Wireless LAN 9100 Series FAQ

Version 1.0, April 2014

PARTNER VERSION

The purpose of this FAQ is to provide Avaya Sales and Partner Associates with information on Avaya's new, recently announced Wireless LAN 9100 Series solution.

1) **What was announced?**
On Tuesday 1st April 2014, Avaya announced they were extending the Automated Campus to the wireless edge with Avaya's new Wireless LAN 9100 series solution (Avaya Extends the Automated Campus to End the Network Waiting Game)

This was a follow-up announcement to the Avaya Automated Campus announcement, made a week prior, which highlighted how Avaya helps companies overcome the network complexities that plague most businesses today (Avaya Networking Solutions Close the Gap between Data Center and End Devices).

2) **Provide an overview of Avaya's new WLAN 9100 Series?**

Avaya's WLAN 9100 Series is an 802.11ac driven, next generation distributed-controller wireless solution that offers a full featured competitive RF feature set including application intelligence on the AP. It offers a broad AP portfolio and seamless, technician-free upgrades to 802.11ac. Instead of a radio swap, it is a simple software only upgrade. Application QoS allows for very granular QoS enforcement directly on the AP, optimizing all Avaya Aura applications, or general application policy enforcement.

Tight integration with Avaya Fabric delivers execution of the Automated Campus: zero touch configuration and optimized and secure traffic streams through the fabric.

3) **What are the top differentiators of Avaya's new solution?**
Differentiators include:
- Ability to provide differentiated services to applications (e.g., UC, CC, Scopia, and other applications of interest to our customers) with the WLAN 9100 Application Control Capability
- Extension of Avaya's innovative Fabric technology to the wireless edge (second release of WLAN 9100)
- Cost effective and scalable 2-tier architecture (controller function distributed to every AP)
- Support for 802.11ac (latest WLAN industry standard) offering gigabit throughput and performance
- Broad Portfolio (2x2, 3x3, 802.11n, 802.11ac, indoor, outdoor APs)
- On premise and cloud based management solutions
- Identity Engines Integration for BYOD
- Cost-effective mid-market and branch office solutions

4) What is the impact of this announcement on Avaya's current WLAN 8100 solution?

Currently, there are no plans to retire WLAN 8100 Series. Avaya is committed to the continued supply and support of WLAN 8100 Series.

WLAN 8100 is based on the 802.11n technology and we will continue to provide support for our customers. WLAN 9100 plays to the upcoming 802.11ac wave, which essentially means a hardware upgrade for APs. All 802.11ac efforts were steered towards WLAN 9100, which includes an architecture change from controller based to distributed controller architecture. 802.11ac speeds put a challenge on controller based architectures. Therefore, Avaya's WLAN 9100 offers a 2-tier architecture with distributed controller functionality built into every AP, eliminating inefficiencies such as overlay tunnels and hair-pinning of all data traffic through the controller.

5) What integration is available between WLAN 8100 and WLAN 9100 solution?

Due to the architectural change between WLAN 8100 and 9100, there is no tight integration between the two WLAN families. The management of the two architectures—a centralized controller approach vs. a distributed controller approach—is different enough that instead of directing R&D resources towards integrating the management of the two solutions, Avaya is investing in value-added capabilities such as automated provisioning and other advanced RF features that'll have a greater positive impact to our customers.

While no tight integration is planned, the two solutions will co-exist and can be deployed in parallel. Identity Engines, Avaya's BYOD and Guest Management solution will work with both solutions.

6) What is the investment protection for installed 8100 base and how can they migrate to 9100?

There will be continued delivery and support for WLAN 8100. Currently, there are no plans to retire WLAN 8100 Series. Avaya is committed to the continued supply and support of WLAN 8100. Customers with 8100s can add more 8100s to their existing network as they grow. There is a software update planned for WLAN 8100 (R3.0) targeted for 2HCY14 that includes capabilities such as Bonjour support, WMS enhancements etc.

