

## Avaya ACE™ Microsoft Communicator Add-in

The Avaya ACE Microsoft Communicator Add-in is a lightweight add-in that seamlessly integrates with Microsoft Communicator look and feel to provide Avaya ACE Telephony capabilities. When installed it provides the following capabilities:

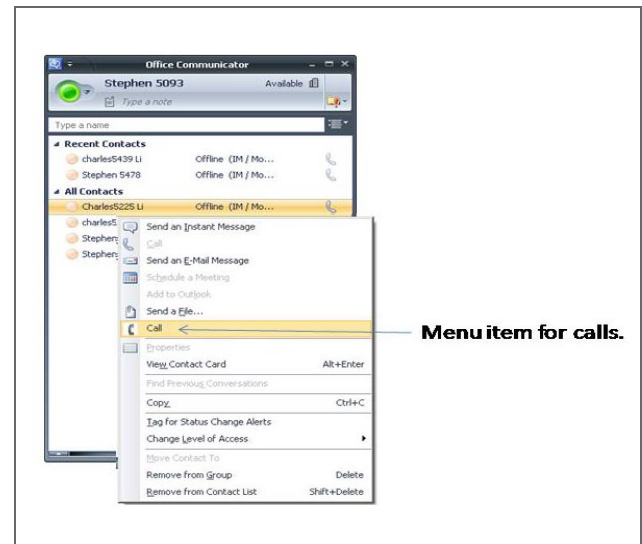
- Initiate phone calls.
- Answer incoming calls
- Redirect incoming calls to your mobile, home, other number, or voicemail.
- Forward your calls to voicemail, another contact, or another telephone number.
- Switch between controlling the desk phone (phone mode) and using the computer as a phone. (Computer mode).
- Integrates telephony presence status into OCS 2007 R2.
- Audio controls to manage speaker volume, and microphone muting for active conversations in while in Computer mode.
- Communicator Add-in call control functionality for calls initiated from the Avaya ACE Web Browser Add-in, and the Avaya ACE Office Add-in.

**AVAYA**

### Telephony Conversations

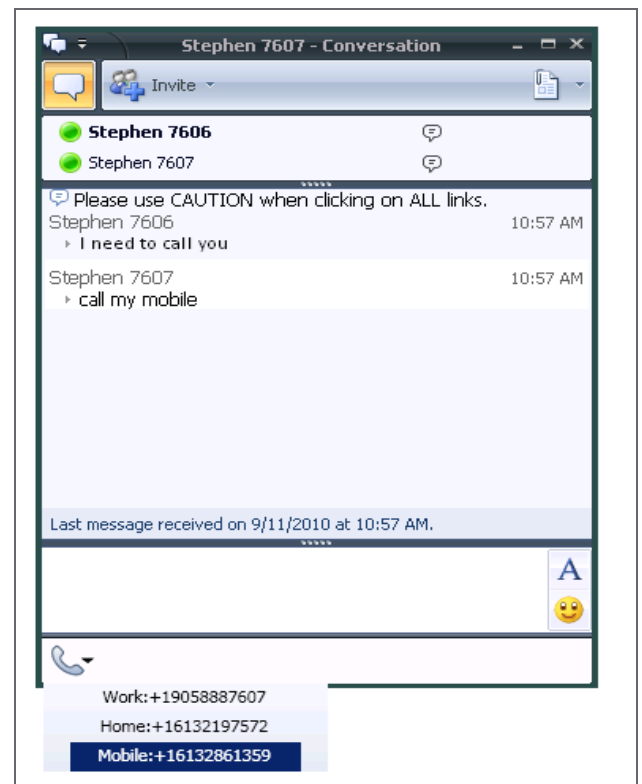
Starting a telephone conversation with a contact is achieved by selecting a contact and right clicking to expose the persona menu.

Figure 1: Add-in Persona Call Menu Item

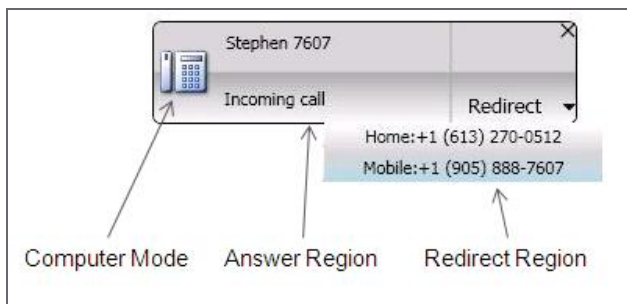


All existing Communicator conversations will have an associated Conversation Bar, allowing quick escalation to a call.

