

## Avaya and Multi-Tech

### Providing affordable communication technologies for small branch offices

Avaya's new Enterprise Class IP Solutions (ECLIPS) – powered by Avaya MultiVantage™ Software used in conjunction with Multi-Tech's MultiVOIP™ Gateway solution – provides distributed networking capabilities to very 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.

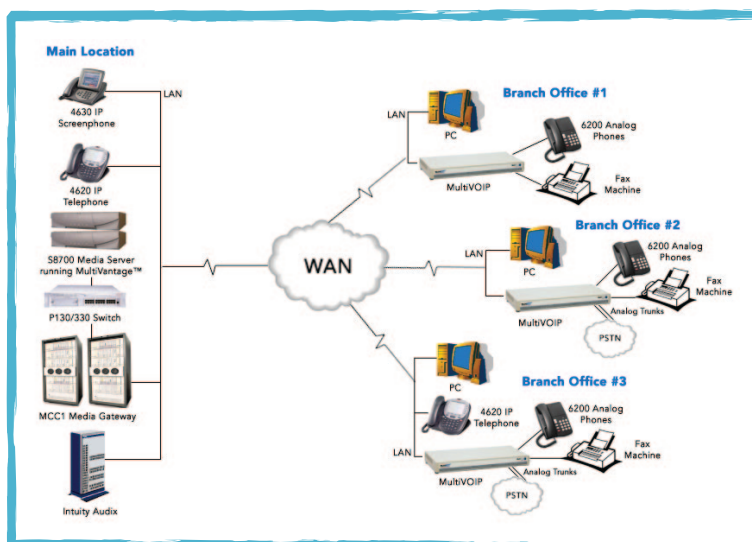
Avaya was looking for a solution that would deliver the features of Avaya's MultiVantage Software to the branch offices of large corporations. Avaya turned to Multi-Tech for an affordable small office media gateway.

The MultiVOIP gateway offers three primary benefits:

- Distributed Networking Capabilities** – The MultiVOIP 2-, 4- and 8-port standalone gateways 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. In addition, it offers toll-free voice connections to any remote office on the IP network, eliminating up to 40% of a remote office's total long distance bill.
- PSTN trunking** – The MultiVOIP gateway can also bridge the Public Switched Telephone Network (PSTN) to the IP network by connecting to one or more analog trunks. This provides inbound/outbound PSTN access for remote office calling.
- Local Office Survivability** – The MultiVOIP gateway can also function as an alternate gatekeeper in an environment using IP phones, by redirecting calls away from trouble. In the event of a WAN failure, the MultiVOIP gateway's PSTN fail-over capability automatically redirects calls to the public telephone network so the office can 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 trunking.

The features of this solution include:

- Exceptional voice quality** – Industry experts have recognized Multi-Tech's MultiVOIP gateways for their exceptional voice quality.
- Easy integration** – MultiVOIP simply plugs into the Ethernet IP data network. It then connects directly to a PSTN line or an analog phone (or other traditional phone equipment: PBX, fax machine, key telephone system). Minimum requirements include an Ethernet connection, a WAN connection (14K bps per voice channel) and an IP address.
- Complete support for multiple telephony interfaces** – For maximum investment protection, MultiVOIP accommodates changing communication needs by providing a programmable FXS/FXO and an E&M interface for each port. This allows MultiVOIP to connect directly to a phone, fax machine, key phone system or PBX.
- Supplementary services** - MultiVOIP supports H.450 supplementary services to provide for call transfer, call forwarding, call hold, call waiting, and name identification. MultiVOIP also supports the T.38 real-time fax standard providing interoperability with other T.38 fax products.





### About DevConnect

The DeveloperConnection 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](http://www.devconnectprogram.com).

### About Multi-Tech

Multi-Tech Systems has worked hard for more than 30 years – inventing, designing and building complete end-to-end communication solutions for small to mid-size businesses.

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 50 patents in voice and data technologies and has deployed thousands of MultiVOIP gateways since 1999.

Multi-Tech Systems is located in Mounds View, MN.

MultiVOIP has won several industry awards including:

- Teleconnect Product of the Year and Editor's Choice
- Internet World's Best of Show
- InternetWeek's Best of the Best
- Government Computer News Editor's Choice

For more information about Multi-Tech and its products, visit [www.multitech.com](http://www.multitech.com) or call 1-888-288-5470. Call Multi-Tech's toll-free demo line at 1-877-TRYVOIP for a Voice over IP demonstration.

### About Avaya

Over 90% of the Fortune 500® and government organizations rely on Avaya for secure network infrastructures and reliable voice and data applications. 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](http://www.avaya.com).

