



SCS 4.0

**Instant Messaging Client Setup
and Operation**

Task Based Guide

**Copyright © 2010 Avaya Inc.
All Rights Reserved.**

Notices

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Documentation disclaimer

Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of this documentation unless such modifications, additions, or deletions were performed by Avaya. End User agree to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked Web sites referenced within this site or documentation(s) provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty

Avaya provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product, while under warranty, is available to Avaya customers and other parties through the Avaya Support Web site: <http://www.avaya.com/support>

Please note that if you acquired the product from an authorized reseller, the warranty is provided to you by said reseller and not by Avaya.

Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, [HTTP://SUPPORT.AVAYA.COM/ LICENSEINFO/](http://support.avaya.com/licenseinfo/) ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA RESELLER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA RESELLER.

UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA AUTHORIZED RESELLER, AND AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Copyright

Except where expressly stated otherwise, no use should be made of the Documentation(s) and Product(s) provided by Avaya. All content in this documentation(s) and the product(s) provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Third Party Components

Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information regarding distributed Linux OS source code (for those Products that have distributed the Linux OS source code), and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply to them is available on the Avaya Support Web site: <http://support.avaya.com/Copyright>.

Trademarks

The trademarks, logos and service marks ("Marks") displayed in this site, the documentation(s) and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the documentation(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party. Avaya is a registered trademark of Avaya Inc. All non-Avaya trademarks are the property of their respective owners.

Downloading documents

For the most current versions of documentation, see the Avaya Support. Web site: <http://www.avaya.com/support>

Contact Avaya Support

Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is [1-800-242-2121](tel:1-800-242-2121) in the United States. For additional support telephone numbers, see the Avaya Web site: <http://www.avaya.com/support>

Copyright © 2010 ITEL, All Rights Reserved

The copyright in the material belongs to ITEL and no part of the material may be reproduced in any form without the prior written permission of a duly authorised representative of ITEL.

Table of Contents

Introduction	6
Installing Messaging Clients	7
Configuring the Avaya 3456 UC Soft Client.....	7
Configuring Pidgin Instant Messaging Client	10
Contact Lists	13
Adding Contacts.....	15
Adding IM Contacts to the Avaya 3456.....	15
Adding IM Contacts to Pidgin	18
Deleting Contacts.....	21
Presence	22
Basic Messaging.....	27
Starting a Messaging Session	27
Receiving Instant Messages	29
Instant Message Archives.....	30
@call and @xfer	35
Transition from IM to Voice Call (@call).....	35
Transition from IM to Transferred Call (@xfer)	36
Group Chat (Conference Chat).....	37
Accessing Your Chat Room.....	37
Initiating Chat	38
Joining a Chat	40
@conf.....	42
MyBuddy	47
Adding MyBuddy to an IM Contact List	47
Using MyBuddy	49
Help.....	50
Notifications.....	51
Call.....	53
Missed.....	55
Find.....	56
Configuring MyBuddy on a Remote IM Service.....	57
Avaya Documentation Links	61

Introduction

The SCS Instant Messaging (IM) service provides users with a powerful text-based communication system that can be utilized locally or remotely (depending on system configuration).

Because the IM service utilizes XMPP, it can be used with a variety of different IM clients – for example, the 3456 UC soft client, and Pidgin. The client of choice for your network is very much at the discretion of your network administrator. The process of registering to most XMPP clients is fairly similar across the board, although some terminology may differ. Most of the widely used clients are well supported online in the form of FAQs and forums. In this guide we'll focus primarily on the 3456 and Pidgin.

As well as simple chat, the SCS also provides an assistant called MyBuddy which can communicate with and receive orders through your IM client, allowing you to receive call notifications and control calls.

Topics discussed in this guide include:

- Installing and configuring messaging clients
- Contact lists
- Presence
- Basic messaging
- Transitioning from instant messaging to a telephone call
- MyBuddy
- Chat rooms
- Transitioning from chat rooms to conference calls

Installing Messaging Clients

Note: Before proceeding, ensure that Instant Messaging has been enabled on your SCS user account. You will need to know your IM ID and IM password; by default both values are your SCS user ID.

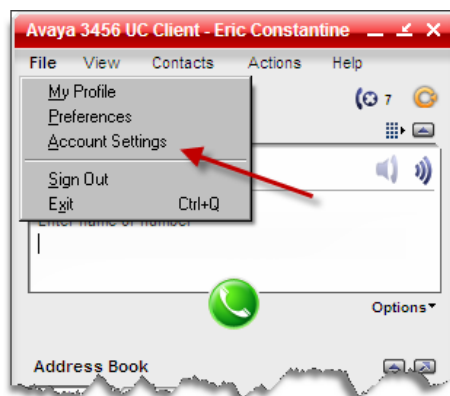
The SCS Instant Messaging service supports the 3456 UC soft client and Pidgin messaging client. Other XMPP Instant Messaging clients are available so always check with your system administrator before installing software because there may be a preferred client of choice on your network.

Configuring the Avaya 3456 UC Soft Client

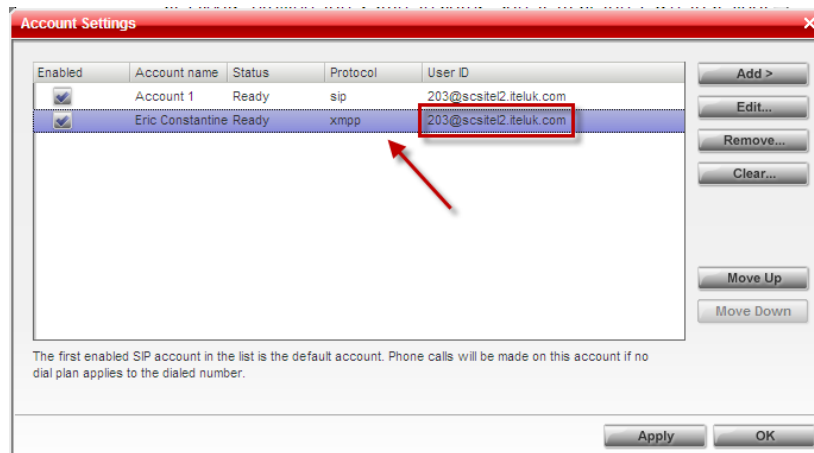
To configure the messaging facility on the 3456 you will need to create an additional XMPP account alongside the existing SCS SIP account used to make and receive voice calls.

Note: if your 3456 is provisioned by the SCS and if Instant Messaging has been enabled on your SCS account, then you should find that an XMPP account has already been configured on your client, in which case further configuration is not necessary and the client is ready for Instant Messaging.

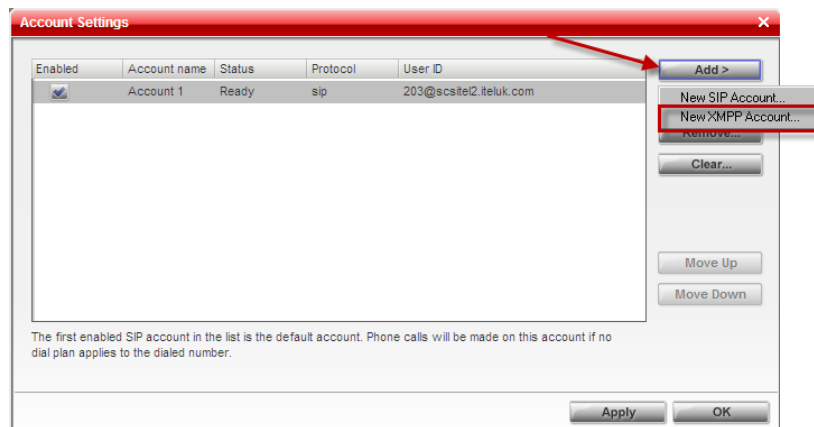
1. Open the **File** menu and click on **Account Settings**.



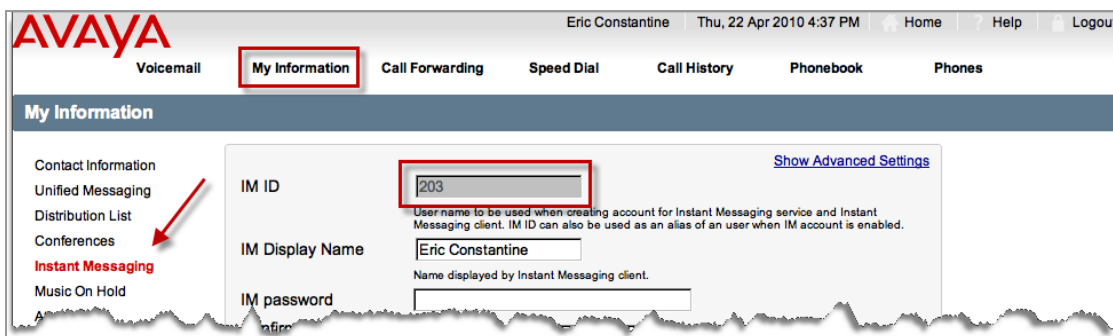
2. If your client has already been configured for use with the SCS XMPP messaging service you will see two accounts listed – 1 SIP account and 1 XMPP account. If an XMPP account with your user ID already exists then configuration is complete.



If there an XMPP account is not listed in the account window then you will need to manually create one. Click on the **Add** button and select **New XMPP Account**.



3. Enter a name for the account. The account name can be anything and is required purely for identification purposes.
4. Enter a **Jabber ID**, this is your IM ID and server name in an address format – *john@scs.business.com* for example. Your IM ID should be the same as your SCS User ID, unless the system administrator has changed it. You can check your IM ID by logging into the SCS user interface and navigating to the **Instant Messaging** link found on the **My Information** screen.



5. Enter your IM password. Again, by default this is set as your SCS User ID by default, but can be changed by you or the administrator. If you do not know your IM password, check with the SCS administrator.
6. Enter a display name. This is the name that others will see when they add you to their contact list or when you communicate with them.

XMPP Account

Account

Account name: Eric XMPP Account

Protocol: XMPP

User Details

Jabber ID: 203@scsite2.iteluk.com e.g. joseph@domain.com

Password: ***

Display Name: Eric

Advanced

Port selection: Auto detected

Connect port: 0

Outbound proxy:

Resource: e.g. Home

7. The new account is shown in the account list beneath the SIP account. Tick its **Enabled** check-box and then click the **Apply** button.

Account Settings

Enabled	Account name	Status	Protocol	User ID
<input checked="" type="checkbox"/>	Account 1	Ready	sip	203@scsite2.iteluk.com
<input checked="" type="checkbox"/>	Eric XMPP Acco	Ready	xmpp	203@scsite2.iteluk.com

Add >

Edit...

Remove...

Clear...

Move Up

Move Down

The first enabled SIP account in the list is the default account. Phone calls will be made on this account if no dial plan applies to the dialed number.

Apply OK

8. The Status column will read **Ready** when the account is active. Click **OK** to return to the soft client interface.

Once your account is registered you can use the 3456's IM facility to send and receive Instant Messages to members of your IM contact list. To learn how to send messages skip ahead to 'Contact Lists'.

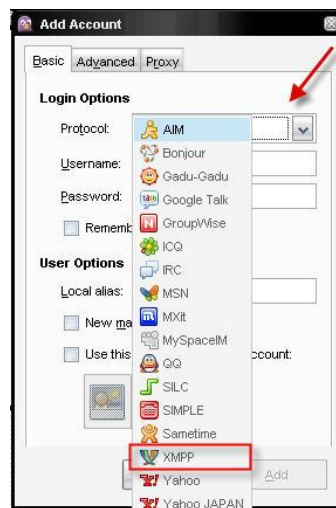
Configuring Pidgin Instant Messaging Client

Pidgin is just one of many available XMPP compatible Instant Messaging clients. The following instructions will show you how to register your SCS IM account details as a new account on the client. Once registered, you will be able to send and receive Instant Messages over the SCS network, and (depending on network configuration) across the Internet to other messaging domains.

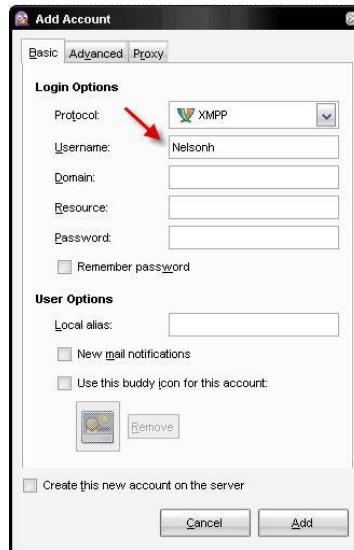
1. Start the Pidgin client.
2. If no accounts are configured on Pidgin the Welcome screen will be displayed. Click **Add** to begin account registration.



3. Open the **Protocol** drop-down menu and select **XMPP**.



4. Enter your IM user name. By default your IM user name should be the same as your SCS User ID. Check with your SCS administrator if you are unsure of your user name.



5. Enter the domain of the SCS, including the host name, for example **scs1.scsnetwork.local**.



6. Enter your Instant Messaging password. By default this should be your SCS User ID. If you are unsure of your IM password consult your SCS administrator. Tick the **Remember Password** check-box for quicker logging in if required.