Figure 2: Escalating from Existing Conversation



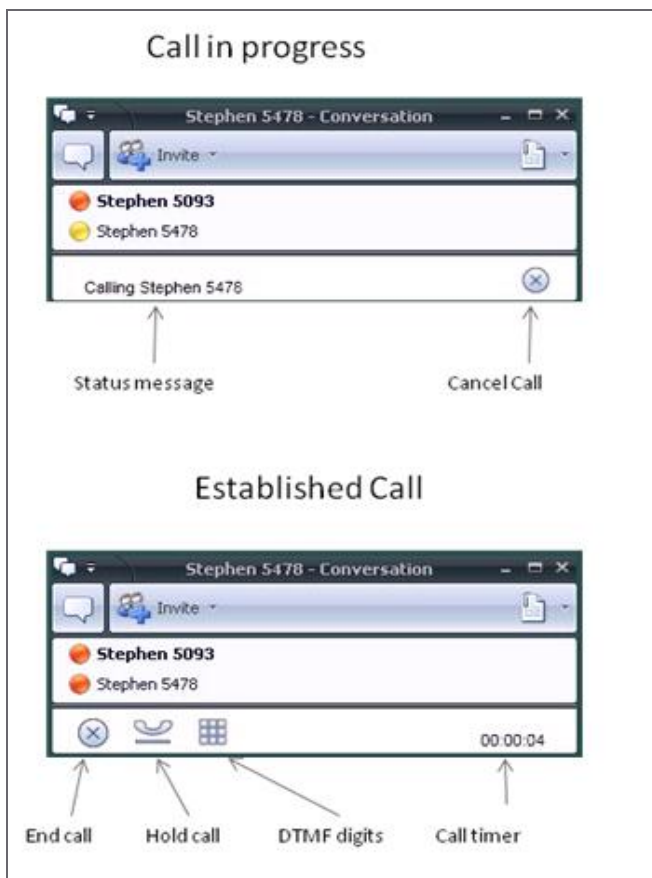
**Figure 3 Incoming Call Notifications**



Incoming Calls may be answered or redirected to numbers defined within Microsoft Communicator.

Context specific telephony capabilities are provided within the MC Add-in Conversation Bar that is associated with each Microsoft Communicator Conversation window. The Add-in Conversation bar integrates closely with MC keeping telephony conversation options readily available while complementing the look and feel of Microsoft Communicator.

**Figure 4 Add-in Conversation Bar**

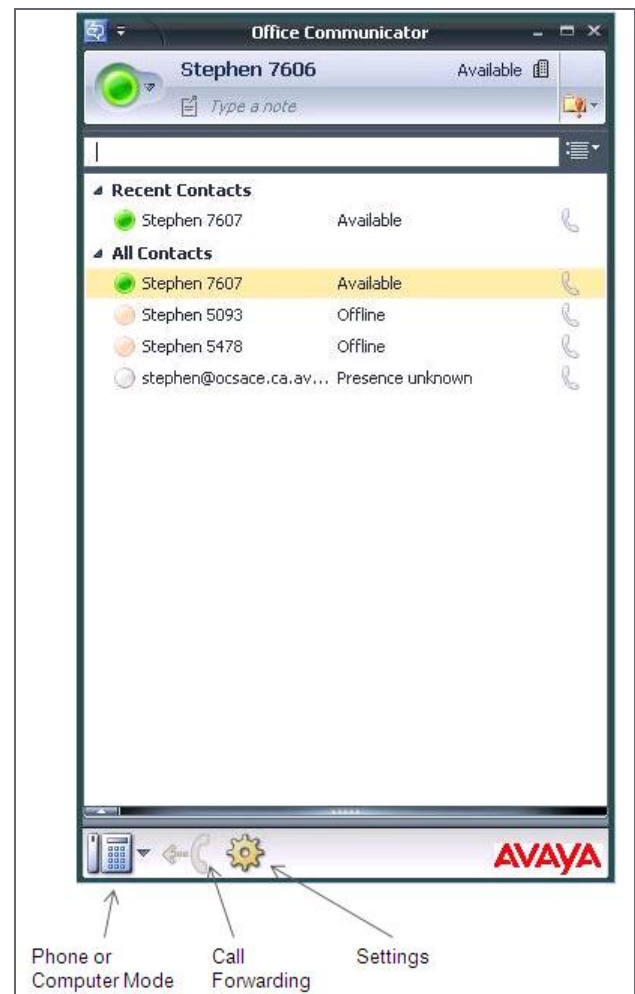


Mid-conversation capabilities presented are based on PBX, line capabilities and conversation state.

## Other Operations

The Add-in provides non-conversation related features as part of the Communicator window.

**Figure 5 Add-in Communicator Bar**



The Communicator Bar provides a centralized location to manage your Add-in settings and telephone line settings. The Phone or Computer button shows current mode, and allows the mode to be changed.

## Work Station Requirements

Operating System	Windows XP SP2, Windows 7
Memory	1 GB (Windows XP) 2 GB (Windows 7)
Disk space	100 MB
Connectivity	Download bandwidth: 80 kbps Upload bandwidth: 80 kbps
Processor	1.8 GHz