



**2216W:  
Avaya Equinox™  
Fundamentals**

- Market Overview
- Solution Overview
- Implementation Options

March 2017

Hello, and welcome to this Avaya Equinox™ Fundamentals course.

## Introduction



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I have heard that Avaya Equinox™ is a spectacular next generation Team Engagement solution. I would like to understand the buzz around this new solution. Could you explain what is so special about it?

Sure, I can do that! Let's first talk briefly about what trends we see in the market of team engagement. Users nowadays are demanding advanced communications wherever and whenever they work. So, they are looking for easy-to-see yet secure solutions that provide telephony, instant messaging, video calls, conferencing, and collaboration on any device and on any network they are connected to. That should even include, for instance, a public computer in a hotel lobby.

At the same time, organizations are looking for solutions that simplify their infrastructure, reduce costs and minimize management effort.

Avaya Equinox is the answer to those requirements. On one hand, it provides communication tools for end-users on the devices they typically use: smart phones, PCs and tablets. Avaya Equinox also addresses the requirements for the organization by converging the various Avaya portfolios into one single solution offer. How is that as a quick introduction to Avaya Equinox?

Yes, that is exactly what I'm looking for!



So, after this quick intro, I would like to learn more about the functionality Avaya Equinox™ provides and have a look at the various solution components. Can we do that?

## What is Avaya Equinox™?



Yes, we can do that, no problem!

Let's first look at what Avaya Equinox™ offers for end-users.

Avaya Equinox is a single, all channel calling, messaging, conferencing and collaboration solution for mobile phones, browsers, desktops, and room systems.

Avaya Equinox incorporates clients for Windows, OS X, iOS as well as Android.

That means it basically covers the majority of mobile and desktop systems.

That's right, but there's more: Users can quickly see all scheduled meetings, messaging updates, and communications history in one place and perform actions such as starting a conference call with a single touch. And the interface is optimized for the actual device you're using the Avaya Equinox client on.

The client integrates multimedia messaging for text, audio, video, images and files , so employees can access and send, team messages in real time – or anytime.

And what is really helpful: A conversation initiated on the desktop in the morning can be picked back up on the mobile device at lunchtime, and can be wrapped up from your tablet in the evening hours.

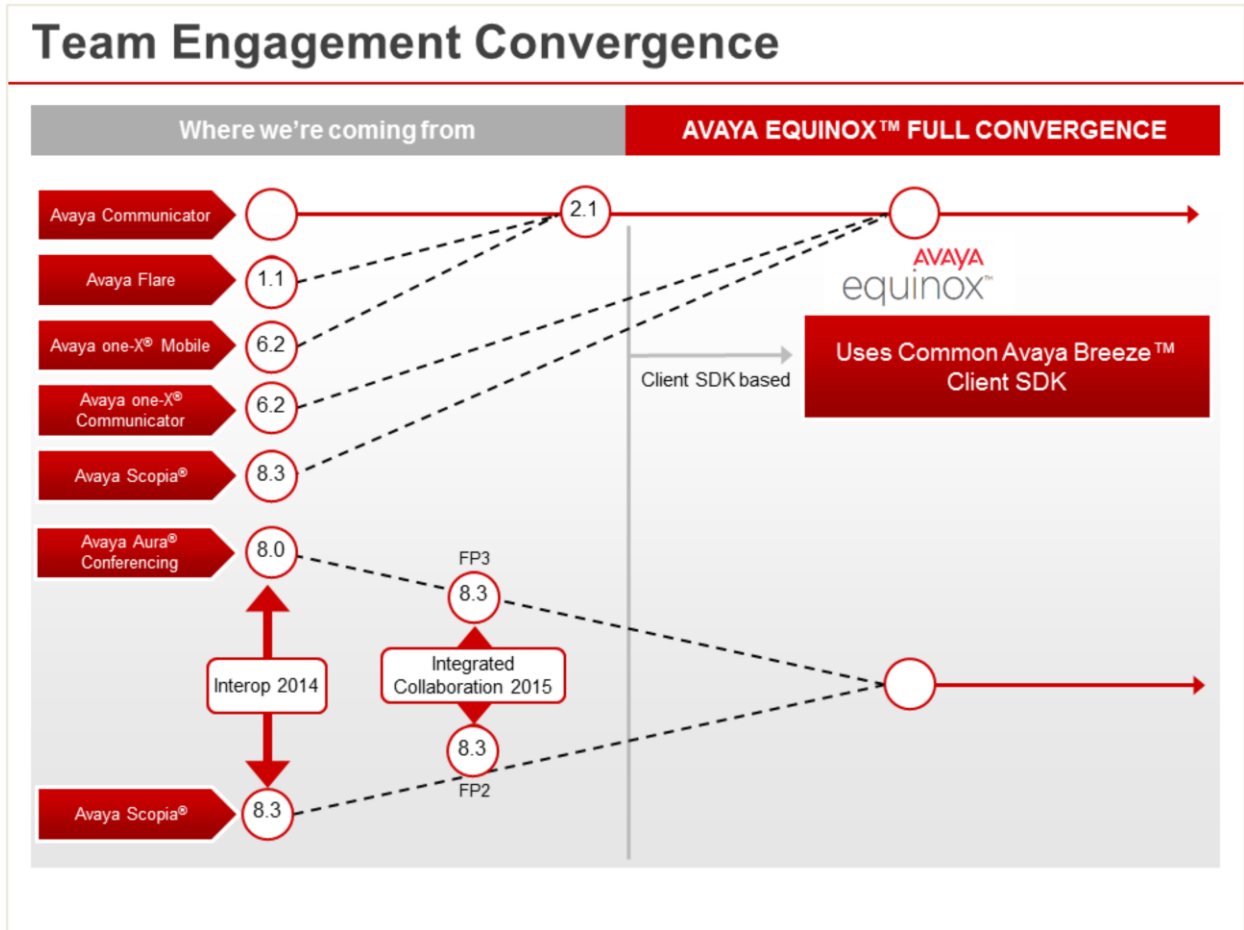
Workers can even message those who are offline, so even temporarily unavailable team members stay informed.

Another aspect customers really like is the fact organizations can embed Avaya Equinox communication and collaboration capabilities within their business processes and applications. That way, you don't even have to open another application, but you make your conference call from within your customer database application.

In addition, Avaya Equinox provides a single platform that supports all the different modes of conferencing-- high scale audio conferencing, extensive web collaboration, rich multi-vendor HD video, and even event streaming to 100,000 users in an all-in-one software solution.

And, to complement all this, Avaya Equinox enables robust collaboration from within HTML5 capable browsers; and, thanks to WebRTC technology, no downloads or plugins are needed.

Wow, that is quite impressive! But you mentioned Avaya Equinox is also converging to a single solution. Could you elaborate on that?

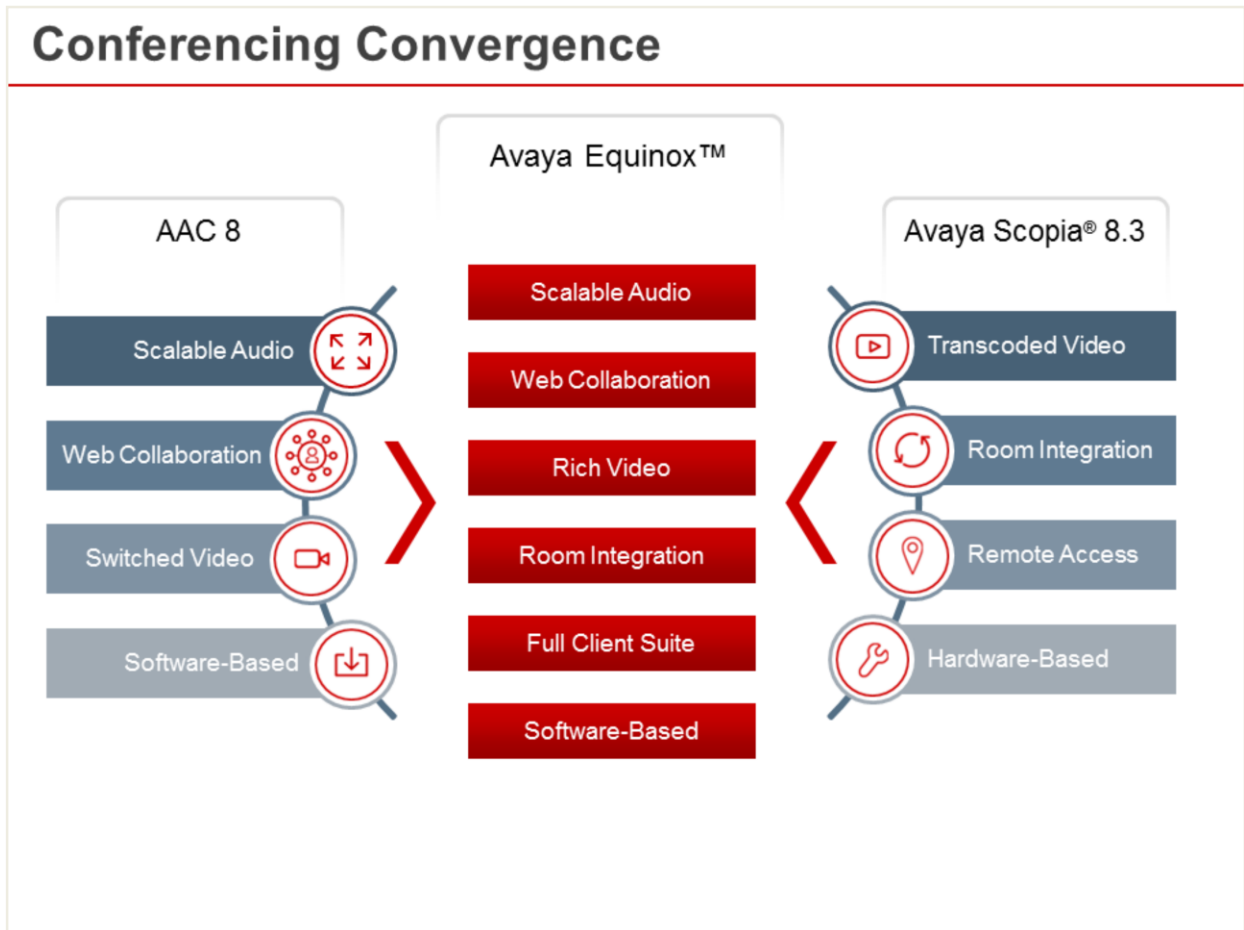


Yes, I can do that. Over the last couple of years, Avaya has been on the paths of convergence for both the clients and conferencing. Flare was combined with Avaya one-X® Mobile into Avaya Communicator 2.1.

