



The Power of We™

## Avaya Meeting Exchange

### Conferencing that's easy, flexible and cost-effective

#### A Voice Conferencing and Web Collaboration Solution

#### For Enterprises:

- Carrier-grade audio quality
- Integrated audio and web conferencing
- Up to 8,000 ports
- Easy click-to-conference features
- ROI in as few as six months

#### For Service Providers

- High resiliency
- Flexible design options
- Scalability
- All modes of conferencing
- Multi-tenancy
- Service billing options

When people who aren't located together need to meet—and travel isn't an option—nothing beats a conference call.

From team meetings to training sessions, heat-of-the-moment crisis management to regular client and investor communications, conference calls fit the bill.

Conference calls are easy and nearly instantaneous. They deliver the nuance that's not possible with text-based communications and support the simple, focused, interactive environment that's critical to successful collaboration.

For all of those reasons and more, audio conferences remain the single most important tool for cost-effective, person-to-person communications involving geographically dispersed teams.

Avaya Meeting Exchange delivers industry-leading audio conferencing that can be implemented by large enterprises or used by carriers as the basis of a conference call service offering.

With capacity for up to 8,000 simultaneous calls, delivering a full range of features and integrating with

an array of market-leading enterprise collaboration tools, Avaya Meeting Exchange is an industry standard-bearer.

Users can pre-arrange conferences or hold them on demand. There is no need to contact an operator or use a credit card. No per-use or recurring fees. And Avaya Meeting Exchange deploys on your existing Avaya Aura® network as well as on a range of tested, third-party vendor switches, helping maximize your investment.

Avaya Meeting Exchange comes with dozens of features for scheduling and notifying participants, managing the call, recording its contents, providing multi-language support and much more. It integrates with popular enterprise tools such as Microsoft Outlook, Microsoft Lync, Lotus Notes and Lotus Sametime. And you can easily add Web conference capabilities for a unified solution: push presentations, conduct training, include video and more.

Avaya Meeting Exchange also delivers on the bottom line. For companies that make active use of conference calls, Avaya Meeting Exchange can mean a return on investment (ROI) in as few as six months.

## The Right Choice for Conference Calls

Avaya Meeting Exchange supports:

- **Meet-Me Conferencing:** participants dial in and have access to conferencing on demand
- **Dial Out Conferencing:** a conference moderator or operator dials out to participants (the mode often used in crisis management situations)

Authorized users can hold conferences any time. There is no need to contact an operator or enter payment information. A billing code can be entered for internal chargeback.

## Managing the Call

Meeting Exchange is designed with the features you need to make conference calls more effective:

- Conference hosts can mute all lines (for lecture mode) while participants retain the ability to open their line if they need to interject.
- Participants can use a touchtone phone to vote or respond to multiple-choice questions.
- Support for up to 20 languages makes it possible to customize calls with different sets of messages in multiple languages.

## Click-to-call Capabilities

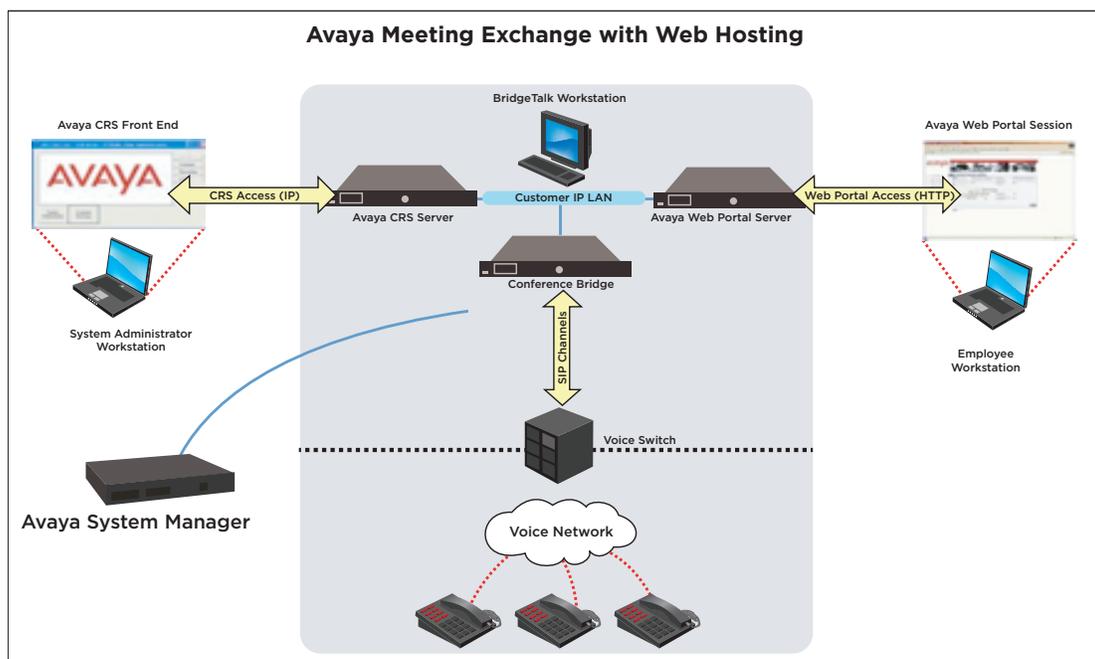
While users can access Avaya Meeting Exchange conferencing from any phone, they can also use a wide range of popular software programs.

