



Avaya one-X™ Communicator Reference

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Introduction

Avaya one-X Communicator is a software application that enables you to control telephone calls (both incoming and outgoing) directly from your PC. Avaya one-X Communicator enables you to log into your company's server remotely and make and receive telephone calls from your telephone extension. Depending on the Avaya one-X Communicator features installed on your PC, you may be able to:

- integrate Avaya one-X Communicator with your Avaya one-X Portal account (if administered)
- send and receive video during calls you handle with Avaya one-X Communicator
- integrate Avaya one-X Communicator with Lenovo
- use Avaya one-X Communicator in the Citrix environment
- use Avaya one-X Communicator to make calls from IBM Lotus Sametime Connect
- use Avaya one-X Communicator to make and answer calls from Microsoft Office Communicator 2007
- use Avaya one-X Communicator with Microsoft Outlook
- dial telephone numbers directly from Microsoft Internet Explorer web pages and/or Mozilla Firefox web pages

Log into the server

To log into the server:

1. In the User name/Extension box, enter your user name/extension on the server.
2. In the Password box, enter your password.
3. Click **Log On**.
The Welcome dialog box appears.
4. Click the **Change your login mode** button to select the login mode you want to use. You can select one of the following modes:
 - Office
 - Home
 - Mobile
 - Traveling
5. From the Place and receive calls using box, select the endpoint you want to use to make and receive calls. Your choices are:
 - **My Computer** (Road Warrior mode)
Use this mode when you are out of the office (for example, traveling). This mode enables you to use the full feature set of your company's telephone system from temporary locations anywhere in the world (such as a hotel room). This mode is configured for voice over IP (VoIP). You place and handle calls via the Avaya one-X Communicator interface on your PC, and you use a headset connected to the PC (or the PC's microphone and speakers) to speak and listen.
 - **Desk Phone** (Shared mode)
Use this mode when you are at the office. This mode enables you to log into the server and control your Avaya telephone from Avaya one-X Communicator. You can make and handle calls from both the Avaya one-X Communicator interface and your Avaya telephone. You use your Avaya telephone to speak and listen.
 - **another telephone number** (Telecommuter mode)
Use this mode when you are telecommuting (for example, working from your home office or another off-site location). This mode enables you to use the full feature set of your company's telephone system from a location other than your office. You place and handle calls via the Avaya

one-X Communicator interface, and you use a separate telephone line at your remote location to speak and listen. Unlike My Computer mode, this mode is configured for toll-quality audio and optimizes audio through the other phone. To use this mode, you must have a separate telephone line available at your remote location.

NOTE:


To be able to select another telephone number, you must specify that number using the **Specify Other** button.

6. Click **Login and save settings**.


The Avaya one-X Communicator window appears.

Log out of the server


To log out of the server and close Avaya one-X Communicator, perform one of the following steps:

- Click , and select **Exit**.
- Right-click the Avaya one-X Communicator icon in the System Tray, and select **Exit**.

To log out of the server without closing the Avaya one-X Communicator:

Click , and select **Log Off**.

To close the Avaya one-X Communicator window and remain logged into the server:

Click **X** at the top of the window. The Avaya one-X Communicator window closes, but Avaya one-X Communicator continues to run and is still logged into the server. The Avaya one-X Communicator icon () appears in the System Tray. The Avaya one-X Communicator window opens when you:

- receive a call
- double-click the Avaya one-X Communicator icon in the System Tray

Supported Telephones

Avaya one-X Communicator supports the phone types listed below. The phones supported depend on the Avaya one-X Communicator mode you installed (that is, H.323 or SIP) and the user mode you want to use.

H.323 MODE WITH ALL MODES

- 2400 Series telephones
- 4600 Series telephones
- 6400 Series telephones
- 9600 Series telephones

NOTE:

Avaya one-X Communicator does not support the 9610 telephone in H.323 mode.

SIP MODE WITH DESK PHONE MODE (SHARED CONTROL)

- 9600 Series telephones (only with SIP IGNITE 2.4 firmware)

NOTE:

Avaya one-X Communicator does not support the 9610 telephone in SIP mode.

SIP MODE WITH ALL OTHER MODES

- 4600 Series telephones
- 9600 Series telephones

NOTE:


Avaya one-X Communicator does not support the 9610 telephone in SIP mode.

Use your feature buttons

Depending on how your extension on the Avaya Communication Manager system is administered, you may be able to use the following advanced SIP telephony feature buttons:

- Automatic Call Back
- Bridged Call appearances
- Call Forwarding All Calls
- Call Forwarding Busy/Don't Answer
- Call Park
- Calling Party Number Blocking
- Calling Party Number Unblocking
- Call Pickup
- Call Pickup (Pickup Group, Directed Call Pickup, and Extended Group Call Pickup)
- Call Retrieve
- EC500
- Malicious Call Trace
- One-Step Recording
- Priority Calling
- Send All Calls
- Six-party adhoc conferencing
- Transfer to Voicemail
- Whisper Page

To access your feature buttons:

1. Click .
The Dialpad window appears and displays the advanced H.323 telephony features that are programmed for your extension.
2. Click the appropriate feature button.

Use Avaya one-X Communicator with other Applications

USING AVAYA ONE-X COMMUNICATOR WITH AVAYA ONE-X PORTAL

Use this procedure to integrate Avaya one-X Communicator with Avaya one-X Portal.


When you integrate Avaya one-X Communicator with Avaya one-X Portal, you will be able to:

- access your Avaya one-X Portal contacts
- send and receive instant messages to and from your contacts
- track the presence of your contacts
- access your visual voice mail messages
- change your presence status
- change your personal message

NOTE:

You must have an Avaya one-X Portal account if you want to integrate Avaya one-X Communicator with Avaya one-X Portal. Contact your system administrator for more information.

To integrate Avaya one-X Communicator with Avaya one-X Portal:

1. Click  and select **Settings > General Settings**.
The General Settings dialog box appears.
2. Click **Account**.
3. Perform one of the following steps:
 - If you want Avaya one-X Communicator to try to discover your Avaya one-X Portal settings automatically:

NOTE:

The Discover feature will not work properly if you are using Avaya one-X Communicator through a VPN connection.

