



IP Telephony

Contact Centers

Mobility

Services

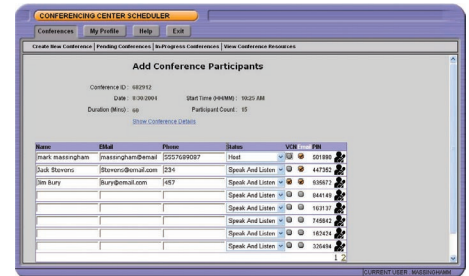
FACT SHEET

IP Office Conferencing Applications

Audio Bridge and Web-based Conferencing Centre

Overview

Avaya IP Office conferencing applications provide a private audio conference bridge for communicating with a large number of people, as well as optional web-based conferencing capabilities via the Conferencing Centre add-on. Businesses can have up to 64 participants on conference calls and run multiple conferences simultaneously.



Capabilities

Built-in Conferencing — Arrange telephone conferences with internal and/or invited external participants. Conference calls can be planned in advance or arranged on the spot. New participants can be added while a conference is in progress. Participants can simply dial the telephone number reserved for the conference bridge, and create a Meet-Me conference. No special conferencing equipment is required. IP Office 500 systems running Professional Edition (Release 4.0) software support Meet-Me conferencing.

Conferencing with Phone Manager — Using the IP Office Phone Manager application, employees can easily set up an immediate conference call from their PC screen, as well as dial the participants and keep control of who is on the call.

Conferencing with SoftConsole — Using the PC-based application, SoftConsole users can set up ad-hoc conferences via drag & drop using the speed dials. VoiceMail Pro will then contact the participants and bring them to the conference. External participants need to be called by the operator and transferred to the conference. Using the SoftConsole application, the operator can transfer a call to an ad-hoc conference or to a conference created via Conferencing Centre.

Meet-Me Conferencing with VoiceMail Pro — The IP Office VoiceMail Pro messaging application enables enhanced conferencing management and security, including the use of PIN (personal identification number) codes.

Management with Conferencing Centre — The Conferencing Centre application adds management through the Scheduler component and audio control for the Host through the Web Client component. The Scheduler interface enables conferences to be established, e-mail invitations to be sent, or set up ad hoc. The Web Client enables the Host to upload and publish documents and presentations for real-time viewing. The Web Client interface allows the Host to manage the audio portion by controlling who has Speak and Listen privileges or who has Listen Only capabilities. It is through the Client Interface that the Host can Whisper to a specific individual without disruption to the conference call. Participants can also send messages using the web chat functionality privately to the Host or to all participants.

Benefits

- **Cost effective:** Conference calls can reduce expenses and time spent traveling.
- **Flexible:** Regular conference calls can keep everyone in today's "virtual enterprise" working together.
- **Productivity:** IP Office conferencing applications can create more effective working practices, leading to shorter project times and increased employee productivity.
- **ROI:** If your company currently schedules audio conferences using third-party providers on a regular basis, the return on investment in IP Office conferencing applications can be quick. For example, a company that holds just a couple of one-hour-long conference calls a day with four participants (or any equivalent) can see ROI in as little as 9–10 weeks, depending on location and provider fees.

Avaya Advantage

With the IP Office conferencing solutions, businesses can have one solution for their communications and conferencing needs, eliminating fees to service providers.

IP Office Conferencing Options

	Audio Conference Bridge	Conferencing Centre
Format	<ul style="list-style-type: none"> Built in to IP Office software 	<ul style="list-style-type: none"> Web-based software package that consists of two parts: the Web Scheduler and the Web Client, which requires no download
System Requirements	<ul style="list-style-type: none"> IP406 and IP412 (Small Office Edition offers simple 6-party conferencing.) Requires as many digital trunks/VoIP channels as external participants (For example, 1 T1 allows 23/24 external parties, 1 E1 allows 30 parties, and a VCM-20 allows 20 parties.) Dial-in prompts and PIN codes for security require VoiceMail Pro R1.3 or higher, and associated PC specifications. IP Office 500 systems running Standard Edition (Release 4.0) software can support one conference of up to 64 parties, up to 21 three-party conferences, three 21-party conferences, or any other equivalent combination. IP Office Professional Edition (Release 4.0) software is required to support Meet-Me conference. 	<ul style="list-style-type: none"> IP Office R2.1 or higher; VoiceMail Pro R2.1 or higher; Phone Manager R2.1 or higher (optional); SoftConsole R2.1 or higher (optional) IP Office Professional Edition (Release 4.0) software is required to support Conferencing Centre on the IP Office 500 system. <p>Conferencing Centre Server requires:</p> <ul style="list-style-type: none"> Pentium 4 2.8GHz above with 512MB RAM running Windows 2000/2003 Server (Windows XP/2000 Professional could be used but would typically support a max of 10 Web Clients) Microsoft Internet Information Services (IIS) installed, capable of supporting as many Web Clients as required (refer to Microsoft for licensing) 80MB of free disk space <p>Conferencing Centre Web Client requires:</p> <ul style="list-style-type: none"> Internet Explorer 6.0 or higher (no download required)
User Requirements	<ul style="list-style-type: none"> Any telephone 	<ul style="list-style-type: none"> Any telephone Networked PC with above requirements
Feature Detail	<ul style="list-style-type: none"> Conference control from IP Office Phone Manager Lite and Pro Phone commands* access pre-arranged conference calls from any touch-tone phone. Customised greeting* Conference entry/exit tones single beep on entry and double beep on exit. Conference call recording* Security PIN codes, CLI/ANI number screening, and time & date profiles can be set up.* Privacy Remote Management enables a single person to manage the conferencing bridge facility from any location. <p>* Requires VoiceMail Pro</p>	<ul style="list-style-type: none"> Integration with SoftConsole and Phone Manager The Conferencing Centre Web Scheduler offers a web-based booking tool, Listen-Only or Speak & Listen mode for each participant, e-mail notification to all participants, Voice Conference Notification (VCN) to dial-out participants, participants name announcements as they enter/leave the conference, unique computer-generated Conference ID for security, unique PIN code for each participant, web-based reports on conference usage and voting results. The Conferencing Centre Web Client offers real-time view of participants' status (dialed-in, logged-on to Web Client, Speak & Listen, Listen Only), ability for the Host to change participant status in real-time, raise hand function, mute all/un-mute all/whisper facility for the Host, viewing area for reviewing PowerPoint presentations (or any other document saved in HTML format), questions & voting facility, web chat capability between Host & participant(s).

Capacities	Small Office Edition	IP406 V2	IP412	IP Office 500 System
T1/ T1 PRI/ ISDN PRI	6	64/64/64	2x64/2x64/2x64	64/64/64
IP	6	30	60	64
Internal Users	6	64	2x64	64
Total Max	24	64	2x64	64

Note: These are the maximum possible capacities. Actual resources available for conferencing will be based on the specific configuration and operation of the system. Some IP Office system features (Call Intrusion and Call Recording) use conference resources. When any of these features are active, the number of slots available for conference parties is reduced.

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.

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