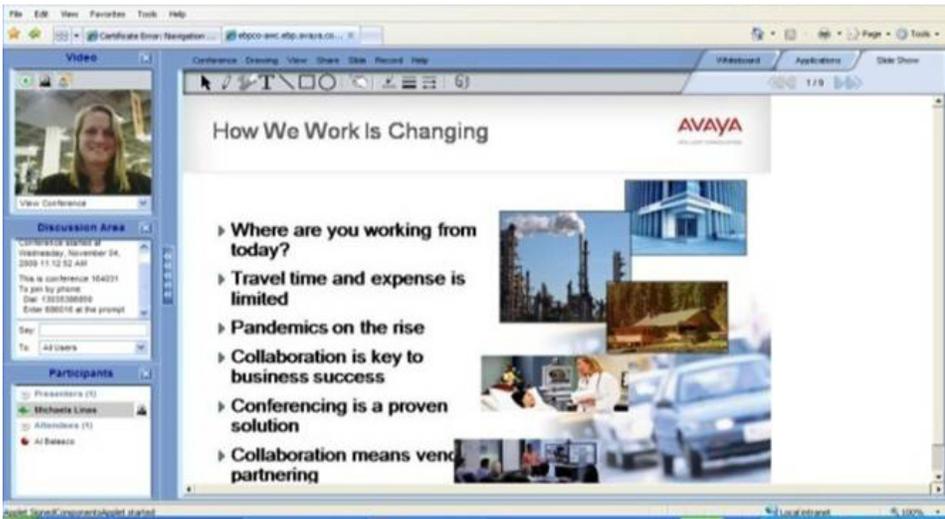
These programs include: Avaya one-X® Communicator and Avaya one-X® Portal, Microsoft Outlook, Microsoft Office Communicator and Lotus Notes.

Integration with these programs makes it easier to schedule and set up calls, issue invites and manage conferences once they are underway.

Using these programs, you can take advantage of click-to-join features: start or join an audio conference call using a contact list or names in an e-mail string; or escalate from an IM conversation to a conference call with just a click.

Participants can see the names of other participants and identify who is speaking. Moderators can identify noisy lines and music-on-hold, and mute or drop a line. The conference host can use the software to mute or disconnect participants, lock the conference or dial out to bring more people into the call.





## Integrated Web Conferencing

Integrating Avaya Meeting Exchange with Web conferencing delivers a unified interface for managing both the audio and Web portions of a conference, adding convenience and productivity to any virtual meeting. With a simple Webcam, anyone can add video to a conference.

