



The Power of We™

## Avaya Multimedia Messaging

Keep business moving - short text, video, and audio messages efficiently beat the time trap of email and unnecessary phone calls

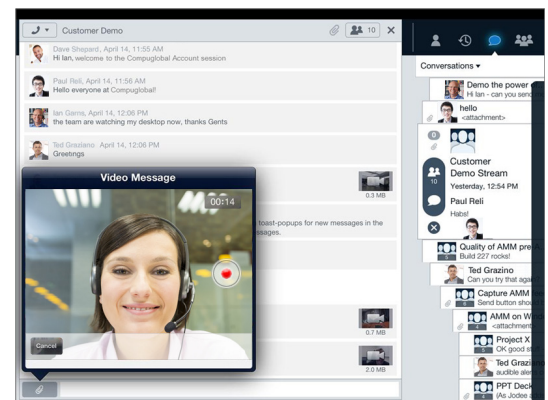
### Overview

Texting is the everyday way to communicate volumes with just a few words. Short informal exchanges are a proven way to effectively exchange ideas and save time. “Please send the file.” “On my way.” “Making the deadline?” Imagine your productivity gains if messaging replaced part of the time people spend wading through emails and sitting through unnecessary calls.

Multimedia Messaging delivers powerful IM and presence capabilities for Avaya Communicator users. Individuals and groups can interact and productively handle conversations and engage across locations and time. The ability to communicate using multiple types of media allows people and teams to quickly gain alignment, make decisions, and get work done.

### At a Glance

- Single, scalable solution for real and non-real time collaboration capabilities
- Informal social collaboration tool addresses overloaded email boxes
- Drives efficient communication of complex ideas
- Reach people who are mobile
- Include teammates in workflows even if they are offline
- Point to point and multiparty collaboration
- Move between devices; conversations are not locked to one device
- Securely store and deliver messages
- Use administrator controls for service and management



Avaya Communicator for iPad with Multimedia Messaging

### Support the Shift to Instant Messaging (IM) and Ad-Hoc Communications

Avaya Multimedia Messaging is a powerful social collaboration tool for individuals and groups to interact and productively handle conversations and workflows. The ability to layer multiple types of media versus singular voice or text conversation allows for complex concepts to be communicated quickly and easily.

Users can record and send text, audio, video, pictures, files and other attachments in a point-to-point or multiparty IM thread across mobile devices, tablets and desktops.

## Key Benefits

**Rich user experience:** Your choice of media, text, voice, video, files and attachments. One click escalates an IM to a call.

**Efficient team interactions:** Gain quick alignment on complex ideas. Even include offline users. Informal productive collaboration is effective with individuals or a group.

**Mobile friendly:** Access the same conversation across smartphones, tablets, and desktop devices. Conversations are up to date. Connect with others where you left off.

**Enterprise-class solution:** Provides secure message delivery and storage. Your single, scalable solution delivers seamless integration with Avaya Aura® Presence and interoperability across Avaya endpoints.

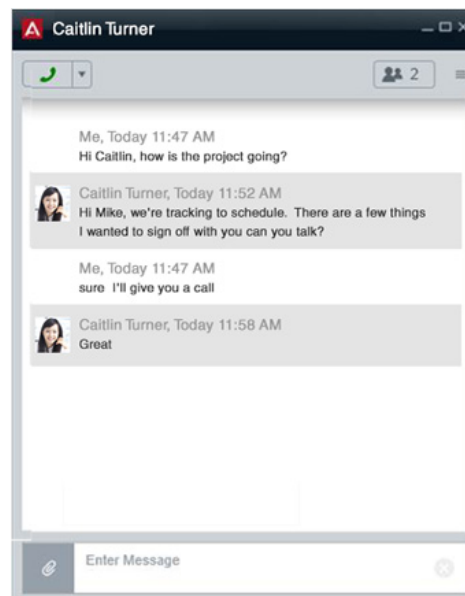
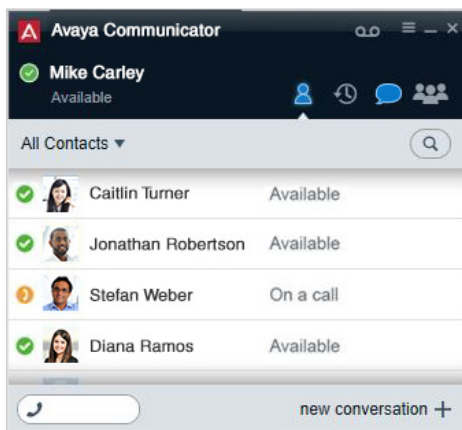
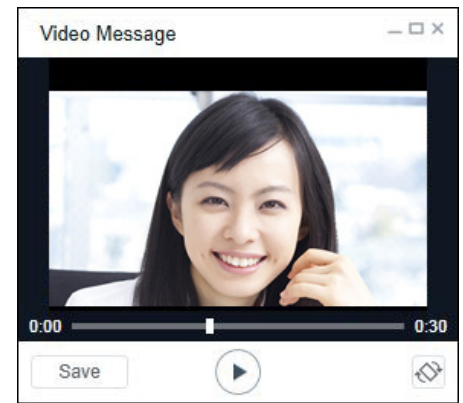
**Deployment flexibility:** Multimedia Messaging can be deployed on bare

metal or in a VMWare environment, as a single instance or cluster of instances.