Note: Certain IM settings, including your password, can be changed within the SCS User Interface. See the *End User* guide for coverage of these settings.



7. Enter a **Local Alias**, this is the name that will show up in the Pidgin chat window and on other users' Buddy lists.



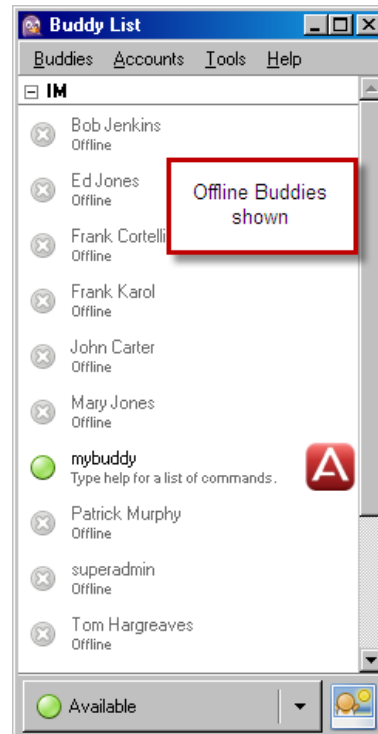
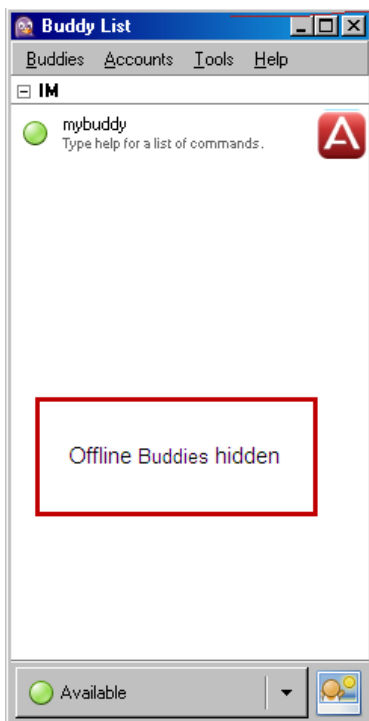
8. Depending on how the network is configured you may need to adjust the proxy settings. Click on the **Proxy** tab to access these options. See the Pidgin website for more detailed help on connection settings.
9. Click **Save** once all settings have been entered. If all settings have been entered correctly then your account should register and the Buddy window should appear.
10. Depending on what Buddy display settings have been configured within the SCS IM settings and the Pidgin client you may or may not initially see a list of SCS Buddies upon registration. A few separate variables determine whether or not Buddies display in the Pidgin list, these will be covered in the following section 'Contact Lists'.

Contact Lists

It should not be assumed that because an IM account is successfully registered against a client you will automatically see a list of online and offline contacts. There are a number of conditions that control the availability of contact lists, not least of which is whether or not your SCS account is 1) a member of an Instant Messaging-enabled SCS group; and 2) whether or that group has been given permission to publish the group contact list in the client interface when you register your account. If the option to display other IM group members is disabled then you will have to add contact manually.

Likewise, If your user account is not a member of an Instant Messaging-enabled SCS group you will not automatically be provided access to contacts, in which case you will have to manually add contacts to your client. These are decisions that will ultimately be made by your system administrator, and are to a certain extent out of your control.

What is within your control, however, is how your client behaves. By default Pidgin is configured to only display online contacts. Therefore, even if you are part of a group and that group has been configured to share the whole contact list when clients register, if those accounts are offline when you log in you will be confronted with an empty Buddy list. However, by navigating to the **Buddies** menu and selecting **Show>Offline Buddies** you can see all contacts, regardless of availability.



In the right-hand screenshot you can see that the client is displaying all contacts regardless of availability. You can also see that all of these contacts are members of the 'IM' group, which is an SCS-created user group enabled with Instant Messaging settings.



If your user account is a member of an Instant Messaging-enabled SCS group you can view the other members of the group in an automatically generated contact list that can be configured to appear in the client interface. This contact list will take on the same name as the SCS group. In the example above, the user's SCS user group, 'IM', has been added to the client. All members of the group are displayed.

Note: The group contact list will only be displayed in your client interface if this feature has been enabled in your SCS user group. See your SCS administrator if you are unable to see the IM contact list.

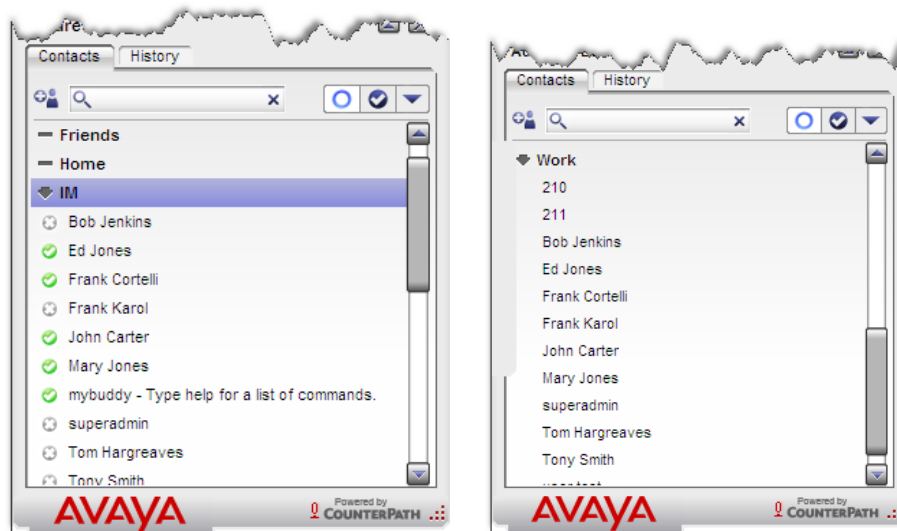
Being a member of a specific IM-enabled group does not mean that it is impossible to add contacts from elsewhere in the SCS domain. Non-grouped SCS users can be added to your contact list so long as they have an enabled IM account and a client. Also, depending on network settings, it may also be possible to add IM contacts from other IM services – Google Talk for example. The next section will discuss adding contacts to your IM client.

Adding Contacts

Each type of IM client has its own process for adding an IM contact or Buddy, it would be impossible to cover all clients in this document. In order to show two different approaches we'll focus on the Avaya 3456 and Pidgin in this section.

Adding IM Contacts to the Avaya 3456

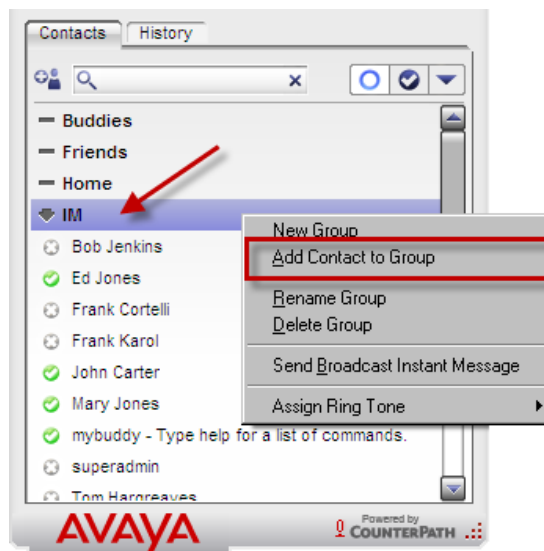
The first thing to remember about the 3456 is that it is a phone as well as an IM client, and as such its contact list is not dedicated purely to IM; it carries Phonebook contacts as well. Thankfully, if the client is provisioned and managed by the SCS, phone contacts are stored in the 'Work' group and IM contacts are listed in a separate contact group, named after the user's IM group (this could be named anything, for example, *sales_group*, *support*, *instant messaging users*, etc) so there is a clear distinction between the two sets of contacts. For the purpose of illustrating this point in this guide, in the example below the Instant Messaging contact list is contained in a group named 'IM' after the SCS user group of which this particular user is a member. Phone contacts are gathered in the 'Work' group. One of the easiest ways to tell these two sets of contacts apart is the Presence status displayed next to each IM contact.



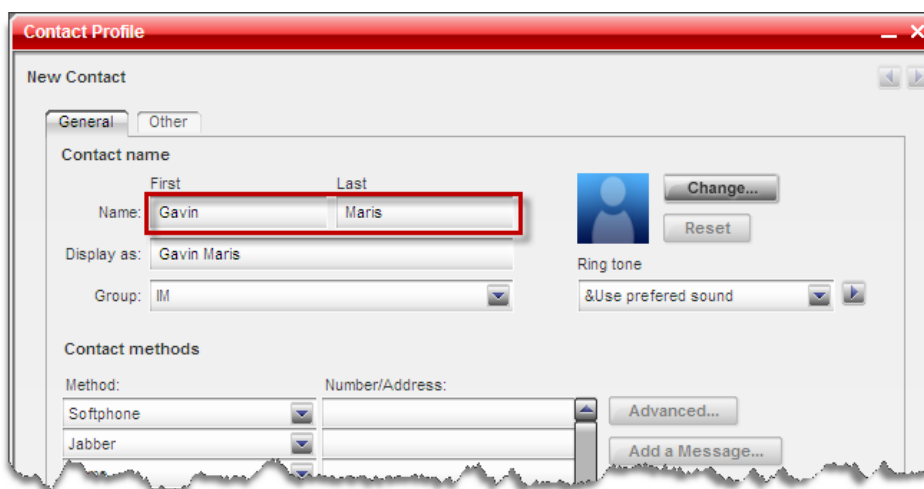
New IM contacts can be added to any group within the contact list, but it is recommended that IM contacts are added to the messaging group for easier management.

To add a contact:

1. Right-click on the messaging group in the contact list and select **Add Contact to Group**.

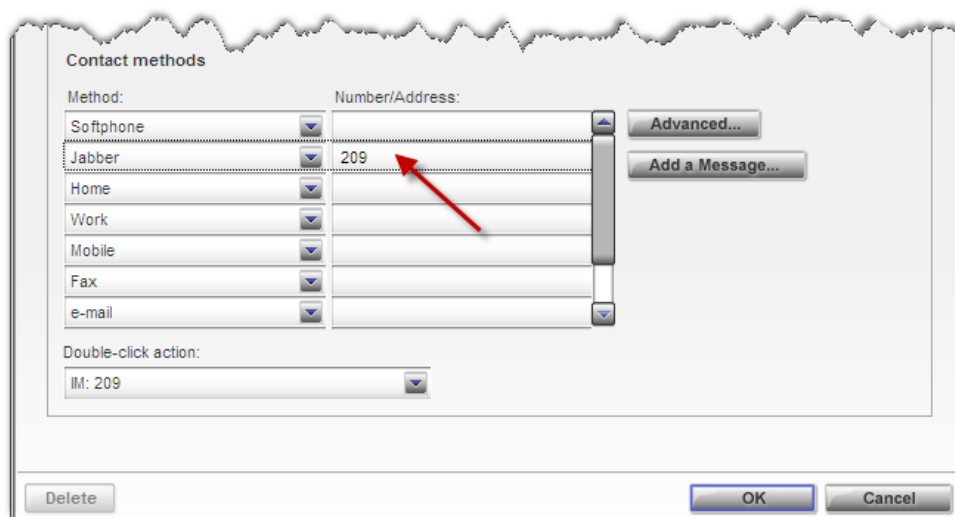


2. In the profile window, enter the contact's first and last name. The Display name will populate automatically with the first and last name as you type.



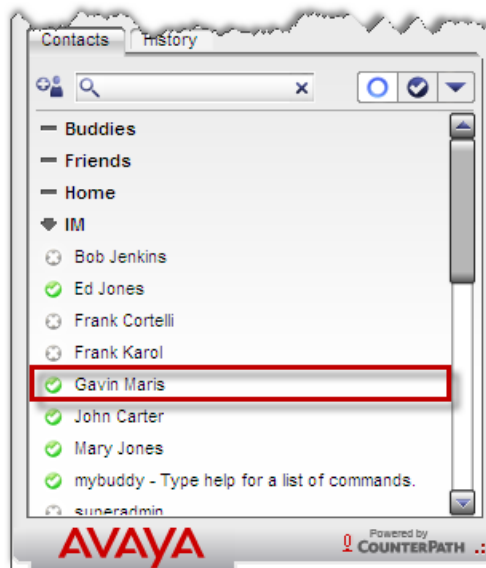
3. In the **Jabber Number/Address** field, enter the IM ID of the contact you wish to add. If the contact is an SCS user from within the same domain then there is a good chance that their IM ID is the same as their SCS ID – this is often their extension number.

If the contact you are adding is from another domain (or IM service) then you will need to enter their IM ID *and* the address of the service to which they are registered. For example if the contact is a Google Talk contact, enter their Jabber address as *name@gmail.com*.



