

Avaya 3100 Mobile Communicator

Improving productivity. Reducing cost. Anytime. Anywhere.

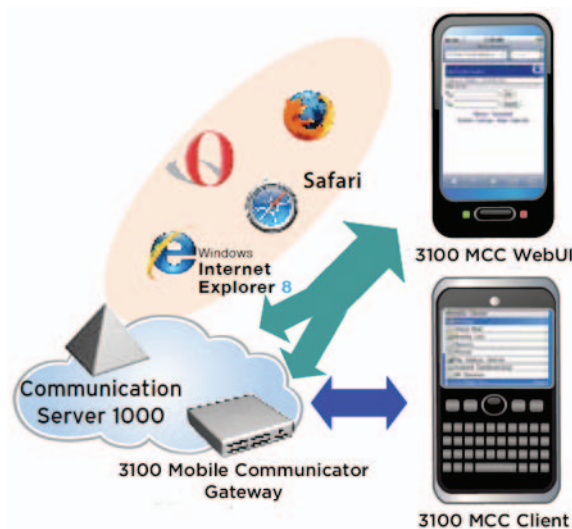
Avaya 3100 Mobile Communicator is an enterprise Fixed-Mobile Convergence (FMC) solution that improves employee accessibility and productivity by letting mobile professionals stay connected anytime, anywhere. 3100 Mobile Communicator extends enterprise communications to smartphones, allowing users access to the same telephony and UC features from their mobile device as they have in the office — delivering consistent services and more efficient voice traffic handling.

The solution features an enterprise hosted mobile communication gateway (MCG) and two user-side deployment options:

- 3100 MC Client that supports a range of popular smartphones (cellular and Wi-Fi)
- 3100 MC Web User interface (WebUI) that can be accessed by any browser-equipped device (smartphone or PC) (Figure 1)

The solution gives users the flexibility to choose their preferred mobile device and the most appropriate network connection that is available wherever business takes them. Avaya 3100 Mobile Communicator builds upon existing enterprise investments in IP Telephony systems by extending these features to cellular coverage zones and leverages enterprise wireless LAN (WLAN) infrastructure to reduce on-site mobile communication costs.

Figure 1. 3100 Mobile Communicator Deployment Options



3100 MC WebUI
<p>Simple and versatile</p> <ul style="list-style-type: none"> • Any mobile device via browser (mobile or PC) • Clientless deployment • Delivers core mobility features • Minimal data usage
3100 MC Client
<p>Best-in-class feature set</p> <ul style="list-style-type: none"> • Qualified mobile devices (BlackBerry, Windows Mobile, Nokia) • Fully integrated client communications experience • Advanced mobility features • Real-time environment • IM/Presence

Key features and benefits

Enterprise Telephony

Extends the award-winning feature set of Avaya communication servers to smartphones.

Single Number Reach

Users no longer need to leave a trail of phone numbers. Calls to their office number will reach them anywhere, anytime.

Single Identity

Calls dialed from the mobile device carry the user's corporate number.

Single Business Voicemail

Enterprise voicemail is enforced for all calls — even those rerouted to other destinations. Mobile users can save time by only having to check one voicemail account.

Table 1. 3100 MC benefits

- Access consistent communication services in and out of the office
- Lower mobile communication costs
- Leverage of existing communications infrastructure
- Hide employee's mobile number
- Gain visibility and control of mobile usage
- Expand presence updates to include mobile activity
- Policy enforcement for mobile calling
- Business continuity - use any phone for enterprise communications

Device Handoff

Users can seamlessly move active calls between different devices, providing the flexibility to choose the most appropriate device to use.

Access to the Enterprise Dial Plan

Users can dial PBX extensions from their mobile devices to quickly reach people and take advantage of the least-cost routing of enterprise voice networks to save on long distance charges.

Single Search

Users can look up contacts from both their local address book and corporate directory at the same time.

Instant Conference

Set up conference calls instantly from their mobile device without costly carrier-hosted services.

Advanced Call Control

Users can originate/answer calls from devices other than the mobile device for convenience or to mitigate costly long distance and roaming charges.

Time-of-Day Routing

Users can create a schedule of when and where office calls will be routed.

Presence and Instant Messaging

Users can view other contact's online status and send instant messages in real-time, allowing employees to stay connected anytime, anywhere. Real-time presence information of mobile users is also integrated with Converged Office, creating offices without walls.

Simplified Management

Over-the-air software download and client autoconfiguration allows easy deployment and management.

Cellular Service Compatibility

Freedom to choose a service provider with support for either GSM or CDMA networks and data service (GPRS/EDGE/UMTS/HSPA, 1xRTT/EVDO or Wi-Fi).

