

AVAYA



Avaya Media Servers and Avaya Media Gateways



IP Telephony

Contact Centers

Unified Communication

Services

The Avaya Converged Infrastructure portfolio extends the power of converged networks across your enterprise to help you triumph over the bottom-line realities of business: the need to drive revenue, reduce costs, redeploy resources and serve customers better every day.

Today's enterprise is changing. As organizations enter new markets, open branches closer to customers and introduce remote work options, they become increasingly distributed and mobile. Yet more than ever they must run lean while gaining full value from every resource.

The Avaya Converged Infrastructure is designed to build on your existing communication investments and deliver the availability and security you require. So your enterprise can pursue opportunities freely, and maximize the effectiveness of people and processes.

This modular architecture of media servers brings Avaya Communication Manager call processing and control through a distributed network of media gateways, to adapt to your enterprise's needs. This software delivers uniform telephony services to headquarters, branch locations and mobile users all across your enterprise. Here is a cost-effective, reliable and highly flexible telephony solution—networked and based on open-standards—for one location or multiple sites, regardless of scale or distance.

Now you can choose your own path to convergence, at your own pace. . . with confidence.

Avaya Communication Manager

Powering the benefits of IP Telephony through Avaya Media

Servers and Gateways

Avaya Communication Manager is high-quality, high performance voice-application software with rich call processing capabilities, and contact center functions. It supports widely accepted application-programming interfaces that enable a range of Avaya and third-party applications. This software, designed to meet country-specific networking requirements, brings continuous communications and application innovation to your enterprise, whether local or global.

Flexibility

Avaya Communication Manager is the core of the Avaya MultiVantage™ Communications Applications, and helps support IP telephony solutions. It offers midsize to large enterprises greater flexibility. With Avaya components you can combine existing Avaya DEFINITY® Servers to create a network that meets your unique enterprise needs and preserves your existing investments, today and into the future. This software delivers applications over multi-protocol networks, so you can move to a converged network where and when it makes sense. It provides networking capabilities so you can extend applications to the edge of your organization. Avaya Communication Manager provides enhanced, distributed, standards-based networking that you can extend to communications devices such as cellular phones, PCs, and Pocket PC devices.

Scalability

Supporting up to 12,000 IP endpoints on one system, and up to 1 million users per network, Avaya Communication Manager delivers scalability to Avaya Media Servers and Gateways. It provides up to three times the intelligent call processing capability of the largest Avaya DEFINITY Server—up to 300,000 busy-hour call completions. You can scale up a single network to support a large headquarters location and scale down to the smallest remote office, cost effectively and reliably. This software supports a uniform dial plan of up to 7 digits.

Availability

Your network needs to be available 24/7, without compromise, to help drive your business results. To help

meet that goal, Avaya Communication Manager brings decades of reliability and performance in software design into the world of IP telephony. Proactive remote monitoring and maintenance combined with built-in self-diagnostics and self-healing capabilities provide enterprises the highest levels of business continuity. In all, Avaya Communication Manager provides up to 99.999% reliability.

Avaya Media Servers and Avaya Media Gateways

As integral components of the Avaya Converged Infrastructure, Avaya Media Servers and Media Gateways provide highly flexible, scalable, and standards-based building blocks that can be mixed and matched to create customized solutions. They enable the centralized management efficiency of a single, streamlined network—while delivering best-in-class call-processing quality and availability that have made Avaya the communication solution provider more than 90% of FORTUNE 500® companies rely on every day.

Media Server/Gateway Matrix

Powered by Avaya Communication Manager, Avaya Media Servers and Gateways can be mixed and matched to create custom convergence solutions to meet your individual enterprise needs. The matrix which follows provides a broad-brush overview of the different media server/gateway offerings and their features. Consider the information below when reviewing the server/gateway combinations in the matrix.

