

Avaya one-X™ Mobile Edition for S60

Delivering Fixed to Mobile Convergence by Extending Avaya Intelligent Communications to Nokia Mobile Devices

Mobility is playing an ever-increasing role in business life. This trend is leading companies to explore new ways of working that can drive growth and increase competitive advantage while reducing costs. One compelling opportunity is integrating the powerful telephony capabilities available when in the office with the ubiquity and portability of the mobile device.

Avaya and Nokia are extending business communications applications to mobile devices, enabling employees to be more accessible and productive while on the move. Using the S60 Platform, the world's leading smartphone platform, Avaya one-X™ Mobile Edition transforms employees' mobile devices into an extension of their desk phone. This provides simple but intelligent access to core functionality of Avaya Communication Manager IP Telephony software such as multi-party conference calling, call transfer, abbreviated dialing and more. This ability to integrate mobile devices into business operations provides opportunities to greatly improve employee productivity while controlling communications costs.

Benefits for Mobile Employees

Improved availability to clients and colleagues through one business number access

- Receive calls to both a desktop and a mobile device, reducing the chance of missing important calls

- Access calls from either a desk or mobile device and switch between them as needed
- Calls made from a mobile device appear as if they came from the desktop, for easy recognition
- Conference in additional parties as needed

Productivity-enhancing desk telephone features on mobile device

- Manage only one business number and voice mailbox

- Access full suite of business telephony features including call transfer, abbreviated extension dialing, voicemail forwarding, multi-party conference calling, call mute and hold
- Easy to use graphical user interface with large color screens for quick access to desk phone features

Improved work/life balance

- Separate business and personal phone management profiles
- Employee can turn on/off business profile as needed

Benefits for IT Managers

Integration of mobile device into business operations

- Integrated, single server solution built and tested for full interoperability
- Mobile device integrated with business call recording and call tracking features
- Access to call coverage and group calling capabilities



- S60 smartphones from Nokia use applications that are compatible with existing business tools

Centralized intelligence and control

- Business number is owned and retained by enterprise
- Enable business to be conducted outside of the office for improved business continuity

Cost reduction potential

- Enterprise contracts with service providers can reduce service and equipment costs
- Helps minimize international calling expenses by routing international calls over the enterprise network
- Wide adoption and broad product line of the S60 Platform

Avaya and Nokia Supporting Business

Avaya and Nokia are working together to help organizations achieve competitive advantage through intelligent communications, helping them to build stronger customer relationships through superior process execution. The goals are to help make employees more productive, processes more intelligent, and customers more satisfied.

Avaya and Nokia fixed to mobile convergence solution integrates several key components of the Avaya business communications applications portfolio with the Nokia business device portfolio. Specifically, Avaya one-X Mobile Edition provides an interface to the powerful Extension to Cellular features of Avaya Communication Manager on S60 business devices.

Nokia Business Devices

The S60 Platform seamlessly integrates Avaya one-X Mobile Edition to transform S60 devices into virtual desktop phones with Avaya Communication Manager productivity features. Users of the solution will be able to effectively and transparently manage their business communications away from their desk or office.

As the world's most widely adopted smartphone platform, S60 is supported on the widest range of mobile devices. It is ideal for vertical application mobilization (e.g. field sales & field service applications) and also supports:

- Mobile email, PIM and data synchronization
- Full-featured Internet browsing

Key Features of S60 smartphones from Nokia

- Professional design with large, high resolution color displays
- Convenient voice features: handsfree speakerphone, voice dialing and commands, recording
- Personal Information Management (PIM): contacts, calendar, to-do lists with PC synchronization
- Mobile messaging: email, SMS, MMS
- Fast data connectivity
- Large memory capacity expandable with MMC cards
- Symbian and Java add-on applications - provide the ability to customize the phone to meet specific business needs
- Business oriented mobile enhancements: wireless car kits, headsets, keyboards, GPS modules
- Corporate connectivity via IPSec/VPN



Avaya Communication Manager

Avaya Communication Manager IP telephony software is a primary element of Avaya MultiVantage® Communications Applications. This open, scalable solution gives enterprises the flexibility to introduce advanced IP telephony solutions at their desired pace while leveraging existing infrastructure investments. It effectively scales from under 100 users to as many as 36,000 on a single system and to more than one million users on a single network. Avaya Communication Manager provides centralized call control for a resilient, distributed network of media gateways and a wide range of analog, digital, and IP-based communication devices.

Avaya Extension to Cellular

Avaya has pioneered enterprise fixed mobile convergence systems and applications with the Extension to Cellular capabilities of Avaya Communication Manager. This mobility application extends enterprise communications capabilities to mobile workers in any global location. It bridges a mobile device to a desk phone providing true one business number access.

Solution Requirements

Employees will be able to download the client software for Avaya Communication Manager to both new and existing S60 Second Edition-based mobile devices—protecting companies' existing investments in mobile devices.

PBX Requirements

- Avaya Communication Manager Release 2.1 or greater
- Avaya Extension to Cellular Release 5.1 or greater

Supported Mobile Device Platforms

- S60 2nd Edition (Symbian OS V7.OS)
- S60 2nd Edition with Feature Pack 1 (Symbian OS V7.OS Enhanced)
- S60 2nd Edition with Feature Pack 2 (Symbian OS V8.0)

Supported Nokia Mobile Devices

- Nokia 6600, Nokia 7610, Nokia 6670, Nokia 6620, Nokia 6260, Nokia 6630, Nokia 6680, Nokia 6682, Nokia N70, Nokia 3230

Avaya one-X Mobile Edition 3.0 for S60 (formerly Avaya Mobile for Series 60) features:

- Easy to use GUI
- One Business Number Access
- One Voice Mailbox Access
- Access to Enterprise Telephony Features (extension dialing, transfer, conference, call park, call pickup, mute, hold, many more)
- German, French, English, Italian and Spanish language support

Avaya one-X Mobile Edition 3.1 for S60 adds:

- Additional languages – Chinese, Japanese, Finnish, Portuguese, Dutch
- Click to dial from local contact list
- User interface customization
- Improved user authentication

About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications infrastructure and solutions. For over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, Avaya's embedded solutions help businesses enhance value, improve productivity and create competitive advantage by allowing people to be more productive and create more intelligent processes that satisfy customers.

For businesses large and small, Avaya is a world leader in secure, reliable IP telephony systems, communications applications and full life-cycle services. Driving the convergence of embedded voice and data communications with business applications, Avaya is distinguished by its combination of comprehensive, world-class products and services. Avaya helps customers across the globe leverage existing and new networks to achieve superior business results.

About Nokia

Nokia is a world leader in mobile communications, driving the growth and sustainability of the broader mobility industry. Nokia connects people to each other and the information that matters to them with easy to use and innovative products like mobile phones, devices and solutions for imaging, games, media, and business. Nokia provides equipment, solutions and services for network operators and corporations.

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03/06 • LB3104

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