

## Avaya and Multi-Tech

### Extending infrastructure resources with Voice Over IP (VoIP)

Multi-Tech System's award-winning Voice over IP solutions allow multi-location businesses to send interoffice voice and fax communications over their current data network infrastructure. Businesses may realize substantial savings on long distance toll charges, without increasing infrastructure costs.

Multi-Tech's MultiVOIP™ Gateway Solutions add Voice over IP capabilities to Avaya's new Enterprise Class IP Solutions (ECLIPS) portfolio – powered by Avaya MultiVantage™ Software, Avaya MERLIN MAGIX® Integrated System (IS)® and PARTNER® Communications Systems. The MultiVOIP 1, 2, 4, 8, and 24/48-port standalone gateways connect directly to traditional phone equipment (PBX, phone or fax machines) and bridges the voice network to the data network to provide toll-quality voice connections to any remote office on the IP network.

**Using MultiVOIP with Avaya products means:**

*No toll charges for multi-location businesses* – Typically 25% to 40% of long distance communication is intra-office calling. MultiVOIP allows the customer to integrate voice into the existing data network and eliminate these long distance costs. The most substantial savings are often realized in overseas communication.

*Turnkey Voice over IP solution for Avaya Communication Systems* – MultiVOIP is an

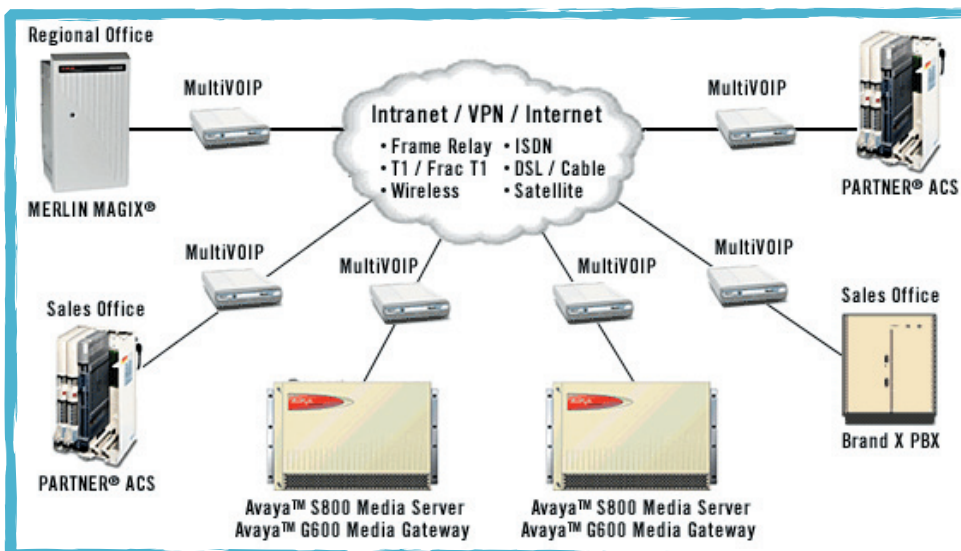
external gateway solution that provides 1, 2, 4, or 8 analog ports or 24/48 digital ports. It connects directly to the PBX and is tested to be compatible with Avaya MERLIN MAGIX IS and PARTNER Communications systems.

*Award-winning Voice Quality* – Industry experts have recognized Multi-Tech's VOIP gateways for their superior voice quality.

*Easy integration* – There is no need to replace existing routers, WAN connections or phone systems. MultiVOIP plugs into an existing Ethernet network and connects directly to Avaya PBX systems.

*No User Training* - MultiVOIP provides single-stage dialing by utilizing a Uniform Dialing Plan that is consistent with the E.164 (PSTN) standard numbering plan. This includes automatic appending and stripping of digits to dialed numbers to ensure that users will not require additional training to make VOIP calls. Placing calls with MultiVOIP is as simple as using the existing phone system.

*Supplementary Services* - Available in the third quarter of 2002, MultiVOIP





### 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).

will support Q.SIG, an inter-PBX signaling protocol, for networking PBX supplementary services in a multi- or uni-vendor environment.

### 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 1968, 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 delivers the most reliable modems on the market, with a reliability rate greater than 99.5 percent. Multi-Tech also holds over 50 patents in voice and data technologies and has deployed over 40,500 VOIP ports since 1999.

Multi-Tech's reputation for reliability is attributed to the fact that it controls all aspects of the process, including design (the engineering department has combined over 350 years of data communications engineering experience), manufacturing (150,000 square foot state-of-the-art facility with the capacity to ship up to 170,000 units per month) and testing (ISO-9001 quality certification).

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). Call Multi-Tech's toll-free demo line at 1-877-TRYVOIP for a Voice over IP demonstration. Multi-Tech sells through resellers and distributors; call 888-288-5470 for a referral.

### 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).

