



Internet Messaging for the INTUITY™ AUDIX® Multimedia Messaging System

Setting the Standards for Multimedia Messaging and Collaboration

Collaborating in multiple media *and* far beyond the walls of your business is easier than ever before, with Internet Messaging from Avaya.

Avaya is a leader in delivering cutting-edge communications solutions for businesses. With an industry first, Avaya offers a software enhancement to the INTUITY AUDIX Multimedia Messaging System that supports Internet standards, leverages your existing voice and data investments, and works in a multiple e-mail environment.

Internet Messaging not only allows you to bring voice, fax, and e-mail messaging together within your company network—it also lets you expand your multimedia communications reach to people and places outside your network.

Supporting Internet Standards for Maximized Collaboration

Internet Messaging breaks down the barriers to communications, taking the power of the INTUITY AUDIX system—with its universal access, universal media, and universal connectivity—and seamlessly integrating it with a wide choice of e-mail systems and client interfaces.

Internet Messaging supports Simple Mail Transfer Protocol (SMTP) for message addressing and delivery, and Multipurpose Internet Mail Extensions (MIME) for sending non-text messages, including voice and fax, over the Internet. The Internet Messaging software integrates with popular Internet standard e-mail servers including Microsoft Exchange, Lotus Notes 4.6, and HP OpenMail.¹





For message retrieval, Internet Messaging also supports any POP3 (Post Office Protocol version 3) compatible client—a growing list including Exchange, Outlook, Internet Explorer, Lotus Notes 4.6, Navigator, Eudora Pro, and Eudora Light.²

In addition, Internet Messaging supports Hypertext Transfer Protocol (HTTP), allowing your system administrator to manage the Internet Messaging software from any PC equipped with a Web browser and access to your business local or wide area network (LAN or WAN).

Multiple Integration Options to Meet Your Needs

Every day, you probably receive countless messages from multiple sources and in many forms—with voice messages waiting at your telephone, memos and other documents arriving at the fax machine down the hall, and e-mail coming in to your computer any time of the day or night.

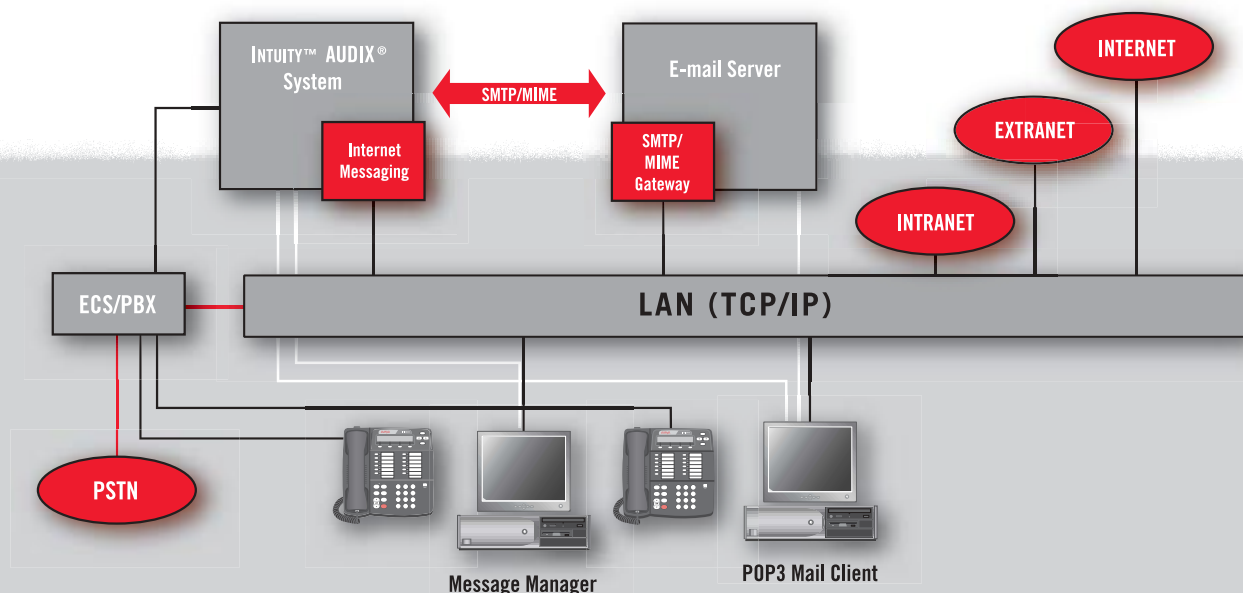
Internet Messaging offers the perfect solution, helping you handle messages in any format, whether you're in the office or on the run. It supports your business communications with integrated messaging that accommodates:

- Mobile and voice-oriented users, with the ability to copy/forward e-mail into one mailbox that's accessible from any touch-tone phone.
- E-mail oriented users, with all messages aggregated at the desktop or laptop computer and accessible using the e-mail client of choice.
- Voice, fax, and e-mail collaboration with anyone who has an Internet address.