Now, with Avaya Equinox™, the key capabilities of Avaya one-X® Communicator, Scopia®, and Avaya Communicator are converged into the new Avaya Equinox client.

For the infrastructure, the convergence of Scopia® and Avaya Aura® Conferencing started in 2014 with interoperability implementation between the two platforms. Then, in 2015, the web collaboration capabilities of AAC were integrated into Scopia® with version 8.3, Feature Pack 2.

Avaya Equinox completes this infrastructure convergence by combining the best of Scopia® and Avaya Aura® Conferencing into a single conferencing solution. It is an all-in-one platform supporting all different modes of conferencing. It has high-scale audio conferencing, robust web collaboration with an extensive feature set, rich HD video that's multi-vendor room system interoperable, even event streaming to 100,000 users in an all-in-one software solution.



So, with Avaya Equinox™, we're really converging all conferencing solutions into one: Avaya Equinox, right?

Yes, absolutely! The Avaya Equinox Solution is an offer converging Avaya Aura® Conferencing and Avaya Scopia® to create the next generation solution with the best of both environments.

Scalable audio conferencing, rich web collaboration and switched video come from Avaya Aura® Conferencing.

Video processing and transcoding, standards-based video room system integration, along with the broad range of remote access capabilities for desktop and mobile devices, come from Avaya Scopia®.

But, Avaya Equinox also introduces new capabilities, such as WebRTC for easy web conference participation by guests with zero download and the Avaya Equinox Client 3.0 with its rich user capabilities for Team Engagement deployments.

In addition, the new Avaya Breeze™ SDK allows developers to integrate conferencing and collaboration features in business processes and applications.

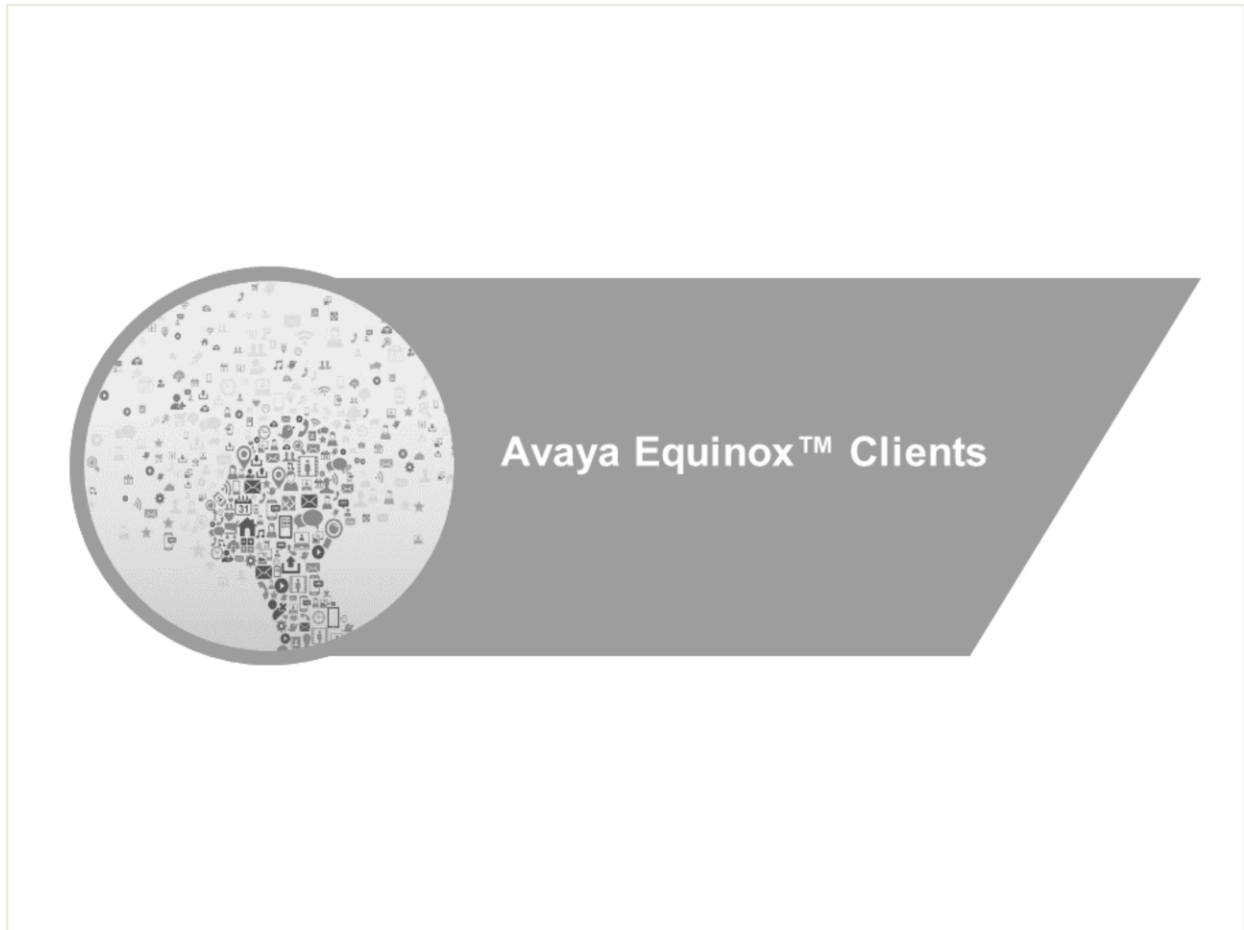
Avaya Equinox is software-based and is deployable in a virtualized environment, which means you do not need a dedicated appliance taking up rack space for each function. This asks for fewer boxes or appliances, and this makes it considerably more efficient.



In addition End-Users only have a single conferencing system to learn and IT managers have one system to support and one vendor to call for assistance.

That makes sense. Can we now have a look at the various clients Avaya Equinox offers?



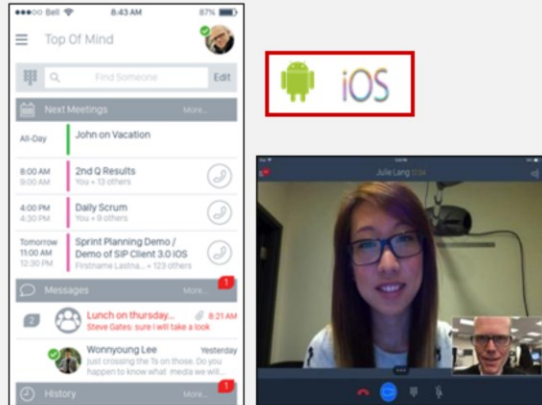


Yes, I think this is the right moment to have a look at the clients indeed. Avaya's strategy is to deliver a unified experience to end users via Avaya Equinox™ mobile clients for iOS and Android devices as well as Avaya Equinox desktop clients for Apple OS X and Windows. In addition, Avaya Equinox for Web and Avaya Equinox Meetings for Web clients are available.

Let's start with the mobile clients, shall we?

# Mobile First – Enterprise Class

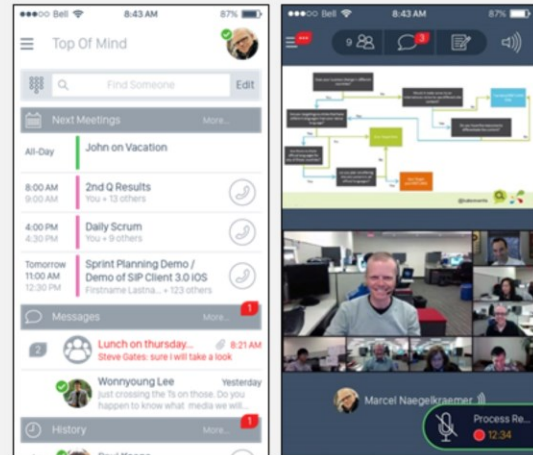
## MOBILE FIRST USER EXPERIENCE



- ▶ Simple, easy, contextual controls
- ▶ Device optimized experience
- ▶ Auto discovery installation!
- ▶ Action-oriented workflow
- ▶ One touch to...anything

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## INNOVATIVE 'TOP OF MIND'



One Touch for Rapid Response

Avaya R&D has spent a lot of time on the User Interface design, which is where the 'mobile first' design paradigm comes from. They basically threw everything up in the air and asked how can we make people super productive on a mobile device although it has such a restrictive form factor. So, they started with the mobile interface, focusing on making it highly intuitive and only then did they expand to a tablet, to the desktop, and then to a browser. And that's how the whole design came about.

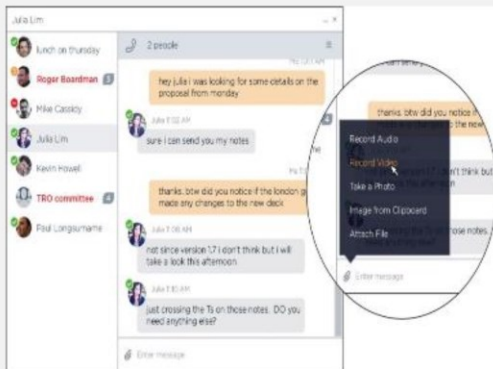
The developers also took a close look at making the installation process as easy as possible through auto discovery, which is pretty much what users nowadays expect when installing an app.

People are checking mobile devices every 5 to 15 minutes for a variety of reasons. In our mobile-first design approach, a key goal was to provide an action-oriented workflow with one click or touch to anything you needed to do.

The Innovative 'Top of Mind' screen is one of the areas of differentiation. As you would expect, it's easy to claim, but difficult to prove that a user interface is differentiated. But we have specific things like our new Top of Mind screen that enables users to stay on top of their interactions. When they look at their mobile device they can quickly see what meetings they're planned to join or which meetings are coming up, what missed calls they have, unread voice mails or updates to group chats and instant messages. It's not just about intuitive notifications, the power is in the action-oriented design. Users can easily respond to each of those interactions directly from the Top Of Mind screen. From this real-time view of your meetings, you can immediately join a meeting with video and content with only one touch. But there is more!