Interoperability Standards: H.323, H.248, QoS, DiffServ, Via Controlling Media Server & Media Gateway: H.323, H.320 MMCH

Network Standards: All the following solutions support IP, ISDN-PRI, Q.Sig, and DCS

Application Interface Standards: All the following solutions support TSAPI, TAPI, JTAPI, DAPI, and ASAI, except for R300, which supports TSAPI, TAPI, and JTAPI only

System Management: All the following solutions are supported by Avaya Integrated Management.

Media Server/Gateway Matrix

	Avaya S8100 Media Server	Avaya S8300 Media Server
Server Description	Blade that resides within media gateway slot	Blade that resides within media gateway slot
Avaya Media Gateways Supported	<ul style="list-style-type: none"> • G600 	<ul style="list-style-type: none"> • G700 • G350
Operating System	MicroSoft Windows™ 2000	Linux
Processor	Intel Pentium Class Server <ul style="list-style-type: none"> • 20GB hard drive • 256MB RAM 	Intel Pentium Class Server <ul style="list-style-type: none"> • 20GB hard drive • 512MB RAM
Number of Stations	<ul style="list-style-type: none"> • Up to 450 • IP, digital, analog 	<ul style="list-style-type: none"> • Up to 450 • IP, digital, analog
Trunks	<ul style="list-style-type: none"> • 300 	<ul style="list-style-type: none"> • Up to 450
Busy Hour Call Completions (BHCC)	<ul style="list-style-type: none"> • Up to 5000 	<ul style="list-style-type: none"> • Up to 10,000
Networking	<ul style="list-style-type: none"> • 10 media gateways (G600 & CMC1) 	<ul style="list-style-type: none"> • 50 media gateways (G700 & G350)
Hot Swappable	<ul style="list-style-type: none"> • No 	<ul style="list-style-type: none"> • Yes
Duplication (Shadowing)	<ul style="list-style-type: none"> • No 	<ul style="list-style-type: none"> • Yes
Survivability	<ul style="list-style-type: none"> • Yes 	<ul style="list-style-type: none"> • Yes
Redundancy	<ul style="list-style-type: none"> • No 	<ul style="list-style-type: none"> • Yes
Electrical Requirements	<ul style="list-style-type: none"> • 120VAC, 60Hz, 15A 	<ul style="list-style-type: none"> • 110V
Gateway Description	Avaya G600	Avaya G350
Call Controller Support	<ul style="list-style-type: none"> • External via S8500 and S8700 • Internal via S8100 Media Server 	<ul style="list-style-type: none"> • External via S8300, S8500 and S8700 • Internal via S8300 Media Server
Expansion	<ul style="list-style-type: none"> • 10 Universal TN-based slots 	<ul style="list-style-type: none"> • 5 Media Module Slots • 1 High Density Media Module Slot
Scalability	Standalone: <ul style="list-style-type: none"> • Up to 450 endpoints without embedded messaging • Up to 240 endpoints with embedded messaging • Up to 300 trunks • Up to 4 units within a port network 	<ul style="list-style-type: none"> • Standalone system for up to 40 extensions
Telephone Compatibility	<ul style="list-style-type: none"> • 6200/2500 Series Analog Phones • 6400/8400 Series Digital Phones • 4600 Series IP Phones • IP Softphone R2.0+ 	<ul style="list-style-type: none"> • 6200/2500 Series Analog Phones • 6400/8400 Series Digital Phones • 4600 Series IP Phones • IP Softphone R2.0+
Trunk Support	<ul style="list-style-type: none"> • Analog • ATM • ISDN BRI/PRI • T1/E1 • H.323 or SIP over IP 	<ul style="list-style-type: none"> • Analog • ISDN BRI/PRI • T1/E1 • Gigabit Ethernet • IP (H.323 or SIP) over Frame Relay or PPP
Form Factor	<ul style="list-style-type: none"> • 19" rack-mounted • 6U high 	<ul style="list-style-type: none"> • 19" rack mounted • 3U high