More Responsive Messaging, More Efficient Management

Internet Messaging makes your messaging solution convenient and user-friendly for anyone who needs to reach you—for example, for the customer who prefers e-mail over voice mail, or the highly mobile worker who needs to stay in touch and so relies on voice, the “mobility medium,” to handle messages.

Suppose an important client sends you an urgent e-mail message while you're “on the road.” You can have your pager alert you to the new message and then use a cellular phone to retrieve the message. With its universal access and text-to-speech capabilities, the INTUITY AUDIX system allows you to listen to your e-mail as well as your voice



mail—and you can even respond to the e-mail over the phone. Or, you can label the original e-mail message “priority” and forward it to a colleague, along with a voice attachment, for further immediate attention.

This flexibility helps you respond more quickly to your customers’ needs, and greatly enhances productivity and collaboration with coworkers—especially in a highly mobile business environment, where you need your virtual office environment to be as powerful and effective as your business-site office.

Internet Messaging also provides unique advantages for the user who is not mobile and who simply prefers a particular medium—for example, the e-mail user who finds it easier and more efficient to handle all messages from a desktop PC. Internet Messaging allows you to use POP3 clients to access your INTUITY AUDIX mailbox so that you can bring your voice messages and faxes together in one place, along with your e-mail.

In addition, Internet Messaging expands the reach of your voice mail network by allowing you to exchange voice and multimedia messages with any e-mail user who has a multimedia PC, an Internet address, and a “helper” software application, the Avaya Voice Player. This software incorporates Code Excited Linear Prediction (CELP) coding for speech playback and recording on a multimedia-equipped PC.

For example, suppose you receive a lengthy, important voice mail message that you’d like to share with a customer. You can forward the voice message along with the Avaya Voice Player to the customer’s Internet address and share the entire message verbatim.

More Flexibility and Value for Your Business Communications

Internet Messaging delivers a powerful business tool to optimize right time, right place communications with:

- *A single point of access* (“universal mailbox”), allowing users to manage all their messages—voice, fax, and e-mail—in a single mailbox, for greater efficiency and improved productivity.
- *Choice of open-standards e-mail systems and clients*, allowing users to choose the system and client interfaces that best meet their needs.
- *Choice of media*, allowing users to create and respond to messages using the medium or media that best suit individual communications needs or preferences, greatly enhancing collaboration.
- *Choice of access* that is expanded to enable users to hear e-mail messages over the phone, using text-to-speech, and to respond with a voice message.
- *Expanded reach*, ideal for communicating with customers and collaborating with vendors, partners, and remote staff outside your private business network. Now, you can send them multimedia messages via the Internet, using standard Internet addressing.
- *Investment protection*, using a software-driven solution that offers an easy and cost-effective way to enhance your existing messaging infrastructure, for greater value.

Internet Messaging Requirements

Server:

- INTUITY AUDIX Multimedia Messaging System Release 4.2–5 or higher
- Internet Messaging Software
- SMTP/MIME compliant mail gateway server
- Ethernet LAN board and TCP/IP connectivity

Client:

- Message Manager 4.3 or higher
- OR**
- POP3 e-mail client with the Avaya Voice Player

Internet Messaging gives all your employees as well as your customers and partners more flexibility in how, when, and where they communicate. So, Internet Messaging not only enhances collaboration between coworkers and colleagues by allowing them to work together more conveniently and efficiently, in a more timely manner. It also allows you to be more responsive to your customers, by extending to them more ways to reach you than ever before.

Exactly the Messaging Your Business Needs

By integrating using Internet Standards, the INTUITY AUDIX Multimedia Messaging System interoperates with more popular e-mail systems and clients than any other voice mail system can, providing cross-vendor and cross-system support for mission-critical messaging needs.

This flexibility helps you configure Internet Messaging to meet the needs of all your users—on-site employees as well as mobile workers, voice-centric as well as e-mail centric—allowing them to use whichever

messaging interfaces they prefer. The result is enhanced collaboration, with faster decision-making and more efficient use of time.


Internet Messaging is a fully scalable solution perfect for everything from a small business to a large corporation, in one location or with multiple sites. It enables the collaboration and responsiveness necessary to make business teams successful regardless of the time or distance that separates them.

Internet Messaging is also fully backed by the Avaya commitment to superior service, through our network of expert technicians, skilled consultants, and professional help desk support.

To learn more about the perfect Internet Messaging solution for *your* business, contact your Avaya representative or Avaya BusinessPartner. Or, visit our Web site at avaya.com/solutions

Learn More

To learn more about Avaya, visit avaya.com.

<p>About Avaya</p> <p>Avaya enables businesses to achieve superior results by designing, building and managing their communications networks. Over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, rely on Avaya solutions and services to enhance value, improve productivity and gain competitive advantage.</p>	<p>Focused on enterprises large to small, Avaya is a world leader in secure and reliable IP telephony systems, communications software applications and full life-cycle services. 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.</p>		
<p>IP Telephony</p>	<p>Contact Centers</p>		<p>Unified Communication</p>

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