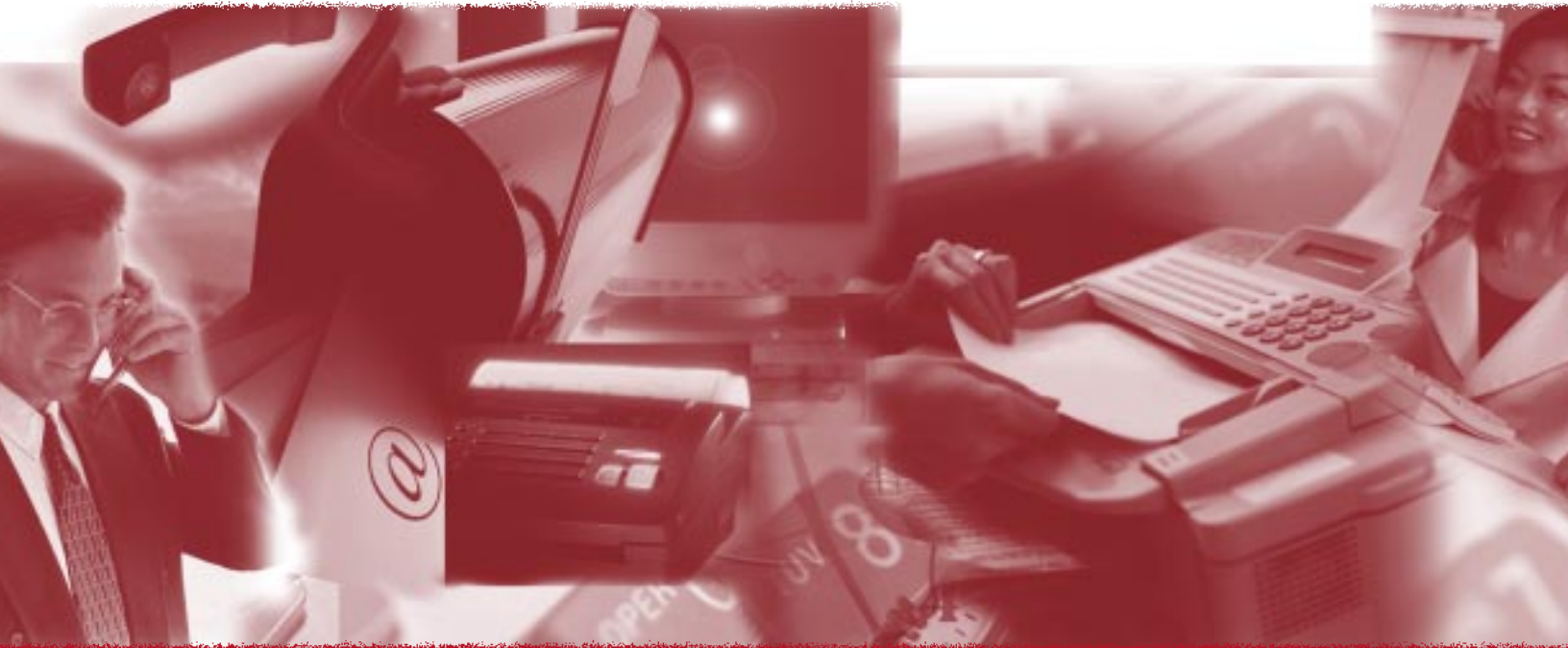


AVAYA




Avaya Unified Messenger® Solution — Microsoft Exchange and IBM Lotus Domino Versions



Converged Voice and
Data Networks
Customer Relationship
Management
Unified Communication
Supported by:
Avaya Labs and Services

Communication without boundaries

A large, stylized, light-colored letter 'A' is positioned on the left side of the page, partially overlapping the text. The text is a single paragraph describing the Avaya Unified Messenger Solution. The text is in a serif font and is arranged in a single column on the right side of the page.