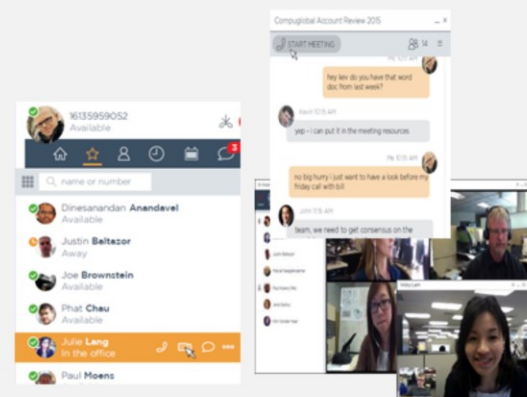
## Mobile First – Enterprise Class

### ALWAYS-ON MESSAGING



- ▶ Any media
- ▶ Device continuity

### ENTERPRISE CLASS HD VOICE and VIDEO



- ▶ Reliable, secure, HD voice & video
- ▶ Multi Device Access (MDA)
- ▶ Simple recording and playback
- ▶ No VPN required

With the new always-on messaging, users can send and access team messages in real time, or at their time with persistent multimedia messaging for any media, such as text, audio, video, images and shared files. They can start a conversation on their desktop and pick it up on their mobile if they have to leave their desk, with device continuity. You can even message someone offline, or escalate a messaging session to a call or conference with just one touch or click.

Avaya Equinox™ also provides Enterprise Class HD Voice and Video, but is Voice still important?

Well, you're going to be surprised! It is really interesting to see that for the 2017 Unified Communications Magic Quadrant, Gartner placed additional emphasis on the importance of telephony within UC because of increased expectations in the enterprise. So the answer to your question is YES! and Avaya of course has been very strong in this area since day one. Avaya Equinox delivers enterprise class, reliable, high quality voice and video with all the security and telephony features you expect, even in a mobile environment without compromises. With Multiple Device Access (MDA), users can leverage their contacts, logs and messaging transparently across multiple devices and they have simple tools to record important content. And perhaps one of the best features for mobile users is that a VPN is not required for remote access.

Well, that makes it surely a lot easier to use!

## Immersive HD Video

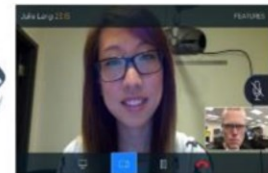
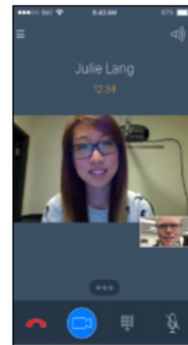
### Smartphone / Tablet

- ▶ Point-to-Point Video calling
- ▶ Multi-party video conference
  - Easily add users to a video call
- ▶ Contextual controls
- ▶ Landscape orientation:
  - Optimized viewing experience
- ▶ Portrait orientation:
  - Full Application access



### Desktop

- ▶ Controls fade-away if not needed
- ▶ True Full-screen Mode
- ▶ Pop-out video from content sharing
  - Take full advantage of multi-monitor setups



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I have used the Avaya Equinox™ client on a tablet, and the user interface is really simple to learn and to use.

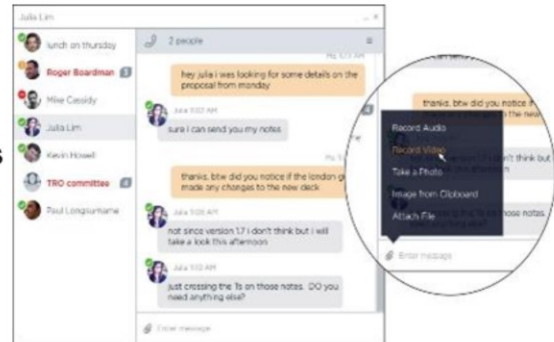
Yes, I agree, the user interface offers users video and audio call button options whenever a video call can be initiated. The video layout and controls are optimized for the mobile device screen size and orientation. If you're using landscape orientation you get the optimal video experience. When you're in portrait orientation, the interface provides you with additional controls.

On the Desktop systems with OS X and Windows, the controls fade away when not needed, so you can experience a true full-screen mode. The controls show up again automatically if appropriate.

## Persistent Avaya Multimedia Messaging

### *Making IM & Presence More Effective for Business*

- ▶ Persistent Conversations across mobile devices and desktops
- ▶ More engaging user experience
  - Add audio, video, pictures, files
  - Single view of all open conversations
  - Push-button escalation from IM to call or conference
- ▶ Enterprise-class solution
  - Secure message delivery
  - Integration with Avaya Aura® Presence
  - Interoperability across Avaya endpoints
  - Interoperable with other IM systems
- ▶ More efficient team interactions
  - Individual or group IM conversations
  - Send to offline users



And the Avaya Equinox™ clients also support Instant messaging.

Yes, all Avaya Equinox clients support Avaya Multimedia Messaging and therefore users can exit or log off from one client, and continue a conversation on a different Avaya Equinox client.

For example, you can start a conversation on Avaya Equinox for Windows, then continue the conversation at the end of the day from home on your iPad, using Avaya Equinox for iOS. Users can remain logged in from multiple Avaya Equinox clients and choose to participate in a conversation from any endpoint.

You have persistent conversations regardless of your Presence state or availability.

In the messaging interface, you can utilize device capabilities, such as the camera or photo collections to add audio, video, pictures, and files.

Can you also have group conversations?

Yes, you can initiate and leave individual or group IM conversations at will. Even if group members are not available, they can receive the conversation, making for really efficient team interactions.



## Elegant and Powerful Meeting Experience

**HIGH SCALE AUDIO**  
*Multiple large, simultaneous meetings*

**CLIENT SUITE / WEBRTC**  
*UC, zero download with browsers, client apps*

**EXTENSIVE WEB COLLABORATION**  
*Screen & application sharing, whiteboard, remote desktop, keyboard & mouse control*

**INTEGRATED EVENT CONFERENCING**  
*HD video & content streaming to 100,000 live viewers*

**SOFTWARE-BASED**  
*Flexible, virtualized deployment*

**RICH HD VIDEO**  
*Hollywood squares, multi-vendor room system interop.*

Avaya Equinox™ includes a conferencing solution as well, but isn't that yet another conferencing solution? Many organizations already have multiple solutions in place. Indeed, many customers have different solutions for different types of conferencing. They did that because of the specific requirements for each application. So, they might have an audio conferencing service that they use to support large meetings, they typically have a web conferencing application that they use for webinars with screen and application sharing, and they might have a separate deployment of video conferencing room systems, and perhaps yet another system or service for streaming large-scale events.

This might be called unified communications, but it's not particularly unified, is it? And all these separate solutions don't necessarily work together very well.

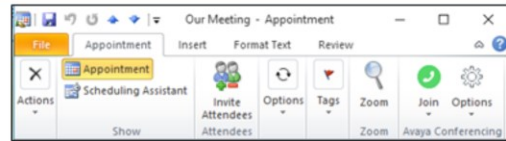
Absolutely, but the good news is Avaya Equinox combines the best of Scopia and Avaya Aura® Conferencing into an all-in-one platform supporting all the different modes of conferencing. It includes high scale audio conferencing, robust rich web collaboration, rich HD video that's interoperable with multi-vendor room systems. And even event streaming to 100,000 users is part of this leading edge all-in-one software solution.

Users have one login and one easy solution to learn and IT has one solution to administer with one set of statistics for ROI analysis, single provisioning, a smaller footprint – all with higher efficiency and lower costs, and all the modes of conferencing work seamlessly together.

## Application and Platform Integration

▶ Avaya Equinox™ for Windows

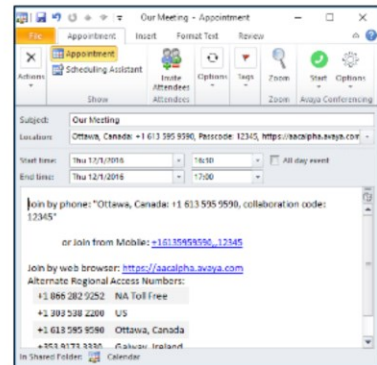
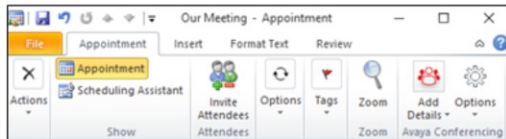
- Browser plugins for click-to-call
- Plug-ins for Outlook
- MS-Outlook contact cards enabled for click to call and click to IM
- User lists such as “to / cc / bcc” have presence from the Avaya Presence Server



▶ Avaya Equinox for OS X

- Can act as default app for telephony
- URIs in web pages

▶ On Android, you can configure Avaya Equinox as a preferred app for dialing



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But, if I have an Avaya Equinox™ client on a mobile device, can I ensure all calls are using that client?

Yes, sure you can! For instance, on the Apple Mac – Avaya Equinox can act as the default app for telephony, which will dial telephone URIs in web pages. And, on Android devices, you can configure Avaya Equinox as a preferred application for dialing numbers.

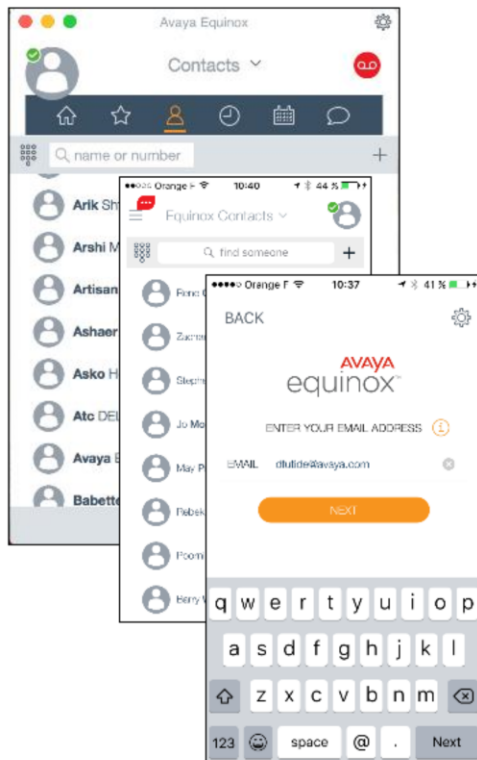
Avaya Equinox for Windows is also very well integrated in the user interface as it provides browser plugins for click-to-call which highlight numbers on a web page for dialing.

Avaya Equinox for Windows also provides plug-ins for Outlook that allow users to create meeting invites with conference details as well as click to join or host a meeting links from the calendar. It also can act as an IM Provider so that the MS-Outlook contact cards are enabled for click to call and click to IM.

