



Extending Unified Communications to VDI

Situation overview

More and more businesses are realizing the benefits of a virtualized environment. With all the benefits of a virtualized desktop infrastructure (VDI), you'd think incorporating unified communications (UC) in a VDI environment would be a no-brainer. However, running real-time applications, such as VoIP over VDI, has been limited by architectural constraints. For one, routing all voice traffic through the data center adds latency and results in poor voice quality: distortion, echo, and static. Furthermore, since all media is processed on host servers, it limits the number of users that can be supported at one time. And lastly, if you lose your connection to the virtual desktop in the data center, how do you communicate to IT that you've lost your connection?

Solution overview

HP and Avaya have partnered to give you a quality unified communications deployment in a virtualized environment using HP thin clients. The solution includes HP thin clients with Avaya Aura® UC infrastructure and delivers high-quality voice with reduced server loading, making it easier for you to manage and deploy. The new Avaya VDI Communicator software routes calls point-to-point, offloading all media processing to the HP thin client, thus bypassing the inherent disadvantages of routing calls through the VDI host server.

Powered by dual-core processors, HP's flexible thin clients such as the t510 and the t610 have the power and performance required to easily handle the increased voice and video processing requirements. This solution delivers a rich and reliable user experience.

How it works

Built on open architecture standards and compatible with Citrix and VMware VDI environments, the HP and Avaya VDI solution supports full unified communications functionality. The real-time media is first separated by the Avaya VDI Communicator software on the HP thin client and then processed locally—instead of on the host server. This action offloads the server and allows point-to-point communications, resulting in high-quality voice. And, with this architecture, even if connectivity to the data center is lost, voice communications remain intact, providing more reliable communications.

Avaya VDI Communicator on an HP t610 or t510 Thin Client delivers:

- Clear, high-quality voice
- Basic telephony in case of loss of connectivity to data center VDI servers
- Simplification of complex networks and reduced infrastructure costs
- Access to rich telephony capabilities and applications to improve communications and enhance productivity
- Avaya VDI Communicator includes:
 - Intelligent Presence
 - Instant messaging
 - Click to call
 - Visual voicemail
 - Visual conferencing



HP t610 and t510 Thin Clients

- Powerful, dual-core processors give you a PC-like, high-quality experience
- Your choice of operating system: WES7 or HP Thin Pro
- Smooth handling and processing of intensive multi-media
- Future-proofs your technology investment, with more than enough horsepower for video conferencing
- Firmware encryptions enhance security and help protect against hijacking
- Remote Wake on LAN, reboot, and shutdown



HP t510 Thin Client with Avaya one-X® Communicator

Avaya VDI Communicator features:

- Voice
- Instant messaging
- Visual voicemail
- Directory services
- Intelligent Presence

System requirements¹

HP Thin Clients	OS
t610	WES7
t610	ThinPro
t510	WES7
t510	ThinPro
t5740e	WES7
t5565	ThinPro

VDI Environment	Rev
Citrix Xen Desktop (ICA/HDX)	5.0
VMware View (PCoIP)	5.0

Unified Communications Infrastructure	
Avaya Aura® Communication Manager	6.0 or higher
Avaya Aura® Session Manager	6.0 or higher

Learn more about HP thin clients at

hp.com/go/thin

To learn more about Avaya VDI Communicator and Avaya one-X® Communicator², contact Steve Kapralos, Alliance Director, Avaya, (408) 562-3805



Avaya virtual desktop infrastructure unified communications solution requires both client and server software. Server software is available from Avaya.

1. ThinPro available in December 2012. 2. Avaya one-X® Communicator is the user interface that runs on the server. Avaya VDI Communicator is the media processing engine that runs on the thin client.

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