	Avaya S8500 Media Server	Avaya S8700 Media Server
	Simplex Server	Duplicated Server
	<ul style="list-style-type: none"> • G650 initial • G700 purchase • G350 configuration <hr style="border-top: 1px dashed #ccc;"/> <ul style="list-style-type: none"> • G600 • SCC1 upgrade • MCC1 configuration • CMC 	<ul style="list-style-type: none"> • G650 initial • G700 purchase • G350 configuration <hr style="border-top: 1px dashed #ccc;"/> <ul style="list-style-type: none"> • G600 • SCC1 upgrade • MCC1 configuration • CMC
	<p>Linux</p> <p>Intel Pentium Class Server</p> <ul style="list-style-type: none"> • 40GB hard drive • 512MB RAM • Removable flash card backup <ul style="list-style-type: none"> • Up to 2,400 • IP, digital, analog <ul style="list-style-type: none"> • Up to 800 • Up to 100,000 • 250 media gateways (G650, G700 & G350) • Yes – Compact flash, Modems • No • Yes • Yes • 110V 	<p>Linux</p> <p>Intel Pentium Class Server</p> <ul style="list-style-type: none"> • 40GB IDE hard drive • 512MB RAM • Removable flash card backup <ul style="list-style-type: none"> • 12,000 IP • Up to 36,000 total stations <ul style="list-style-type: none"> • Up to 8,000 • Up to 300,000 • 250 media gateways (G650, G700 & G350) • Yes – Servers, UPS • Duplex, High & Critical • Yes • Yes • 110VAC / 200-240VAC (40/63 Hz)
	Avaya G700	Avaya G650
	<ul style="list-style-type: none"> • External via S8300, S8500 and S8700 • Internal via S8300 Media Server • 4 Media Module Slots • 1 P330 Expansion Slot • 1 Octaplane Stack Fabric Slot 	<ul style="list-style-type: none"> • External via S8500 and S8700 • 14 Universal TN-based slots
	<ul style="list-style-type: none"> • Up to 450 endpoints • Up to 450 trunks 	<ul style="list-style-type: none"> • Up to 5 units within a port network
	<ul style="list-style-type: none"> • 6200/2500 Series Analog Phones • 6400/8400 Series Digital Phones • 4600 Series IP Phones • IP Softphone R2.0+ 	<ul style="list-style-type: none"> • 6200/2500 Series Analog Phones • 6400/8400 Series Digital Phones • 4600 Series IP Phones • IP Softphone R2.0+
	<ul style="list-style-type: none"> • Analog • ISDN BRI/PRI • ATM • Gigabit Ethernet • T1/E1 • IP (H.323 or SIP) over Frame Relay or PPP • 19" rack mount • 2U high 	<ul style="list-style-type: none"> • Analog • ATM • ISDN BRI/PRI • T1/E1 • H.323 or SIP over IP • 19" rack-mounted • 8U high



Avaya Media Servers

The Avaya family of media servers provides a robust application platform based on industry-standard operating systems to support distributed IP networking and centralized call processing across multi-protocol networks. These servers are available as an integrated solution or can operate independently, with ability to handle up to 300,000 busy-hour call completions.

Key features:

- Redundant, survivable call and media processing supports crucial business continuity
- Distributed, survivable IP networking supports campus, global multi-site, and branch environments
- Centralized call processing distributed across multi-protocol networks support a highly diversified network architecture
- Multiple media server options, including integrated or stand-alone configurations, based on Pentium class processing capabilities
- Messaging integration with the Avaya IA770 INTUITY™ AUDIX® application in the Avaya S8300 Media Server

Avaya Media Gateways

Designed to extend the power of Avaya Communication Manager software to all users in the enterprise, Avaya Media Gateways address your need for converged solutions that support both TDM and IP telephony environments by seamlessly integrating traditional circuit-switched and IP-switched interfaces.

This gives your enterprise great flexibility to adapt to changing business needs. Avaya Gateways allow your organization to evolve easily from TDM-based telephony to the next generation of IP infrastructures, including those based on the open SIP (Session Initiation Protocol) standard.

Avaya Media Gateways are available in compact standalone, stackable, and chassis-based configurations that support Analog, Digital, IP PoE, LAN, and WAN interfaces. They are optimized for blended TDM/IP and all IP environments in distributed enterprises, small remote offices and large campus environments with thousands of users.