In addition, user lists such as “to / cc / bcc” for e-mails will have their presence displayed from the Avaya Presence Server.



## Advanced User Friendliness and Manageability



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- ▶ Powerful Auto-Configuration
  - By e-mail address
  - Zero-touch config on PC/Mac
  - Automatic configuration updates
- ▶ Unified Login
  - Enterprise credentials
- ▶ Unified Search
  - Local contacts
  - Networked contacts and directory
- ▶ Simple, clean user-interface
- ▶ Consistency between platforms
  - Same icons
  - Same look-and-feel
  - Feature parity

Now, with all these services I can see on the Avaya Equinox™ client, I'm wondering how difficult it is going to be to set up the client?

It's a Breeze! With the new very powerful Auto-Configuration, the configuration is basically automatic. You provide your e-mail address and the rest is all done automatically. Seconds later, you're connected to applicable services for your user profile.

In addition, Auto-Configuration keeps every client up-to-date again automatically.

After that first connection, the user has access to a simple, clean user-interface, with consistency across the available platforms through the use of the same icons, look-and-feel and a high level feature parity. Learn one, know all!



What can you tell us about the Web Interfaces available?

# Best In Class HTML5 Desktop

Avaya Equinox™ for Web

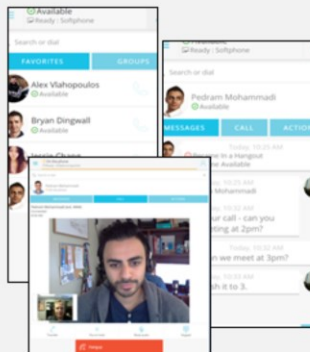


## 'No Software needed' solution



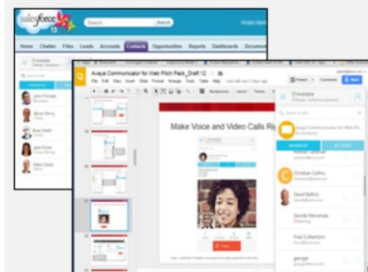
- ▶ Web RTC
- ▶ Phone

## Voice/Video



- ▶ Contacts, IM and Presence
- ▶ Collaboration Actions
- ▶ Unified Messaging
- ▶ Integrated Conferencing

## In-App UC Workflow



- ▶ Contextual Collaboration
- ▶ Screen-pops
- ▶ CTI
- ▶ Click-to-X

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Well, for instance, a user wanting to make or receive calls from within their Salesforce.com account can utilize the Avaya Equinox™ for Web client. The client can use the Computer mode to make or receive calls through the PC's audio and video devices.

Could I also use my desk phone to make the call?

Yes. In that case, the client can make or receive calls through their desk phone. In this scenario, we're using the Avaya Cloud Application Link Server and Application Enablement Services to control the desk phone.

Avaya Cloud Application Link is ideal for users that work from web browsers and within cloud applications such as Google Apps, Office 365, and Salesforce.com.

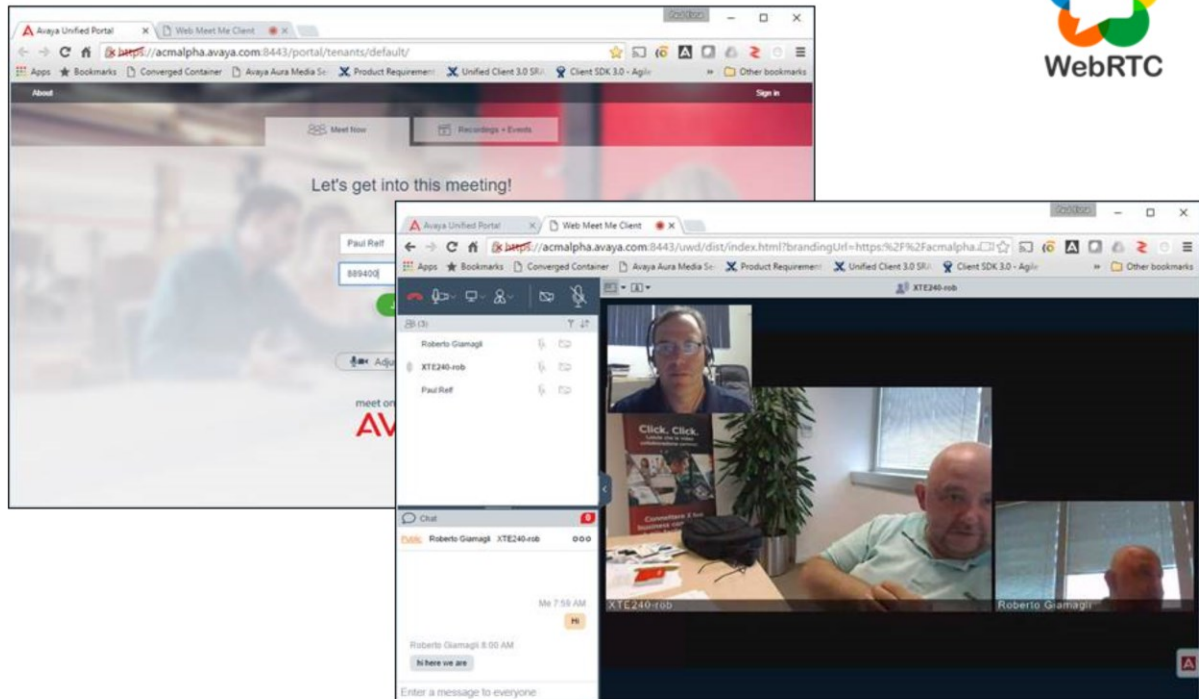
How is this handled from a licensing point of view, because this will be often used on-and-off?

Good question! For an Avaya Aura® user using Computer mode the client will log on to Avaya Aura® through the Web Gateway and will consume a Concurrent Virtual Endpoint Session for the duration of the login. When the user makes an Audio or Audio and Video call, the call will consume Audio and Video ports for the duration of the call. Dependent on the CODEC (Audio/Video) used, they will consume Media Processing Units on the Avaya Aura® Media Server. At the end of the call, the Audio and Video ports are released and when the user logs out or switches to a desk phone the Concurrent Virtual Endpoint Session is ended and these resources are returned to the license pool.

Avaya Equinox for Web is licensed on a per user basis, outside of the core and power suites.

## Friction-less Meeting Experience

### Avaya Equinox™ Meetings for Web



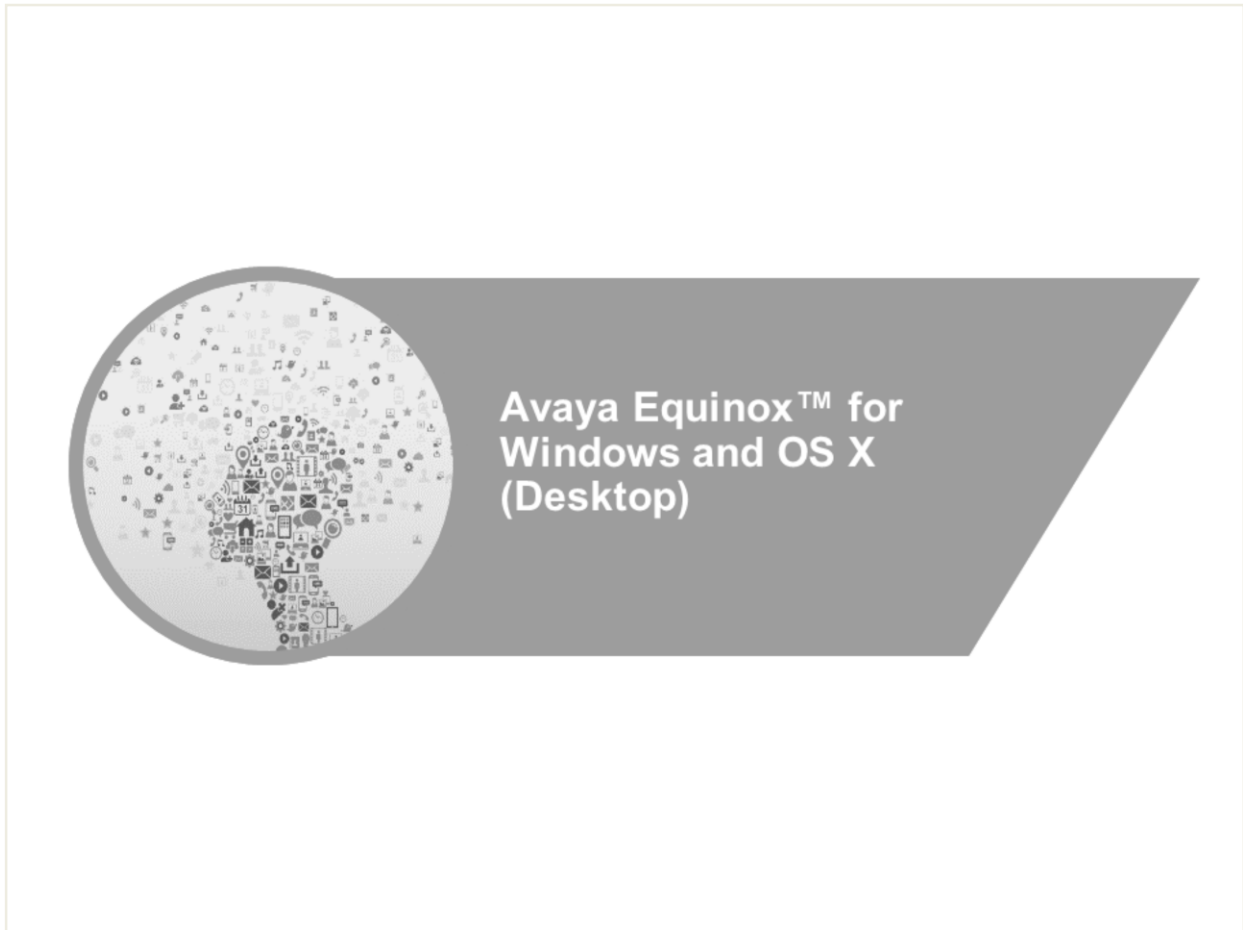
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Does the web client also provide conferencing functionality?