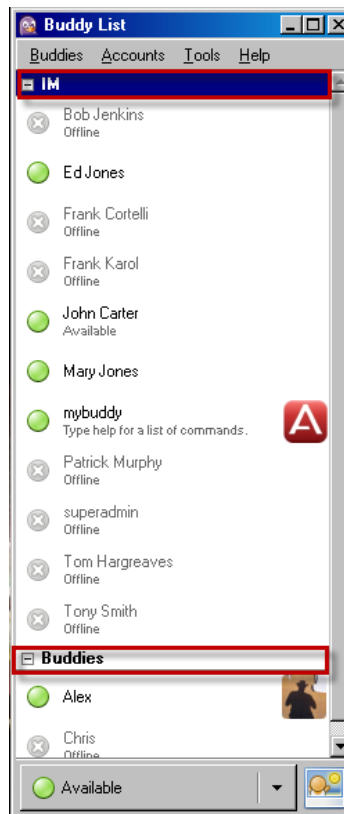
At the bottom of the window there is a drop-down menu titled **Double-click action**. Notice that this is set to 'IM'. This means that when the contact is double-clicked the 3456 will open an IM session. Click **OK** to continue.

4. The new contact is displayed in the contact list. Their Presence status will not be displayed until they have acknowledged your request to add them to your list. Once they have acknowledged and accepted your request you will be able to message them.



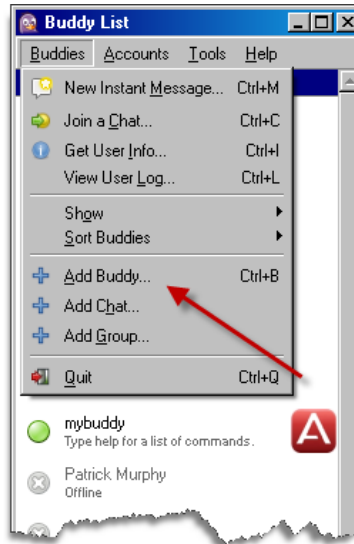
Adding IM Contacts to Pidgin

As with the 3456, Pidgin organises SCS IM group contacts into their own group (named after their SCS user group, in this example the user group is called 'IM'). General contacts that are not part of the same SCS group are placed in a group called Buddies. In the example below the majority of contacts for this particular account belong to the SCS IM group, but two of the contacts, Alex and Chris, are from domains outside the SCS and have automatically been placed in the Buddies list.



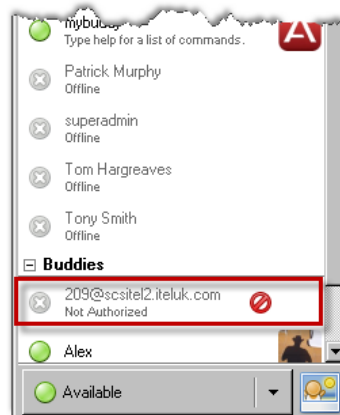
New contacts added to the SCS and placed in the instant messaging user group (named 'IM' in this example) will automatically be dropped into the messaging group contact list. Manually added contacts will automatically be added to the 'Buddies' group. To manually add a new contact:

1. Open the **Buddies** menu and select **Add Buddy**.

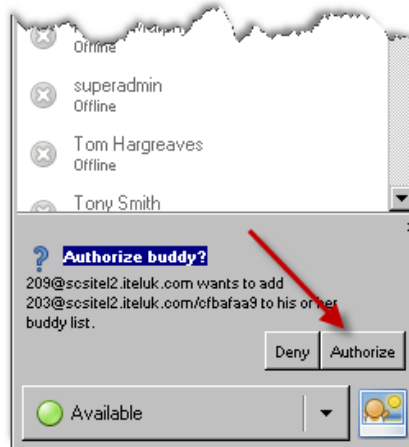


In the **Buddy's username** field, Enter the IM ID of the contact you wish to add. Enter IM ID *and* the address of the contact. For example if the contact is a Google Talk contact, enter their Jabber address as *name@gmail.com*. Likewise, if the contact is an SCS user, enter the user's ID followed by the host and domain name of the SCS – for example, *201@scshost.domain.com*.

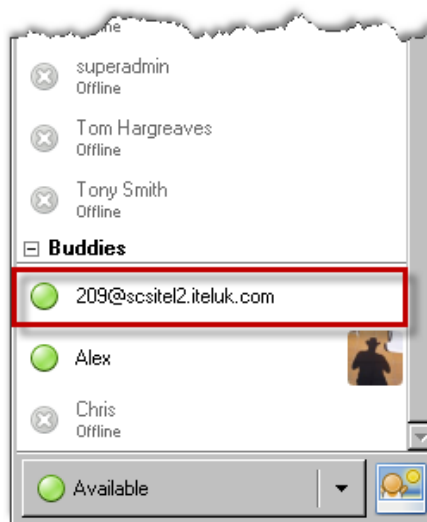
2. Click **Add**.
3. A subscription request is sent to the contact that you are adding. When they acknowledge the request they will be added to your contact list. Until that point the new contact shows as **Not Authorized**.



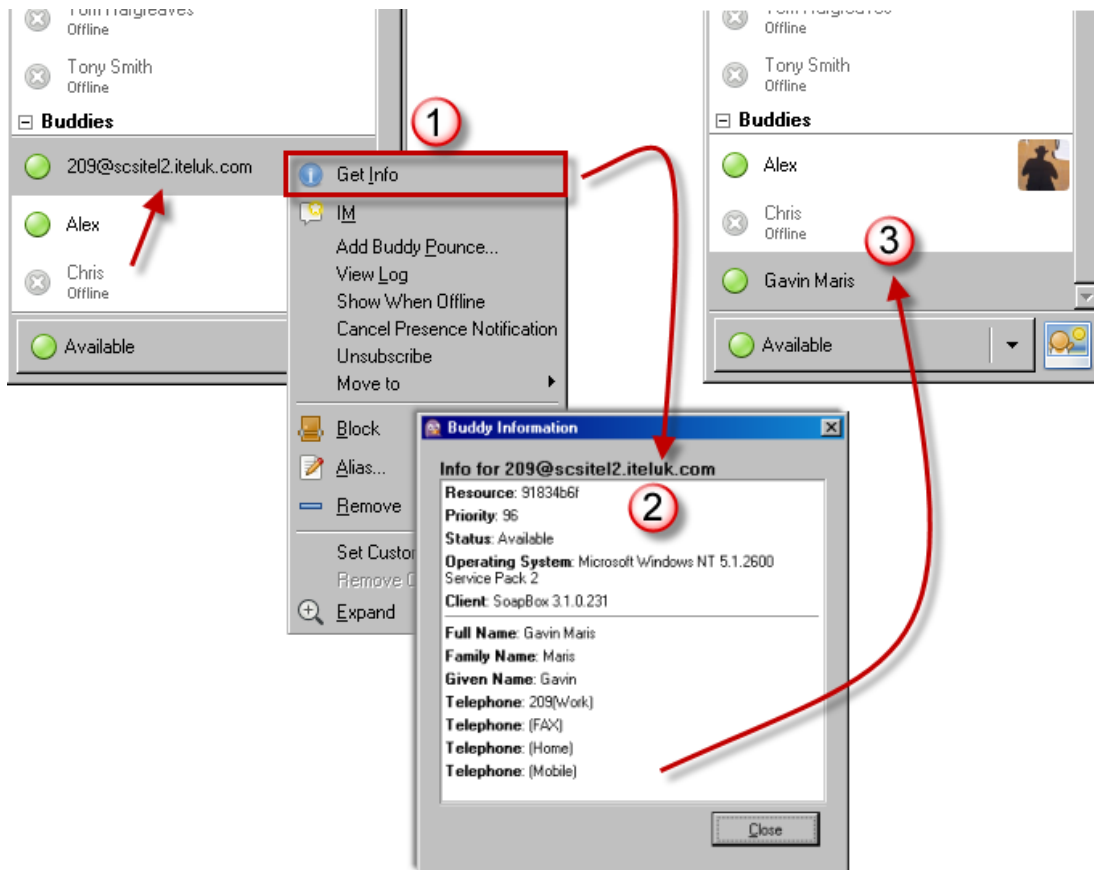
4. When the contact acknowledges the contact request, you will be requested to authorize being added to *their* contact list. Click the **Authorize** button.



5. Once authorized, the new contact will show with a Presence status. You can now communicate with the contact by double-clicking on them.



Sometimes, depending on how a contact's profile has been created on their host system, you may find that their address is displayed in the contact list rather than their alias. This can be corrected by right-clicking on the contact and selecting **Get Info**. Pidgin will gather all information on the account and update the contact list entry with the user's alias.



Deleting Contacts

Contacts can be deleted from your client by right-clicking on the contact in question and then selecting **Delete Contact** (Avaya 3456) or **Remove Contact** (Pidgin).

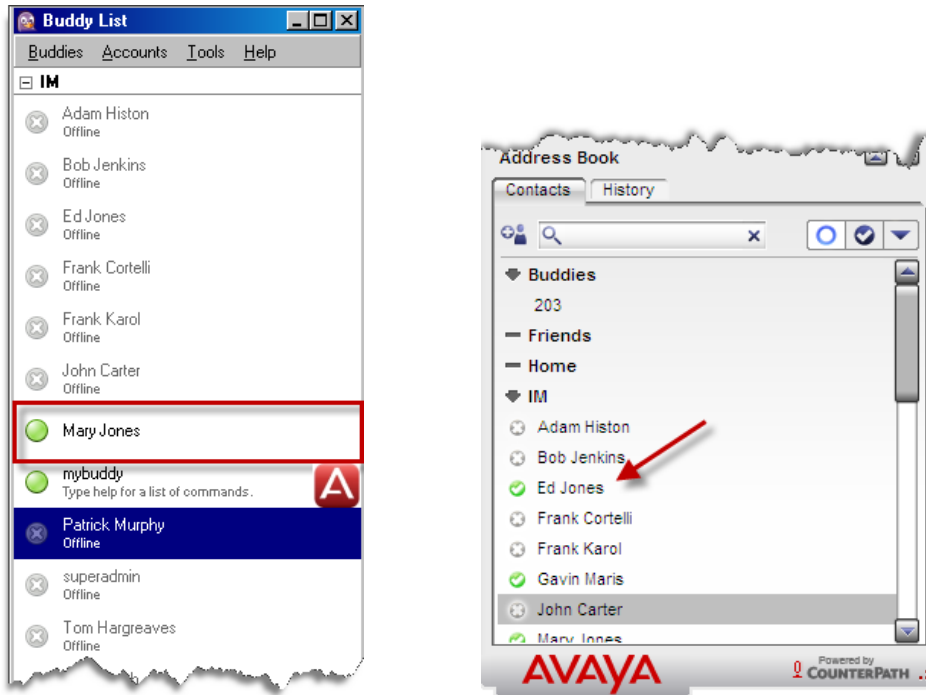
You should note that if your account is a member of an SCS user group and group contacts have been selected to show in your client, when you delete contacts from your list they will only disappear for the current session; the next time you log in to the client these contacts will appear again. This is because the client gathers its contact list from the server. When you delete them from the client you are not deleting them from the server.

Contacts that are not part of your SCS user group are not controlled by the server. If you delete these contacts from your contact list they will stay deleted.

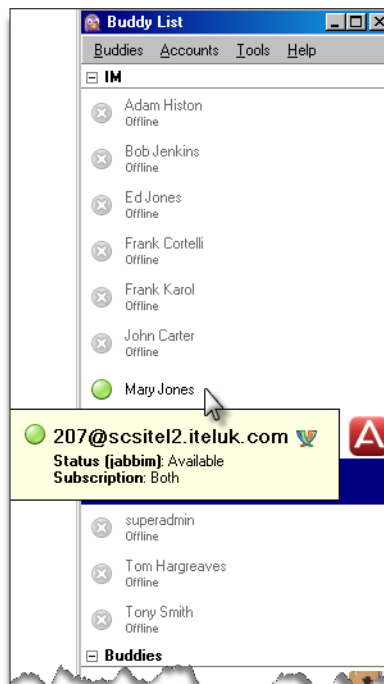
Note: If your account is registered with two clients, and if a deleted contact is present in both lists, it will only be removed from the current client. The deleted contact will remain in the other client (but show as offline) until you manually delete it.

Presence

Presence is the way in which user availability is reported on the IM network. All authorized contacts (except MyBuddy) within your contact list will report an availability status at all times, whether they are online or offline. In some clients online status is simply reported by a colour change in the contact's icon (Pidgin and the 3456, for example):

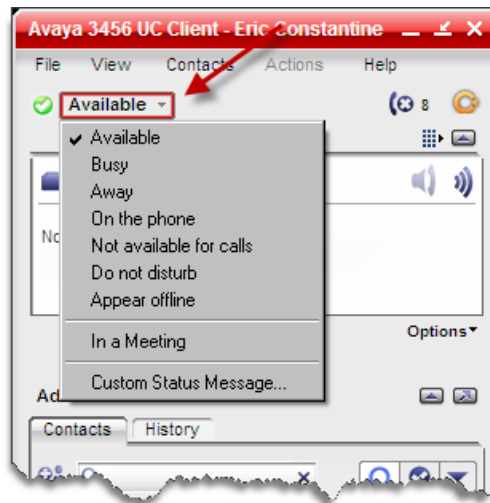


In some clients more detail can be obtained by hovering the mouse cursor over the contact.