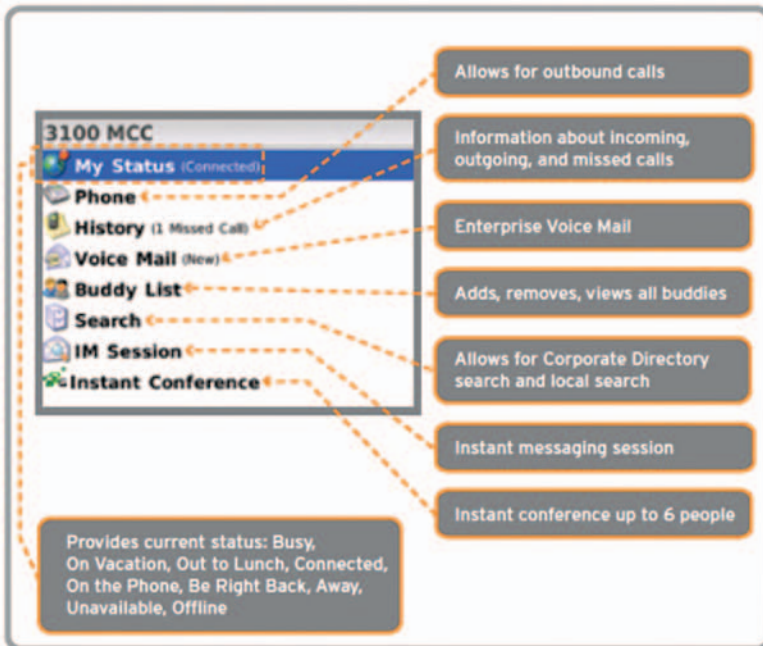
Native Call Intercept

Helps ensure all outbound calling from the mobile device is handled by 3100 MC even if calls are initiated from outside the 3100 MC application environment. This can ensure enterprise policy/least cost routing is enforced for all calls.

Native Menu Integration

'Call using 3100 MC' is a native menu option on BlackBerry, Nokia and Windows Mobile devices. This allows users to take advantage of the benefits of 3100 MC (least cost routing, office caller ID, detailed call records) from outside the application environment.

3100 Mobile Communicator Client



3100 Mobile Communicator WebUI - Call routing menu



3100 Mobile Communicator feature comparison

Features	3100 MC Client	3100 MC WebUI
Single Number Reachability Mobile device rings when business number is called	Yes	Yes
Single Number Identity Called parties see user's enterprise number (CLID) when calling from mobile device	Yes	Yes
Single Voice Mail and MWI Users only need to manage a single voicemail for business calls	Yes	Yes
Access to Corporate Directory Directly access the corporate directory to quickly search for contacts	Yes	Yes
Access to Enterprise Dial Plan from cellular network Directly dial PBX extensions and utilize Enterprise Dial Plan to save on long distance charges	Yes	Yes
Integrated Client Full function client w/GUI installed on mobile device	Yes	No
Advanced Call Control — Call-me First Enables users to originate calls from any device	Yes	Yes
Advanced Call Control - Direct Call Mode An alternative to call-me-first mode that streamlines the call set-up	Yes	No
Native Call Intercept Transparent capture of all outbound dialing from mobile device	Yes	No
Advanced Call Control — Dynamic Call Re-direct Dynamically redirect incoming calls to any phone number	Yes	No
Advanced Call Control - Static Call Re-direct Statically redirect incoming calls to any phone number	No	Yes
Device Handoff <ul style="list-style-type: none"> • Move active call from mobile to desk phone • Move active call from desk phone to mobile 	Yes	Yes
Local Contact List integration Provides users with an ability to search and make calls using the local address book	Yes	No
Presence/ Instant Messaging support	Yes	No
Instant Conferencing Invite a list of participants defined using a user interface on the client	Yes	No
Enterprise Voicemail Enforcement Prevents inbound calls from going to alternate voicemail accounts of destination phones	Yes	Yes
Call Detail Recording (CDR)	Yes	Yes
Call log incoming, outgoing, missed calls	Yes	Yes
Mid Call Features Call Hold, Retrieve, Consultation Call, Transfer, Conference	Yes	Yes *Via DTMF
Over the air download / Install of Client	Yes	N/A
Downloadable client configuration Allows client configuration to be easily rolled out to multiple users	Yes	N/A
Support for multiple SIM cards	Yes	Yes
Customizable voice prompts	Yes	No
Music on hold	Yes	Yes

*Manually entered from keypad of active phone

Specifications:

Call Servers supported

3100 MC

- Communication Server 1000 Release 5.5+
- Communication Server 2100 SE11

Mobile Device support

The 3100 MC client supports the most popular business-class smartphones. WebUI supports all browser-equipped smartphones.

3100 MC CLIENT

- Nokia E50/E51/E52/E55/E60/E61/E62/E63, E65/E66/E71/E72/E75/E90/N95
- BlackBerry 71xx, 72xx 77xx, 87xx, 81xx (Pearl, 88xx), 83xx (Curve), 8900 (Curve), 90xx (Bold), 9600 (Tour), 9700, Storm
- Palm 750wx
- Samsung Blackjack, Blackjack II, Ace
- HP IPAQ 69XX, HP IPAQ 510
- Motorola Q/Q (9h), Q Global, Q9c
- HTC TyTn, 6800(Titan), SMT5800, Universal, Apache, TyTn II, AT&T 8925/Tilt, S710/S720, S620/S621, Touch Diamond, Touch Pro, Mogul

3100 MC WebUI

Any device with a mobile/PC browser including these platforms:

- Apple iPhone, iPhone 3G
- Google Android
- Palm Web OS
- Windows Mobile 6.5

3100 MCG

- Communication Server 1000 Release 5.5+, Communication Server 2100 SE11* (*note some features not supported on CS 2100)
- HP DL320G4 (NTDU97AAE5)
- IBM x306m (NTDU99AAE5)

Localization

3100 Mobile Communicator Client

- English, French, Dutch, German, Norwegian, Swedish, Japanese, Simplified Chinese

3100 MCG

- English

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The Avaya logo consists of the word "AVAYA" in a bold, red, sans-serif font. The letters are closely spaced and have a slight shadow effect.

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