A good migration point is when the customer is ready to upgrade to 802.11ac. Upgrade to 802.11ac is a rip-and-replace scenario anyway, regardless of the vendor or solution. Given the 2-tier architecture of the 9100, customers are not saddled with the expense of centralized controllers, as part of the migration to the 9100 solution. Having said that, customers can also grow their existing 8100 networks using 9100s (while staying with 802.11n), as the two solutions (8100 and 9100) can co-exist and centrally manage their BYOD and access policies using Identify Engines.

7) How is the integration of WMS, RF-Mgmt and other admin tools for 8100 and 9100?

Next-generation WLAN technologies such as 802.11ac bring gigabit speeds to WLAN making the scalability of traditional controller-based architectures a challenge. Therefore, Avaya's WLAN 9100 offers a 2-tier architecture with distributed controller functionality built into every AP, eliminating inefficiencies such as overlay tunnels and hair-pinning of all data traffic through the controller.

As such, the management of these two architectures—a centralized controller approach vs. a distributed controller approach—is different enough that instead of directing R&D resources towards integrating the management of the two solutions, we are investing in value-added capabilities such as automated provisioning and other advanced RF features that'll have a greater positive impact to our customers.

8) **What is the Go to Market strategy for WLAN9100?**

The GTM plan is as follows:

- The routes to market will be similar to the current 8100
- Hire incremental WLAN sales experts to support Avaya's sales force, networking sales specialists and our partners. These new WLAN sales experts will be ideally distributed throughout the world so they can provide good geographical coverage.
- Align with Fabric Elite Partners that can sell end-to-end wired & wireless fabrics; build off of the fabric elite partner program logistics and momentum
- Grow our partner footprint for WLAN—as a follow-on phase to the Fabric Elite Partners, go after partners that currently sell WLAN from Juniper, Motorola, Meru, ALU, and Extreme/Enterasys
- Avaya did the first wave of partner briefings at ATF in Orlando last week. An announcement went out in the partner newsletter this morning (or last night). We continue to brief other partners by working with our partner leads. There will be ongoing partner communications, training, etc, leading up to the product GA in June 2014.

9) **Do we have a license-transfer between WLAN 8100 management licenses and WLAN 9100 licenses?**
The WLAN 9100 Orchestration System (WOS) will not manage the WLAN 8100 Series, hence a license transfer program is not possible.

10) **Does the WLAN 9100 have all the necessary WLAN healthcare certifications?**

Avaya is working on prioritizing the healthcare certifications (some of which are country and region specific) and will kick-off the certification process shortly thereafter.

Please help us prioritize the list of certifications and required timeframes, based on either market opportunity or specific deals, by contacting PLM directly with detailed information. This will help us prioritize based on real opportunities.

11) **Does the WLAN 9100 have Spectralink Certification? Is it certified for Ascom I62?**

The certification process will be kicked off in the May timeframe, and we anticipate having these certifications around Sept/Oct 2014.

12) **What additional industry certifications will WLAN 9100 have?**

Avaya is working on getting the WLAN 9100 family certified for the most important industry certificates and interoperability. Spectralink, Aeroscout, Ascom and ISO/IEC 60601-1-2 are our top priority / on the short list. Other certifications will be added as we move along. Specific certifications will be done on a business case basis.

13) **Provide high level talking points on WLAN 9100?**

WLAN 9100– "application first" wireless solution that delivers differentiated services to applications and extends the benefits of Avaya fabric to the wireless edge

1. Next-generation WLAN technologies such as 802.11ac bring gigabit speeds to WLAN making the scalability of traditional controller-based architectures a challenge. Avaya's WLAN 9100 offers a 2-tier architecture with distributed controllers built into every AP, eliminating inefficiencies such as overlay tunnels and hair-pinning of all data traffic through the controller.

