

Avaya one-X[®] Communicator for Mac OS

New enterprise communications capabilities for Apple[®] computers

Full-featured telephony solutions for Apple desktop

Although Windows-based PCs remain important in day-to-day corporate computing, Apple's newest desktop, laptop and handheld devices have driven the need for a new platform for voice and data communications applications. As adoption of these products becomes more widespread throughout organizations, end users are seeking underlying communications capabilities to help them manage the increasingly fast-paced requirements of their workplace.

For these users, Avaya offers Session Initiation Protocol (SIP)-enabled softphone solution for Mac[®]. These capabilities will transform how Apple end users communicate with customers and colleagues.

New components, multiple capabilities

Enterprise users of Apple computers can connect to dynamic communications functionality with ease.

- Avaya one-X[®] Communicator for Mac OS runs on the latest-generation Mac desktops and laptops operating in an Avaya Aura[®] SIP-enabled environment. It requires only the server components necessary to create the Avaya Aura[®] SIP environment. The SIP softphone for Mac OS X solution is simply the end point in the Aura environment.



Avaya's powerful solutions, Apple's elegant interface

Users of Apple devices have historically been underserved in the enterprise. Now they can unlock the power of their Apple desktop to communicate as efficiently as their colleagues using PC-based devices. Avaya's solutions for Apple devices deliver core capabilities, including:

- **Enterprise communications.** Using your organization's network, end users can connect their Apple computer with the Avaya solution to place and receive calls, join conference-call bridge lines, initiate three-way conversations, transfer calls, and take advantage of basic

communication functionality using the microphone and speakers built into the Mac device or a headset.

- **Integrated contacts.** Users can save keystrokes and time with the ability to place calls simply by clicking on a contact within the Mac's native Address Book application. Plus, contacts are available both from the Mac's native Address Book and the enterprise directory.
- **Usage Mode.** End users can choose their connectivity mode — for example, setting their mobile phone as a preferred communications device and receiving calls on it — while having complete call control and data on the Mac.



With Avaya communications solutions for Apple devices, users can make better use of their desktop.

A dynamic combination

End users at all levels of organizations today are being asked to do more with less, especially in the current economy and with organizations running very lean workforces. Avaya one-X Communicator provides enterprise users with simple, intuitive access to everyday communications tools, enabling users to manage communications tasks more efficiently and to be more productive, responsive and collaborative no matter where they are working. With Avaya communications solutions for Apple devices, users can make better use of their desktop experiencing a variety of benefits, including:

- **Convenience.** End users can use one full-featured desktop or laptop for most of their communications needs.
- **Flexibility.** Rich communications activities can take place from a Mac desktop or laptop using VoIP technology.
- **Cost savings.** Saves time and money as organizations plan for and, if necessary, implement business continuity strategies, since workers are already equipped to work from multiple locations and are experienced in doing so.

- **Reduce expenses.** Eliminate variable phone expenses while traveling by delivering powerful, crystal clear voice functionality on the Mac. Streamline real estate and facilities costs by enabling remote work.
- **Increase employee satisfaction.** Provide flexible work environment and expand talent pool by creating a remote work environment with simple tools.

Learn more

To learn more about Avaya Communications for Apple solutions and other innovative communications solutions from Avaya, talk to your Avaya Account Manager or Avaya Authorized Partner. Also, visit us at www.avaya.com.

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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References to Avaya include the Nortel Enterprise business, which was acquired as of December 18, 2009.

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