Other clients advertise contacts' availability beneath their name. No two IM clients behave in exactly the same way; all have a slightly different approach to displaying what is essentially the same information.

Your own availability status can be controlled from within your client. Again depending on your client, this can be located in many different locations on the client interface. In the 3456 you will find a drop-down menu at the top of the interface. Open the menu and select a status.



You can select from seven preset status messages or create your own custom message by clicking on **Custom Status Message**.

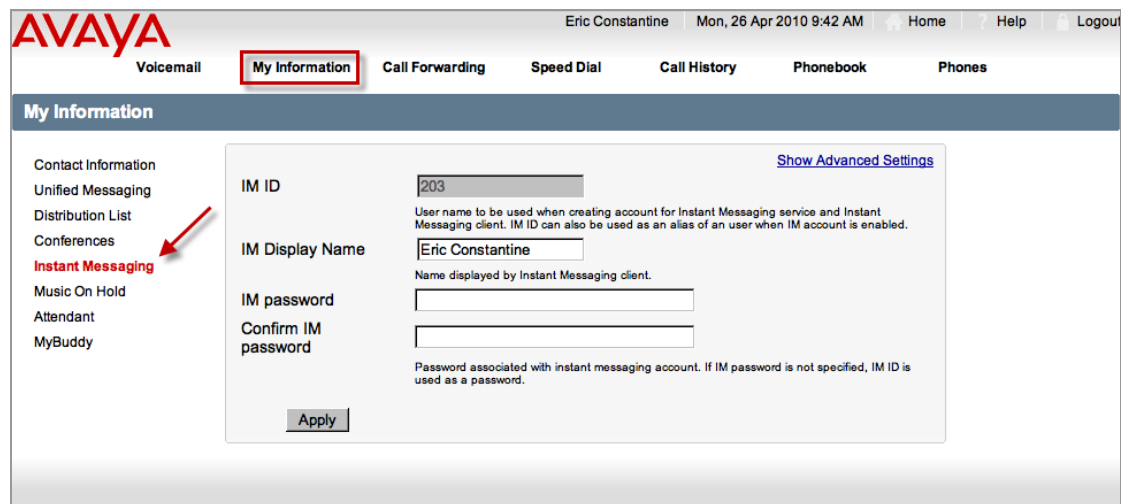
The Pidgin client locates its availability menu at the bottom of the Buddy list window. As with the 3456, you can choose from a number of preset status messages or create your own by clicking on **New status**.

Note: Add a telephone number (along with any required prefixes) or SIP URI to your custom Presence status message to forward any calls you receive while the custom message is active. The number will be added to your own personal call forwarding plan. Note that this feature only works when your SCS IM account is online.

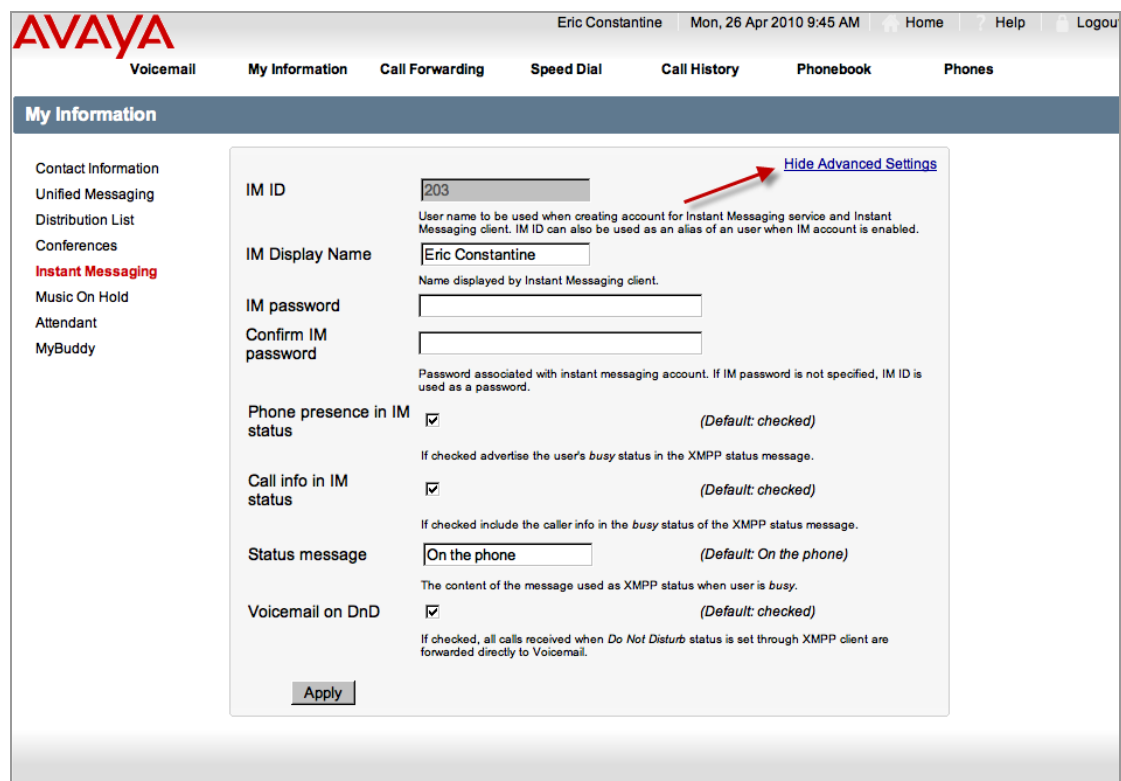
When forwarding to a telephone number include the prefix *tel:*, when forwarding to a SIP address, include the prefix *sip:*.

Certain SCS-related Presence settings can be configured from within the user interface. These control what happens when certain call conditions are met, based on the availability setting you select from within the IM client.

Log in to the SCS user interface and browse to **My Information>Instant Messaging** to view these settings.



The Presence options aren't displayed by default. Click **Show Advanced Settings**.



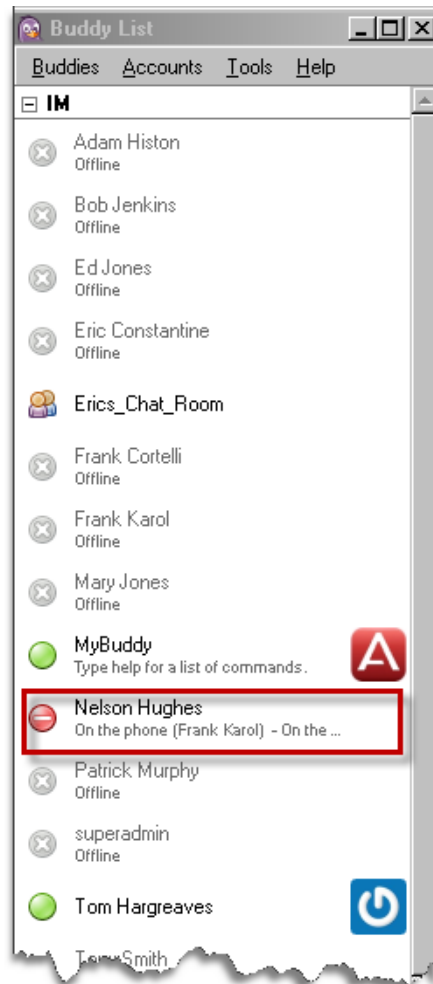
The first option, **Phone presence in IM status**, controls whether your IM status is shown as busy when you are on a call. By default this option is enabled.

	Phone presence in IM status <input checked="" type="checkbox"/> (Default: checked) <small>If checked advertise the user's busy status in the XMPP status message.</small>	
--	---	--

Call info in IM status controls whether information about the other call party is displayed when your IM status is reported as busy due to a call.

Call info in IM status	<input type="checkbox"/>	(Default: unchecked)
If checked include the caller info in the busy status of the XMPP status message.		


Use the **Status message** text field to create a custom 'busy' message. This message will show when you are on a call. By default the message is set to 'On the phone'.



Status message	On the phone	(Default: On the phone)
The content of the message used as XMPP status when user is busy.		

Tick the **Voicemail on DND** check-box to enable forwarding calls directly to voicemail when your IM client availability is set to Do Not Disturb. The default setting for this option is enabled.

Voicemail on DnD	<input checked="" type="checkbox"/>	(Default: checked)
If checked, all calls received when Do Not Disturb status is set through XMPP client are forwarded directly to Voicemail.		

Note: Not all clients provide a 'Do Not Disturb' availability setting; on some this setting is called 'Busy'. The one thing that most clients have in common is the use of a 'no entry' icon  to signify that you do not want communication with any outside parties.

Click **Apply** when all settings are complete to confirm changes.

Basic Messaging

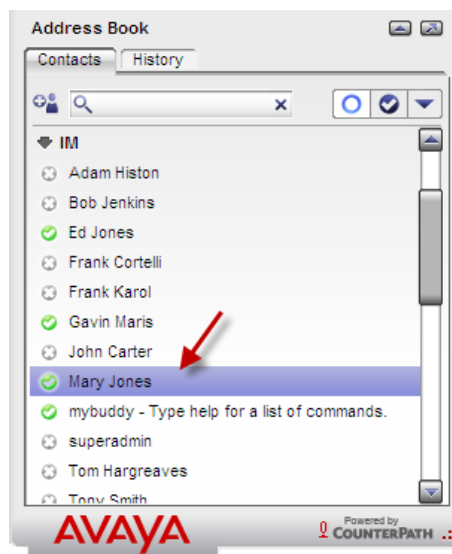
Your Instant Messaging client is capable of supporting standard, person-to-person messaging sessions and group/conference chat sessions involving multiple parties. In this short section you will learn how to initiate a basic messaging session along with how to transition from Instant Messaging to a voice call with simple text-based commands.

Initiating an IM conversation is a similar process in most clients, for the sake of this example we will use the Avaya 3456 for illustration.

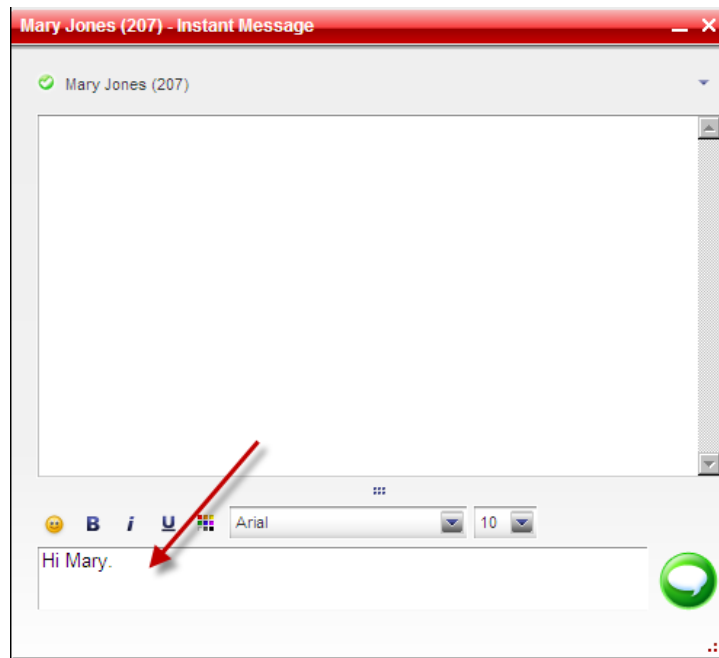
Starting a Messaging Session

Note: You can only start a conversation with a contact that has been authorized. Contacts that have not acknowledged your contact request cannot be messaged.

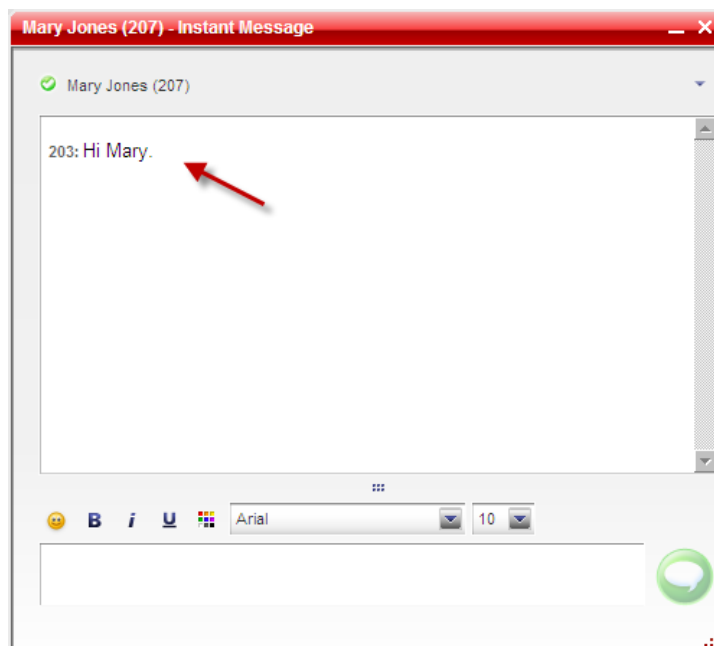
1. Double-click on the contact that you would like to message.