2. Avaya is extending the intelligence and benefits of our fabric technology not only to the wiring closet but all the way to the wireless AP via Fabric Attach. Fabric Attach in combination with Identity Engines provides
   a. Automated identification and provisioning of APs
   b. Automated identification and provisioning of users and end devices
   c. Simplifies adds, moves and changes
   d. Centralized policy-based control without any manual configuration—reduces network configuration errors
3. Application QoS enforced right at the AP (Over 1,200 applications supported and more being added)
   a. Very granular enforcement (allow, throttle, prioritize, by Client, VLAN, and Time of Day) of QoS policies closest to the source
4. Cloud-based management along with on-premise management.

14) **What is Avaya's 2014 roadmap for WLAN 8100 and WLAN 9100?**
    Avaya's WLAN product line-up/roadmap is as follows:

    - **Avaya WLAN 8100 Series**:
      o Avaya's existing WLAN 8100 Series will received a software update with Release 3.0, targeted to go GA in 1H2014. Rel 3.0 capabilities include Bonjour support and other enhancements.

    - **Avaya WLAN 9100 Series**
      o WLAN 9100 Series is Avaya's next generation offering targeted at customers requiring a controller-less solution or cloud-based offering or 802.11ac technology. The solution includes access points managed by either an on-premise management application or a cloud-based management application (Avaya Wireless Orchestration System or WOS).
        ▪ WLAN 9100 Release 7.0 (The first release of the WLAN 9100 series) will be generally available in mid-2014 and includes 802.11n and 802.11 ac indoor APs (both 2x2 and 3x3 options) and a 2x2 802.11n outdoor AP.
        ▪ The follow on release to WLAN 9100 targeted for calendar Q4 2014 will include a 4-Radio AP (802.11ac) for higher density deployments, cloud-based management, and Fabric to the wireless edge.

15) **What are the benefits WLAN 9100 Series for sales/partners and customers**?

    - Sales and Partners:
      o <u>Expanded WLAN portfolio</u> : Comprehensive, industry leading WLAN offering that allows us to compete aggressively and win in all segments of the market that Avaya networking currently plays in (SME, Mid-market and Enterprise). New products being introduced mid-2014 include industry leading management, 2x2 and 3x3 802.11ac Access Points.
      o <u>Greater share of wallet through network attach:</u> End to end Fabric enables partners to capitalize on the requirement for unified wired/wireless solutions with a differentiated offering
      o <u>Target new market opportunities with Cloud-Managed offerings</u>: Cloud-managed equipment is proliferating especially in the Mid-market, and the new capabilities made possible by the Cloud solution will allow customers to compete in this fast growth market; it also creates tighter alignment with other Avaya cloud-managed offerings such as UCaaS offered by Avaya.

- o Capitalize on the 802.11ac upgrade cycle: Purchase 802.11ac WLAN 9100 APs today or go with 802.11n APs and upgrade to 802.11ac in the future. No need to physically swap out APs – a simple, software upgrade is all that is required.
  - o Compete in Mid-Market: With cost-effective wired/WLAN unified access solution, Avaya has the perfect solution for all segments of the market.
  - o Feature-set optimized for Mobile Collaboration: Extending Fabric to the edge enables differentiated services to applications; delivers simplicity, resiliency & TCO advantage
- Customers
  - o Future proof customer networks with leading-edge technology solutions, including 802.11ac
  - o Greater choice and flexibility
  - o Simplified , easy to use Cloud-based management offerings
  - o The benefits of Fabric to the wired/wireless edge

16) **When will WLAN 9100 be available on the price list?**

WLAN 9100 R7.0 (first release) will be available on the price list in June 2014. The table below summarizes the products available in the initial release. The software will be available on shipping hardware and will also be downloadable from the Avaya Support website.