Key Features

- Interoperable with standards-based data networks to provide maximum flexibility and reduce total cost of ownership



Avaya G350 Media Gateway



Avaya S8500 Media Server



Avaya S8700 Media Server with an Avaya G650 Media Gateway

- Support multi-protocol environments, maximizing investment protection for enterprises that require concurrent support of TDM and IP-based telephony
- Redundant system and network options that support high-availability configurations for both TDM and IP-based solutions
- Designed for distributed networked telephony, extending the benefits of Avaya Communication Manager to all enterprise users regardless of location
- Connectivity across any public or private network using a variety of interface options over TDM, ATM, Ethernet, Frame Relay, or PPP
- Standalone, stackable, and chassis-based configurations to meet a wide range of deployment sizes
- High-density 19" rack-mountable systems that support high-availability IP Connect upgrades from Avaya DEFINITY PBX/servers

Avaya G350 Media Gateway

The G350 is a powerful converged networking device that packs an IP Telephony Gateway, an advanced IP WAN router and a high-performance LAN switch into a compact modular chassis. It's ideal for enterprises with distributed branch office locations requiring from 8-40 extensions.

The G350 easily accommodates existing on-site analog or digital phones, so you can extend the value of existing telephony investments even as you evolve toward H.323 or SIP-based telephony. The G350 makes it easy to add IP phones, wireless gateways, or any 802.3af compliant device into the network, and provides similar flexibility in trunk connectivity. G350-based remote office solutions can be easily integrated within existing networks, while providing a migration path to a centralized, networked Avaya Communication Manager solution.

Avaya G700 Media Gateway

The G700 Media Gateway is the ideal solution for mid-sized systems, call center applications, or use as a networked gateway for larger branch office locations, linked to a central Avaya Media Server.

The G700 Gateway is designed for growth. With the Avaya Octaplane® Stack Module, up to 10 Avaya



Avaya S8300 Media Server with an Avaya G700 Media Gateway

G700 Media Gateways can be stacked together. The Octaplane even supports integration with the Avaya C360 and P330 Converged Stackable Switches to provide a complete voice/data networking solution. For mid-sized enterprises, an installed S8300 Media Server working with the G700 Gateway serves as a primary call controller for call centers up to 300 agents, or as a business communications system for up to 450 users.

Avaya G650 Media Gateway

The G650 Media Gateway is the system of choice for large-scale enterprise communications and call centers. Designed for campus deployments with connection to an external Avaya S8500 or S8700 Media Server over the enterprise LAN, the G650 offers the features, scalability, and system uptime required for mission-critical applications. Up to five G650 Media Gateways can be combined to form a high-capacity port network that can be integrated into many existing telephony networks, supporting voice connectivity over IP, TDM, or ATM transport.

Maximize converged network investments with Avaya Global Services

Avaya Global Services offers a single point of accountability to design, build, and manage multi-vendor communications networks worldwide. From needs assessment to business continuity planning, from integration to maintenance and management, Avaya Global Services can help you do more than ever before, with less than ever before. Plus, we provide a single point of accountability for voice and data convergence in multi-vendor environments, providing you with the confidence and ability to reap business results at your own pace.

To learn more, talk to an Avaya Client Executive or Authorized BusinessPartner. Also, visit avaya.com/learnmore/ip. For more information about Avaya and our other award-winning solutions, visit avaya.com.

About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications networks. Over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, rely on Avaya solutions and services to enhance value, improve productivity and gain competitive advantage.

Focused on enterprises large to small, Avaya is a world leader in secure and reliable IP telephony systems, communications software applications and full life-cycle services. Driving the convergence of voice and data communications with business applications – and distinguished by comprehensive worldwide services – Avaya helps customers leverage existing and new networks to unlock value and enhance business performance.

reach
AVAYA
a higher plane
of communication

IP Telephony

Contact Centers

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Services

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06/04 • LB1718-04