Avaya Unified Messenger® Solution enables users to retrieve, respond to and manage all of their messages, both real-time and delayed, independent of time, location or device. Unified Messenger uses an intelligent approach to routing phone calls, voice messages, e-mails and faxes by user-defined categories including type, priority, time and date. Users can access and manage their voice, e-mail, and fax messages through a single inbox—and all their messages are accessible from the users' choice of PC, Internet connection, or any touchtone telephone. Operating with Microsoft Exchange and IBM Lotus Domino systems, the Avaya Unified Messenger architecture delivers the advanced functionality and scalability that can help your enterprise stay competitive. In a world where message management has become more complex, Unified Messenger makes unified communication simpler.

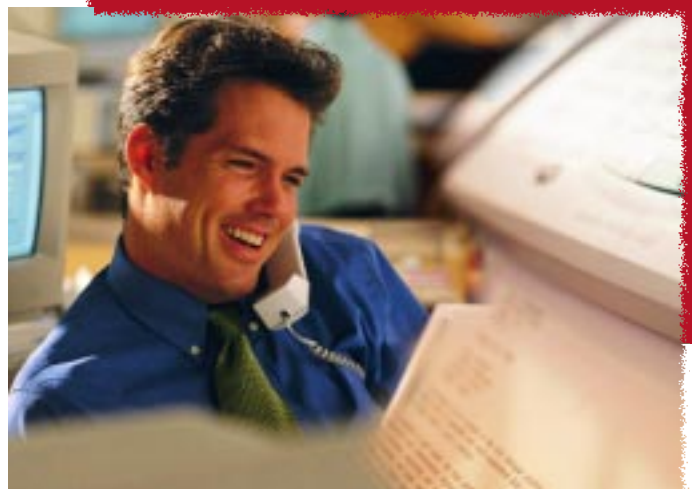
Enhancing Productivity in the Enterprise

Avaya Unified Messenger® Solution can help enterprises boost productivity and reduce costs. Users can become more efficient by accessing all their messages from a single in-box, and administrators can lower the cost of ownership through centralized management of a single messaging platform, rather than separate voice and e-mail systems. With the ability to access and manage all their messages practically anytime, anywhere, via phone, PDA, Internet or PC, users can quickly identify and respond to their most important communications, enhancing productivity and responsiveness throughout the enterprise. By consolidating voice, e-mail, and fax messages into a single mailbox, Avaya Unified Messenger allows subscribers to:

- Access and manage all messages seamlessly using their choice of PC or telephone, saving time and allowing them to be more responsive to customers
 - Listen to their e-mail messages over the phone via text-to-speech conversion and reply by phone, enhancing user convenience
 - View a fax message on the PC screen by simply clicking on the message in Outlook or Lotus Notes clients, increasing privacy and convenience
 - Forward voice mail messages as e-mail attachments to anyone with an Internet address, enhancing the ability to communicate with non-Unified Messenger users
 - Reply in the medium of choice, allowing users with a preference for e-mail or voice mail to use the device most comfortable or convenient for them
 - Reply to all, or reply only to the sender via the telephone or PC user interface — quickly, conveniently, and effectively
 - Redirect e-mail or fax messages via the telephone to any fax machine for convenient printing, including printing e-mail attachments — particularly useful for mobile workers because they can choose the most convenient location to print their messages
- Work with compound messages, such as forwarding an e-mail or fax message with a voice introduction, or embedding voice messages into e-mails, adding emotion and emphasis to any message
 - Use a single, enterprise-wide directory to address messages, allowing subscribers to send or forward voice, e-mail, and fax messages easily from a telephone or PC
 - Organize, store and search voice and fax messages in folders on the desktop (along with traditional e-mail messages and other documents), providing easy reference and a unified audit trail of messages in their original format
 - Use the familiar and intuitive Outlook or Lotus Notes client interfaces to access, store and search all messages, thereby reducing the learning curve

Leveraging and Protecting Your Investment

The highly scalable and reliable Avaya Unified Messenger Solution is fully compatible with Microsoft Exchange and IBM Lotus Domino servers, and meets the availability needs of the most demanding enterprises. For enterprises that have already made a significant investment in their Microsoft Exchange or Lotus





Domino infrastructure, Unified Messenger can maximize the potential of this investment by adding voice mail as an application that works with Exchange or Lotus Domino. In addition, it brings the power of voice mail to the desktop and allows users to access their Exchange and Lotus Domino information from the phone.