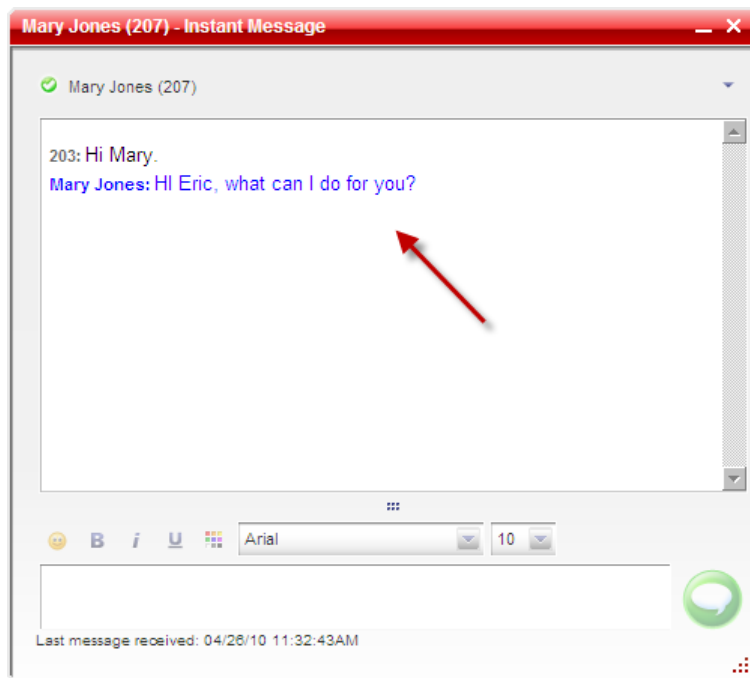
2. The message window opens. Type your message text in the entry box at the bottom of the screen.



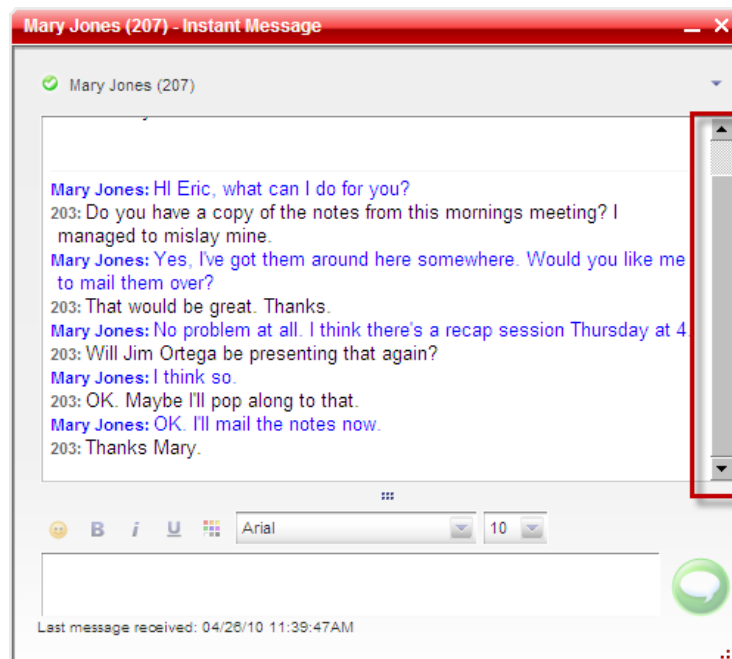
3. Press **Enter** (or click the **Send** button). The text is sent to the recipient. You will also see a copy of the message appear in the top section of the screen; this is where the conversation stream will appear.



4. When the recipient responds their message will appear beneath your message in the top section of the window.



5. As the conversation moves along the conversation screen will fill. You can review the conversation by using the scroll bars at anytime during the session.



Receiving Instant Messages

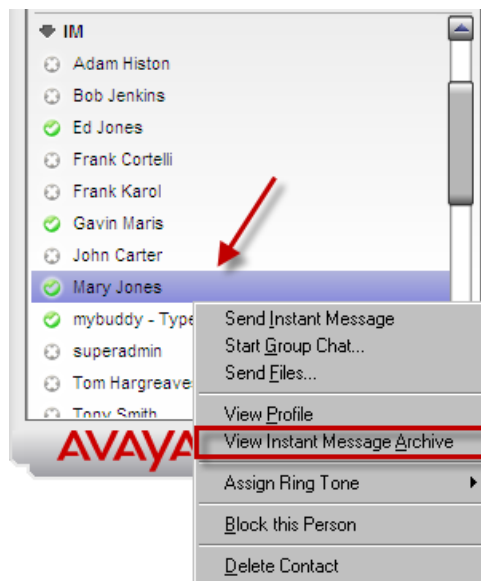
Different clients behave in different ways when they receive messages. For example, the Avaya 3456 will display the message directly on the screen in a new conversation window, whereas Pidgin will alert the user by a flashing notification on the Windows task bar. Responding to the message is done in

the same way as outlined in the last section. Simply type your response in the text box provided in the conversation window and press **Enter**.

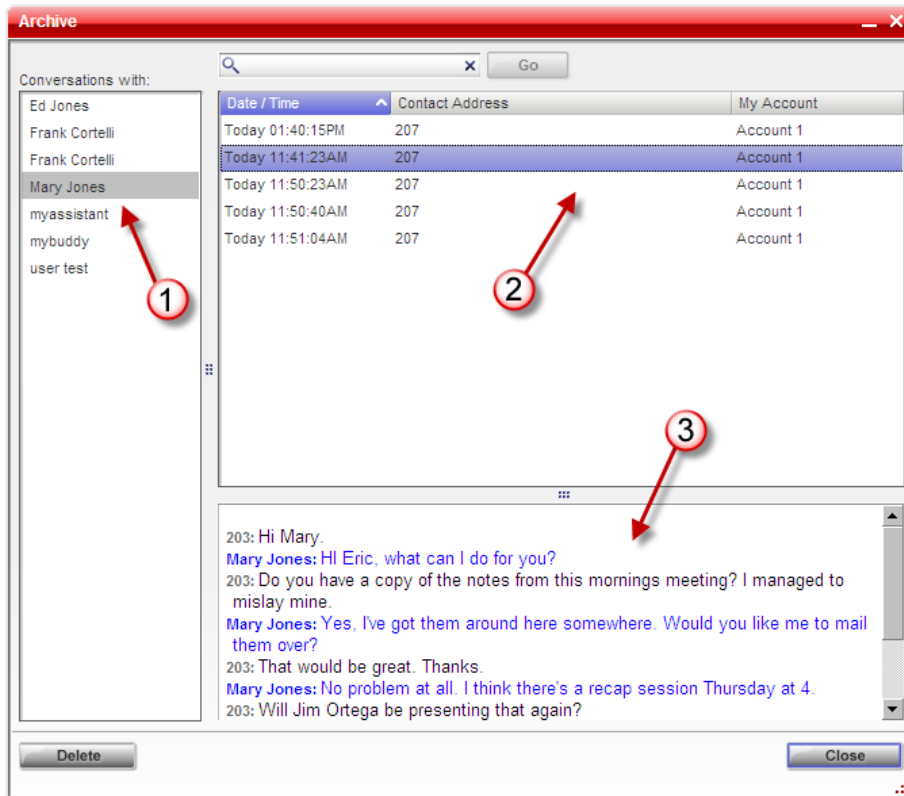
Instant Message Archives

Most clients store a local archive (sometimes called a 'Log' or 'Record') of all conversations, making it possible to review the details of a conversation at a later date.

To open a message archive in the Avaya 3456, right-click on a contact and select **View Instant Message Archive** (this option will only be available for contacts with whom you have conversed).

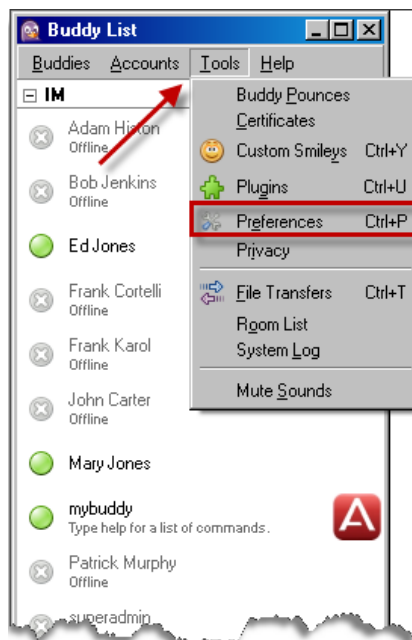


A screen showing all conversations you have had with the contact is displayed. Each conversation is time and date stamped. You can also select other contact archives from the left-hand pane. Selected conversations are displayed in the bottom pane.

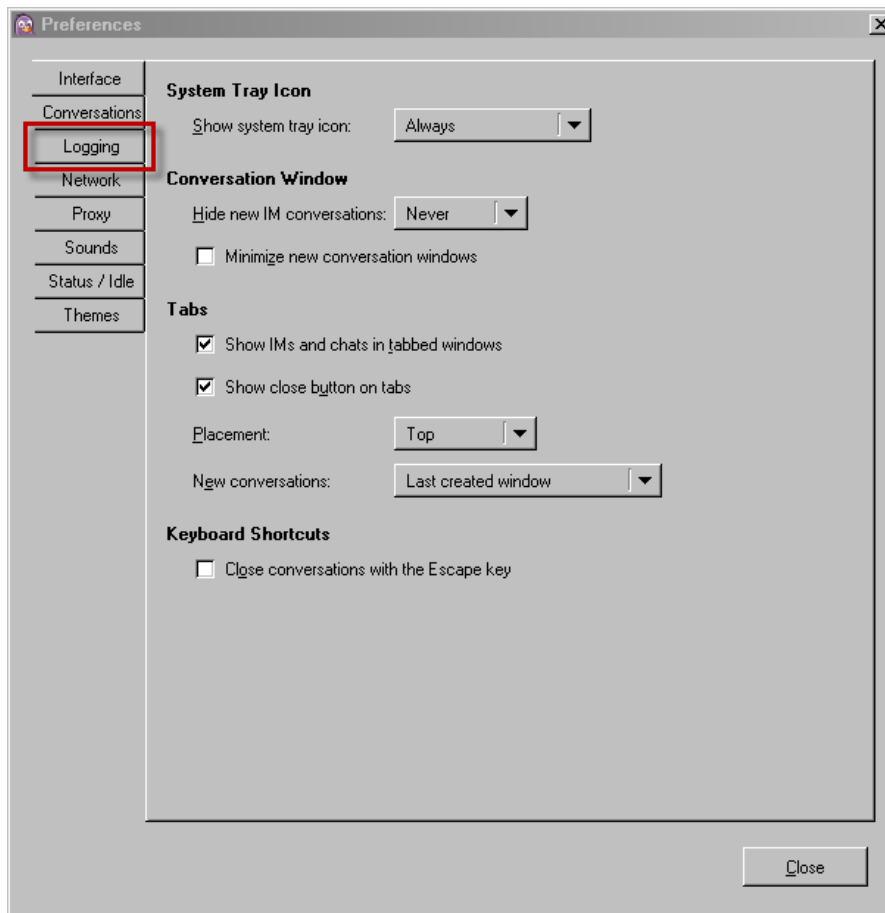


Logging must be enabled in Pidgin before conversation archives can be recorded and accessed. To enable logging in Pidgin:

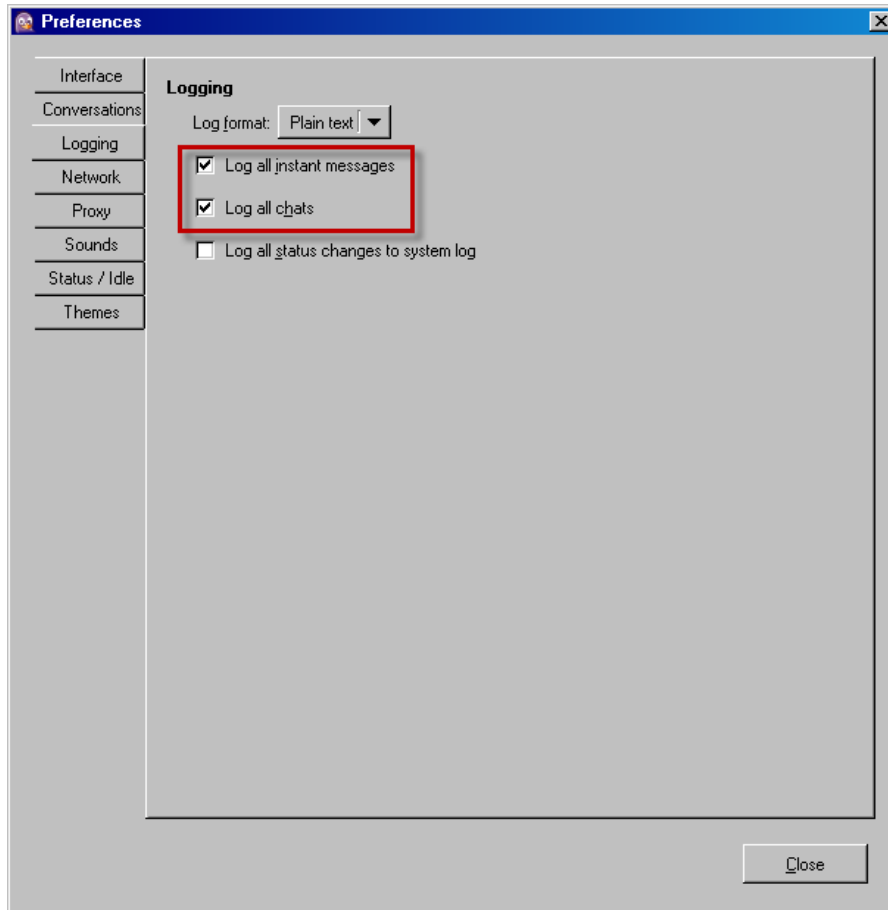
1. Open the **Tools** menu and select **Preferences**.



