

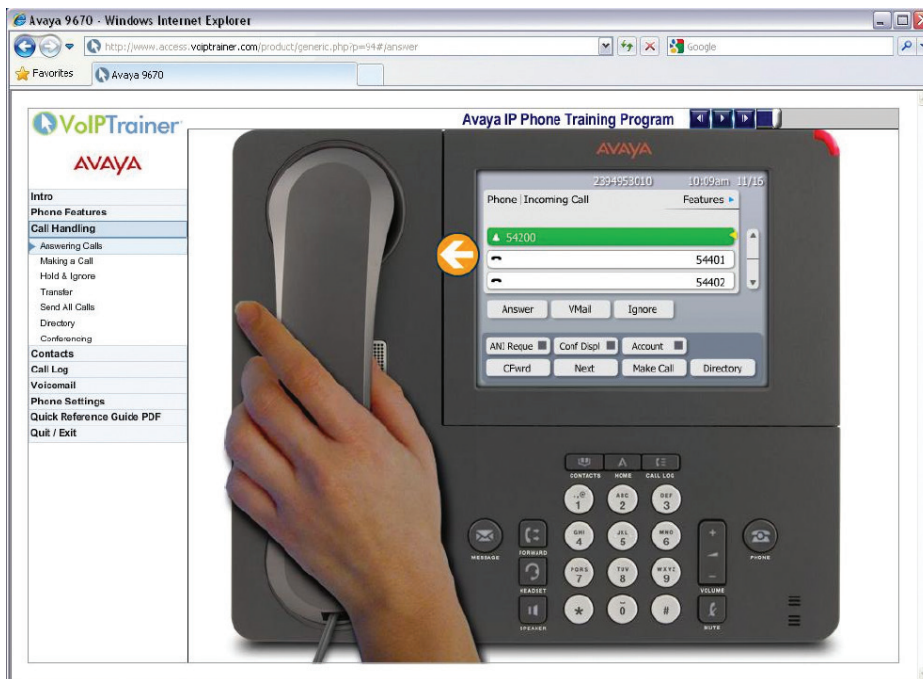
4What Interactive - Delivering On-Demand Training and Support

With the prevalence of digital and voice over IP technology, using the phone is not as simple as picking up the handset and dialing. Telephones have multiple call appearances, call handling features, conferencing and call forwarding capabilities, and can appear as software on a PC instead of a traditional desk set. How can organizations effectively train new employees to use this essential communications tool?

The VoIPTrainer from 4What Interactive, a Gold-level member in the Avaya DevConnect Program, is a simple multimedia training application available on any IP telephone or associated laptop. Organizations can use the VoIPTrainer to train and support employees on the features and functions available on their IP telephones through instructor-led sessions, or through individual self-paced lessons.

A menu-based training system, VoIPTrainer works with Avaya Aura™ Communication Manager and Avaya 9600 Series telephones.

- **Aura Communication Manager** – An open, scalable, and highly reliable IP telephony solution that provides centralized call control for a resilient, distributed network of media gateways and a wide range of analog, digital and IP-based communication devices
- **9600 Series Telephones** – Part of the Avaya one-X® Deskphone family, provides brilliant audio quality, functionality and performance in a display-based context sensitive IP telephone



VoIPTrainer provides on-screen demonstrations of the Avaya 9600 Series telephones.

VoIPTrainer is fully integrated with the Avaya system, providing a user with the opportunity to see how their phone works at any time, as many times as they need. In addition, by pressing the telephone's Show Me softkey, a user can watch the training on their PC. At registration, the system records the IP address and extension for each phone. Pressing the Show Me softkey activates the software to look up the

telephone extension and associated IP address, which then sends the display through the server to the user's PC.

Features

VoIPTrainer allows companies to provide end-user training to employees at their desk, demonstrating the functionality of their 9600 Series telephone, from the most basic features to more advanced. In addition, VoIPTrainer provides:

- **Customization** – Match the training provided to the features and functions available on each individual user's phone
- **Show Me Soft Key** – Launch VoIPTrainer directly to an end-user's PC with the push of a button for on-screen demonstrations
- **Multilingual** – Translate the instructions into any language for consistent training

Benefits

VoIPTrainer lets businesses conduct on-going, organization-wide training, delivering an effective and easy-to-use training and support tool for all new employees. It also:

- **Supplements instructor-led training sessions with unlimited access to the training**, helping increase user comprehension and knowledge retention
- **Provides end users with on-demand access to training and support**, helping reduce the need for instructor-led training and lowering overall training costs
- **Delivers a fully customizable interface**, helping businesses leverage their existing assets and virtually eliminating the need to purchase new software for system upgrades

System Requirements

Prerequisites for Microsoft Windows 2003 Server and IIS 6 include:

- Internet connection
- 1 Gb RAM
- 2 Gb available disk space

Installation requirements include:

- Internet connection
- Microsoft Windows 2003 Server with prerequisites
- Microsoft Windows XP or Vista
- Connectivity to Avaya Aura Communication Manager and Internet server

ABOUT DEVCONNECT

The Avaya DevConnect Program provides a wide range of developer resources, including access to APIs and SDKs for Avaya products, developer tools, technical support options and training materials. Registered membership is free to anyone interested in designing Avaya-compatible solutions. Enhanced Membership options offer increased levels of technical support, compliance testing, and co-marketing of innovative solutions compatible with standards-based Avaya solutions. To learn more, or register for membership, please visit www.avaya.com/devconnect.

Learn More

For more information on how Avaya Intelligent Communications can take your enterprise from where it is to where it needs to be, contact your Avaya Client Executive or a member of the Avaya Authorized BusinessPartner program, or visit "Do Your Research" at www.avaya.com.

ABOUT 4WHAT INTERACTIVE

Founded in 1995, 4What Interactive creates innovative business solutions, helping companies enhance their marketing, training and communications efforts. An industry leader in interactive multimedia solutions, 4What Interactive's approach combines multimedia-based technology and practical business applications. Customers include small and mid-size businesses, all Government branches, and organizations in the FORTUNE 500 marketplace.

4What Interactive is headquartered in Naples, Florida.

For more information, visit www.4what.com.

ABOUT AVAYA

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness.

For more information please visit www.avaya.com.