Order Code	Description
Access Points	
WAP9122XX-E6	WLAN 9122 INDOOR ACCESS POINT, 802.11N (UPGRADABLE TO 11AC), DUAL RADIO 2x2 MIMO, OMNI-DIRECTIONAL ANTENNA, INTEGRATED WIRELESS CONTROLLER
WAP9123XX-E6	WLAN 9123 INDOOR ACCESS POINT, 802.11N (UPGRADABLE TO 11AC), DUAL RADIO 3x3 MIMO, OMNI-DIRECTIONAL ANTENNA, INTEGRATED WIRELESS CONTROLLER
WAP9132XX-E6	WLAN 9132 INDOOR ACCESS POINT, 802.11AC, DUAL RADIO 2x2 MIMO, OMNI-DIRECTIONAL ANTENNA, INTEGRATED WIRELESS CONTROLLER
WAP9133XX-E6	WLAN 9133 INDOOR ACCESS POINT, 802.11AC, DUAL RADIO 3x3 MIMO, OMNI-DIRECTIONAL ANTENNA, INTEGRATED WIRELESS CONTROLLER
WA09122XX-E6	WLAN 9122 OUTDOOR ACCESS POINT, 802.11N, DUAL RADIO 2x2 MIMO, OMNI-DIRECTIONAL ANTENNA, INTEGRATED WIRELESS CONTROLLER
WLAN Orchestration System Software	
WOS9100-E	WLAN ORCHESTRATION SYSTEM FOR WLAN 9100 SERIES, SOFTWARE BASE ONLY. REQUIRES AP LICENSES
WOS Licensing	
WLC20WOS	WLAN ORCHESTRATION SYSTEM LICENSE - SUPPORT FOR 20 WLAN 9100 ACCESS POINTS - REQUIRES BASE SOFTWARE
WLC50WOS	WLAN ORCHESTRATION SYSTEM LICENSE - SUPPORT FOR 50 WLAN 9100 ACCESS POINTS - REQUIRES BASE SOFTWARE
WLC100WOS	WLAN ORCHESTRATION SYSTEM LICENSE - SUPPORT FOR 100 WLAN 9100 ACCESS POINTS - REQUIRES BASE SOFTWARE
WLC200WOS	WLAN ORCHESTRATION SYSTEM LICENSE - SUPPORT FOR 200 WLAN 910 ACCESS POINTS - REQUIRES BASE SOFTWARE
WLC500WOS	WLAN ORCHESTRATION SYSTEM LICENSE - SUPPORT FOR 500 WLAN 9100 ACCESS POINTS - REQUIRES BASE SOFTWARE
WLC1000WOS	WLAN ORCHESTRATION SYSTEM LICENSE - SUPPORT FOR 1000 WLAN 9100 ACCESS POINTS - REQUIRES BASE SOFTWARE
WLC2000WOS	WLAN ORCHESTRATION SYSTEM LICENSE - SUPPORT FOR 2000 WLAN 9100 ACCESS POINTS - REQUIRES BASE SOFTWARE

Application Control Licensing	
WLC5APP	WLAN 9100: 5 AP LICENSE FOR APPLICATION CONTROL SW UPGRADE ON ACCESS POINTS
WLC20APP	WLAN 9100: 20 AP LICENSE FOR APPLICATION CONTROL SW UPGRADE ON ACCESS POINTS
WLC200APP	WLAN 9100: 200 AP LICENSE FOR APPLICATION CONTROL SW UPGRADE ON ACCESS POINTS
802.11n to 802.11ac AP UPGRADE LICENSES	
WLC2NAC	WLAN 9100: 2 AP LICENSE UPGRADES FROM 11N to 11AC
WLC10NAC	WLAN 9100: 10 AP LICENSE UPGRADES FROM 11N to 11AC
WLC50NAC	WLAN 9100: 50 AP LICENSE UPGRADES FROM 11N to 11AC

Accessories

WAT912035-E6	2.4GHz/5GHz, 14dBi, 35 degree, 2x2 panel antenna, cables separate
WAT912090-E6	2.4GHz/5GHz, 6/7dBi, 90 degree, 2x2 panel antenna, cables separate
WAT911360-E6	2.4GHz/5GHz, 360 degree, 1x1 "rubber duck" antenna
WAT910010-E6	10' antenna cable for XR-520H antennas. Order 2 cables per antenna.