Yes, with Avaya Equinox™ Conferencing, a web client user can join a conference call, using Avaya Equinox Meetings for Web client. When the user joins the Avaya Equinox conference call, using the Avaya Equinox Meetings for Web client, they are presented with a user portal page where they can enter the meeting ID. They can be a participant to the meeting or the host or moderator of a meeting through this client. The user can be a named or guest user internal to the enterprise or a guest user external to the enterprise. This user portal page is hosted on the Avaya Aura® Web Gateway in Team Engagement deployments. As they join the meeting from their Chrome browser, the Audio and or Video codec for this call will be provided through the WebRTC enabled browser. On the Avaya Aura® Web Gateway, a Virtual Endpoint session will be created for the duration of this user's participation in the conference call.

Is that web gateway is also needed for the SIP clients, when joining a conference?

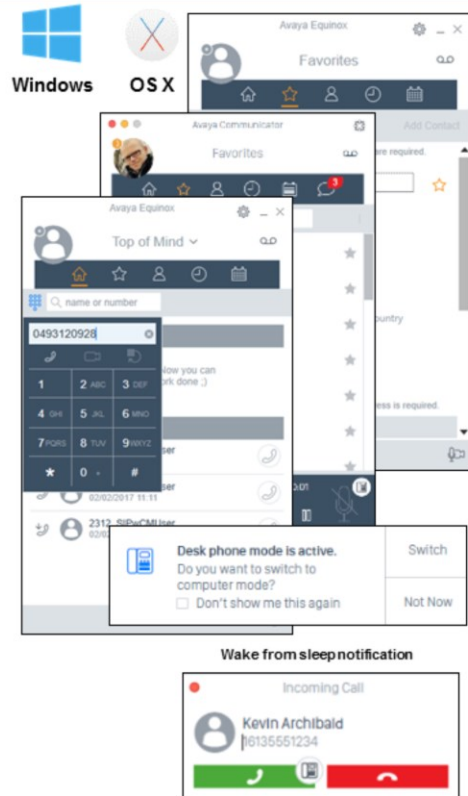
No, other non-web users can also use an Avaya Equinox SIP-based client (Windows, Mac Android or iOS). When using such Avaya Equinox SIP-based, a client's a call is a SIP call and does not require the Web Gateway.



Can we have a look at more detail on the Avaya Equinox™ client for Windows and OS X?

## Deskphone Integration

- ▶ Call control from your Mac or Windows PC
- ▶ Audio / Video from your Mac or PC
  - USB wired/wireless headset
  - USB speaker “phone”
- ▶ Call control via Avaya Desk Phone
  - Audio on Desk Phone speaker, handset or headset
- ▶ Rich contact / search / click-to-dial interface enhances the Desk Phone experience
- ▶ Virtual app/PC deployments such as Citrix & VMware
- ▶ Seamlessly switch between modes
  - No logout/login required
  - Clear indication on main UI, call notifications and resume from sleep



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Yes, with Avaya Equinox™ for Windows or OS X, there are two modes of operation. First, you can use your computer for call control. In which case, you can use a USB wired or wireless headset or USB speaker phone while on a call.

The second mode allows you to use your desk phone for a call, and control the call either from the desk phone or your Mac or Windows PC. In this mode, you use the desk phone speaker, handset, or headset for audio.

You can seamlessly switch between modes.



## Take your Enterprise Telephony with you

- ▶ Rich Voice service support
- ▶ Always On connectivity through VPN-less secure edge
- ▶ Call Hand-off across devices and networks
- ▶ Desk Phone Integration
  - Multiple Device Access allowing Up to 10 SIP devices registered concurrently
  - H.323 & SIP Dual Registration allowing SIP soft-client deployment for users with H.323 desk phones
  - Shared Control Support providing Phone audio with Desktop client point and click
- ▶ Voice Features:
  - Send All Calls
  - Extend Call to Cellular
  - Call Forwarding
  - Directed Call Pickup



But, as I am using the Avaya Equinox™ client, do I have the same functionality as on my desk phone?

Well, there are many voice features that come with Avaya Equinox desktop integration and of course, there are unique features in the clients!

They include: Rich Voice service support, Always On Connectivity through VPN-less secure edge, as well as Call Hand-off across devices and networks.

In the desk phone integration, the Multiple Device Access feature allows for up to 10 SIP devices to be registered concurrently. The H.323 & SIP Dual Registration feature allows SIP soft-client deployments for users with H.323 desk phones. Shared Control Support provides phone-based audio with desktop soft client point-and-click.

And, of course, many Voice Features are supported, including: Send All Calls, Extend Call to Cellular, Call Forwarding, and Directed Call Pickup.



## Supported Environments

- ▶ Avaya Equinox™ clients are SIP clients
  - SIP user config can leverage dual-registration to co-exist with H.323 phones
  - Licenses are included in Avaya suite offerings (Core & Power Suite)
- ▶ Require either Avaya Aura® 6.2 FP4 or Avaya Aura 7.0.x
- ▶ Avaya Aura 7.0.1.2 System Manager and Session Manager required for:
  - Auto Configuration Service
  - Unified Login
  - Software Update Service for OS X/Windows
  - Contacts Service
- ▶ Avaya Multimedia Messaging 2.1+
- ▶ Avaya Session Border Controller for Enterprise 6.3+
- ▶ Integrated Conferencing
  - Avaya Aura Conferencing 8+
  - Avaya Scopia® 8.3.2+
  - Avaya Equinox™ Conferencing

**Note:**

Basic CM ad hoc audio conferencing (up to 6 party) does NOT require Aura® Conferencing, Scopia or Avaya Equinox™ Conferencing

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Can you give us an insight into what is needed to deploy Avaya Equinox™?

Yes, I can. Let's start with desktop clients.

Avaya Equinox for Windows, OS X, iOS and Android are SIP clients that require SIP user configurations but can leverage dual-registration to co-exist with H.323 phones. Licenses are included in Avaya suite offerings (Core & Power Suite). For these clients, Avaya Aura® 6.2 FP4 or Avaya Aura® 7.0.x are required.

Avaya Aura® 7.0.1 System Manager and Session Manager are needed for the Auto Configuration Service, Unified Login, the Software Update Service for Windows and OS X and for the Contacts Service.

For instant messaging, one needs to have Avaya Multimedia Messaging 2.1+.

The Avaya Session Border Controller for Enterprise 6.3+ is required for VPN-less remote worker access.

The Avaya Equinox™ 3.0 clients support Integrated Conferencing with Avaya Aura® Conferencing 8+ and Scopia 8.3.2+ and Avaya Equinox™ Conferencing.

Note that basic CM ad hoc audio conferencing with up to 6 parties does not require Avaya Aura® Conferencing, Avaya Scopia, or Avaya Equinox™ Conferencing.

## Required for full Experience

- ▶ Active Directory / LDAP Integration with Session Manager
- ▶ Avaya Equinox™ clients are SIP clients
- ▶ Avaya Aura® Avaya Aura 7.0.1.2 +includes all elements:
  - System Manager
  - Communication Manager
  - Session Manager
  - Avaya Breeze™ Presence Services snap-in
- ▶ Avaya Aura 7.0.1.2 System Manager and Session Manager required for:
  - Auto Configuration Service
  - Unified Login
  - Software Update Service for OS X/Windows
  - Contacts Service
- ▶ Avaya Multimedia Messaging 3.0
- ▶ Avaya Session Border Controller for Enterprise 7.1
- ▶ Integrated Conferencing
  - Avaya Equinox™ Conferencing

**Note:**

CES may be required depending on the business and feature requirements the customer has.

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Can you tell us what is needed to deploy Avaya Equinox™ for the full experience?

Let's start at the top of the solutions architecture with the customers Active Directory/LDAP . This is required to be fully integrated with Session Manager for the synchronization of the numbering plan and user attributes across the platforms . There are details in the documentation on how this is done but it is datum point for the Unified Communications solution.

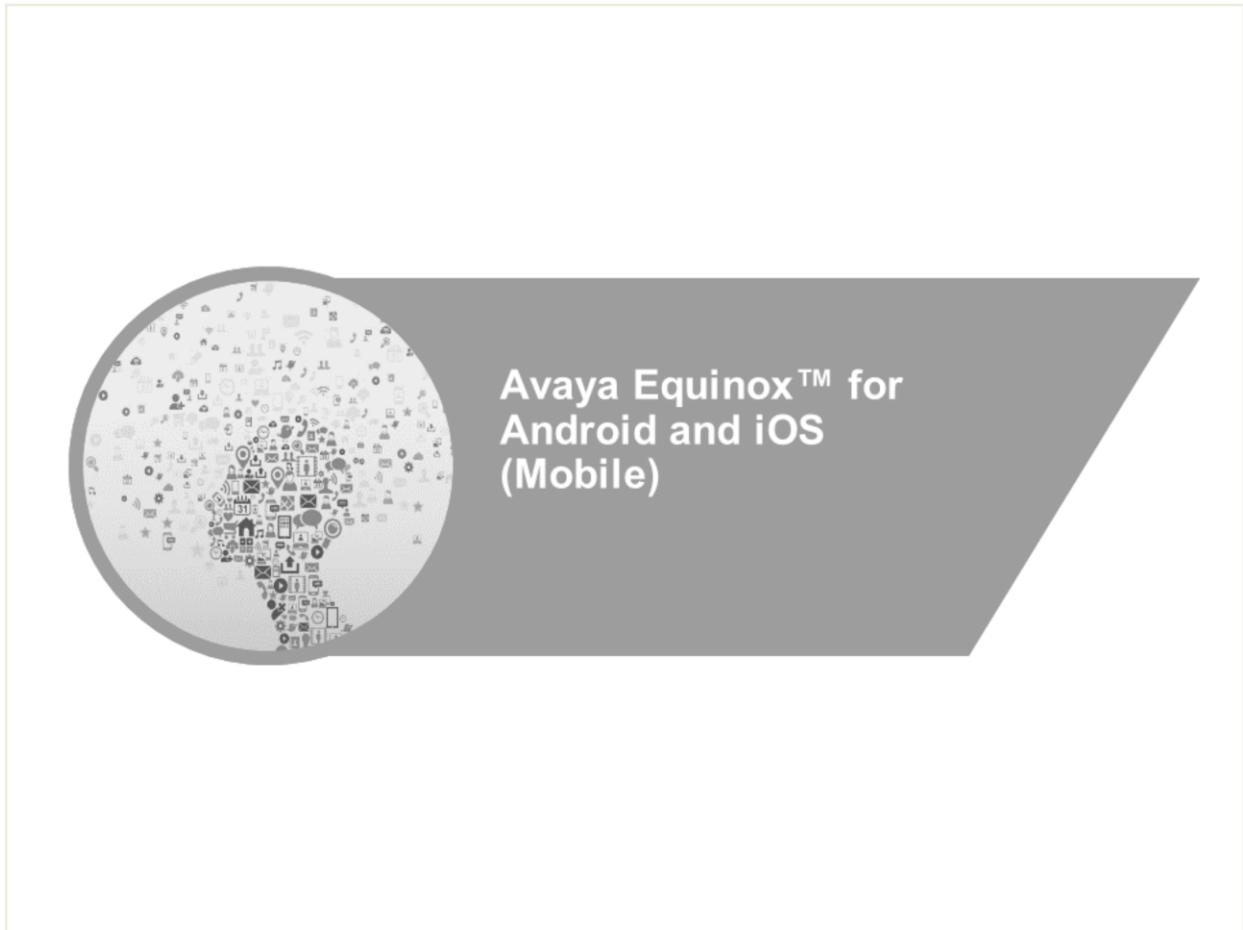
A fully deployed SIP ecosystem with TLS, not TCP enabled, is the foundation for the architecture for both functionality and security.

