

Avaya and Motorola Providing Enterprise Mobility Solutions

The rapid adoption of Voice over IP (VoIP) through the convergence of voice and data networks has given businesses new capabilities: Now they can integrate their new and existing enterprise mobile computing solutions with enterprise telephony through wireless VoIP systems.

A Platinum-level member in the Avaya DevConnect program, Motorola provides enterprise mobility solutions that help businesses enhance productivity. Motorola products include the MC50 mobile computer, WS5100 wireless switch and AP300 Access Port.

The Motorola products are designed to work with Avaya IP Softphone for Pocket PC. The Softphone provides transparent access to real-time voice communications and productivity-enhancing Avaya Communication Manager features such as managing multiple call appearances, transfer and conference – all in the convenience of a handheld device.

The Avaya Softphone client application is loaded onto Motorola's MC50 and provides telephony capabilities when integrated through a Wireless Local Area Network (WLAN) such as Motorola's WS5100 and AP300 and back through an Avaya Media Server running Avaya Call Processing R10 or Avaya Communication Manager 1.1 or higher. Motorola's Voice Quality Manager (VQM) provides enhanced echo-cancellation and quality of service features not found in other Windows Mobile 2003 devices. This provides both parties with a high level of clarity and quality typically experienced from a desktop phone. The solution is optimized by using Motorola WS5100 and AP300 to provide Pre-emptive Roaming, Load Balancing and Proxy Arp capabilities that are critical in enterprise mobility "walk while you work" environments.

MC50

The MC50 is first in a class of mobile computers known as Enterprise Digital Assistants that combines an enhanced PDA-style form factor with optimal performance to operate enterprise-level applications. This small, lightweight mobile computer features advanced data capture options, flexible WiFi voice and data communication and easy WLAN synchronization.

The MC50 allows retail managers, executives, doctors, salespeople and other workers immediate access to the most current enterprise information and the ability to collect data and communicate using voice on a single device. Employees gain the freedom of movement to serve customers and engage in data entry according to the immediate needs of the enterprise, increasing the company's response to changing conditions and helping all employees succeed in their jobs.

WS5100

The Wireless Switch WS5100 delivers security and scalability, manageability, availability, reliability and lower total cost of ownership savings over traditional Intelligence Access Points.

The WS5100 builds on the power of Motorola's award-winning next-generation WS5000 wireless switch, adding ten times more throughput and capacity to support the largest organizations. Ideal for the retail industry, the WS5100 delivers the same superior security, functionality, scalability, performance and manageability, and supports Motorola's family of thin Access Ports – next generation low-cost upgradable access points.

AP300

The AP300 delivers rich 802.11a/b/g connectivity, working in conjunction with Motorola's wireless switches as the point of connection between mobile devices and a wireless LAN. This thin next-generation access point is a low-cost device that is centrally and remotely managed through a Motorola wireless switch. Rapid configuration and the ability to quickly and easily upgrade the devices to support new functionality, features and security protocols substantially reduces the cost of deploying, implementing and managing the wireless LAN, while significantly increasing features, functionality and security of the wireless LAN infrastructure.

Benefits

Benefits of the solution include:

- Extension of desktop phone functionality to associates, enabling them to maintain all private branch exchange (PBX) capabilities while roaming throughout the enterprise
- Replacement of Walkie-Talkie devices by convergence of voice, data and scanning into one device
- Reduction in cost of cellular minutes by leveraging VoIP technology rather than cellular
- Replacement or reduction in use of PA systems in Retail enterprises

System Requirements

Requirements include:

- Avaya Media Server running Avaya Call Processing R10 or Avaya Communication Manager 1.1 or higher
- G.711 Mu-Law or G.711 A-Law must be administered in the ip-codec-set on user's server
- Avaya IP Softphone License (Release 3 or higher) and IP Softphone option enabled for user's extension
- Avaya Softphone client for MC50 and Motorola VQM
- Motorola MC50 Microsoft Windows Mobile 2003 Second Edition
- Motorola WS5100 Wireless Switch and Motorola AP300 Access Ports

ABOUT DEVCONNECT

The DevConnect Program is a comprehensive set of innovative sales, support, marketing and services programs through which Avaya works with members to develop and promote their products and solutions that interoperate with Avaya solutions.

For more information, visit DevConnect at www.avaya.com/devconnect.

About Motorola

Motorola is known around the world for innovation and leadership in wireless and broadband communications. Inspired by a vision of seamless mobility, the people of Motorola are committed to helping enterprises connect simply and seamlessly to the people, information, and entertainment that they want and need.

Motorola designs and delivers "must have" products, "must do" experiences and powerful networks — along with a full complement of support services. A FORTUNE 100 company with global presence and impact, Motorola had sales of US \$42.9 billion in 2006.

For more information about Motorola, visit www.motorola.com.

About Avaya

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve marketplace advantage. More than 1 million businesses worldwide, including more than 90 percent of the FORTUNE 500®, use Avaya solutions for IP Telephony, Unified Communications, Contact Centers and Communications Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large. For more information visit the Avaya Web site: www.avaya.com.

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 Authorized Avaya BusinessPartner, or access other collateral by clicking on **Resource Type** under **"Do Your Research"** at www.avaya.com.