



Engage The Power of We™

Avaya Communicator for Microsoft Lync

The performance and capabilities you want.
The platforms and devices you already have.

Overview

With growing communication demands, many organizations are putting top priority on improving the capabilities of their products and services. Unified communication components including enterprise class telephony, real-time audio, video and web collaboration, voice messaging and mobility applications are considered must have technologies for bringing customers, partners and employees together. However implementing new platforms and applications can mean replacing current investments, spending more money, and frustrating employees with new training and unfamiliar technology.

Avaya Communicator for Microsoft Lync provides an easier and cost-effective way to transition to the performance and capabilities you want through simple out-of-the-box integration with Microsoft Lync, Microsoft Office, Microsoft Outlook, Sharepoint, and Microsoft Internet Explorer, Mozilla Firefox and Google Chrome web browsers. Seamless integration with the Avaya Aura platform extends a full suite of unified communications and

collaboration applications to users, providing the performance and capabilities you want to boost productivity.

Key Customer Benefits

- **Full suite UC and telephony tools:** Supports productivity across the enterprise. Mid-call controls and integration with corporate directories allow users to work faster, share more information and communicate more effectively.
- **End-to-end open standards video:** Integration with the Avaya Aura platform and Avaya Scopia® video solutions extends easy-to-use ad hoc or scheduled face-to-face video to employees, partners and customers, enhancing internal and B2B relationships.
- **Audio conferencing and web collaboration:** Reduce OPEX by bringing conferencing in-house. Leverage Avaya Aura Conferencing for real-time collaboration with white boards, desktop share, extensive moderator features and controls, helping drive faster decision making.

Drive ROI and lower TCO using the platforms and devices you already have. Tight integration with the Avaya Aura® Platform, Avaya Communication Server 1000, and Avaya IP Office turns basic IM, presence and browsing applications into enterprise class telephony and real time collaboration tools while maintaining the appearance and functions of the original interface.



- Increase ROI and lower TCO:** Leverage your existing investments in the Avaya Aura platform, Communication Server 1000, and IP Office. Extend Scopia video and Avaya Aura Conferencing to more users. Leverage your existing Avaya desktops (SIP and H.323) and soft clients as well as the Microsoft stack.
- Enable cost reduction and preserve dial plans:** Maintain your existing Avaya Aura dial plan configuration. Eliminate costs associated with Microsoft voice licenses and related devices. Avaya integration requires only Microsoft Lync standard client access licensing.
- Simplified packaging:** Avaya Communicator for Microsoft Lync is a core entitlement of the Avaya Aura Suite Licensing - Core Suite.
- Flexible deployment:** Deploy in a Citrix or VMware VDI environment with support for the Avaya Deskphones or Avaya VDI Communicator client. Integration with Microsoft Lync CPE or Microsoft Office 365 allows organizations to deploy as part of a Microsoft on-premise system or as a hosted Microsoft Office service.
- Performance and quality:** Signature five 9s + availability and N+1 resiliency scales globally. Media cascading helps reduce bandwidth consumption.

Avaya Communicator for Microsoft Lync with Avaya Aura Platform and Avaya Scopia Video Solutions