All the Aura elements should be at the latest versions of 7.0.1.2 +

Ensure you have a certificate policy that aligns with the security team for remote and mobile users. You must have the conversation with them on how they have their existing remote workers set up via the Session Border Controller (SBC) – note that there will be an investment needed to ensure the SBC aligns to the user and administrative expectations. Take some time to understand the details here if this is a requirement. Will video be supported – will you need auto-configuration both on the enterprise and public side through the SBC etc... each of the user experiences needs to be identified and the SBC will need to be groomed to enable each of them.

Set expectations appropriately that if Avaya Equinox Conferencing 9 is deployed in the Team Engagement model, so integrating with Avaya Aura, all the items above need to be in place for the full experience.

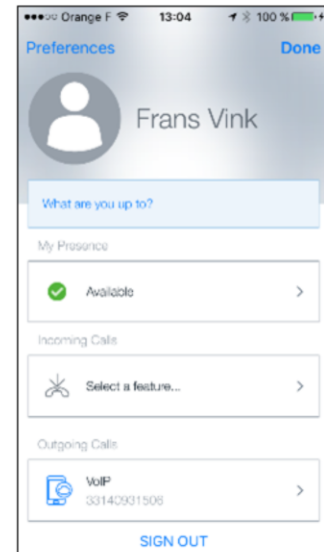
The key is to ensure all the elements within the ecosystem are able to communicate with each other to enable a full user experience



It is time now to talk about Android and iOS clients and their requirements.

## Features Specific to Android and iOS Platforms

- ▶ Universal app adapts to your phone or tablet device
- ▶ Point-to-Point Video Calling
- ▶ Avaya Aura® PPM Contacts for SIP VOIP configuration
  - Contacts are synchronized with other clients and SIP desk phones
- ▶ Contact photos with Avaya Aura Device Services
- ▶ SIP-based Presence
- ▶ VOIP Call Recovery between internal / external networks
- ▶ Option to use cellular voice for all calls even when SIP registered
- ▶ Cellular Direct: managed list of phone numbers only dialed over cellular



Yes, let's have a look at the Avaya Equinox™ 3.0 clients for Android and iOS.

Avaya Equinox for iOS is a universal application that adapts to your phone or tablet device to optimize the user experience. It supports both iPhone and iPad.

There is support for Point-to-Point Video Calling, so mobile users can benefit from video calling with other Avaya video-capable endpoints.

Support includes Avaya Aura® Personal Profile Manager Contacts for SIP Voice over IP. This means that contacts are synchronized with other clients and SIP desk phones.

Contact photos can be made available with Avaya Aura® Device Services.

These clients support SIP-based Presence. For this, the mobile app connects to Session Manager using SIP and accesses Presence Services directly.

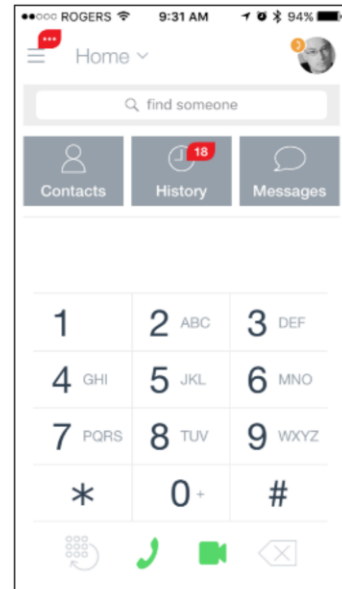
There is Call Recovery between internal and external networks. This means Avaya Equinox attempts to immediately re-establish lost calls after brief network disconnects, or network transitions.

Optionally, you can use cellular voice for all calls, even when SIP registered. This option provides access to SIP presence and SIP-based telephony features such as call forwarding.

The Cellular Direct feature allows administrators to create a list of numbers that, when dialed by an Avaya Equinox client user, will always be sent over the cellular voice network and will bypass the Avaya Aura® system call handling.

## Avaya Equinox™ for Android and iOS

- ▶ VoIP Softphone (SIP) w/ Avaya Aura® 6.2
- ▶ Avaya one-X® CES 6.2 support
- ▶ EC500 FNE auto-dialer (previously known as “Lite” mode)
- ▶ Integrated conferencing for AAC, Avaya Scopia® and Avaya Equinox™ Conferencing
- ▶ Extensible by design
- ▶ Auto-Provisioning



And the requirements?

Well, Avaya Equinox™ for Android and iOS allows for Voice over IP starting with Avaya Aura® 6.2. In that case, you can use Wi-Fi and 3 or 4G Mobile data networks. Also Avaya Aura® Multi-device Access allows you to register more than one SIP endpoint to the same extension.

Visual Voicemail, Presence, Call back, Favorites, and Corporate Directory access on your android device is supported through Avaya one-X® CES 6.2.

EC500 Feature Named Extension (FNE) auto-dialer, previously known as “Lite” mode, provides optional Station Security Code authentication.

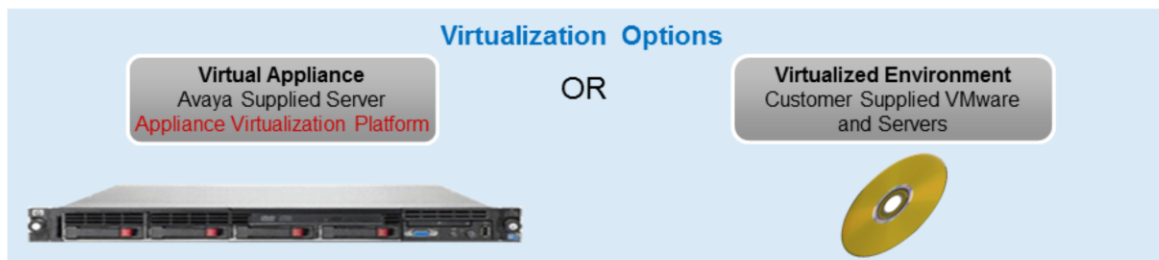
Avaya Equinox for Android and iOS provides integrated conferencing including audio, video, conference roster and the ability to display shared collaboration content. It can connect to Aura Conferencing, Scopia or Avaya Equinox conferencing systems.

The extensible by design clients also allow you to add features when required without needing to upgrade clients. To not confuse users, the User Interface shows only the configured features.

And, to top up, Auto-Provisioning enables configuration file import of settings for faster deployment and feature upgrades.

## Avaya Equinox™ Media Server

- ▶ Avaya Equinox™ Media Server integrates several components in the same virtual application.
- ▶ Multipoint Control Unit
  - Transcoding and composing video
  - Audio and video support for WebRTC-based thin clients
  - Web Collaboration
- ▶ Media Server
  - High-scale audio
  - WebRTC gateway
- ▶ Web Collaboration Server



Earlier, you mentioned the Avaya Equinox™ Media Server; what is its role in the solution?

The virtualized Avaya Equinox Media Server integrates several components. The Avaya Equinox Media Server provides audio, video, and data conferencing functionality for the solution.

So, there is a Multipoint Controller or, MCU, that provides transcoding and composing of video for conferences that can include Web Collaboration. There is a Media Server to support high-scale audio conferences and also that provides WebRTC functionality for Avaya Web Clients.

Then there is the Web Collaboration Server to support data and content sharing in conferences.

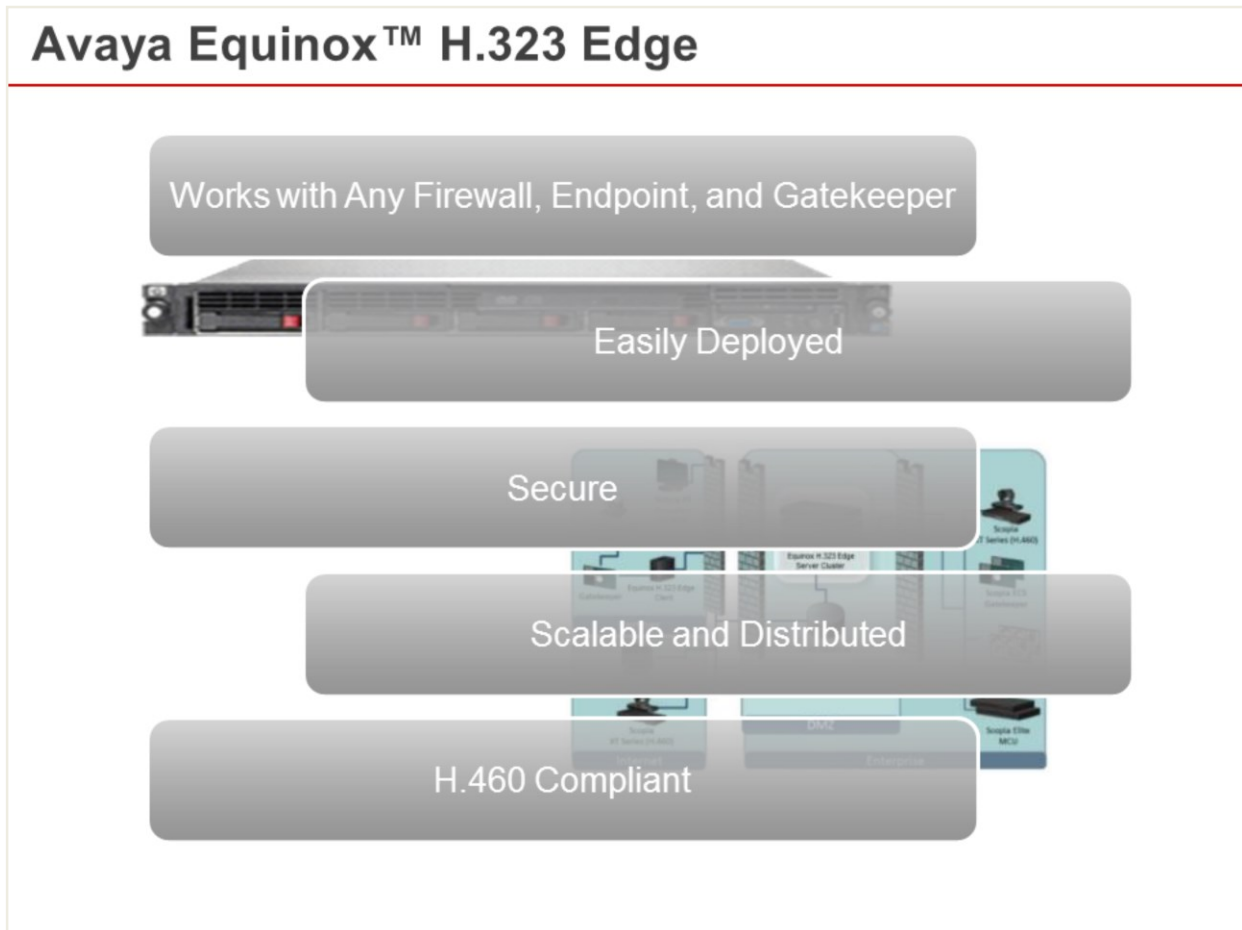
The application features four working modes based on licensing and configuration. All media processing is done on the server CPUs. It is a software image that includes the operating system and the application, suitable for virtual machines VMware based ESXi (version 5.5 and 6.0 are supported). The server must be equipped with an Intel® Xeon® Processor.

