The Power of We™

Avaya Aura® Messaging

Unified messaging to improve communications and enhance productivity while complementing your current infrastructure

Like most communications technologies, messaging systems have evolved from proprietary, isolated systems to more open, efficient, and intelligent IP based communications solutions. Avaya Aura® Messaging is Avaya's unified messaging solution that combines new and existing technology and expertise with industry standards to flexibly integrate within the Avaya Aura® architecture in Linux based server environments, and with third-party communications infrastructures. It offers a rich set of end-user features to enhance productivity and the required flexibility, resilience, and scale to fit into demanding enterprise environments. The result is a cost effective and flexible approach to maximize your current and future messaging system investments, while bringing new application value and functionality to your organization.

Solution Overview

Avaya Aura Messaging, through its intuitive, easy-to-use interface, enables employees to manage email, voicemail, and fax messages on their device of choice including tablets, smartphones, and laptops.

Key Benefits

Avaya Aura Messaging:

- Provides fast, easy, and anytime access to messages

- Allows important calls to get to the right person, at the right time

- Alerts employees to critical new messages

- Enables better customer service with tools that empower faster and better decision making

- Offers virtualized and turn-key options with connectivity to current and older Avaya systems, and integration with other manufacturers communication servers

- Gives flexible deployment options for message storage as well as ability to centralize or distribute per business need

- Reduces cost while maintaining existing dial plans through consolidation of multiple systems

- Helps ensure system is always up and available with multiple levels of resiliency

End User Features

Smoothing transition and training, Avaya Aura Messaging includes similar Octel® Aria, INTUITY™ AUDIX® and CallPilot/ Meridian Mail features and telephone user interfaces that users rely on. Available migration tools and services make it easy to migrate from Octel-Aria, INTUITY, CallPilot, and Modular Messaging systems. Avaya Aura Messaging also offers new sophisticated capabilities and an enhanced user interface for increased flexibility in managing their messages.

Key Features include:

- **Unified Messaging:** gives you integration of voice messages where users can view all messages at once and who sent them. Listen to or read your messages from email, deskphone or mobile phone.

- **Speech Auto Attendant**: lets callers say a name instead of entering an extension on the keypad

- **Voice recognition**: allows you to say names to address voicemail messages

- **Reach Me**: provides call forwarding to up to three numbers with user controlled settings

- **Notify Me**: text message and email notification as well as outcalling

- **Avaya one-X® Speech**: empowers users to easily manage their voice messages, email, and calendar with verbal commands

- **Internet Message Access Protocol (IMAP)**: gives users easy access to messages from most email client

- **Self administration**: enables users to easily manage their options through a web portal

- **Speech to Text**: Converts voicemail to text with delivery to your email inbox, smartphone, and other choices – for faster at a glance access to messages (delivered through third party)

- **Client-less Outlook toolbar**: Allows users to easily access voice messages from Microsoft Outlook, while simplifying IT support by eliminating PC software installation, distribution and management

- **Telephone User Interface (TUI)**: Per user choice of Aria-, AUDIX-, CallPIlot/ Meridian Mail-like TUI to minimize user retraining

  – Enhanced greetings: up to 9 greetings per user

  – Fax: inbound and outbound

- **Basic or Mainstream licensing**: Provides cost effective per user deployment of standard versus enhanced capabilities

System Features

Flexible

The flexible architecture of Avaya Aura® Messaging is designed to fit a wide range of customer environments: from centralized to decentralized and from unified (integrated with an existing email system) to standalone (Avaya Message Store). The solution may be deployed on dedicated servers, or be virtualized using VMware. The solution also has the ability to adapt over time as enterprise environments evolve in response to growth, centralization or increasing high availability/disaster recovery demands.

Scalable

Avaya Aura® Messaging is a scalable solution ranging from an easy-to-deploy single server system (with application and storage roles combined on a single virtual machine) to a fully scalable front-end/back-end configuration with dedicated servers for the application and storage roles with support to up to 300 ports.

Resilient

The Avaya Aura Messaging architecture provides a variety of high availability/ disaster recovery options – ranging from an N+1 configuration for application servers, to locally survivable application servers that can stay fully operational with locally cached messages and greetings, to geographically redundant options for application and storage servers.

Message Store

Avaya Aura Messaging supports simultaneous use of an Avaya message store and Microsoft Exchange message stores. Assignment of message store type can be done on a per user basis.

Telephony Integration

Avaya Aura Messaging supports SIP for telephony integration and is certified with Avaya Aura® Communication Manager, Avaya Aura® Session Manager, Avaya Communication Server 1000, Avaya Communication Server 2100. For older PBXs without SIP, T1/E1 integrations are available with the use of a gateway.