Feature Highlights

| | |
|--|--|
| Click-to-call | To start voice or video calls, just click phone numbers in your corporate directory, Microsoft Outlook, Office, Excel, Word, PowerPoint, SharePoint, Mozilla Firefox, Google Chrome and Microsoft Internet Explorer. Handles multiple calls. |
| Escalate Workflows | Start with an instant message (IM) and quickly transition to voice or video in seamless workflows. Escalate a group chat to a conference and collaboration session. |
| Click-to-Join/Host Conference | An easy way to participate or chair conference calls by clicking to join/host right from a calendar invite or meeting. Dials into bridge with passcode. Works with virtually any Avaya or third-party conference bridge product or service. |
| Quick Launch Web Collaboration and Audio/Video Bridge | Launch a web collaboration session within the client for real-time desktop and application sharing with remote controls and white boarding. |
| Message Waiting Indicator | Provides visibility to waiting messages and click-to-call to voice mail. |
| Contact Cards | Hover over a user name in email or browser, or over presence icon in Sharepoint. Contact card appears with Avaya presence. Click to send an email, IM or call using the drop down options. Start a video call or schedule a meeting. |
| Choice of Reply Mode | Reply to an incoming call with IM. Answer a request to video call with IM or voice. |
| EC 500 | Calls are simultaneously presented to the Communicator for Lync client and a paired device such as a user's Mobile phone. Using the Communicator for Lync client join a call answered on the paired device. Extend a call established on the Communicator for Lync client to your mobile device. |
| Dual Registration | Calls are simultaneously presented to the Communicator for Lync H323 client and a SIP client. Answer on either. Move calls from one client to the other. |
| Multiple Device Access | Have calls simultaneously presented on multiple SIP clients. Move calls from one client to another. |
| Bridged Line Appearances | Make calls using a different line appearance. Receive notifications and answer calls for a different line appearance. Boss/Secretary call handling. Join an established call on a different line appearance. |
| Local Call History | See history of calls made and received and calls missed in Microsoft Outlook and Microsoft Lync. |
| Call from Dial Pad | Enter digits using dial pad, keyboard or paste number to make a voice or video call. Users can redial the last number called. |
| Auto-Configuration | Use a settings file to specify user's server and dialing rules option. This file is located on a central server, accessed on client deployment and with updates. |
| Mid-Call Controls | A conversation window with mid-call controls provides easy access to Avaya telephony features, including volume, mute, call forwarding, hold and retrieve, transfer, conference, DTMF, and key pad for entering conference call passcodes. |
| High-Definition Video | Leverage person-to-person Avaya Aura video and multi-party video with Scopia video solutions. Undock video to a separate window. Extend to full screen. |
| Secure Connection | No VPN required for remote user access with Avaya SBC for Enterprise. (SIP only) |
| Choice of Device | Let users remotely control their familiar Avaya connected desk phones, use the PC as a "VoIP" phone, or select another phone—such as a mobile or home phone—for calls. Support for H.323, SIP and Avaya VDI thin client. |
| Enterprise Dial Plan and E.164 Support | Enables employees to use familiar internal extension number dialing as well as national and international number dialing. |
| Single-Sign-in Experience | Follows sign in methods for Microsoft Lync and access unified communications and collaboration features and services from Avaya Aura platform. |

System Requirements and Support

| Platforms | |
|--|---|
| Avaya Aura Platform | Avaya Aura Platform 5.2+ (voice) Avaya Aura Platform 6.2 FP2 + (voice/video) |
| Avaya Communication Server 1000 | CS 1000 7.6 (voice/video) through Avaya Aura Platform |
| Avaya IP Office | Avaya IP Office 8.1 FP1 (voice) (phone mode only) |
| Microsoft Windows | Microsoft Windows 7, 8 and 8.1 |
| Virtual Desktop Environments | Citrix XenDesktop 5.6, 7.x and XenApp 6.5, 7.x VMware Horizon View 5.3, 6.0 |
| Applications | |
| Microsoft Lync Integration | Microsoft Lync Integration 2010 and 2013 |
| Microsoft Office Applications | Microsoft Office 2007, 2010 and 2013 SharePoint 2010 and 2013 |
| Web Browser | Microsoft Internet Explorer 8, 9, 10 and 11 Google Chrome (Current version) Mozilla Firefox (17, 24, 34 and current versions) |
| Localization | English, French, simplified Chinese, Japanese, Korean, German, Italian, Russian, Latin Spanish, and Brazilian Portuguese. |
| Capacity | Up to existing capacity limits on Avaya Aura Communication Manager |

Learn More

Contact your Avaya representative and visit www.avaya.com to learn how Avaya Communicator for Microsoft Lync can help your organization transition to unified communications and collaboration. For the performance and capabilities you need, leveraging the platforms and devices you already have.

About Avaya

Avaya is a leading, global provider of customer and team engagement solutions and services available in a variety of flexible on-premise and cloud deployment options. Avaya's fabric-based networking solutions help simplify and accelerate the deployment of business critical applications and services. For more information, please visit www.avaya.com.



© 2015 Avaya Inc. All Rights Reserved.

Avaya and the Avaya logo are trademarks of Avaya Inc. and are registered in the United States and other countries. All other trademarks identified by ®, TM, or SM are registered marks, trademarks, and service marks, respectively, of Avaya Inc. 05/15 • UC7474-01