The Avaya Equinox Media Server is provided as a virtual machine in an OVA format. The OVA can be installed on an Avaya- provided Avaya Common Server or can be installed on a properly equipped customer supplied server which is running VMware ESXi.

You can configure Avaya Equinox Media Server as a master or slave server. You can also configure Avaya Equinox Media Server only to support web collaboration. You can deploy and configure these different component modes of Avaya Equinox Media Server from Avaya Equinox Management. The activation of each component and capacity depend on licenses.



## Avaya Equinox™ H.323 Edge



What about using those clients from home? Is that possible, and how complex does it get?

Well, this is where the Avaya Equinox™ H.323 Edge comes into the picture. Avaya Equinox H.323 Edge provides a complete firewall and NAT traversal solution for H.323 deployments, enabling secure connectivity between enterprise networks and remote sites.

In some cases, home workers are on the network all the time; so then they have an Avaya Equinox number and when they register to the Avaya Equinox H.323 Edge server, they become part of the network via a tunnel. Others, like contractors and partners, on the other hand, do not want to or can't be on the same network, but occasionally make a conference call into the company.

Avaya Equinox H.323 Edge solves near-end and far-end firewall issues, allowing existing security measures with no changes to existing firewalls to be maintained. All H.323 standards-based endpoints and gatekeepers are supported. It features an enhanced dial plan, hierarchy, conference hunting, Call Detail Records and API for integration.

Avaya Equinox H.323 Edge is installed in the DMZ and the Avaya Equinox H.323 Edge Client can be installed on any standalone computer in the network. Customers simply continue using their existing firewall, gatekeeper, and videoconferencing endpoints. No changes in dial plans or E.164 numbers are required.

The Avaya Equinox H.323 Edge server is built on a hardened Linux operating system and can be implemented in high availability. The Avaya Equinox H.323 Edge clients have built-in access control to prevent attacks by malicious devices. AES encryption and client authentication provide intensive security and peace of mind for the administrator. All management is done from Avaya Equinox Management.

Do I need a special client to use the Avaya Equinox H.323 Edge solution?

## Avaya Equinox™ H.323 Edge Client Components

### Avaya Equinox™ H.323 Edge Server

- Provides signaling and media processing
- Server Virtualization
- Hardened Linux operating system
- Supports non-H.460 via direct mode

### Avaya Equinox™ H.323 Edge Client

- Runs on any standalone computer
- Runs on Linux or Windows
- One Client serves many endpoints
- Not needed for H.460-compliant endpoints

Well, the Avaya Equinox™ H.323 Edge solution is based on two components: a server and a client.

The Avaya Equinox H.323 Edge server is the core intelligent component of the solution that provides signaling and media processing for video communications. The server is a software product. Avaya recommends 1U Avaya Common Servers. The servers are delivered with pre-installed hypervisor Appliance Virtualization Platform (AVP) 7.0. They have a hardened Linux operating system that can only be accessed using secured shell (SSH) or secured file transfer (SFTP). The customer can also install the Avaya Equinox H.323 Edge Server OVA on their own servers that meet server and VMware requirements.

The Avaya Equinox H.323 Edge client is a software component that runs on a standalone computer at a remote site. The software ships on a CD and can be installed on any Linux and Windows machine. The client enables legacy H.323 endpoints that don't support H.460 to traverse the firewall. One client can serve many endpoints.

Because H.460-compliant endpoints register directly to the Avaya Equinox H.323 Edge server, a client is not required for these endpoints. All the Scopia® endpoints are H.460-compliant, as are the latest endpoints from Polycom and Cisco.

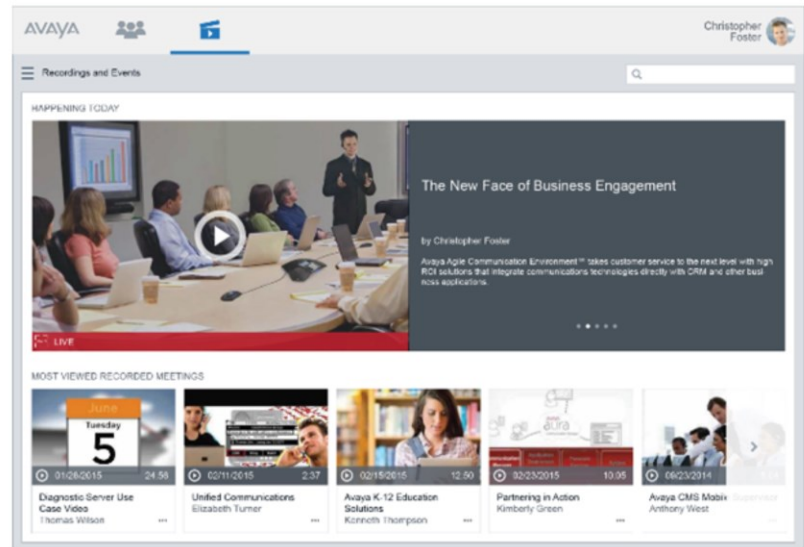
The client comes free as part of the package, and there are no limitations on the number of clients a customer can install.

When there are more than 100 concurrent calls or 600 registered devices, multiple Avaya Equinox H.323 Edge servers will be required.

OK, that is clear. Does the Avaya Equinox offer also include a streaming solution?

## Streaming and Recording Made Easy...

*Easily Find and Access Content - "YouTube Like" Portal*



Yes, the solution also comprises a recording and streaming portal. Finding and accessing recorded meetings and streamed sessions is made very easy through a YouTube like portal.

We combined access to streaming and viewing recorded content.

But what is the difference between playing a recording and streaming?

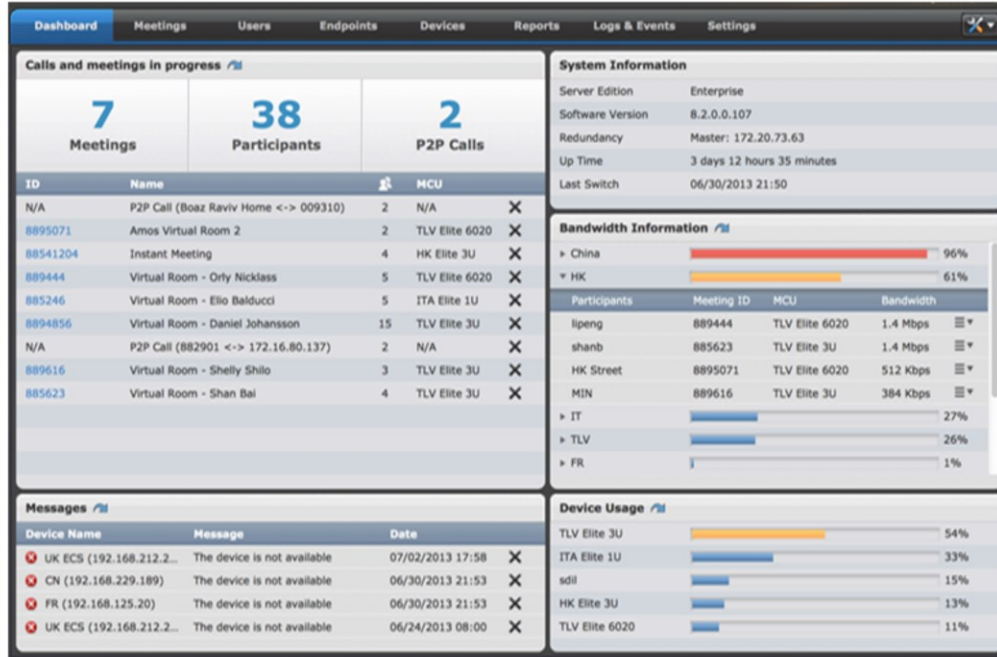
Well, you can think of playing a stream as a recorded session being played back, but now for a group – instead of an individual viewing a recording.

The portal is dynamic and shows upcoming or ongoing events, most viewed and recently added recordings. Content can also be organized by user selected categories.

Users can add thumbnails, provide titles, add descriptions, and tag recordings with keywords to make them easy to find through the integrated search capability.

Right, and how do we manage all this functionality in the network?

## Avaya Equinox™ Management



The entire solution is managed through Avaya Equinox™ Management.

Through the real-time dashboard, you can monitor the use of the system. This view provides an overview of all ongoing meetings, the number of participants as well as the number of on-going Point-to-Point video calls. In addition, you monitor resources in the servers and bandwidth usage. Any messages from servers incorporated in the solution are also displayed in the interface.

Through this tool, one can also manage meetings, user accounts, end user clients, and all devices that are part of the solution.