Phase 2

WAA9162XX-E6	WLAN 9162 INDOOR HIGH DENSITY ACCESS POINT, 4 RADIO , 802.11AC, 2x2 MIMO, MODULAR CHASSIS, INTEGRATED WIRELESS CONTROLLER
WAA9163XX-E6	WLAN 9163 INDOOR HIGH DENSITY ACCESS POINT, 4 RADIO, 802.11AC, 3x3 MIMO, MODULAR CHASSIS, INTEGRATED WIRELESS CONTROLLER
WOS9100-C	WLAN ORCHESTRATION SYSTEM FOR WLAN 9100 SERIES – CLOUD

17) Is Avaya WLAN 9100 Series available for sale globally?

The initial release of WLAN 9100 is available in North America and EMEA. Additional countries will follow based on the homologation timeline.

18) What is the product warranty on WLAN 9100?

The hardware warranty on Avaya WLAN 9100 Series is:

- APs (2 radio): Lifetime
- High Density APs (4 or more radio APs): 5 Years
- All Other hardware (Accessories): 1 Year

19) Which WLAN solution should I sell in 2014?

WLAN 9100 Series is the solution that should be positioned unless there are extenuating circumstances that justify positioning the WLAN 8100 Series. Our focus and investment is in the new WLAN 9100 portfolio and delivering true differentiation to the market with our Fabric-enabled UA solution.

Summary:

	WLAN 9100 Series	WLAN 8100 Series

Net new enterprise sales (green field)	X	
Net new Mid-market opportunities	X	
Existing Ayaya WLAN 2300 Customers	X	
Existing Avaya WLAN 8100 Customers		
802.11ac requirement	X	
Cloud-based management requirement	X	
802.11n AP expansion		X

20) Who are the target customers for WLAN 9100? Target verticals?

Target customers:

- Existing Avaya WLAN customers who are upgrading or expanding their network
- Avaya wired (non wireless) customers who have a wireless opportunity. These customers could adopt either the Overlay model or the Fabric Attach/Unified Access model for their WLAN deployment

Target verticals:

- Large, medium and small enterprises with a specific focus on K-12, Healthcare, Higher Education and Hospitality verticals

21) Will there be any financial incentives for customers to move from the WLAN 8100 Series to the WLAN 9100 Series?

There are no widespread/generally-available incentive plans to transition to the new solution. However, if you have specific large/strategic customer situations that deserve a closer look, please contact Product Management (contacts details are at the end of this FAQ).

22) Re-iterate Avaya's Unified Access strategy?

Avaya's strategy is to deliver best-in-class products for the data center core, top-of-rack and campus networks. Our Enterprise Unified Access strategy comprises:

- True unified access: Offers consistent policy enforcement, security, guest management and network management across wired and wireless
- Fabric-Connect: Standards-based highly scalable, extensible and service-based infrastructure that extends from the data center core to the campus edge (*This investment extends it to the campus wired & wireless edge)
- Award winning Guest Management and BYOD with our unified Identity and Network Access Control solution (Identity Engines)
- Proactive Monitoring capabilities (Avaya SLAMon) that allow customers to simulate different traffic types and detect issues before any application degradation occurs
- Avaya-on-Avaya: Integrated full-stack solutions from Avaya that provide the best user experience, ease of deployment and ease of support.

23) Where can I get additional information

Additional information will be rolled out in the next 1-2 months as we approach GA of the solution. Please check the WLAN 9100 portal page frequently for new information.

Avaya did a pre-announcement of WLAN 9100 in order to be able to show and demo the new portfolio at the global Interop Networking trade show in Las Vegas and at our annual Avaya Technology Fora across the globe.

Closer to the GA date in early June we will release technical details and design information. For now, please direct your questions to your local Avaya pre sales support. They will have specialist support to address all your questions. Starting at the end of April we will host webcasts and workshops to partners and customers to discuss details about the new portfolio. Avaya Learning will announce WLAN certification training for this new portfolio as well.

24) Who can I contact for additional information

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