1. Click **Discover**.
Avaya one-X Communicator retrieves the fully-qualified domain name for the Avaya one-X Portal server and displays this information in the URL box.
2. Make sure the **Use one-X Portal account** check box is selected.
3. In the User name box, enter your user name for Avaya one-X Portal.

4. In the Password box, enter your password for Avaya one-X Portal.
5. Click **OK**.

The user name and password you specified are displayed in the Avaya one-X Communicator Login dialog box.


- If you want to set your Avaya one-X Portal settings manually:
 1. Make sure the **Use one-X Portal account** check box is selected.
 2. In the URL box, enter the URL for the Avaya one-X Portal server.
 3. In the User name box, enter your user name for Avaya one-X Portal.
 4. In the Password box, enter your password for Avaya one-X Portal.
 5. Click **OK**.

The user name and password you specified are displayed in the Avaya one-X Communicator Login dialog box.

USING AVAYA ONE-X COMMUNICATION WITH LENOVO

Use this procedure to integrate Avaya one-X Communicator with Lenovo.

To integrate Avaya one-X Communicator with Lenovo:

1. Click  and select **Settings > General Settings**.

The General Settings dialog box appears.
2. Click **Lenovo**.

The Lenovo page appears.
3. If you want to integrate Avaya one-X Communicator with Thinklight, enable the **Enable Thinklight integration** check box.
4. If you want to integrate Avaya one-X Communicator with Biometric, enable the **Enable Biometric integration** check box.
5. Click **OK** to close the General Settings dialog box.

USING AVAYA ONE-X COMMUNICATOR IN THE CITRIX ENVIRONMENT

If you are using Avaya one-X Communicator in the Citrix environment, please keep in mind the following information:

- You can set your dialing rules in Avaya one-X Communicator.
- All Avaya one-X Communicator files reside on the Citrix server.

- Video is not supported.
- My Computer mode (Road Warrior configuration) is not supported.
- The Click-to-Dial feature works only if the following conditions exist:
 - Microsoft Internet Explorer or Mozilla Firefox is a published application on the Citrix server.
 - You are using the installation of Microsoft Internet Explorer or Mozilla Firefox on the Citrix server. (The Click-to-Dial feature will not work with the local installation of Microsoft Internet Explorer or Mozilla Firefox on your PC.)
- If you are using Avaya one-X Communicator as a published application in the Citrix environment, you must use a resolution of 1024 x 768 or higher.

USING AVAYA ONE-X COMMUNICATOR WITH IBM LOTUS SAMETIME CONNECT

You can make calls from IBM Lotus Sametime Connect using Avaya one-X Communicator. To make a call from IBM Lotus Sametime Connect, right-click on the contact you want to call, and then select **Avaya one-X Communicator Start Call**.

Things to Keep in Mind

When using Avaya one-X Communicator with IBM Sametime Connect integration, keep in mind the following information:

- You must be logged into Avaya one-X Communicator to make calls.
- Avaya one-X Communicator will dial the telephone number that is administered in the Office Phone field in IBM Domino for the selected user.
- Avaya one-X Communicator does not provide a call appearance for the calls you make.
- You can only make outgoing calls.
- If you restart Avaya one-X Communicator, you must restart IBM Lotus Sametime Connect.
- If you receive the message "Unable to place call. Avaya one-X Communicator is not logged in," Avaya one-X Communicator is not running. Start Avaya one-X Communicator and log into the server.
- The Business Card information for a contact must display a dialable telephone number for Avaya one-X Communicator to be able to place a call.

USING AVAYA ONE-X COMMUNICATOR WITH MICROSOFT OFFICE COMMUNICATOR 2007

If you installed Avaya one-X Communicator with Microsoft Office Communicator integration, you can make and handle calls from Microsoft Office Communicator 2007. Using the Avaya tab provided in the Microsoft Office Communicator 2007 window, you can also access and use the first 12 feature buttons administered on your telephone.

Things to Keep in Mind

When using Avaya one-X Communicator with Microsoft Office Communicator integration, keep in mind the following information:

- Before you can make calls from Microsoft Office Communicator, you must configure the dialing properties in Avaya one-X Communicator.
- Whenever you make or answer a call from Microsoft Office Communicator, the Avaya one-X Communicator window displays a call appearance for that call.
- For incoming calls, the caller name is not displayed in Microsoft Office Communicator.
- Incoming calls are not associated with a contact.
- Avaya one-X Communicator supports the following Microsoft Office Communicator phone features:
 - Call
 - Hang up
 - Hold
 - Retrieve Call from Hold
 - Unannounced Transfer
 - Announced Transfer
 - Conference
 - Dialpad (for dialing DTMF on an existing call)

Make a Call

To make a call:

1. Right-click the contact you want to call.
2. Select **Call** and the telephone number you want to dial.
A conversation window appears for the call.

Hang up a Call

To hang up a call:

Click the **Hang Up** button in the conversation window.

Answer a Call

To answer a call:

Click **Accept Call** in the incoming call window.

A conversation window appears for the call.

Place a Call on Hold

To place a call on hold:

Click the **Hold** button in the conversation window.

Answer a Call on Hold

To answer a call that is on hold:

Click the **Retrieve Call From Hold** button in the conversation window.

Transfer a Call (Unannounced)

To transfer a call:

1. Click the **Unannounced Transfer** button in the conversation window.
The Transfer Voice Call dialog box appears.
2. Select the contact to which you want to transfer the call.
3. Click **OK**.

Transfer a Call (Announced)

To transfer a call:

1. Click the **Announced Transfer** button in the conversation window.
The Announced Transfer dialog box appears.
2. Select the contact to which you want to transfer the call.
3. Click **OK**.
The Transfer Call dialog box appears.
4. Click the **Call button**.
The call is placed to the contact.
5. To complete the transfer, click the **Transfer Now** button.

Start a Conference

To start a conference:

1. Click the **Add a person to the call** button in the conversation window.
The Invite Someone to Join This Conference dialog box appears.
2. Select the contact you want to add to the active call.
3. Click **OK**.
The Add a Person to the Call dialog box appears.
4. Click the **Call** button.
The call is placed to the contact.
5. To add the call to the conference, click the **Add** button.

Use Feature Buttons

To use a feature button:

1. Click the Avaya tab in the Microsoft Office Communicator window.
2. Click on the appropriate feature button.
3. Use the dialpad to enter the feature access code or digits (if necessary).

