

Avaya one-X® Mobile Lite

An Intuitive Graphical Interface for Avaya's Extension to Cellular Features

Overview

In today's economic climate, businesses rely more and more on their sales teams, executives, consultants and other workers to be on the job, while on the go. And the increasing use of cell phones and mobile devices can drive up monthly usage costs. Enterprises want to make employees more effective, but at the same time, need to balance functionality and productivity with the associated costs.

A key component of the Avaya one-X® Mobile application family, Avaya one-X Mobile® Lite is a graphical interface for Avaya's handy Extension to Cellular features. It provides mobile workers with simple and intuitive access to their everyday communications. This software client is designed for the Apple iPhone.

While Avaya one-X Mobile Lite offers a smaller features set than does Avaya one-X Mobile, it does not require additional servers, licenses or backend integration. Employees with the Extension to Cellular (also known as EC500) feature enabled on Avaya Aura™ Communication Manager in their enterprise can download the application. Companies can now:

- **Extend business communications mobile devices** to help ensure employees can be accessible and productive while on the move

- **Integrate telephony capabilities**, once only available when in the office, while enabling users to have the ubiquity and portability of the mobile device
- **Enable mobile workers, sales people and executives** to eliminate multiple reach numbers, making them easier to contact. This can lead to both increased employee productivity and customer satisfaction

Key Benefits

- **Improve Availability with One Number Access** – Reduce the chance of missing important calls by simultaneously ringing the deskphone and up to four other devices, and seamlessly transfer calls between mobile devices and the deskphone. For true, one-number



portability, calls made from a mobile device can show the deskphone caller ID

- **Increase Productivity/Stay Mobile** – Manage only one business number and voice mailbox from either the deskphone or mobile device. The easy-to-use graphical interface, with large color screens, simplifies control
- **Better Work/Life Balance** – Turn on/off your business profile as needed
- **Cost Reduction** – Enterprise contracts with service providers can reduce service costs. International calls can be routed over the enterprise network, helping minimize calling expenses
- **Integrating Mobility into Business Operations** – Enterprises can integrate business call recording and call tracking features into mobile devices, and give mobile users access to call coverage capabilities

- **Centralized Intelligence/Control** – Businesses can continue to own and retain all business numbers. Employees can also conduct business outside of the office, helping improve business continuity
- **Easy Access to Extension to Cellular Features** – Intuitive graphical interface makes leveraging Extension to Cellular's (EC500) full functionality easy. Dialing Feature Number Extensions (FNE) is no longer required
- **Apple App Store Download** – Mobile workers can download this iPhone application right from the Apple App Store for free, making application roll out quick.
- **No New Servers or Integration Required** – Businesses do not need to spend additional time and money purchasing and deploying new servers (if they already have Extension to Cellular features enabled on Avaya Aura™ Communication Manager), which can eliminate capital expenditures

Feature Summary

An intuitive graphical user interface delivers quick access to Unified Communications functionality. The Avaya one-X Mobile Lite application delivers the following capabilities:

- **One Number** – Calls made to the deskphone will also ring on the iPhone. Calls made with the iPhone through this application will display the deskphone caller ID
- **Single Voice Mail** – Unanswered business calls are routed to the employee's corporate messaging. Employees can also direct incoming calls to their business voice mail (with the one-click "Send All Calls" feature) for later pickup
- **Easy Mobile Switcher** – Employees can seamlessly switch calls from the iPhone to their desktop device and vice versa when arriving at the office or when they need to leave without interrupting the conversation.

- **One Device** – Users decide whether to dial with one-X® Mobile for business calls, or directly from the iPhone for personal calls, so they will not need multiple phones. They can also turn the application on/off right from the iPhone, to ensure they are in control of when they are reached
- **iPhone Contacts Integration** – Users can call contacts directly from the iPhone address book using the one-X® Mobile Lite client

System Requirements and Support	
Required Licenses	Extension to Cellular (EC500)
Supported Languages	English
Supported Environments	Avaya Aura™ Communication Manager with Extension to Cellular (EC500) enabled
Server Requirements	N/A (server not required)
Supported Endpoints	Compatible with iPhone, iPhone 3G v3.1.2

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.



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