Integrates Easily into Existing Environment

Unified Messenger connects to most major PBXs and IP PBXs through an Avaya-certified interface that integrates the voice server with the telephone system and enables a full range of dynamic options, including:

- Answer PBX-forwarded telephone calls and play a personalized greeting
- Forward or transfer calls or record the caller's message and access it in the user's Outlook or Lotus Notes inbox
- Detect fax calls and automatically transfer them to a third-party fax server that places the fax document in the user's Outlook or Lotus Notes inbox
- Support both small and large sites through a scalable architecture that enables organizations to grow to hundreds of thousands of users enterprise-wide without replacing original equipment

- Support Avaya Octel analog networking (Microsoft Exchange version only) and Avaya Interchange.
- Support Centralized Exchange or Lotus Domino environments (including clusters) enabling ASPs to offer outsourced Avaya Unified Messenger Solution

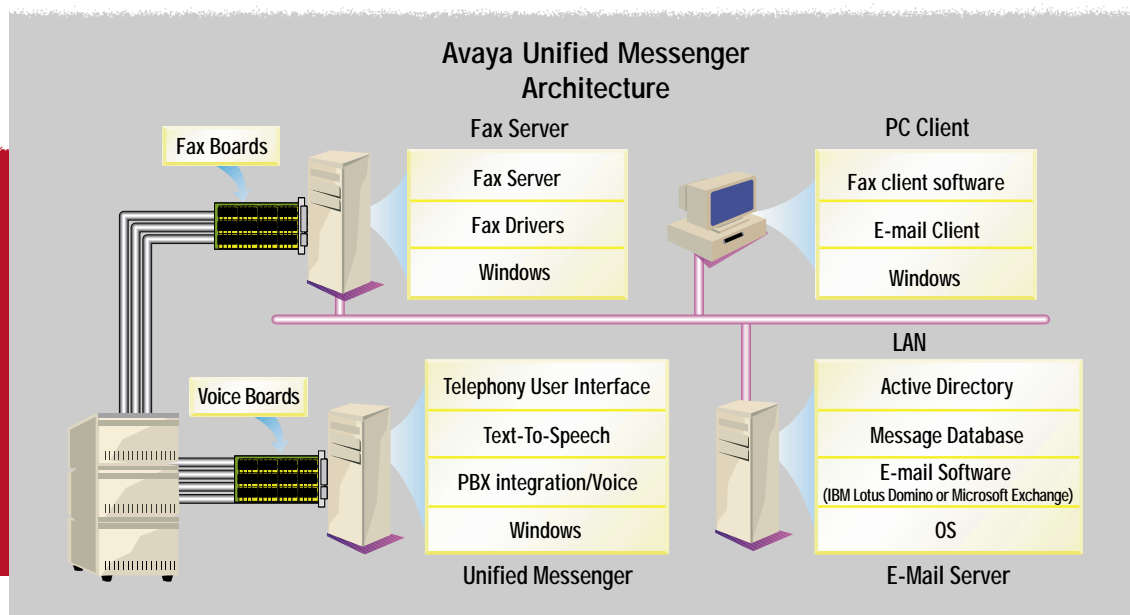
Built on a scalable, open systems architecture, Avaya Unified Messenger helps secure investment in the future.

Delivering Competitive Advantage

Enhanced notification functionality is valued by organizations that consider keeping in touch with customers and clients a high priority. Notification is beneficial to both mobile executives and staff who have to direct day-to-day responsibilities, as well as those responsible for out-of-office business activity. It enables workers who rely on multimedia messaging for support of customers to react quickly and efficiently to the needs of customers. Improved notification enables enterprises to move information quickly so that decisions can be made in faster time frames.