2. Click on the **Logging** tab on the left-hand side of the screen.



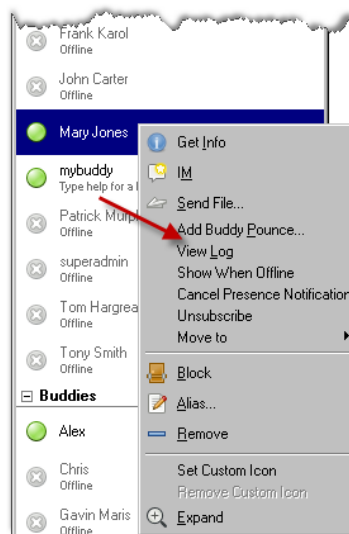
3. Tick the **Log all instant messages** and **Log all chats** check boxes to enable logging for message sessions.



4. Click **Close**.

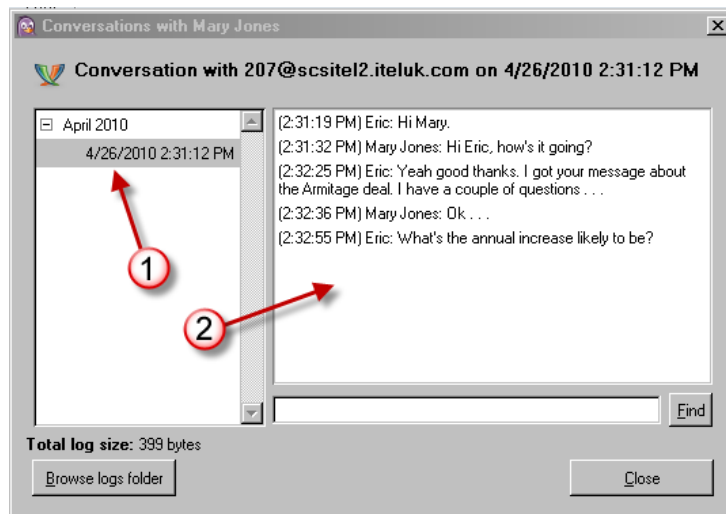
Messages will now be logged. To view message logs:

1. Right-click on a contact in the Buddy list and select **View Log**.



2. A window listing all conversations with the chosen contact is displayed. The window is split into two panes. The left-hand pane shows all

conversations listed by date. When a conversation is selected the contents of the session are displayed in the right-hand pane.



@call and @xfer

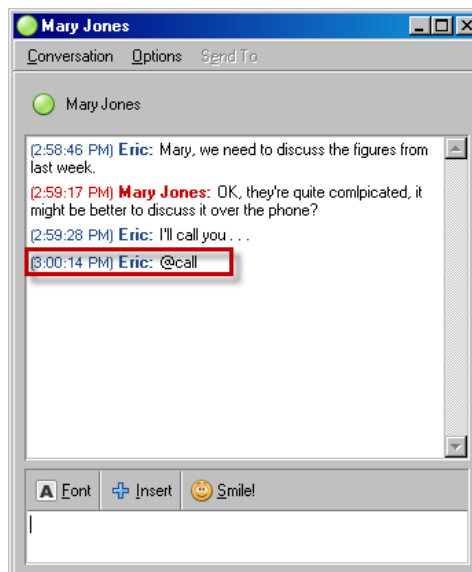
Sometimes it may be the case that an Instant Message session is insufficient to get an idea across to the other person, or a phone call may be a quicker way to achieve the desired result. You also find that sometimes you need to refer the person you are speaking with to a colleague. You can perform either of these tasks from with the IM conversation window using '@commands'.

These commands are not client specific, they will work from any IM client.

Transition from IM to Voice Call (@call)

1. At any time during an IM session to an SCS contact on the same domain, type **@call** to initiate a phone call between yourself and that person.

Note: External numbers can also be called using the @call command. You could therefore place a call to a contact outside of the SCS domain. Simply type *@call xxxxxxxxxxxx*, where xxxxxxxxxxxx is the destination number including any required prefix.



2. Several things will happen: 1) your phone will begin ringing; 2) the other person will receive a message that says "*name* wants to talk to you – your phone will ring shortly". Lift your receiver (or press the speakerphone button) to place the call.
3. The call will commence like any other call.

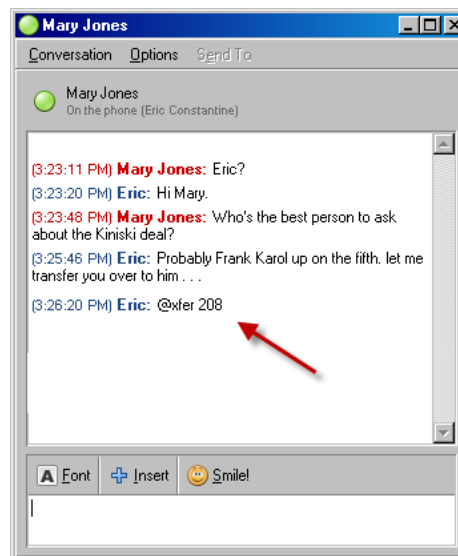
Note: Call Forwarding rules apply to calls initiated in this fashion and will have a direct impact on which device places the call. For example, if your mobile device is included in your Forwarding rules, '@call' could be entered using your mobile device's IM client, resulting in the call being placed through the

same device.

Note: @call can also be used to dial other SCS contacts by their IM ID, simply type @call followed by the user's IM ID, for example @call peter.

Transition from IM to Transferred Call (@xfer)

1. At any time during an IM session, type @xfer followed by the destination's extension number (e.g., @xfer 208) to transfer the other person to a colleague's extension.



2. Two things will happen: 1) the other person will receive a message stating that "*name* is referring you to a another person – your phone will ring shortly"; 2) the other party's phone will begin ringing. As soon as they pick up their receiver or press the speakerphone button the call will be placed to the transfer destination.

Note: @xfer can also be used to transfer the other IM participant to an external number. Type @xfer xxxxxxxx, where xxxxxxxx is the destination number including any required prefix.

Group Chat (Conference Chat)

Note: The Avaya 3456 IM client does not support SCS group chat.

As well as IM sessions with individual contacts, you can also utilize the SCS's 'Chat' facility, which allows you to communicate with a number of (2 or more) contacts at one go in an Instant Message conference format.

Note: In order to utilize this feature you must have an SCS conference room assigned to your account. You will need to know the name of the room and the PIN for accessing the room. See your SCS administrator if you are unclear on any of these details.

During this section you will learn how to access your IM Chat Room, initiate a Chat session, join another user's Chat session, transition your own Chat room into an audio conference call.

Most XMPP IM clients support chat, and in most cases the terminology is quite similar from one client to another. During this overview we will focus on the Pidgin client.

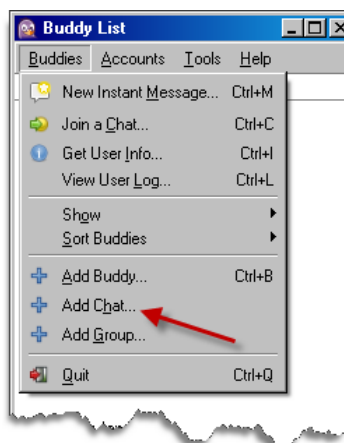
Accessing Your Chat Room

Before you can utilize the SCS Chat facility your SCS user account must be associated with a conference room – this is a unique room assigned to your user profile for conducting conference calls and IM Chat sessions. Before continuing, ensure that you know:

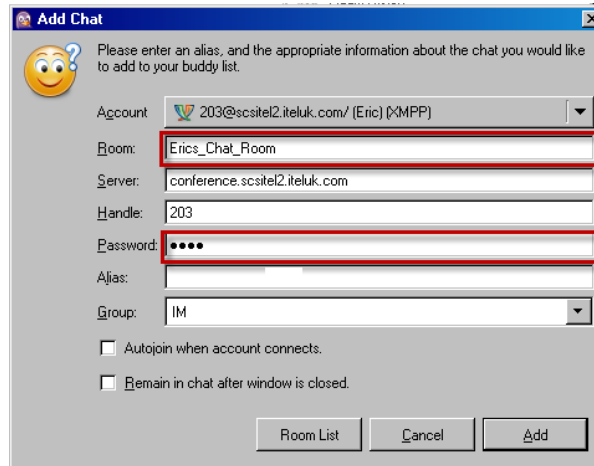
- The name of your conference room
- The PIN for accessing the conference room

To create a Chat room 'contact' in your client:

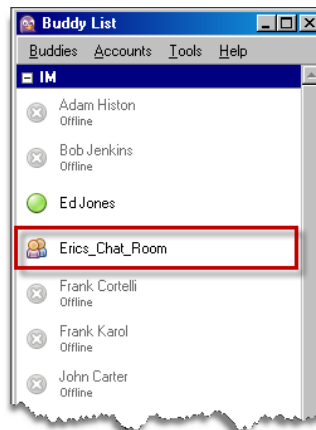
1. Open the **Buddies** menu and select **Add Chat**.



2. Enter the name of your SCS conference room in the **Room** field. This field is case-sensitive, you should therefore enter the name exactly as it appears in the SCS's conference settings.
3. Enter the PIN assigned to the SCS conference room in the **Password** field.



4. Use the **Group** drop-down menu at the bottom of the dialogue box to select which contact group the new Chat Room will appear in.
5. Click the **Add** button.
6. The new room will be displayed in the contact list.

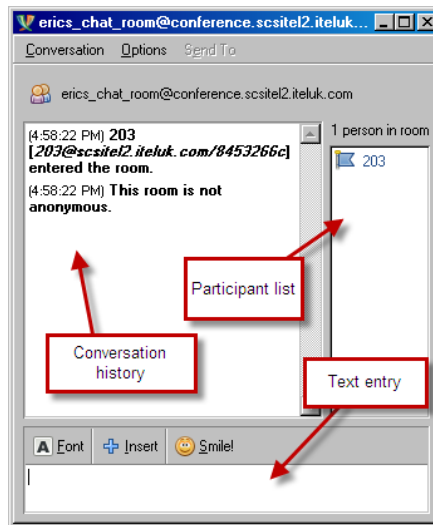


Initiating Chat

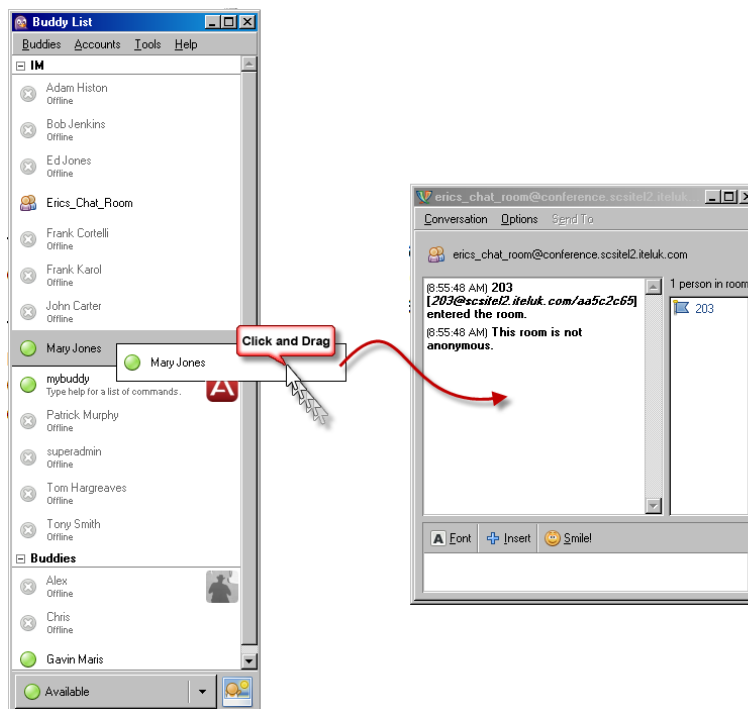
To start a Chat session:

1. Double-click on the Chat Room.
2. The Chat Room session opens. Initially you will be the only room occupant.

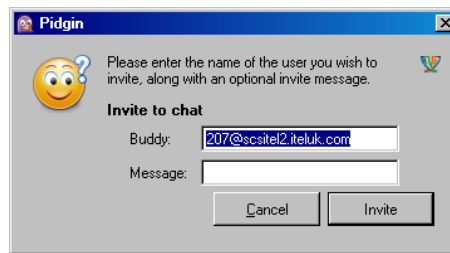
The Chat window is broken into three panes. The left-hand pane is where the conversation will display. The right-hand pane will list all users who join the Chat session. The bottom pane is where you type messages.