Options for integrating web conferencing with Avaya Meeting Exchange include:

- Avaya Web Conferencing
- Adobe Acrobat Connect Professional
- IBM Lotus Sametime

With integrated Avaya Web Conferencing, Avaya Meeting Exchange allows virtual meeting participants to:

- E-mail conference reminders with a Web conference hyper-link
- Use Presentation Mode to “push” presentations
- Share individual applications as well as entire desktops—ideal for product demonstrations, real-time

collaborations as well as support/help desk functions

- Conduct text chat
- Interact via a whiteboard session
- Survey participants and view the responses immediately
- Simultaneously record the audio and Web portions of a conference for future playback

## Recording Calls

The Avaya Web Conferencing recording option enables the conference moderator to record the audio and data portions of a Web conference, and the Avaya solution will combine these two formats into one single .ASF file for post-conference streaming. Users can leverage post-conference recordings for a wide range of uses, from e-learning to corporate training to sales presentations.

By providing a solution designed for audio and Web conferencing, Avaya is delivering “The Power of We” to your employees so they can collaborate with each other from virtually anywhere.

## Put Avaya Meeting Exchange to Work

- **Crisis Management:** Assess, plan and coordinate rapid response.
- **Customer Communications:** Get the word out on new offerings and product updates.
- **Distance Learning/Training:** Deliver instructor-led training and course material simultaneously anywhere in the world on a single platform.
- **Investor Communications:** Communicate with shareholders, analysts, advisers and clients.
- **Multi-Level Marketing:** Engage thousands of participants, support new product roll-outs.
- **Project Management:** Enhance coordination and maximize productivity.
- **Public Safety:** Coordinate response and speed decision making.
- **Sales Updates:** Quickly disseminate the latest sales performance and get feedback.
- **TV / Radio:** Support debate or call-in talk shows; phone and internet-based.

You'll see the benefits across your business:

- Collaboration between dispersed teams, remote workers, customers and suppliers
- Eliminate reliance on expensive third-party conferencing and online meeting services
- Open standards-based solution integrates with your existing infrastructure including multi-vendor PBX integrations (via SIP)
- Leverage commercial off-the-shelf servers
- Take advantage of collaboration software to manage your call.

## About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, networking and related services to companies of all sizes around the world. For more information please visit [www.avaya.com](http://www.avaya.com).

## Avaya Meeting Exchange at a Glance

Software-based SIP solution. Integrated with the Avaya Aura® SIP architecture. Optimized for converged IP network infrastructures. Integrates with Avaya and third-party UC applications.

<b>Codecs</b>	G.711, G.722, G.726, G.729, iLBC
<b>Capacity</b>	8000 conferencing connections <sup>1</sup> Up to 1,000,000 scheduled conferences or user profiles Up to 800 concurrent recording sessions are supported 3,000 Dialed Number Identification Service (DNIS) entries
<b>Deployment options</b>	Single server or virtualized. All components except the bridge & media servers will run virtualized on Avaya System Platform
<b>Backup</b>	Multiple resiliency / redundancy options
<b>Administration</b>	Common Web-based UI used across the Avaya portfolio
<b>System Management &amp; Configurations</b>	Avaya Aura® System Manager—configure multiple servers simultaneously
<b>Integrations</b>	Microsoft Lync Server 2010, IBM Lotus Sametime 8.5 with Domino 8.5.2 for 'click-to-call' and "click-to-conference" functionality
<b>Languages:</b>	G13 language set
<b>APIs</b>	Flexible Digital API (FDAPI) lines for operator or API connections to the conferencing bridge; 255 operator audio lines; a configurable number of link, record, and music channels; Robust and Open API interfaces for profile creation, scheduling and conference management
<b>Branding</b>	Comprehensive Channel Management Web solution (Wholesaler and Reseller entities with branding)
<b>LDAP or AD</b>	LDAP or Active Directory integration to facilitate User Account creation, notification and overall administration
<b>Reservations</b>	Web-enabled reservation, management and control with Audio Console; self-registration for events
<b>Billing &amp; Reporting</b>	Telco-grade billing and reporting configurations
<b>Polling</b>	Polling, voting and Q&A functionality in audio and web conferences

<sup>1</sup> This will require a minimum of two media servers with more media servers added depending on the codecs used. Also supports multi-cabinet and multisite designs supporting up to 24,000 conferencing connections.

## Learn More

To learn more about Avaya Meeting Exchange, and conferencing and collaboration, contact your Avaya Account Manager or authorized Avaya partner. Or visit us at [www.avaya.com](http://www.avaya.com).