**Solution integration:** The solution integrates with your Enterprise Directory, including Microsoft Active Directory, IBM Domino Server, Novel e-Directory, OpenLDAP, and Sun Directory Server.

**Leverage existing IM:** Supports full text messaging interoperability with Avaya Aura Presence Services IM users. Multimedia Messaging users can also send multimedia messages to Presence Services IM users.

**Simplified licensing and access:** Avaya Multimedia Messaging is an entitlement in the Avaya Aura Suite Licenses, and is offered on Avaya Communicator for Android, Avaya Communicator for Windows and Avaya Communicator for iPad (availability across other platforms to follow).



Avaya Communicator for Windows with Multimedia Messaging

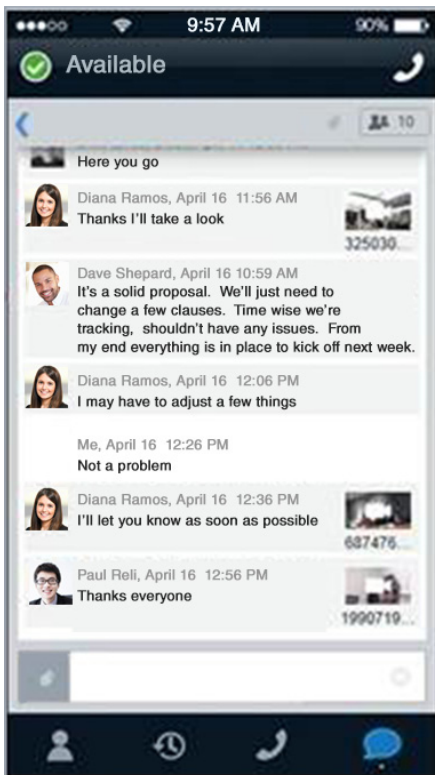
## Key Features

Leverage our next generation IM solution for the Avaya Aura® Platform to engage with people and teams.

Presence-enabled workflows provide natural transitions between choice of communication mode. Rich features include:

### Feature Highlights

Multiple Modes of Media	Provide nuance and clarity with video, text, audio, and files
Quick-view Dashboard	At a glance view of conversations and new messages
Presence	See the presence of contacts so you know who is available
Message Playback	Play multimedia messages directly in the client
Corporate Directory	Easy access to corporate contacts and presence status
Persistent Conversations	Send to offline users
Subject Based Threads	Helps you easily manage and sort group and individual topics
Search and Retrieve	Quickly find current and historical conversations on the system
Participant Number	See number of participants in the thread
Track Participants	See who has just joined and left the conversation
Unread Messages	Shows messages you haven't read yet
Click to Call from IM	Escalate an IM to a voice call with a simple click
Time and Identity Stamp	Shows length of conversations and names of participants
Admin Controls	Flexible administrator controls for service and management
Secure	Secure storage and delivery



Avaya Communicator for Android with Multimedia Messaging



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

## System Requirements and Support

Required Licenses	User licenses are included in the Avaya Aura Suite Licensing
Operating System for Server	Red Hat Enterprise Linux 6.2 (64 bits)
Server Hardware (or compatible virtual machine)	<p>For each node when Multimedia Messaging software is deployed on bare metal:</p> <ul style="list-style-type: none"><li>• Dual 2.9 GHz CPUs<ul style="list-style-type: none"><li>» 6 core per CPU with hyper-threading</li></ul></li><li>• 32 GB RAM</li><li>• Application storage:<ul style="list-style-type: none"><li>» 200 GB is required for application storage</li></ul></li><li>• Message storage:<ul style="list-style-type: none"><li>» 1TB storage per 1000 users for applications 80 days message content</li></ul></li></ul>
Virtualization (optional)	<p>Servers:</p> <ul style="list-style-type: none"><li>• VMWare ESXi5.1 or higher</li><li>• VMWare vCenter Server 5.1 or higher</li></ul>
Enterprise Directory	<p>Enterprise Directory must exist, the following products and releases are supported:</p> <ul style="list-style-type: none"><li>• Microsoft Active Directory 2008 and 2012</li><li>• IBM Domino Server 7.0</li><li>• Novell e-Directory 8.8</li><li>• OpenLDAP 2.4</li><li>• Sun Java System Directory Server</li><li>• Enterprise Edition 7.x</li></ul>
Web browser	For administrators to access management functions

## Prerequisites and Compatibility

Avaya Aura Platform	<p>Avaya Aura 6.2 FP4 components:</p> <ul style="list-style-type: none"><li>• System Manager 6.3.8<ul style="list-style-type: none"><li>» Licensing with Avaya WebLM</li><li>» Viewing capabilities for logs and alarms</li><li>» Certificate management</li></ul></li><li>• Presence Services 6.2.4<ul style="list-style-type: none"><li>» For Presence and IM federation with other applications</li></ul></li></ul>
Clients	<ul style="list-style-type: none"><li>• Avaya Communicator for Android 2.1</li><li>• Avaya Communicator for Windows 2.1</li><li>• Avaya Communicator for iPad 2.0</li></ul>
Remote Access	<ul style="list-style-type: none"><li>• Avaya Session Border Controller for Enterprise 6.3</li></ul>

## Learn More

Contact your Avaya representative or visit [www.avaya.com](http://www.avaya.com) to learn how Avaya Multimedia Messaging together with the full suite of Avaya Worker and Team Productivity solutions can help support your business objectives.