USING AVAYA ONE-X COMMUNICATOR WITH MICROSOFT OUTLOOK

If you selected Microsoft Outlook Integration during installation, you can easily make and log calls from Microsoft Outlook via Avaya one-X Communicator. You can make calls from any Microsoft Outlook contact or Journal entry. You can even set Avaya one-X Communicator to try to match the caller ID for an incoming call with the telephone numbers in your Microsoft Outlook contacts, giving you the opportunity to know who is calling before you answer the call. If a match is found, the information for that contact is "popped" to the screen.

For information on how to use Avaya one-X Communicator with Microsoft Outlook, select **Help** from the **Avaya** menu in Microsoft Outlook.

Configure Avaya one-X Communicator

USING A HEADSET WITH AVAYA ONE-X COMMUNICATOR


When using a headset with Avaya one-X Communicator, be sure to place the microphone of the headset directly in front of your mouth. This helps ensure that the other party on a call will hear you when you speak.

For a list of supported headsets, go to <http://avaya.com/support>.

RUN THE AUDIO TUNING WIZARD

Before running the Audio Tuning Wizard, make sure your audio applications are closed.

To run the Audio Tuning Wizard:

1. Click  and select **Settings > General Settings**.
The General Settings dialog box appears.
2. Click **Audio**.
The Audio page appears.
3. Click **Audio Tuning Wizard**.
The Audio Wizard dialog box appears. This dialog box enables you to select the devices you want to use to record and play back sound during your calls.
4. From the Select a playback device box, select the device you want to use to play sound on your PC during calls.
5. From the Select a recording device box, select the device you want to use to record sound on your PC during calls.
6. Click **Next**.
The next Audio Tuning Wizard dialog box appears. This dialog box enables you to specify whether you are using a headset/handset or PC microphone and speakers to speak to and hear the other party on a call.
7. Perform one of the following steps:
 - If you want to use your headset or handset to speak to and hear the other party on a call, click the **Headset or handset** option button.
 - If you want to use your PC microphone and speakers to speak to and hear the other party on a call, click the **PC microphone and PC speakers** option button.

- If you want to use your half-duplex sound card to speak to and hear the other party on a call, click the **Half-duplex sound card** option button.
8. Click **Next**.

The next Audio Tuning Wizard dialog box appears. This dialog box enables you to verify that your PC speakers or headset are operating properly and to adjust the volume of the speakers or headset.
 9. Click the **Test**.

If your speakers or headset are operating properly, you will hear a sample sound file. Move the slider to adjust the volume. Moving the slider to the right increases the volume. When finished, click **Stop**.

If you do not hear the sample sound file, verify the connections between your PC and the speakers/headset, and verify that your speakers are turned on.
 10. Click **Next**.

The next Audio Tuning Wizard dialog box appears. This dialog box enables you to verify that your microphone is operating properly and to adjust the recording level (that is, volume) of the microphone.
 11. Speak into your microphone to set the recording level.
 12. When finished, click **Next**.

The next Audio Tuning Wizard dialog box appears. This dialog box enables the Audio Tuning Wizard to determine the level of background noise at your current location. This prevents Avaya one-X Communicator from transmitting the background noise at your location when you are not speaking during a call.
 13. Make sure there is no excessive noise.
 14. Click **Test** and then do not speak.

The **Test** button becomes disabled, and the Audio Tuning Wizard determines the background noise level. This test lasts for approximately 10 seconds. When the test is completed, the **Test** button becomes enabled.


If there was excessive noise during the test, repeat Steps 13 and 14.
 15. When the test is complete, click **Next**.

The Audio Tuning Wizard complete dialog box appears.
 16. Click **Finish**.
 17. Click **OK** to close the General Settings dialog box.

ENABLE/DISABLE THE CLICK-TO-DIAL FEATURE

Use this procedure to enable/disable dialing from Microsoft Internet Explorer and/or Mozilla Firefox windows. When the Click-to-Dial feature is enabled, all dialable numbers displayed in Microsoft Internet Explorer and/or Mozilla Firefox windows will be highlighted automatically. You can dial these numbers with a click of the mouse.

To enable/disable the Click-to-Dial feature:

1. Click  and select **Settings > General Settings**.
The General Settings dialog box appears.
2. Click **Desktop Integration**.
The Desktop Integration settings appear.
3. In the Click-to-Dial area, enable/disable the **Microsoft Internet Explorer** check box.
4. Enable/disable the **Mozilla Firefox** check box.
5. Click **OK**.


NOTE:

If you enabled/disabled the Click-to-Dial feature for Microsoft Internet Explorer, you must restart Microsoft Internet Explorer for the change to take effect.

CONFIGURE YOUR DIALING RULES

Use this procedure to specify the rules that Avaya one-X Communicator must follow to dial telephone numbers.

To configure your dialing rules:

1. Click  and select **Settings > General Settings**.
The General Settings dialog box appears.
2. Click **Dialing Rules**.
The Dialing Rules settings appear.
3. Perform one of the following steps:
 - If you want Avaya one-X Communicator to try to discover your dialing rules settings automatically:

NOTE:

The Discover feature will not work properly if you are using Avaya one-X Communicator through a VPN connection.

1. Click **Discover**.
Avaya one-X Communicator retrieves information for all of the boxes except the **Display confirmation window before dialing a number** check box.
 2. If you want Avaya one-X Communicator to display a confirmation window before it dials a number, click the **Display confirmation window before dialing a number** check box.
 3. Click **OK**.
- If you want to set your dialing rules settings manually:
 1. In the Number to Dial to access an outside line box, enter the digit(s) you must dial to access an outside line.
 2. In the Your country code box, enter the code for your country.
 3. In the Your area/city code box, enter the area code/city code where your phone server is located.
 4. In the Number to dial for long distance calls box, enter the digit(s) you must dial to make a long distance call.
 5. In the Number to dial for international calls box, enter the digit(s) you must dial to make an international call.
 6. In the Extension length for internal extensions calls box, enter the number of digits that comprise an internal extension. For example, if your internal extensions consist of five digits, you would enter **5**. In this example, any number that consists of five digits or less would be treated as an internal extension.
If your company supports internal extensions of varying lengths (for example, three-digit, five-digit, and seven-digit extensions), you can specify the different supported extension lengths. For example, if your company supports three-digit, five-digit, and seven-digit extensions, you would enter **3, 5, 7**. You must use a comma to separate the values.