Avaya Equinox Management, of course, also includes comprehensive reporting and logging facilities.

Right, I think we now have a good idea of what Avaya Equinox is and what it offers. Could you now briefly talk about implementation options and licensing?





**Avaya Equinox™  
Fundamentals**

- Implementation options
- Licensing

Sure, we will review the deployment options and we will discuss licensing.

## Avaya Equinox™ Video as a Service Platform

### Total Room System Integration

- ▶ HD, H.264 High Profile, and H.264 SVC available for every connection
- ▶ Extensive interoperability with any vendor – audio, video, data & content sharing
- ▶ Receive text chat on room systems
- ▶ Conference control and moderation for any vendor room system, with in conference information overlay
- ▶ Far End Camera Control from desktops to room systems



### Rich Conference Experience

- ▶ *“Scopia Desktop outclasses the video features of competing solutions... the Scopia Desktop collaboration feature set far exceeds alternatives...”*  
-- Frost & Sullivan North American Software-based Desktop Video Conferencing Product Leadership Award
- ▶ Data collaboration review to “catch-up” and immediately review content presented earlier
- ▶ View 28 other participants simultaneously, 24 different video layout options, each participant has own personal layout with drag & drop control
- ▶ Full meeting moderation including advanced lecture mode and digital hand raising / request to speak



### Best Option for Users on the Go

- ▶ *“Avaya’s solutions may be the best option for on-the-go users”*  
-- Info-Tech Video Conferencing Vendor Landscape Award
- ▶ Similar capabilities with any device PC, Mac, Apple iOS and Android tablet / smartphone
- ▶ Bandwidth efficient & Internet / wireless optimized for high quality anywhere
- ▶ Security with AES-128 encryption



So far, we have been talking about an enterprise on premises solution.

It is important to know we also offer Avaya Equinox™ Video as a Service platform.

Avaya Cloud Enablement for Video allows service providers to differentiate themselves by offering a hosted, cloud-based video collaboration solution. Once customers have deployed endpoints and experienced a service provider’s infrastructure based on Avaya Equinox; they will rarely switch. By offering video as a paid service, service providers can increase customer loyalty, build long term relationships, and generate recurring revenue. Cloud service providers also have the opportunity to access accounts which use endpoints that are non Avaya Equinox, acquiring new customers that they would have otherwise been unable to service.

With its proven profitability and shared resources, Avaya Cloud Enablement for Video quickly generates a return on investment. Opportunities to upsell equipment, connectivity, and services are plentiful. A service provider can deliver all of a customer’s video requirements with endpoints, equipment sales and leases, virtual rooms, recordings, managed services, MPLS leased lines, remote management, and VNOC tenant management.

Thanks for that. And to finish this course: what about licensing?

## Avaya Aura® Suite Licensing

*No change for Avaya Equinox™!*

License	Core Suite	Power Suite
Avaya Aura® CM, System Manager, Session Manager, IM/Presence, Survivability, CM Messaging	●	●
Avaya Equinox™ Client and Mobile Apps, EC500	●	●
AES Unified Desktop	●	●
P2P Video	●	●
Microsoft SfB / Lync Desktop Integration	●	●
SBCE Remote Access (7:1, HA)	●	●
SBCE SIP Session (7:1, HA)	●	●
Avaya Breeze™	●	●
Avaya Aura® Messaging	Basic	Mainstream
Avaya Multimedia Messaging	Basic	Enhanced
Avaya Equinox™ Conferencing	à la carte	●
Avaya Equinox™ Conferencing per Port/Room System Integration	à la carte	à la carte

● Included

*Analog and Basic/Enhanced IPT licenses continue to be available for sale*

- ▶ All Core and Power Suite users have access to Avaya Equinox™ clients for Windows, OS X, Android and iOS
- ▶ Any user (internal or external) can join a conference
- ▶ Conference hosts need Power License
- ▶ Power users also receive complete
  - Multimedia Messaging
  - Mainstream Avaya Aura® Messaging
- ▶ Traditional per port pricing available for conferencing
  - For Over-the-Top solutions, not including Avaya Aura

Well, actually it is quite simple, as there are no changes to Avaya Aura® Suite licensing.

It is important to remember any entitlements that a customer has purchased or received with a previous license agreement will always retain that level of entitlement even if they move to a suite, such as Core, that does not contain that entitlement as part of its purchased package. So, in this case, any user who was on the Mobility Suite migrating to the Core Suite will maintain an entitlement to a mainstream Avaya Aura® Messaging license as they move to a Core Suite license. It would be treated as an A-la-Carte addition but they will not be charged additionally.

So as said, there is no change to Avaya Aura® Suite Licenses. All Core and Power Suite users have access to Avaya Equinox™ clients for Windows, OS X, Android and iOS, and any internal user or user outside the organization can join a conference. The Conference hosts need to have a Power Suite License. Power Suite users receive access to Enhanced Multimedia Messaging and Mainstream Avaya Aura® Messaging.

Okay, that answers my questions. Thanks for the explanations. Where do I find more information on Avaya Equinox if I need to?

If you would like to know more, go to [avaya.com](http://avaya.com) and search for Avaya Equinox™ or click the image, which will take you there directly. Bookmark it if you want to be able to quickly return to the page.

## Avaya Equinox™ Solution Training Plan

<p><b>Design APDS</b></p> <ul style="list-style-type: none"> <li>3140W – Avaya Equinox™ Solutions Overview</li> <li>3170W – Avaya Equinox™ Solutions Customer Field Study</li> <li>3171T – Online Test</li> </ul>	<p><b>End-User</b></p> <ul style="list-style-type: none"> <li>2039W – Avaya Equinox™ Conferencing Solutions for End-Users</li> </ul>	<p><b>Administration</b></p> <ul style="list-style-type: none"> <li>2038W – Avaya Equinox™ Administration</li> <li>2038T – Online Test</li> </ul>	<p><b>Others</b></p> <ul style="list-style-type: none"> <li>2216W – Avaya Equinox™ Solution Fundamentals</li> </ul>
<p><b>Design APDS</b></p> <ul style="list-style-type: none"> <li>3281W – Avaya Video Conferencing Solutions Overview</li> <li>3283W – Avaya Video Conferencing Solutions Customer Field Study</li> <li>3271T – Online Test</li> </ul>	<p><b>Integration ACIS</b></p> <ul style="list-style-type: none"> <li>7140V – Integrating Avaya Equinox™ and Avaya Aura® Collaboration Applications</li> <li>7140X – Exam</li> </ul>	<p><b>Support ACSS</b></p> <ul style="list-style-type: none"> <li>7240V – Supporting Avaya Equinox™ and Avaya Aura® Collaboration Applications</li> <li>7240X – Exam</li> </ul>	<p><b>Delta</b></p> <ul style="list-style-type: none"> <li>2035W – What's New with Avaya Equinox Client R3.0</li> <li>2049W – Introducing Avaya Equinox™ Conferencing Solution R9.0</li> <li>3140WD02 – Designing Avaya Equinox™ Clients &amp; Avaya Breeze™ Client SDK Sales Readiness Quiz</li> <li>3140WD03 – Designing Avaya Equinox™ Conferencing Sales Readiness Quiz</li> </ul>

Another excellent source of additional information is the training offer on Avaya Equinox™ from Avaya Learning. A complete set of courses is available, including Design Training and End User Training, and also Administration and Support courses. In addition, Avaya Learning provides a set of updates or Delta training sessions.



## Avaya Learning: Your Path to Success

- ▶ Qualified Experienced Instructors
- ▶ Offerings created with product experts
- ▶ Content aligned to Credential exams
- ▶ Full audience coverage – End Users, Administrators, Developers, Designers, Technical & Sales personnel
- ▶ Flexible deliveries – Virtual, classroom & self-paced
- ▶ Learning Maps & Credential maps – development paths
- ▶ ClassPort Program – prepaid training credits
- ▶ Consistently high NPS / CSAT results



For more information visit: [www.avaya.com/learning](http://www.avaya.com/learning)



# AVAYA Learning

Avaya Learning courses are taught by experienced instructors with a deep knowledge of the product and related product offerings, so they can put everything in the right context. The courses are developed by a team of industry and product experts to ensure accuracy and relevance of the provided information. Avaya Learning delivers the full range of courses and can be very flexible in the type of delivery. If the target audience is geographically dispersed, they provide courses through Virtual classrooms. Alternatively, courses are classroom-based in Avaya Learning premises or on-site. For many subjects and products the offer also includes web-based self-paced courses. As a result, Avaya Learning customers rate the course deliveries consistently with high marks.

If you want more information, click the links on this page and consider bookmarking them for later reference.



## Avaya Equinox™ wrap-up



To finish, I will summarize what I have learned about to check whether I understand the key points.

Avaya Equinox™ is a single, calling, messaging, conferencing and collaboration solution for mobile devices, browsers, desktops, and room systems.

With the Avaya Equinox client for Windows, OS X, iOS and Android, Avaya Equinox delivers a mobile solution with an action-oriented workflow. Users can quickly see all scheduled meetings, messaging updates, and communications history in one place and take immediate action through a single touch. Optimized to the device – mobile, tablet, desktop, browser and Avaya Vantage – the experience maintains mobile simplicity while embracing the benefits specific to the device the user is actually using.

Persistent, multimedia messaging for text, audio, video, images and files allows users to access and send team messages in real time – or anytime. A conversation initiated on the desktop in the morning can be picked back up on the mobile device at lunchtime. Workers can even message those who are offline for more efficient team interaction.

Developers can embed Avaya Equinox communication and collaboration capabilities within business processes or business applications to create solutions for specific vertical needs and competitive differentiation.

Avaya Equinox provides a single platform that supports all the different modes of conferencing. High scale-audio conferencing, extensive web collaboration, rich multi-vendor HD video, even event streaming to 100,000 users in an all-in-one software solution.

With Avaya Equinox, you get reliable, secure, high-quality HD voice and video for communication anywhere on any device, with easy, remote access, including VPN-less connectivity. One number reach for all devices accelerates enterprise workflows and deployments; workers can even simultaneously use multiple devices.

Avaya Equinox also enables robust collaboration from within HTML5 browsers with no downloads or plugins needed, thanks to WebRTC technology. This best-in-class browser experience with full collaboration capabilities eliminates migration challenges for organizations in the process of transitioning desktop business applications to the web and/or shifting applications to the cloud.

Excellent! I think you did a good job recapping what we discussed. Many thanks!