Remote User Enhancements

Most people today work from different places at different times. With Avaya Unified Messenger Solution mobility features, callers can leave a contact



number or a message with the security of knowing that the person they are trying to reach will be notified. There are three mobility features built into Unified Messenger, and all are based on subscriber-defined criteria that can be easily changed or modified:

- **Notify Me** – Notifies the subscriber when calls arrive. This feature captures the telephone number of the caller and sends this information to the subscriber's pager, cellphone, PDA or other notification device. It verifies the captured number and lets the caller override it with a more appropriate number if desired.
- **Call Me** – Calls the subscriber at a designated phone number to deliver voice mail, e-mail and fax messages. Subscribers can prioritize messages by type, sender or importance, and can determine at which contact number they want to be called, depending on time of day, and day of week.
- **Find Me** – Connects callers in real-time to subscribers wherever they are. This allows a caller to reach an Avaya Unified Messenger subscriber live. Unified Messenger prompts the caller to speak the subscriber's name. Then, Unified Messenger attempts to locate the mailbox owner at the number or numbers he or she has set up. Once contact is made, this feature gives the subscriber the option of accepting or declining the call. If the subscriber declines the call, the caller is returned to the subscriber's Unified Messenger voice mailbox, and can leave a message or be transferred to another extension. Users can setup schedules and lists to manage their time and find-me locations.

Making Time Management Simple

Simplified E-mail and Voice Mail Administration

System administrators can manage their enterprise messaging system more easily and cost effectively with single-point administration for the entire system. As a Windows server-based unified messaging application, Unified Messenger stores voice messages in Microsoft Exchange or IBM Lotus Domino. Unified Messenger software operates as a Windows service on a standard Intel Pentium PC, and provides a link between the telephone

system and the e-mail system, eliminating the need for separate voice and e-mail solutions. The single-point, centralized management of the Unified Messenger Solution across any number of message servers can help provide reduced administration costs on a recurring annual basis.

Administrative benefits include:

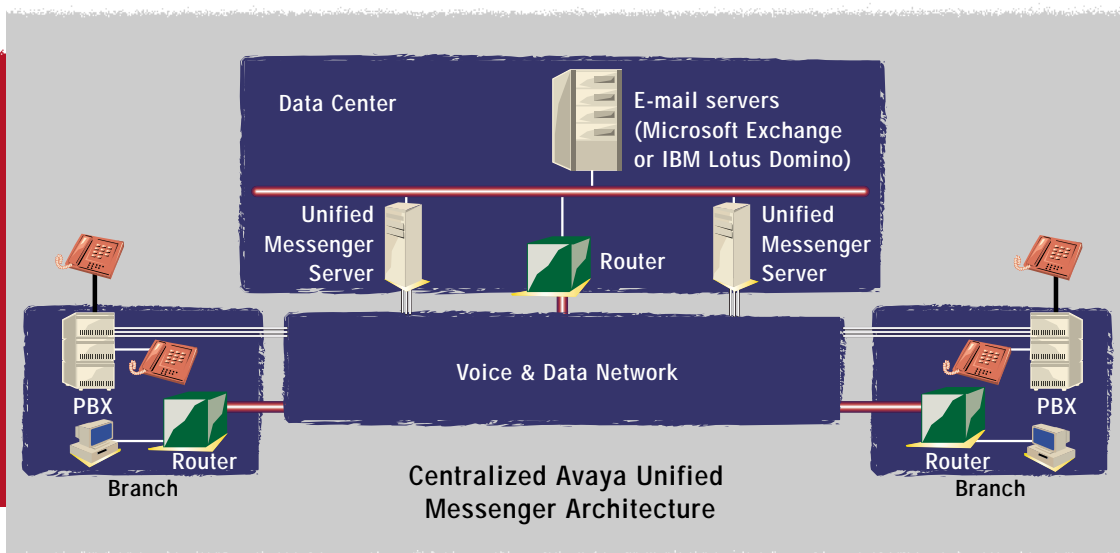
- Simplifying management and lowering the costs for messaging through a single point of administration using a single directory for voice and e-mail
- Leveraging the existing Exchange or Lotus Domino infrastructure — eliminating the need to maintain separate networks for voice mail and e-mail
- Streamlining mailbox administration via a point-and-click graphical user interface, dramatically reducing the time it takes to manage system adds, moves, and changes
- Supporting Exchange and Lotus Directory, eliminating the requirement to synchronize with other messaging systems directories
- Reducing voice message size by nearly 80 percent and dramatically decreasing disk storage requirements by using Advanced Global System Mobile (GSM) encoding