NOTE:


If you specify multiple extension lengths, Avaya one-X Communicator will perform exact matches. For example, if you specify **3, 5, 7**, Avaya Communicator will treat three-digit numbers, five-digit numbers, and seven-digit numbers as internal extensions. In this example, if you dial a one-digit, two-digit, or four-digit number, Avaya one-X Communicator will not recognize the numbers to be internal extensions.

7. In the Length of national phone numbers box, enter the number of digits you must dial (including area/city code) for a call within your country.
8. If you must dial your area/city code when you make a local call, click the **Include area/city code when making a local call** check box. This check box is disabled when the **Your area/city code** box is empty.
9. If you want Avaya one-X Communicator to display a confirmation window before it dials a number, click the **Display confirmation window before dialing a number** check box.
10. Click **OK**.

ENABLE/DISABLE THE DIALING CONFIRMATION WINDOW

Use this procedure to specify whether Avaya one-X Communicator displays a confirmation window before it dials a number.

To enable/disable the dialing confirmation window:

1. Click  and select **Settings > General Settings**.
The General Settings dialog box appears.
2. Click **Dialing Rules**.
The Dialing Rules settings appear.
3. Enable/disable the **Display confirmation window before dialing a number** check box. If this check box is checked, Avaya one-X Communicator will display the dialing confirmation window before it dials a telephone number.
4. Click **OK**.

VIEW THE LINE DISPLAY INFORMATION FOR A CALL

Use this procedure to set Avaya one-X Communicator to display call information for the active call. The line display information appears below the call appearance area in the Avaya one-X Communicator window.

To view the line display information for the active call:


Click  and select **View > Show Line Display**.

NOTE:

A check mark indicates that this setting is enabled.

TURN OFF RINGING FOR ALL INCOMING CALLS

To turn off ringing for all incoming calls:

1. Click  and select **Settings > General Settings**.
The General Settings dialog box appears.
2. Click **Audio**.
The Audio page appears.
3. Select the **Mute ringing for incoming calls** check box.
4. Click **OK**.


Handle Calls

ANSWER A CALL

An incoming call appears in the call appearance area of the Avaya one-X Communicator window. The call information (name and number) is displayed.

When you answer a call, the active timer starts. The active timer keeps track of the duration of the call

To answer a call:

Click  for the incoming call.

If you are using a separate telephone line, answer the call from the phone.

IGNORE AN INCOMING CALL

Use this procedure to disable ringing for an incoming call. You can also [turn off ringing for all incoming calls](#).

NOTE:

You cannot disable ringing for an incoming call if you are using Avaya one-X Communicator in Telecommuter mode.


To disable ringing for the call:

Click  for the call.

PLACE A CALL ON HOLD

When you place a call on hold, the hold timer starts. The hold timer keeps track of how long the call is on hold. The hold timer restarts every time the call is placed on hold.

To place a call on hold:

Click  for the active call.


The call is placed on hold.

If the call is video enabled, Avaya one-X Communicator stops sending video to the other party. When you resume the call, Avaya one-X Communicator resumes sending video to the other party

RESUME A CALL ON HOLD

When you resume a call that is on hold, the active timer resumes.

To resume a call that is on hold:


Click  for the held call.

If the call is video enabled, Avaya one-X Communicator resumes sending video to the other party

ENTER DIGITS DURING A CALL

Use this procedure to enter digits during an active call.

To enter digits from the Dialpad during an active call:


1. Click  to access the Dialpad.
2. Click the appropriate buttons on the Dialpad.

To close the Dialpad:

Click **X** in the Dialpad.

TRANSFER A CALL

To transfer a call:

1. While you are active on a call, click .
The Transfer dialog box appears.
2. In the To box, enter the number to which you want to transfer the call.
3. Click **OK**.
The call disappears from the Avaya one-X Communicator window, indicating that the transfer was successful.

HANG UP A CALL

To hang up a call:

Click  for the call.

MUTE THE MICROPHONE

When you mute the microphone, your microphone is muted for all calls. To use your microphone, you must unmute the microphone.

To mute the microphone:

Click .

UNMUTE THE MICROPHONE

When you [mute the microphone](#), your microphone is muted for all calls. To use your microphone for another call, you must unmute the microphone.


To unmute the microphone:

Click .

Make Calls

MAKE A CALL FROM THE MAIN WINDOW

To make a call from the main window:


1. In the Enter name or number box, enter the telephone number you want to dial.
2. Click .

If you are using a separate telephone line, answer the call from the phone.

A call appearance is displayed for the call.

MAKE A CALL FROM THE DIALPAD

To make a call from the Dialpad:

1. Click  to access the Dialpad.
2. Click each digit you want to dial.



A call appearance is displayed.

To close the Dialpad:

Click **X** in the Dialpad.

MAKE A CALL FROM A CONTACT

To make a call from a contact:

1. Click  to display your contacts.
2. From the Show box, select the appropriate contact list.
3. For the contact you want to call, click .

If you are using a separate telephone line, answer the call from the phone.

A call appearance is displayed for the call.

DIAL A NUMBER FROM MICROSOFT INTERNET EXPLORER

Use this procedure to dial telephone numbers that are displayed on the pages in Microsoft Internet Explorer with a click of the mouse. Before you can dial a telephone number from Microsoft Internet Explorer, you must [enable the Click-to-Dial feature](#). When the Click-to-Dial feature is enabled, all dialable numbers displayed in Microsoft Internet Explorer windows will be highlighted automatically.

NOTE:

When you dial a telephone number from a web page, the telephone number will be processed according to how you configured Windows dialing.

To dial a number that was highlighted automatically in Microsoft Internet Explorer:

1. In the Microsoft Internet Explorer window, place the mouse over the telephone number you want to dial.
A telephone icon appears.

NOTE:

If you are on a secure site, a different icon appears.

2. Click the mouse.
If you are using a separate telephone line, answer the call from the phone.
A call appearance is displayed for the call.

