

Avaya and Symbol

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.

An Premier-level member in the Avaya DeveloperConnection program, Symbol Technologies provides enterprise mobility solutions that help businesses enhance productivity. Symbol products include the MC50 mobile computer, WS5100 wireless switch and AP300 Access Port.

The Symbol 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 Symbol's MC50 and provides telephony capabilities when integrated through a Wireless Local Area Network (WLAN) such as Symbol's WS5100 and AP300 and back through an Avaya Media Server running Avaya Call Processing R10 or Avaya Communication Manager 1.1 or higher. Symbol'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 use with Symbol 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 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 voice and data communication and easy WLAN synchronization.

The MC50 allows managers, executives, doctors, salespeople and other workers immediate access to the most current enterprise information, using both voice and data communications 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 Symbol's award-winning next-generation WS5000 wireless switch, adding ten times more throughput and capacity to support the largest organizations. Ideal for healthcare, educational and retail industries, the WS5100 delivers the same superior security, functionality, scalability, performance and manageability, and supports Symbol'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 Symbol'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 Symbol 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 and Hospital 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 Symbol VQM
- Symbol MC50 Microsoft Windows Mobile 2003 Second Edition
- Symbol WS5100 Wireless Switch and Symbol AP300 Access Ports

ABOUT SYMBOL

Symbol Technologies, Inc., The Enterprise Mobility Company, is a recognized worldwide leader in enterprise mobility, delivering products and solutions that capture, move and manage information in real time to and from the point of business activity. Symbol enterprise mobility solutions integrate advanced data capture products, radio frequency identification technology, mobile computing platforms, wireless infrastructure, mobility software and world-class services programs under the Symbol Enterprise Mobility Services brand. Symbol enterprise mobility products and solutions are proven to increase workforce productivity, reduce operating costs, drive operational efficiencies and realize competitive advantages for the world's leading companies.

Founded in 1975, Symbol is a global, \$1 billion+ company with headquarters in the United States and operations in more than 50 countries. Worldwide, Symbol has 45,000 WLANs installed and 7 million mobile computers and scanners in use. The company also boasts 5,000+ associates and 875+ U.S. patents.

Symbol's product offerings include:

- Mobile computers
- Radio frequency identification (RFID) systems
- Scanners
- Payment systems
- Micro kiosks
- Wireless infrastructure
- Mobility management software

For more information, visit www.symbol.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.

For more information about Avaya, visit www.avaya.com.

ABOUT DEVCONNECT

The Developer*Connection* Program (DevConnect) 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.devconnectprogram.com.