



Avaya S8100 Media Server

The all-in-one IP ready telephony server, powered by Communication Manager

Solution Overview

The Avaya S8100 Media Server is an all-in-one integrated telephony solution designed to support enterprises with a breadth of communications needs. This solution comes in a variety of configurations to support traditional telephony; IP enabled and converged customer environments and integrates applications such as messaging, contact center, mobility and networking.



Avaya IP and Digital Telephones

With Avaya Communication Manager running on a Windows 2000 operating system, businesses can improve operational efficiency, customer service and employee productivity. The S8100 Media Server solution enables multiple applications to co-reside on the same hardware platform—making it cost-effective, convenient, and highly practical for supporting localized communications need.

Specialized Business Applications, All in One System

The Avaya S8100 Media Server provides small to mid-size and small of large enterprises with an all-in-one solution, that includes:

- Avaya INTUITY™ AUDIX® messaging integration which provides voice, fax and text messaging along with text-to-speech and Message Manager functionality—allowing employees and customers to communicate using tools they prefer, any time, anywhere. It also supports networking, allowing you to link locations and improve communications among employees at multiple sites.
- Integrated Contact Center functionality to further enhance your ability to meet customers' needs. Deliver calls to the best place every time. Improve agent performance by enabling them to provide superior service to internal and external customers. Increase revenues through improved customer care and management responsiveness.
- The Avaya Integrated Management tools provide customers with the option of centralized or localized administration via the LAN and access to administrative functions.
- Call accounting support allows System Message Detail Recording (SMDR) information to be automatically written to the local system hard disk—making this call data as easily accessible as data on any other Windows NT workstation within your LAN.
- In addition, there are other applications powered by Communication Manager that are available to help maximize employee's time, improve efficiency and customer service. These applications include:
 - The Avaya Extension to Cellular—delivers calls to employees no matter where they are on premises or off
 - Avaya IP Softphone—deliver desktop telephony to employees laptop computer anyplace they have remote access to the corporate LAN
 - Avaya IP Softphone for Pocket PC—delivers desktop telephony to employees PDA

- Group paging
- Six-way conferencing with meet-me-conferencing.
- And much more...

**Lower
operational
costs**

The Avaya S8100 Media Server enjoys a low lifecycle cost of ownership because of:

- Investment protection through simplified migration paths
- Co-resident applications on a single platform to reduce maintenance and equipment costs
- Built in Windows 2000 DHCP and TFTP servers eliminating the need to purchase third party servers
- Security and toll-fraud protection
- Easy to use Windows-based administration via the LAN
- Centralized systems management
- Standard user interface to reduce training costs

**High
Reliability**

High reliability and availability has been a cornerstone of Avaya Media Servers. The hardware is designed to detect and correct errors as they occur, minimize the number of components that cause system outages, and simplify fault isolation to a replaceable component. Error detection and correction, system reconfiguration and alarming escalation paths provide necessary performance elements. The software is designed to recover from intermittent failures and continuously provide service with a minimum of disruption.

The Avaya S8100 Media Server also provides:

- System survival of minor power disruptions without service interruption
- Automatic restoration of the last saved version following a power outage
- Scheduled centralized backups of critical system information at remote sites. In an emergency, multiple copies of translations, Avaya INTUITY AUDIX subscriber information and the Windows 2000 Server registry are available. Saved information can be quickly restored.
- IP trunk fail-over to the PSTN (QOS thresholds can be set to drive shift to and from PSTN)
- Option of Emergency Transfer equipment that cuts up to 6 analog stations directly through to CO analog trunks.

Learn More

For more information about how Avaya IP Solutions may be leveraged to help grow revenue and reduce costs, please contact your Avaya Client Executive, Authorized BusinessPartner or visit avaya.com/learnmore/ip. For more information about Avaya, visit avaya.com

Specifications:

- 19 inch rack mount
- 6U high (12 inches)
- 22 inches deep
- 500 MHz Pentium III processor 256 megabytes of RAM
- 20 gigabyte hard drive
- 120VAC, 60hz, 15 AMPs

Capacities:

- 300 Trunks
- 450 Stations without embedded messaging activated
- 240 stations with embedded messaging activated
- 5000 Busy Hour Call Completions (BHCC)

Environmental

Conditions:

- Well ventilated area
- Recommended temperature 65-85 degrees F
- Recommended relative humidity 20 to 60 percent

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.