DIAL A NUMBER FROM MOZILLA FIREFOX

Use this procedure to dial telephone numbers that are displayed on the pages in Mozilla Firefox with a click of the mouse. Before you can dial a telephone number from Mozilla Firefox, you must [enable the Click-to-Dial feature](#). When the Click-to-Dial feature is enabled, all dialable numbers displayed in Mozilla Firefox windows will be highlighted automatically.

NOTE:

When you dial a telephone number from a web page, the telephone number will be processed according to how you configured Windows dialing.

To dial a number that was highlighted automatically in Mozilla Firefox:

1. In the Mozilla Firefox window, place the mouse over the telephone number you want to dial.
A telephone icon appears.

NOTE:

If you are on a secure site, a different icon appears.

2. Click the mouse.

If you are using a separate telephone line, answer the call from the phone.

A call appearance is displayed for the call.

REDIAL THE LAST NUMBER DIALED

The Redial button dials the last telephone number that you dialed from Avaya one-X Communicator during the current session.

To redial the last number dialed:

Click .


If you are using a separate telephone line, answer the call from the phone.

A call appearance is displayed for the call.

ENTER DIGITS DURING A CALL

Use this procedure to enter digits during an active call.

To enter digits from the Dialpad during an active call:

1. Click  to access the Dialpad.
2. Click the appropriate buttons on the Dialpad.

To close the Dialpad:

Click **X** in the Dialpad.

MUTE THE MICROPHONE

When you mute the microphone, your microphone is muted for all calls. To use your microphone, you must [unmute the microphone](#).

To mute the microphone:

Click .

UNMUTE THE MICROPHONE

When you [mute the microphone](#), your microphone is muted for all calls. To use your microphone for another call, you must unmute the microphone.

To unmute the microphone:

Click .

Conference Calls

START A CONFERENCE

Depending on your telephone system, you may have up to six participants (including yourself) in a conference. To start a conference, you must have at least two calls in the Avaya one-X Communicator window.

To start a conference:

1. Make sure there are at least two calls in the Avaya one-X Communicator window.
2. Click **Conference**.
The Conference dialog box appears.
3. Click **Conference**.
One call is displayed for the conference.

ADD A PARTICIPANT TO A CONFERENCE

Depending on your telephone system, you may have up to six participants (including yourself) in a conference.

To add a participant to a conference:

1. Perform one of the following steps:
 - Call the party you want to add to the conference.
 - Answer the call from the party you want to add to the conference.
2. Click **Conference**.
The Conference dialog box appears.
3. Click **Conference** for the party you want to add to the conference.

PLACE A CONFERENCE ON HOLD

To place a conference on hold:

Click .

The conference call is placed on hold.

RESUME A CONFERENCE ON HOLD


To resume a conference that is on hold:

Click .

HANG UP A CONFERENCE

Typically, when you hang up a conference, the call is disconnected. However, depending on how your company's voice system is configured, the call could continue for the other parties after you hang up.

To hang up a conference:

Click  for the active conference call.

DROP THE LAST CALL FROM A CONFERENCE

Use this procedure to drop the last call that was added to the conference.

The conference must be active when you want to drop the last call.

To drop the last call from a conference:



Click **Drop** for the active conference call.

Avaya one-X Communicator disconnects the last call that was added to the conference.

Use Bridge Conferencing

CALL INTO A BRIDGE CONFERENCE

To call into a bridge conference:



1. Click .
The Bridge Conference window appears.
2. Enter your conference bridge number in the box, and click .
3. Log into the bridge. You can use the [Avaya one-X Communicator Dialpad](#) to enter your access code.
The Bridge Conference window displays the conference participants. The default name that Avaya Meeting Exchange assigns to each conference appears at the top of the window. Your information is displayed in **bold** type at the top of the participants list.

HOST TASKS

Lock/Unlock a bridge conference

If you are logged in as a host, you can lock the bridge conference to new participants. After you lock the conference, no new participants can join until you unlock the conference.

To lock the bridge conference:

In the Bridge Conference window, click . The conference security icon  appears at the top of the window.

To unlock the bridge conference:

In the Bridge Conference window, click .

Mute a bridge conference (Lecture mode)


If you are logged in as a host, you can mute all lines on the bridge conference. The participants can unmute themselves as needed.

To mute a bridge conference:

In the Bridge Conference window, click .

Unmute a bridge conference

To unmute a bridge conference:

In the Bridge Conference window, click  .

Mute a participant

If you are logged in as a host, you can mute a participant.

To mute a participant:

In the Bridge Conference window, click  for the participant you want to mute.

An icon appears for the selected participant indicating that the participant is muted.

Unmute a participant

To unmute a participant:

In the Bridge Conference window, click  for the participant you want to unmute.

Place a bridge conference on hold

If you are logged in as a host, you can place the bridge conference on music hold.

To place a bridge conference on hold:

In the Bridge Conference window, click  .

Resume a bridge conference on hold


To resume a bridge conference that is on hold:

In the Bridge Conference window, click  .

Place a participant on hold

If you are logged in as a host, you can place a participant on hold.

To place a participant on hold:


In the Bridge Conference window, click  and select **Hold** for the participant you want to place on hold.

An icon appears for the selected participant indicating that the participant is on hold.

Retrieve a participant from hold

If you are logged in as a host, you can retrieve a participant who is on hold.

To retrieve a participant who is on hold:

In the Bridge Conference window, click  and select **Unhold** for the participant who is on hold.

Rename a bridge conference

Avaya one-X Communicator uses the default name that Avaya Meeting Exchange assigns to each conference. If you logged in as a host, you can change the name that is displayed to the participants for the bridge conference.


To rename a bridge conference:

1. In the Bridge Conference window, click on the conference name at the top of the window.
2. Make your changes.


Sort participants in a bridge conference

Regardless of how you sort the participants in a conference, your name will always be listed on top in **bold** type. The timer will also be displayed next to your name.

To sort participants in a bridge conference by name or the order in which they joined the conference:

1. In the Bridge Conference window, click  and select **Sort Participants by**.
2. Perform one of the following steps:
 - If you want sort by name, click **Name**.
 - If you want to sort by the order in which the participants joined the conference, click **Join Order**.


To sort participants in ascending order or descending order:

1. In the Bridge Conference window, click  and select **Sort Participants by**.
2. Perform one of the following steps:
 - If you want to sort by ascending order, click **Ascending**.
 - If you want to sort by descending order, click **Descending**.

