



INTUITY™ AUDIX® VS Multimedia Message System

For your *MERLIN MAGIX™* Integrated System

Communication is an essential ingredient of success in today's Customer Economy. With convenient access to all messages—voice, fax, e-mail—from phone or computer, your employees can collaborate to make faster, better decisions and provide superior service.

Now you can facilitate collaboration and relationship management throughout your entire “virtual enterprise”—customers, employees, suppliers, and partners—with the Avaya *INTUITY™ AUDIX®* VS Multimedia Message server for your *MERLIN MAGIX* Integrated System. With built-in e-mail and fax messaging features, the *INTUITY AUDIX* VS system delivers unparalleled messaging flexibility.



Feature Summary

- Visual desktop access to messages
- LAN/IP Card for integrated e-mail messaging and digital networking
- Text-to-speech conversion, for retrieving e-mails by telephone
- Full message storage capacity without the need for activation
- Integrated fax messaging
- Analog and digital networking capability
- Speech dialing and addressing, for hands-free dialing
- Traditional telephone user interface
- PC-based mailbox administration





Best of all, with *INTUITY AUDIX VS*, you get single-vendor support and Avaya networking expertise for virtually all your voice communications and messaging needs.

Easily Access Any Type of Message, from Phone or PC

On a typical day, employees retrieve voice messages from their telephones, documents from the fax machine down the hall, and e-mail at the computer. Message management devours time, and urgent communication can easily be overlooked. With the *INTUITY AUDIX VS* system, employees can more quickly retrieve, organize, and respond to messages by priority because all messages—voice, fax, and e-mail—can be accessed from either a telephone or a PC, at work, at home, or on the road. *Everything is standard.* Integrated e-mail and fax messaging make it easier to collaborate with partners, suppliers, and others outside your messaging network.

Use the included *INTUITY* Message Manager and Internet Messaging software to access and send voice, fax, and e-mail messages from your desktop computer. Or use your Web browser to access voice, fax, and e-mail messages using the included *www.messenger™* server application (using your Internet-enabled IMAPI 4 e-mail system). The *www.messenger* application requires no client software other than a Netscape Navigator or Microsoft Internet Explorer browser, simplifying deployment and saving administration time and client disk space.

You can access and respond to messages by phone as well as by computer. For example, suppose a client sends an urgent e-mail message while you're out of town. You can have your pager alert you to the new message and then use a cellular or other phone to retrieve the message. With its text-to-speech capabilities, the *INTUITY AUDIX VS* message server allows you

to listen to the e-mail just as you would a voice message, respond to the e-mail by voice, or forward it to a colleague along with a voice attachment for immediate action. Recipients need only a multimedia PC and the Avaya Voice Player to play back your voice messages from within their e-mail program.

Leverage Existing E-mail Systems

The *INTUITY AUDIX VS* message server supports e-mail integration using Internet Messaging software. It interoperates with most popular e-mail systems (such as Microsoft Exchange, HP OpenMail, and Lotus Notes 4.6) and clients (such as Microsoft Outlook, Microsoft Exchange, Internet Explorer, Lotus Notes 4.6, Netscape Navigator, Eudora Pro, and Eudora Light). Users can access e-mail messages not only from their PCs, but also from wireless or standard phones.

The *INTUITY AUDIX VS* system can work as your "personal assistant," to automatically answer your phone and take messages *precisely and confidentially*. Message retrieval is easy; you can even retrieve messages remotely—from home, on the road, or virtually anywhere—using a touch-tone phone. The system can be programmed to dial out automatically to a designated number—such as your pager, cellular phone, or home phone number—to notify you when you have a message waiting.

Fast, Convenient Automatic Call Routing

The Automated Attendant feature of the *INTUITY AUDIX VS* system can answer your business calls and route them to specific individuals or departments, to recorded announcements, or to voice mailboxes. Use the attendant as a "receptionist" to answer *all*

your calls—or use it to help out during peak calling periods or to handle calls after hours, on weekends, or on holidays.

Multilingual Flexibility for Better Communications

The *INTUITY AUDIX* VS system supports multiple languages, so you can provide voice messaging features to your callers in the language of their choice. That means you can provide more specialized service to customers, and improve communications among your employees, vendors, and partners who may speak different languages.

Options for Managing Costs and Messaging Between Locations

The optional Call Accounting System (CAS) can help you control telecommunications costs by providing accurate reporting on calls made, and offering effective cost allocation methods. And with Mailbox Manager's graphical Windows interface, you can administer one or more message servers from a single point of entry, saving time and expense in the management of your systems.

With *INTUITY AUDIX* networking, you extend the power of messaging across the virtual enterprise, strengthening collaboration and enabling communication across time zones. And digital message transmission via the included LAN/IP card can substantially decrease messaging costs by reducing transmission time and enabling the use of more cost-effective networks.

Remain "Open" 24 x 7

To ensure your company remains available to global customers around the clock—an imperative for eBusiness—we provide your *INTUITY AUDIX* VS system with world-class service and maintenance support. Flexibility in our maintenance programs lets you choose the plan that's right for your business, including an option for around-the-clock support. Additionally, our service support includes a 24-hour Helpline and a dedication to responsive customer service.

The *INTUITY AUDIX* VS system software and hardware design provide an easy interface with the *MERLIN MAGIX* system. The *INTUITY AUDIX* VS system provides 4 to 12 voice ports and 175 hours of voice storage. That means your messaging capabilities can keep pace with your business growth—and protect your communications equipment investment.

Take Advantage of Avaya Professional Services

Avaya Professional Services provides a full range of offerings for implementation, administration training, and education, delivered by a team of Microsoft Certified Software Engineers and Certified Novell Engineers. To ensure that deployment of your included software applications proceeds smoothly and delivers the expected functionality, select from the following optional implementation offerings:

- *INTUITY* Message Manager with Fax implementation and/or end-user training
- *www.messenger* with Fax implementation and/or end-user training
- Internet Messaging for *INTUITY AUDIX* implementation



Avaya is a leader in delivering communications solutions for businesses. The *INTUITY AUDIX* VS system for the *MERLIN MAGIX* Integrated System is the perfect entryway into the *INTUITY AUDIX* platform—a wide and continuously growing array of multimedia solutions. In addition, the *INTUITY AUDIX* VS system can be used with *MERLIN LEGEND*® systems.

Harness Messaging for eBusiness Success

eBusiness has arrived. With integrated voice, fax, and e-mail messaging, your employees are equipped to respond at the accelerated pace that's here to stay.

Take advantage of the *INTUITY AUDIX* VS system for the communication capabilities essential to eBusiness success.

About Avaya

To learn more about the *INTUITY AUDIX* VS Multimedia Messaging system with included IP and fax capabilities, ask your Avaya representative or visit avaya.com/solutions.

eBusiness Requirement	INTUITY AUDIX VS Solution
<i>Collaboration</i> , for better decision-making	— Integrated voice and fax messaging — Internet Messaging software
<i>Relationship</i> management, for the service that retains customers	— Visual Desktop Messaging Suite (includes Message Manager and <i>www.messenger</i>)
<i>Information</i> access and delivery, for fast answers from anywhere	— Fax messaging — Visual Desktop Messaging
<i>Networking</i> , to extend communication to the entire virtual enterprise	— Analog/digital networking — Built-in LAN/IP card