Unified Messenger is Global

Multiple Language Support

Avaya Unified Messenger Solution offers text-to-speech capability in multiple languages for organizations worldwide. The text-to-speech languages supported by Unified Messenger include English, French, German, Italian, Brazilian Portuguese, Japanese, Dutch and Spanish. E-mail messages are heard in the language in which they were written via the telephone interface.

Additionally, the telephone user interfaces and PC graphical user interfaces are available in US English, UK English, Australian English, French, Canadian French, Japanese, Brazilian Portuguese, German, Dutch, Italian and Spanish.



Why Avaya?

Avaya is the world's leading provider of advanced voice messaging technology. Avaya Unified Messenger Solution is the leader in unified messaging systems worldwide. Unified Messenger is available directly from Avaya and through an extensive network of distribution channels including Messaging Integrator Members and Global Systems Integrator partners. When you deploy Unified Messenger in your environment, you are assured of an organization with years of experience helping companies use messaging technology as well as expertise in both telephony and data communications to provide installation, service and support solutions to guide you through a successful implementation.

About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications networks. More than one million businesses worldwide,

including 90 percent of the FORTUNE 500, rely on Avaya solutions and services to enhance value, improve productivity and gain competitive advantage.

Focused on enterprises large to small, Avaya is a world leader in secure and reliable IP telephony systems and communications software applications. Driving the convergence of voice and data communications with business applications—and distinguished by comprehensive worldwide services—Avaya helps customers leverage existing and new networks to unlock value and enhance business performance.

To Learn More

Let Avaya help take care of your messaging needs so you can take care of your business. For additional information, please contact your Avaya Client Executive, Authorized BusinessPartner, or visit us at avaya.com

Avaya Unified Messenger® Solution — IBM Lotus Domino Version Specifications

IBM Lotus Domino Screens

Product Range

- 4 to 690 ports with Single Number Access
- Unlimited number of users

Voice Compression

- 13k bits per second (GSM encoding)

Unified Messenger Server (minimum)

- 400 MHz Intel processor
- 128 MB RAM
- 1 GB free disk space
- Microsoft Windows 2000 Server

IBM Lotus Domino Servers Supported (also supports clustered Domino servers)

- IBM Lotus Domino 5.0.10 and above running on Microsoft Windows NT or Windows 2000

Third-party Fax Server Requirements

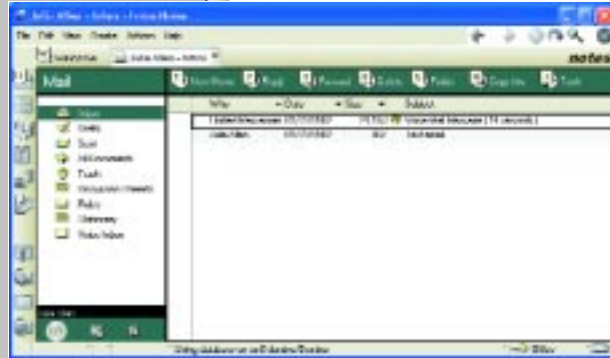
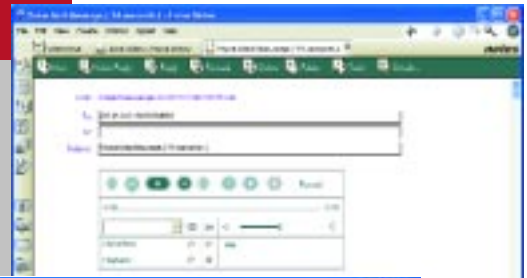
- IBM Lotus Domino compatible fax server
- Support for DTMF fax routing
- Support for Group 3 fax