Add a participant to a bridge conference

Only the host can add a participant to a bridge conference.


To add a participant:

1. In the text box at the top of the Bridge Conference window, enter the telephone number of the party you want to add.
2. Click .

Drop a participant from a bridge conference

If you are logged in as a host, you can drop participants from the bridge conference.

To drop a participant from the bridge conference:

1. In the Bridge Conference window, click  for the participant you want to drop.
2. Select **Remove from Conference**.
The participant is dropped from the bridge conference.

End a bridge conference

If you logged into the bridge conference as a host, depending on your bridge configuration, the bridge conference may end when you exit the conference, even if other hosts remain in the conference. When the bridge conference ends, all conference participants are dropped.

To end a bridge conference:

In the Bridge Conference window, click .

PARTICIPANT TASKS

Mute the bridge conference

If you logged into a bridge conference as a participant, use this task to mute the bridge conference.

To mute the bridge conference:

In the Bridge Conference window, click  for your entry in the bridge conference.

An icon appears for your entry indicating that you are muted.

Unmute the bridge conference

If you logged into a bridge conference as a participant, use this task to unmute the bridge conference.


To unmute the bridge conference:

In the Bridge Conference window, click  for your entry in the bridge conference.

Leave a bridge conference

Use this procedure to leave a bridge conference that you logged into as a participant.

To leave a bridge conference:



1. In the Bridge Conference window, click  for your entry.
2. Select **Exit Conference**.

Use Contacts

ADD A PERSONAL CONTACT



Use this procedure to add a contact to your personal contact list.

To add a personal contact:

1. Click  to display your contacts.
2. From the Show box, select **Personal** to display your personal contact list.
3. Click , and select **Contacts > Add Personal Contact**.
The Add Personal Contact dialog box appears.
4. Enter the appropriate information for this contact.
5. When finished, click **OK**.

MODIFY A PERSONAL CONTACT



To modify a personal contact:

1. Click  to display your contacts.
2. From the Show box, select **Personal** to display your personal contact list.
3. For the contact you want to modify, click , and select **Show Details**.
The information for the selected contact appears.
4. Make your changes.
5. When finished, click **OK**.

DELETE A PERSONAL CONTACT



Use this procedure to delete a contact from your personal contact list.

To delete a personal contact:

1. Click  to display your contacts.
2. From the Show box, select **Personal** to display your personal contact list.
3. For the contact you want to delete, click , and select **Delete from Personal**.
The selected contact is deleted.

VIEW THE INFORMATION FOR A CONTACT

To view the information for a contact:

1. Click  to display your contacts.
2. Find the contact in which you are interested.
3. For the contact, click , and select **Show Details**.
The information for the selected contact appears. If this is a personal contact, you can modify the information.
4. When finished, click **OK**.

SORT CONTACTS

You can sort contacts by first name or last name and type (that is, personal, favorites, or search results).

To sort your contacts by name:



From the Sort box, select **First Name** or **Last Name**. Click the **Name** box to display the names in ascending or descending order.

To sort your contacts by type:

From the Show box, select the type of contacts you want to view. Your choices are **Favorites**, **Personal**, and **Search Results**.



MAKE A CALL FROM A CONTACT

To make a call from a contact:

1. Click  to display your contacts.
2. From the Show box, select the appropriate contact list.
3. For the contact you want to call, click .
If you are using a separate telephone line, answer the call from the phone.
A call appearance is displayed for the call.

SEND EMAIL TO A CONTACT



To send email to a contact:

1. Click  to display your contacts.
2. From the Show box, select the appropriate contact list.
3. For the appropriate contact, click .
Your default email application opens.
4. Compose and send your email message.

SEND AN INSTANT MESSAGE

You can only establish an instant messaging session with a user who is online. To send an instant message, you must have an instant messaging application installed.



To send an instant message to a contact:

1. Click  to display your contacts.
2. From the Show box, select the appropriate contact list.
3. For the appropriate contact, click  to launch your instant messaging application.
Your instant messaging application appears.
4. Compose and send your instant message.

SEARCH FOR A CONTACT

When you search for a contact, Avaya one-X Communicator searches the contacts in all of your directories (that is, Personal, Favorites, and Corporate).

To search for a contact:



1. Click  to display your contacts.
 2. In the Enter name or number box, enter the name or telephone number you want to find.
 3. Click .
- The contacts that match your search criteria are displayed. (The Show box displays **Search Results**.)

USE FAVORITES

Add a contact to Favorites

Use this procedure to add a contact to your Favorites contact list.



To add a contact to Favorites:

1. Click  to display your contacts.
2. Find the contact you want to add to your Favorites.
3. For the selected contact, click , and select **Add to Favorites**.

Remove a contact from Favorites

When you remove a contact from Favorites, that contact is not deleted from any other directory.

To remove a contact from Favorites:

1. Click  to display your contacts.
 2. From the Show box, select **Favorites** to display your Favorites contact list.
 3. For the contact you want to remove, click , and select **Remove from Favorites**.
- The selected contact is removed.

Use the Call Log


VIEW CALL LOG ENTRIES

To view Call Log entries:

Click .

Your list of Call Log entries appears.


To view the details of a Call Log entry:

Click  for the appropriate entry, and select **Show Details**.


SORT CALL LOG ENTRIES

You can sort Call Log entries by type of call (that is, All, Incoming, Outgoing, or Missed), name/number, date/time, and length of call

To sort your Call Log entries by type:



1. Click .
Your list of Call Log entries appears.
2. From the Show box, select the type of call log entries you want to view. Your choices are **All**, **Incoming**, **Outgoing**, or **Missed**.

To sort your Call Log entries by name/number, date/time, or length of call:

1. Click .
Your list of Call Log entries appears.
2. Click on the appropriate column (that is, **Name/Number**, **Time**, or **Length**).
The Call Log entries are displayed in ascending order depending on the selected attribute. Click on the column again to display the Call Log entries in descending order.



MAKE A CALL FROM A CALL LOG ENTRY

To make a call from a Call Log entry:

1. Click  to access the Call Log.
2. Click  for the entry you want to call.

DELETE A CALL LOG ENTRY

To delete a Call Log entry:

1. Click  to access the Call Log.
2. Click  for the entry you want to delete, and select **Delete**.
A dialog box appears prompting you to confirm your action.
3. Click **Yes**.