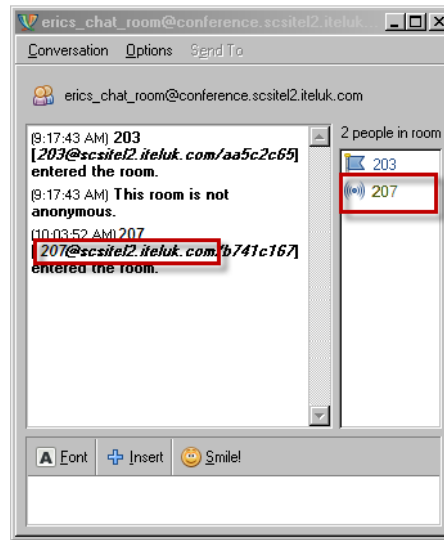
- There are a number of ways in which contacts can be invited to your chat room, including the **Invite** option found in the Chat window's **Conversation** menu, but perhaps the easiest way is to click and drag contacts from your contact list into the Chat window.



- When you drop the contact in the Chat window the **Invite** dialogue will appear. The invitee's address will already be entered. Insert text in **Message** field if necessary and then click **Invite**.



6. The recipient of the invite will appear in the Chat room when they have accepted the invite.



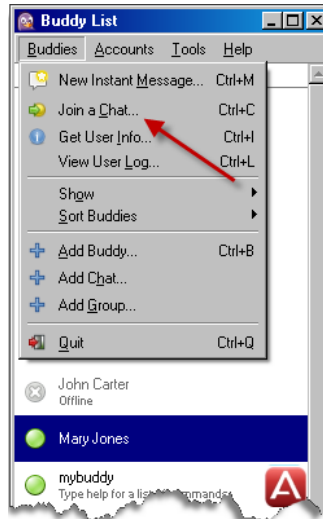
To communicate with everybody in the Chat Room simply enter text in the text-entry field at the bottom of the window and press **Enter**.

As in a normal Instant Messaging windows, you can use the scroll bars to review the conversation. Chats can also be logged in the same way as one-to-one Instant Messaging sessions for later review.

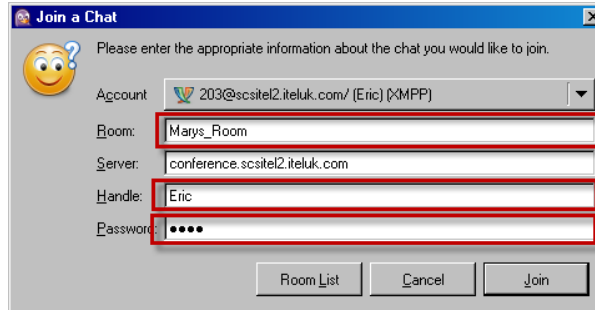
Joining a Chat

Sometimes it may be the case that you need to join a Chat session without an invite prompt. This is done in the following way:

1. Open the **Buddies** menu and select **Join a Chat**.



2. Enter the name of the Chat Room that you would like to join – this is the name of the conference room assigned to the user by the SCS administrator. The room owner should be able to advise you of this.
3. Enter a 'Handle' or alias – the name that other participants in the room will see.
4. Enter the PIN assigned to the room – the room owner will have to advise you of this if one has been set.

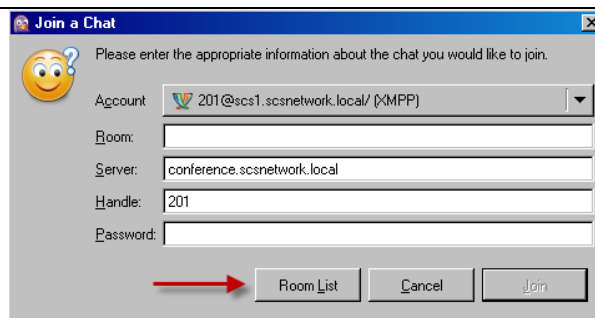


5. Click **Join**.

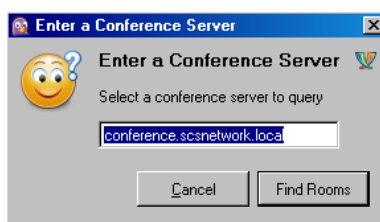
Note: Some clients provide a list of available Chat rooms. If you are unsure of the name of the Chat room you are looking for, open the list and browse to the room you would like to enter.

In Pidgin:

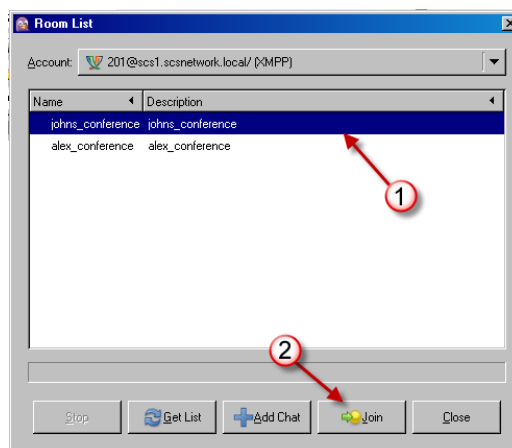
1. Open the **Buddies** menu and click on **Join a Chat**.
2. Click on **Room List**.



3. Click on **Find Rooms** to search the SCS conference server for chat rooms.



4. Highlight the chat room you would like to join and then click on **Join**.



Note: If the chat room you are attempting to join has been configured with a password you will not be able to join in this manner, in which case you can join via the 'Join a Chat' dialogue accessed from the **Buddies** menu or by responding to an invite from the room owner.

To communicate with everybody in the Chat Room simply enter text in the text-entry field at the bottom of the window and press **Enter**.

As in a normal Instant Messaging window, you can use the scroll bars to review the conversation. Chats can also be logged in the same way as one-to-one Instant Messaging sessions for later review.

@conf

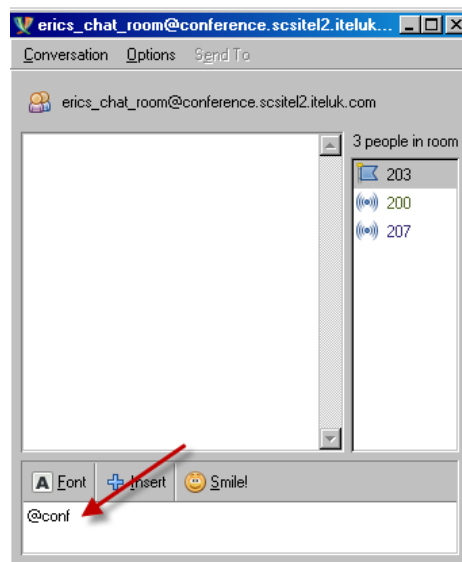
Note: For full guidance on the SCS conference facility, see the *Conferencing* guide.

In the 'Basic Messaging' section of this guide you saw how to transition from a basic messaging session to a phone call using the @call command to initiate a call between the two parties involved in the session. A similar command can be used to invoke a conference call between all the participants of a Chat session.

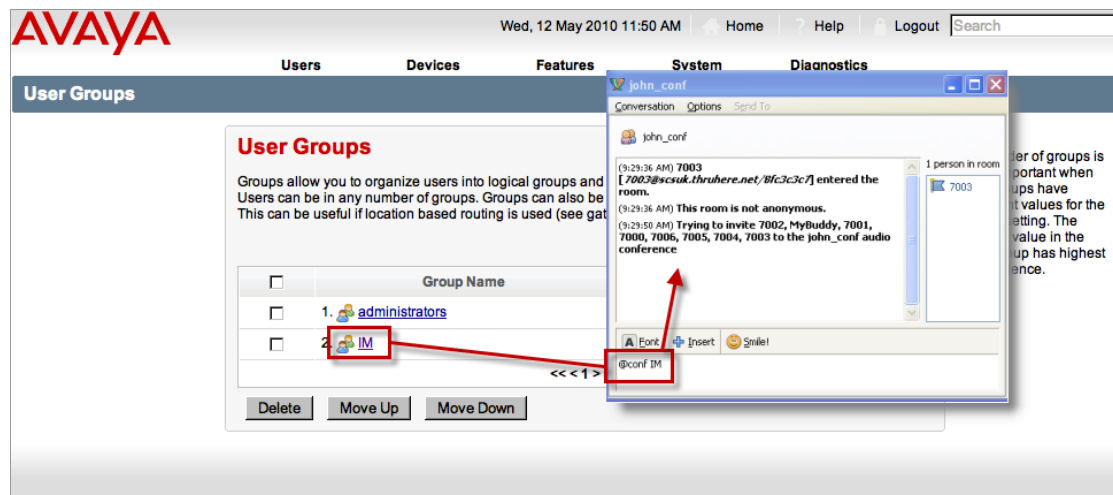
Note: Only the owner of a Chat Room can invoke a conference call using @conf.

At any time during a Chat session, type @conf. Your phone and the phones of all the other participants will ring. When the calls are answered you will all be joined together in a conference call.

Note: Call Forwarding rules apply to calls initiated in this fashion and will have a direct impact on which device places the call. For example if your mobile device is included in your Forwarding rules '@conf' could be entered using your mobile device's IM client resulting in the call being placed through the same device.



Another use of the @conf command is @conf SCS group name, where 'SCS group name' is the name of the user's SCS Instant Messaging group. This has the effect of incorporating all members of the Instant Messaging group into a conference call without first inviting them all to the chat room.

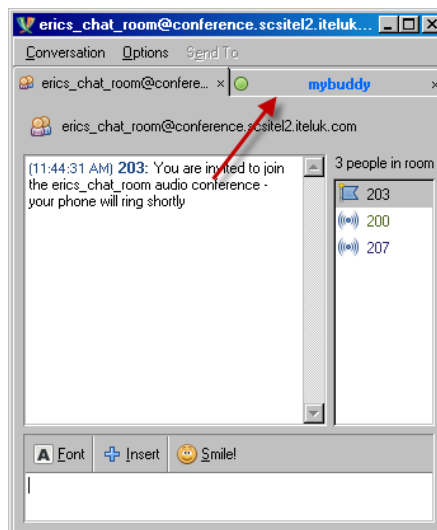


At any time during a Chat session type **@conf** followed by the group name. You should note that group names are case-sensitive.

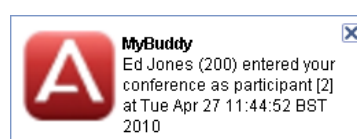
MyBuddy Conference Controls

When your Chat session transitions to a conference call a new IM session to 'MyBuddy' will open in a new tab or window (depending on your client).

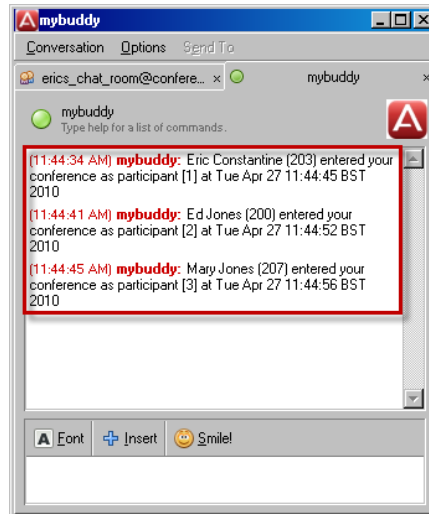
MyBuddy, discussed at greater length in the 'MyBuddy' section later in this guide, is an automated IM contact that can be used to control calls and call notifications.



As the other participants in the call begin arriving in the conference MyBuddy will notify you via desktop popups (popups are dependent on the type of client used).