Client Requirements

- Microsoft Windows 98/2000/Windows NT 4.0
- Lotus Notes 5.0.10 and above
- DUCS for Avaya client module

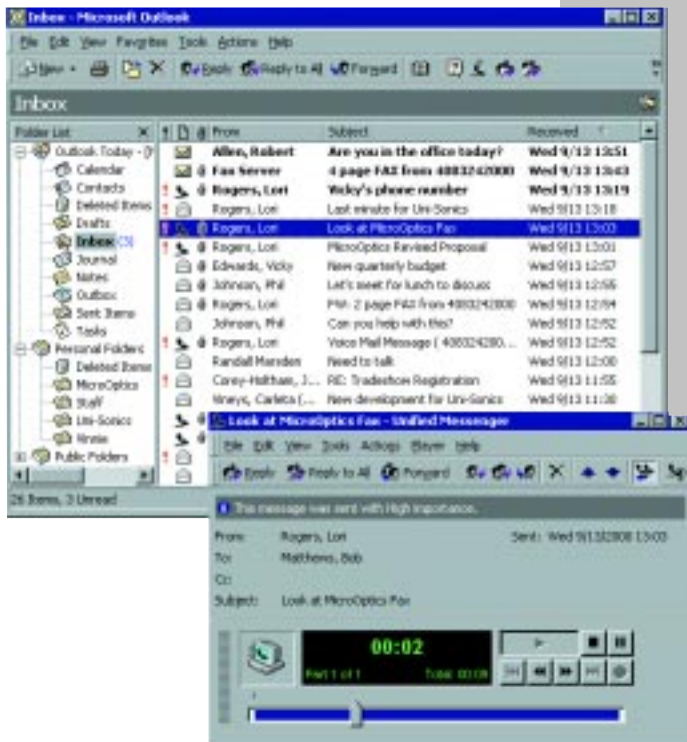
Web Clients

- Lotus iNotes
- IBM Lotus Domino Directory



Avaya Unified Messenger® Solution — Microsoft Exchange Version Specifications

Microsoft Exchange Screens



Product Range

- 4 to 690 ports with Single Number Access
- Unlimited number of users

Voice Compression

- 13k bits per second (GSM encoding)

Unified Messenger Server (minimum)

- 400 MHz Intel processor
- 128 MB RAM
- 1 GB free disk space
- Microsoft Windows 2000 Server

Microsoft Exchange Servers Supported

- Microsoft Exchange Server 5.5
- Microsoft Exchange 2000 Server
- Mixture of Microsoft Exchange Server 5.5 and 2000

Third-party Fax Server Requirements

- Microsoft Exchange-compatible fax server
- Support for DTMF fax routing
- Support for Group 3 fax

Client Requirements

- Microsoft Windows 98/2000/Windows NT 4.0/Windows Millennium/XP
- Microsoft Outlook 98/2000/2002

Web Clients

- Microsoft Outlook Web Access

Directory Supported

- Microsoft Exchange Directory
- Active Directory



AVAYA

© 2003 Avaya Inc.

All Rights Reserved. Avaya and the Avaya logo are trademarks of Avaya Inc. and may be registered in certain jurisdictions. All trademarks identified by ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc. FORTUNE 500 is a registered trademark of Time Inc. All other trademarks are the property of their respective owners.

01/03 • EF-UC1769-01



avaya.com