Use Directories

SET UP ACCESS TO A PUBLIC DIRECTORY

Avaya one-X Communicator has the ability to try to "discover" the settings for your public directory. If you want to manually configure a public directory, you must know the following information for that directory:

- server address for the directory
- search root for the directory
- login, if required
- password, if required

To set up access to a public directory:

1. Click  and select **Settings > General Settings**.

The General Settings dialog box appears.

2. Click **Public Directory**.

The Public Directory settings page appears.

3. Perform one of the following steps:

- If you want Avaya one-X Communicator to try to discover the directory settings automatically:

NOTE:

The Discover feature will not work properly if you are using Avaya one-X Communicator through a VPN connection.

1. Click **Discover** button.

Avaya one-X Communicator retrieves information for the Directory Type, Server Address, Search Root, and Server Port boxes.

2. In the Directory Name box, enter the name for the directory.
3. In the User name box, enter the user name, if required.
4. In the Password box, enter the password, if required.
5. In the Timeout box, enter the timeout interval. The default is 100 seconds.
6. In the Max Entries box, enter the maximum number of matching entries that you want Avaya one-X Communicator to display. The default is 50.


7. Click the **Use Active Directory GSS Bind** check box if you want Avaya one-X Communicator to use the current user's login and password to bind with the Active Directory LDAP server.
- If you want to configure the directory settings manually:
 1. In the Directory Type box, select the type of directory (that is, Active Directory (LDAP), Domino, or Novell).
 2. In the Directory Name box, enter the name for the directory.
 3. In the Server Address box, enter the IP address of the server for this directory.
 4. In the User name box, enter the user name, if required.
 5. In the Password box, enter the password, if required.
 6. In the Search Root box, enter the search root. An example is **ou=people, o=company.com**.
 7. In the Server Port box, enter the port. The default is 389.
 8. In the Timeout box, enter the timeout interval. The default is 100 seconds.
 9. In the Max Entries box, enter the maximum number of matching entries that you want Avaya one-X Communicator to display. The default is 50.
 10. Click the **Use Active Directory GSS Bind** check box if you want Avaya one-X Communicator to use the current user's login and password to bind with the Active Directory LDAP server.
4. Click **Desktop Integration**.

The Desktop Integration settings appear.
5. Click the **Public Directory** check box if you want Avaya one-X Communicator to search contacts in the public directory when you use the Name Look Up feature.
6. Click **OK**.

SET UP ACCESS TO MICROSOFT OUTLOOK

Use this procedure to set Avaya one-X Communicator to search contacts in Microsoft Outlook when you use the Name Look Up feature. Microsoft Outlook must be installed and running on your PC.


To set up access to Microsoft Outlook:

1. Click  and select **Settings > General Settings**.
The General Settings dialog box appears.
2. Click **Desktop Integration**.
The Desktop Integration settings page appears.
3. Click the **Microsoft Outlook Contacts** check box.
4. Click the **OK** button.

SET UP ACCESS TO IBM LOTUS NOTES ADDRESS BOOK

Use this procedure to set Avaya one-X Communicator to search contacts in Lotus Notes Address Book when you use the Name Look Up feature. Lotus Notes Address Book must be installed and running on your PC.

To set up access to Lotus Notes Address Book:

1. Click  and select **Settings > General Settings**.
The General Settings dialog box appears.
2. Click **Desktop Integration**.
The Desktop Integration settings page appears.
3. Click the **IBM Lotus Notes Contacts** check box.
4. Click the **OK** button.

Use Voice Messaging

CONFIGURE AVAYA ONE-X COMMUNICATOR TO ACCESS A MESSAGING SYSTEM

When you receive a voice mail message, the Message Waiting Indicator (MWI) icon, located in the top-left corner of the Avaya one-X Communicator main window, is turned "on," indicating that you have voice mail message(s). You can access your messaging system from Avaya one-X Communicator by clicking on the Message Waiting Indicator icon. However, you must first configure Avaya one-X Communicator to access your messaging system. If you click on the Message Waiting Indicator icon before configuring Avaya one-X Communicator to access your messaging system, no action occurs (that is, Avaya one-X Communicator does not access your messaging system).


You can set Avaya one-X Communicator to access your messaging system in one of the following ways:

- dial the access number of the messaging system
- open an application that accesses the messaging system
- open a web browser and go to the web page for the voice messaging system

NOTE:

If you are using Avaya one-X Portal integration, and Visual Voice Mail is administered for your one-X Portal account, you do not have to configure Avaya one-X Communicator to access the messaging system. In this case, Avaya one-X Communicator is already configured to [access your Visual Voice Mail messages](#).

To configure Avaya one-X Communicator to access your messaging system:

1. Click  and select **Settings > General Settings**.
The General Settings dialog box appears.
2. Click **Message Access**.
The Message Access page appears.
3. Click the **Enable Message Access** check box.
4. Perform one of the following steps:
 - If you want Avaya one-X Communicator to dial a telephone number:
 1. Click the **Dial this number** option button.
 2. In the text box, enter the telephone number you want to dial to access the messaging system.
 3. Go to Step 5.

- If you want Avaya one-X Communicator to open another application to access the messaging system:
 1. Click the **Start This Application** option button.
 2. Using the **Browse** button, select the application you want to run.
 3. Go to Step 5.
 - If you want Avaya one-X Communicator to open a web browser to access the web page for the messaging system:
 1. Click the **Open Webpage** option button.
 2. In the text box, enter the web page for the messaging system.
 3. Go to Step 5.
5. Click **OK** to close the General Settings dialog box.

ACCESS THE VOICE MESSAGING SYSTEM

When you receive a voice mail message, the Message Waiting Indicator on your telephone is turned "on." When this occurs, the Voice Messages Status button turns on in the Avaya one-X Communicator window. You can access your voice messaging system from Avaya one-X Communicator by clicking on the Voice Message Status button. However, you must first configure Avaya one-X Communicator to access your voice messaging system. If you click on the Voice Messages Status button before configuring Avaya one-X Communicator to access your voice messaging system, no action occurs (that is, Avaya one-X Communicator does not access your voice messaging system).

