



Avaya and Multi-Tech Providing affordable communication technologies for small branch offices

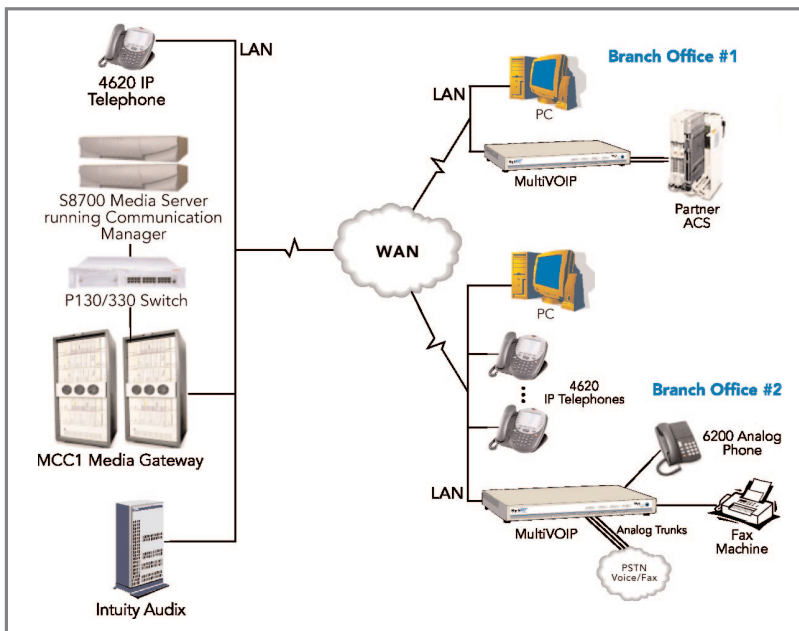
Avaya IP Telephony Solutions – powered by Avaya Communication Manager Software used in conjunction with Multi-Tech's MultiVOIP™ Gateway solution – provides distributed networking capabilities to small branch offices of Fortune 1000 corporations. MultiVOIP extends the call features and networking benefits of a centralized Avaya Media Server to small branch offices, utilizing traditional analog devices, over an IP infrastructure.

MultiVOIP also renders local office survivability, in the case of a LAN or WAN failure, by providing local, reliable PSTN trunking.

Avaya was looking for a solution that would deliver the features of Avaya Communication Manager Software to the branch offices of large corporations. Avaya turned to Multi-Tech for an affordable small office media gateway.

The MultiVOIP gateway offers three primary benefits:

- Distributed Networking Capabilities – The MultiVOIP 2-, 4- and 8-port standalone gateways (MVP210-AV, MVP410-AV and MVP810-AV) bridge the voice network to the IP data network by connecting directly to analog phones or traditional phone equipment (key telephone systems, PBX or a fax machine). This allows for distributed networking capabilities so that applications can extend to even the smallest, most remote branch offices of the organization.
- PSTN trunking – The MultiVOIP gateway also bridges the Public Switched Telephone Network (PSTN) to the IP network by connecting to one or more analog trunks. This provides local PSTN access for emergency calls such as 911 as well as normal inbound/ outbound calling.
- Local Office Survivability – The MultiVOIP gateway can also function as an alternate gatekeeper in an environment using IP phones. In the event of a WAN failure, IP phones can register with the MultiVOIP's integrated gatekeeper allowing calls to be redirected through the local PSTN trunks. This allows the office to maintain critical communications until full functionality is restored. In the event of a LAN failure, analog phones connected to the MultiVOIP gateway would provide local, reliable PSTN access.





Additional features of this solution include:

- Migration path – The MultiVOIP allows you to leverage your existing phone system and speed up your ROI by bridging it into the distributed Communication Manager network. This is accomplished by connecting analog ports from your existing phone system into the MultiVOIP allowing for a migration approach to full-distributed IP networking.
- Bandwidth requirements – When using the G.729 voice coder each active MultiVOIP port requires 23K of WAN bandwidth. For calls directed in or out one of the local MultiVOIP trunk ports, or for station-to-station calls, the MultiVOIP supports shuffling which reduces the WAN bandwidth requirement to zero after call set up.
- Scalability – The MVP210-AV is ideally suited for offices with up to 5 IP phones, the MVP410-AV fits well in offices with up to 10 IP phones and the MVP810-AV is ideal for offices with up to 15 IP phones. All MultiVOIP's support Avaya 4602, 4606, 4612, 4620 and 4624 model IP phones.
- Management – The MultiVOIP can be easily managed over the IP network using its web browser interface. Also included is a modem for remote, out-of-band management.

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, promote and sell their products and solutions that interoperate with Avaya solutions.

Member benefits may include:

- Discounted Avaya development hardware and software
- Joint participation in media relations and sales assistance
- Introduction to Avaya VARs
- Avaya participation at member events and member participation at Avaya events
- Use of the Avaya DevConnect logo

For more information, visit DevConnect at www.devconnectprogram.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.

Avaya is...

- #1 worldwide in Automatic Call Distribution (ACD) and Interactive Voice Response (IVR) systems for customer call centers
- #1 worldwide in messaging solutions
- #1 worldwide in structured connectivity solutions for enterprise networks
- #1 in the United States in voice communications systems (#3 worldwide)
- #1 worldwide in predictive dialers for customer call centers

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

About Multi-Tech

In 1970, Multi-Tech created its first product – the 300 bps acoustic coupler (modem). Since then, Multi-Tech has become a global manufacturer of award-winning Voice over IP (VOIP), Internet access, remote access and modem products that allow people to communicate more efficiently and effectively.

Multi-Tech holds over 60 patents in voice and data technologies and has deployed thousands of MultiVOIP gateways since 1999. Multi-Tech is a premier member of the Avaya DeveloperConnection Program and has been awarded the 2003 Member of the Year Award, 2003 Pioneering Solution Award and the 2002 Innovator Award by Avaya.

For more information about Multi-Tech and its products, visit www.multitech.com or call us at 1-888-288-5470 (US/Canada) or (763) 785-3500.