen, e.g., to view a product demonstration
- Survey participants and view the responses immediately
- Simultaneously record the audio and Web portions of a conference for future playback

## Adding Value to Microsoft Applications

**Click-to-Conference:** Meeting Exchange can be integrated with Microsoft applications to bring new value to calendaring and Instant Messaging capabilities.

Through integration with Microsoft Lync, users can click-to-conference from the Microsoft Lync interface simply by clicking on multiple names in their buddy list. Users can also escalate from an IM conversation to a conference call, at the click of a button. The conference host can control the call from the Microsoft Lync interface and can mute or disconnect participants, lock the conference or dial out to bring more people into the call. Users have similar click-to-conference capability from Outlook, which allows them to start a conference call with others on an email string.

**Conference Scheduling:** Integrating Meeting Exchange with Microsoft Outlook allows users to reserve conference capacity on the bridge and invite meeting participants directly from their Outlook calendar. Meeting access details are auto-populated in the invitation, and if a meeting is rescheduled, the new time will automatically be reserved on the Meeting Exchange bridge.

**Click to Join:** Users may now click-to-join from a Microsoft Outlook invitation for instant access into the scheduled conference

## Enhancing IBM Lotus Applications

Avaya can integrate Meeting Exchange with IBM Lotus Notes and Sametime to deliver new capabilities to users.

\*Adobe Acrobat Connect and IBM Lotus Sametime are integrated with Meeting Exchange via a software adapter; these applications must be purchased from the vendor.

## Avaya Client Support Services

With Avaya Client Support Services, you can be sure that your Meeting Exchange solution will be integrated correctly and work for you the way you need it to. Avaya experts can guide you from implementation through operation, with support including:

- Network assessment
- Cost/Benefit analysis
- Planning and design
- Installation, testing, and deployment
- System monitoring and complete maintenance services

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

Integration with the Sametime Connect Client allows users to click-to-conference, initiating an instant conference call with people on their buddy list. Users can also start a conference call from IBM Lotus Notes, by selecting names on an email string, reserving capacity on the conference bridge, and send meeting invitations, making it simpler to schedule conference calls.

Avaya Meeting EXchange® can be integrated with IBM Lotus Sametime Web Conferencing, providing embedded audio controls in the Sametime Web Conference interface. You can see who is in the meeting, identify speakers, mute or disconnect individuals, and dial out to bring new participants into the call. Participants can also join the Web meeting first, and have the Meeting Exchange bridge dial out to bring them into the conference.

## The Reliability and Security of a Proven Solution

For more than twenty years, Avaya Meeting Exchange has been trusted by major global service providers as well as enterprises worldwide.

Meeting Exchange gives you the flexibility to make sure that your conferencing solution conforms to your existing IT security policies and requirements. It is particularly well suited to disaster recovery solutions, because of its dedicated ports, redundant systems, and hot swappable components.

## Learn More

For more information about how Avaya Meeting Exchange can help meet your conferencing and collaboration needs, please contact your Avaya Account Manager or Avaya Authorized Partner. Or visit us at [avaya.com](http://avaya.com).