NOTE:

If you are using Avaya one-X Portal integration, and Visual Voice Mail is administered for your one-X Portal account, go to ["Access your Visual Voice Mail messages."](#)

To access your voice messaging system:



Click the Voice Messages Status button located at the top-left corner of the Avaya one-X Communicator window. Avaya one-X Communicator attempts to contact your voice messaging system.

Use Visual Voice Mail

ACCESS YOUR VISUAL VOICE MAIL MESSAGES



If you are using Avaya one-X Portal integration, you can access your Visual Voice Mail messages.

To access your Visual Voice Mail messages:

1. Click .
Your list of messages appears.
2. Click  for the message you want to view, and then select **Play**.
The details of the message appear, and the voice mail message is attached.
3. In the Voice area, use the controls to play the message.
4. Use the **Open** and **Save** buttons to open and/or save your attachment(s) (if available).



MARK A MESSAGE AS UNREAD

To mark a Visual Voice Mail message as "unread":



1. Click .
Your list of messages appears.
2. Click  for the message you want to mark as "unread," and then select **Mark as Unread**.

DELETE A MESSAGE

To delete a Visual Voice Mail message:

1. Click .
Your list of messages appears.
2. Click  for the message you want to delete, and then select **Delete**.
The selected message is deleted.

To delete multiple Visual Voice Mail message:

1. Click .
Your list of messages appears.
2. Click the message you want to delete.
3. Press and hold down the **CTRL** key on your keyboard, and then click on each message you want to delete.
4. After you have selected the messages you want to delete, click  and then select **Messages > Delete Selected**.
A confirmation dialog box appears.
5. Click **Yes**.
The selected messages are deleted.

Use Video with Avaya one-X Communicator

USING VIDEO WITH AVAYA ONE-X COMMUNICATOR

Video integration enables you to send and receive video during calls you handle with Avaya one-X Communicator. If your company's media server supports video, Avaya one-X Communicator attempts to "register" with the video feature on the media server.

When video is available during a call, you can:

- send video to the other party
- receive video from the other party
- mute video (that is, temporarily stop sending video to the other party)
- stop sending video to the other party for the remainder of the call
- view statistics for the call

NOTE:



Avaya one-X Communicator does not support video calls in the Shared Control configuration (Desk phone mode) for SIP and the Telecommuter configuration (Other phone number mode).

By default, Avaya one-X Communicator will send your video image automatically when you answer or join a video call. To change this setting, see "[Change your video settings](#)."

OPEN THE VIDEO WINDOW


Use this procedure to open the video window if it is closed.

To open the video window:

1. Perform one of the following steps:
 - Click .
 - Click  and select **Settings > Video Settings**.
2. Click **Open Video Window**.
3. Click **OK**.

DISPLAY THE VIDEO WINDOW IN ITS OPTIMAL SIZE



To display the video window in its optimal size:

Click  in the video window.

SET THE VIDEO WINDOW TO APPEAR AUTOMATICALLY ON LOGIN

Use this procedure to set the video window to appear automatically when you log into the server.

To set the video window to appear automatically on login:



1. Perform one of the following steps:
 - Click .
 - Click  and select **Settings > Video Settings**.
The General settings appear.
2. Click **Advanced**.
3. Make sure the **Show the video window automatically on login with video capabilities** check box is selected.
4. Click **OK**.

CHANGE YOUR VIDEO SETTINGS


Use this procedure to change the following video settings:


- whether you want Avaya one-X Communicator to start sending your video image automatically when you answer or join a call
- performance
- whether you want Avaya one-X Communicator to display the near-end video and the far-end video in the same window (Picture-in-Picture)

To change your video settings:

1. Perform one of the following steps:
 - Click .
 - Click  and select **Settings > Video Settings**.
2. If you want Avaya one-X Communicator to start sending your video image automatically, make sure the **Send your video image automatically when you answer or join a video call** check box is selected.

NOTE:

If you disable this setting, Avaya one-X Communicator will not send video automatically when you answer or join a video call. The Video Umute button 

will be displayed. To start sending video to the other party on the call, you must click .

3. To set the performance, perform one of the following steps:
 - If you are more concerned about having a sharp video image, click the **Image sharpness** option button.
 - If you are more concerned about having smooth motion in the video, click the **Motion smoothness** option button.
4. To set Avaya one-X Communicator to display the near-end and far-end video in the same window, perform the following steps:
 1. Select the **Display a picture-in-picture window** check box.
 2. Select the appropriate option button for the size of the picture-in-picture window (that is, small, medium, or large).
 3. If you want the picture-in-picture window to remain in a fixed location in the video window, select the **Fixed picture-in-picture location** check box.
5. Click **OK**.

MUTE THE VIDEO

Use this procedure to temporarily stop sending video to the other party during a call.

To temporarily stop sending video to the other party:

Click .

Avaya one-X Communicator is no longer sending video. However, you continue to receive video from the other party. The other party sees the following message in their video window: "Far End Mute."

To resume sending video to the other party:

Click .

STOP THE VIDEO

Use this procedure to stop sending video to the other party during a call. Stopping the video during a call does not disconnect the call.

NOTE:



When you stop the video during a call, you cannot restart the video during that call.

To stop sending video to the other party:

Click  .

VIEW STATISTICS FOR THE CURRENT VIDEO CALL

To view the statistics for the current video call:

1. Perform one of the following steps:
 - Click  and select **Settings > Statistics**.
 - In the Video window, click .
The Statistics dialog box appears.
2. When finished, click **Close**.

Troubleshooting

PRODUCT INTERACTIONS

Please note the interactions that Avaya one-X Communicator has with the following products:

- **Citrix**
If you are using Avaya one-X Communicator in the Citrix environment, you must use a resolution of 1024 x 768 or higher.
- **Microsoft Alt-Tab Task Switcher Powertoy for Windows XP**
Avaya one-X Communicator will not work with Microsoft Alt-Tab Task Switcher Powertoy for Windows XP.

IBM LOTUS SAMETIME CONNECT

Problem

When you select **Avaya one-X Communicator Start Call** in IBM Lotus Sametime Connect, nothing happens (that is, the call is not placed).

Solution

Verify that you are logged into Avaya one-X Communicator. If you are not logged in, log into Avaya one-X Communicator and try to place the call again.