Server Models

Two server models are available:

- **A standard Messaging server** can serve as a single server (combining application and storage role), an application only server, or a storage only server.

- **A "high storage capacity" Messaging server** can serve as a storage server able to support a larger number of mailboxes.

Avaya Aura Messaging uses standard Linux-based servers.

Migration and Upgrade Paths

Avaya Aura Messaging allows a smooth migration from Octel Aria, INTUITY AUDIX, CallPilot, and Modular Messaging systems with migration incentives and preservation of key user data from existing systems.

Localized Versions

Avaya Aura Messaging supports multiple languages for availability in key markets worldwide.

Learn More

To learn more about Avaya Aura Messaging please contact your Avaya Account Manager or Avaya Authorized Partner or visit us at **avaya.com**.

Avaya Aura® Messaging Technical Specifications

Avaya Aura Messaging messaging is available as a software only option for customer provided servers in their VMware environment. Alternatively, servers are available from Avaya.

Adopting Application (Main & Alternate if applicable)	Server	Size	Processor (Intel Xeon)	# of CPU	Dynamic RAM	Hard Disk Drive	RAID	Ethernet Ports	Power Supply
Avaya Aura Messaging - Standard Storage (302849, Main)	CS Rel2 Dell R620	1U	E5-2630 2.3 Ghz 6-core Sandy Bridge	1	16 GB (4GB RDIMM)	2 x 300 GB 10K 1 x DVD R/W	RAID 1 H710/512MB	6	1 x 495 W
Avaya Aura Messaging - Standard Storage (302848, Alternate)	CS Rel2 HP DL360PG8	1U	E5-2630 2.3 Ghz 6-core Sandy Bridge	1	16 GB (4GB RDIMM)	2 x 300 GB 10K 1 x DVD R/W	RAID 1 P420i/ 512MB	6	1 x 460 W
Avaya Aura Messaging - Hi-Cap Storage (303601, Main)	CS Rel2 Dell R620	1U	E5-2630 2.3 Ghz 6-core Sandy Bridge	1	16 GB (4GB RDIMM)	3 X 300 GB 15K 1 X DVD R/W	RAID 5 H710/512MB	4	2 x 495 W
Avaya Aura Messaging - Hi-Cap Storage (302600, Main)	CS Rel2 HP DL360PG8	1U	E5-2630 2.3 Ghz 6-core Sandy Bridge	1	16 GB (4GB RDIMM)	3 X 300 GB 15K 1 X DVD R/W	RAID 5 P420i/ 512MB	4	2 x 460 W
one-X Speech (303971 dual port, 303972 quad port, 303973 cluster) comes with corresponding Dialogics card	CS Rel2 HP DL360PG8	2U	E5-2630 2.3 Ghz 6-core Sandy Bridge	1	16 GB (4GB RDIMM)	3 X 300 GB 15K 1 X DVD R/W	RAID 5 P420i/ 512MB	4	2 x 460 W

Avaya Aura Messaging also supports re-use of a number of servers used in legacy solutions, via modest retrofit kits, allowing customers to capture even greater ROI on their prior server hardware investment. These include Modular Messaging S8730, S8800, and CallPilot 1006r servers.

Standard Features & Applications

Configuration Dependent	• **End User Features** » Octel Aria-, INTUITY AUDIX-, and CallPilot/Meridian Mail-like TUIs (assigned on a per user basis) » Voice recognition for message addressing » IMAP access to voice messages » Clientless Outlook toolbar » Browser application for managing user settings » Reach Me and Notify Me features » Inbound and outbound fax » Speech to Text (through third party) • **Speech Auto Attendant** • **Caller Applications** • **Flexible** » Centralized Deployment » Distributed Deployment » Adapt (relocation of Servers as business needs change)	• **Scalable** » Single Server » Multi-Server (front-end / back-end) • **Resilient** » Geographical Redundancy option for application servers (clustered over WAN) » Geographically redundant N + 1 Configurations » Locally survivable application server • **Message Store** » Unified with Microsoft Exchange (Integrated with an existing email system) » Stand-alone (Avaya Message Store) » Mix of multiple message stores » Per user selectable message store • **Telephony Integration** » SIP only » Avaya Aura® Communication Manager » Avaya Aura® Session Manager » Avaya Communication Server 1000 » Third party PBX with gateway

About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, data solutions and related services to companies of all sizes around the world. For more information please visit **www.avaya.com**.

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