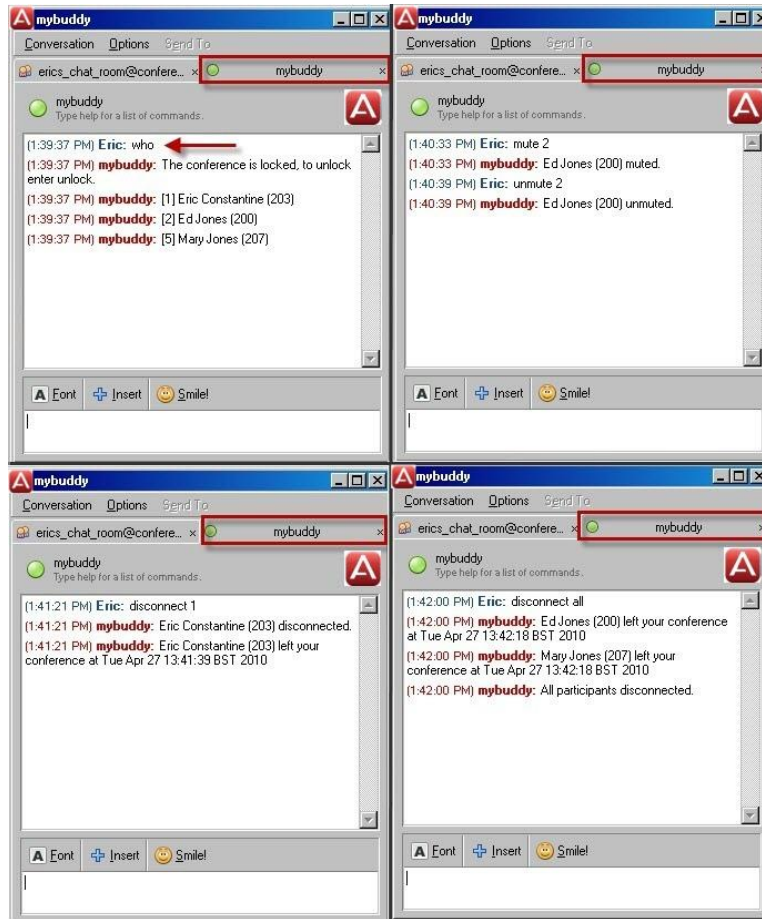


The same notifications will also appear in your MyBuddy IM window:



From this point the conference call is the same as any other SCS-based conference call. However, you can control certain aspects of the conference via MyBuddy with several useful conferencing commands. Type the following commands directly into the MyBuddy session window:

- **Who** – Type *who* to see a list of all conference call participants. Each conference participant is assigned a participant number. These numbers are used to identify participants when using other commands such as ‘disconnect’ and ‘mute’.
- **Mute** – Use the ‘mute’ command to mute a participant’s microphone so that they cannot speak into the conference. To use the mute command type **mute** followed by a participant number, e.g., *mute 1*.
- **Unmute** – Use the ‘unmute’ command to restore a participant’s microphone so that they can speak into the conference. To use the unmute command, type **unmute** followed a participant number, e.g., *unmute 1*.
- **Disconnect** – Type disconnect followed by a participant number to disconnect that person from the conference call. You should note that when a participant is disconnected from a conference call they remain in the Chat room. They can be reconnected to the conference call via the ‘conference’ command, see later in this list.
- **Disconnect All** – Disconnect all, as the name suggests, ends the conference call by disconnecting all participants. As with ‘disconnect’, even though the conference call is ended, all participants will remain in the Chat window until the session is ended. Type *disconnect all*.
- **Lock** – Lock closes the conference call to all new participants. Just type *lock*.
- **Unlock** – Unlock opens a locked conference, thereby allowing access to new arrivals. Type *unlock*.
- **Conference** – Type *conference* followed by an extension number to invite an SCS user to a conference. The user’s phone will ring, when they answer the call they will be placed into conference.



MyBuddy

MyBuddy is a notification and command interface that can be used in conjunction with any XMPP-based messaging client. It can be added to your contact list like any other contact (or Buddy) and like any other contact it can send and receive messages to and from your IM account.

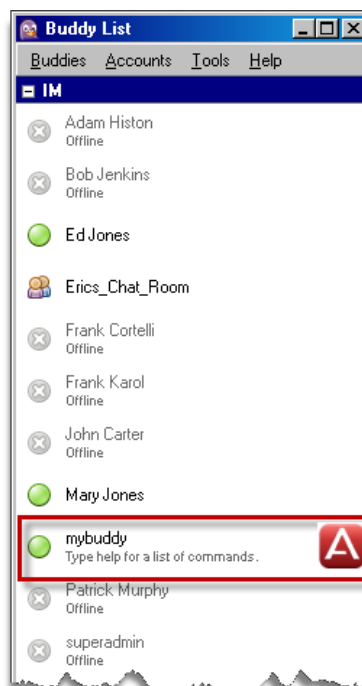
In the previous section, 'Group Chat', you saw how MyBuddy can be used to control certain conference call functions from an Instant Message client. But MyBuddy can be used for a wider range of functions than just conference calls. For example, with MyBuddy active in your contact list you will receive notifications when callers are leaving messages in your voicemail inbox, you can then send commands via MyBuddy to either listen to or intercept the message while the caller is leaving it.

During this section you will learn how to:

- Add MyBuddy to your contact list
- Initiate a call using MyBuddy
- Identify users on the SCS
- Viewed missed calls
- Listen to and pickup voicemail messages
- Add MyBuddy to an external IM account for remote notifications and call control

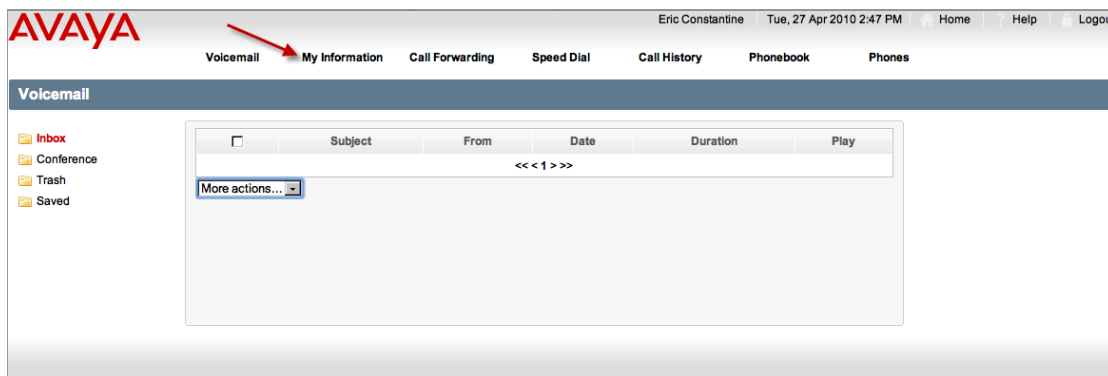
Adding MyBuddy to an IM Contact List

Depending on how your IM account has been configured, you may or may not be able to see the MyBuddy contact in your client's contact list.

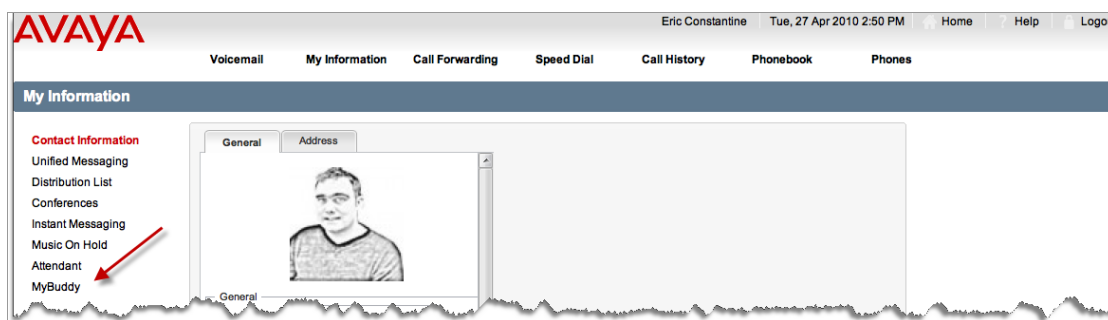


If you cannot see the MyBuddy contact you can add it manually in the following way:

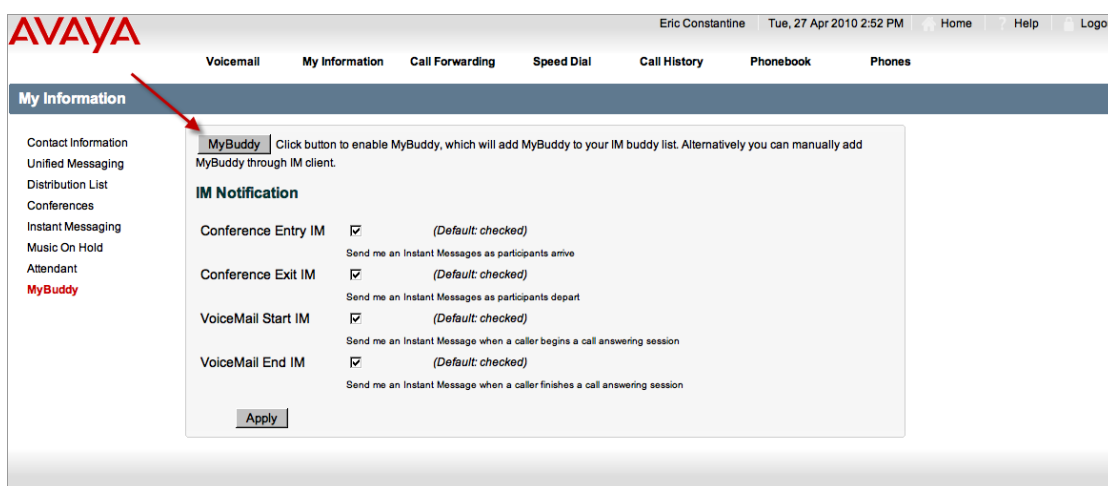
1. Log in to the SCS user interface and navigate to the **My Information** screen.



2. Click on **My Buddy**.



3. Click the **MyBuddy** button at the top of the screen to enable the MyBuddy contact in your client's contact list.



4. While this screen is open, take a moment to configure notification settings.

The four check-box options found on this screen dictate whether or not specific conferencing or voicemail events are relayed to your Instant Messaging client by MyBuddy.

- **Conference Entry IM** – Enable this option to have MyBuddy notify you via your IM client when a participant joins your conference.
- **Conference Exit IM** - Enable this option to have MyBuddy notify you via your IM client when a participant leaves your conference.
- **Voicemail Start IM** – Enable this option to have MyBuddy notify you via your IM client when a caller starts leaving a message in your voicemail inbox. While the caller is leaving the message you can use MyBuddy to break in and either listen to the message as it is left, or speak to the caller. See the sections on 'Listen' and 'Pickup' later in this section.
- **Voicemail End IM** - Enable this option to have MyBuddy notify you via your IM client when a caller starts leaving a message in your voicemail inbox.

5. Click **Apply** when you are ready to continue.

Alternatively, MyBuddy can be added to your contact list using your client's 'Add Contact' facility, in the same way that you would add any other contact. When asked for the contact's address or name enter:

MyBuddy@scshost.scsdomain.com

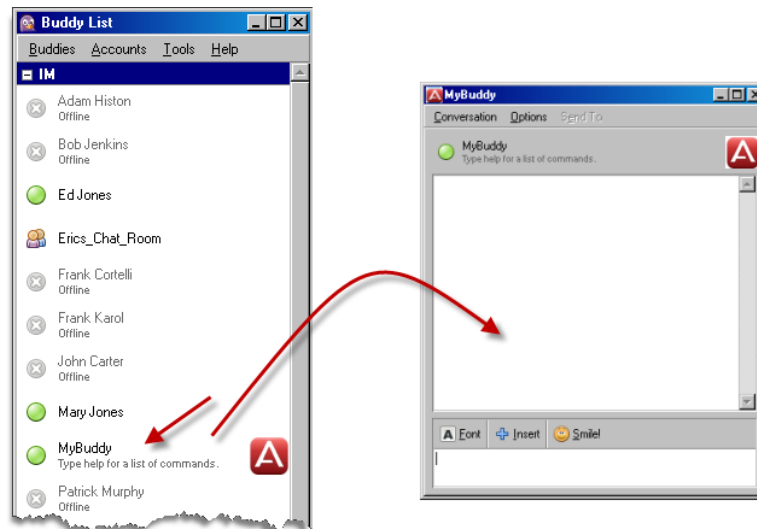
where scshost.scsdomain are the host and domain name of your SCS – MyBuddy is case sensitive. Enter an alias (or handle in some clients) of *MyBuddy*.

Depending on your client, you may find that you need to log out, and log back in before MyBuddy shows in your list.

Using MyBuddy

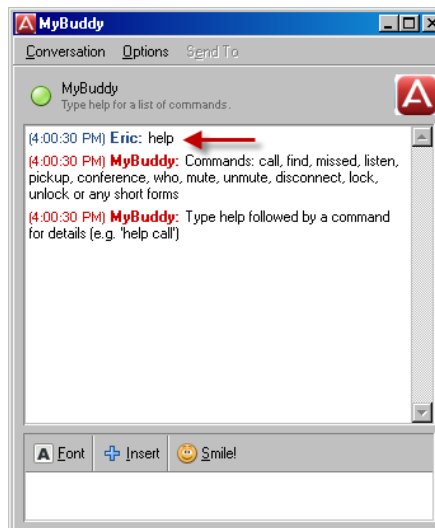
As you have already seen in the previous section, certain notification settings must be configured before MyBuddy can notify you of call activity, but how do *you* communicate with MyBuddy? By opening a chat session with MyBuddy, in the same way that you would any other contact in your IM contact list.

Simply double-click on the MyBuddy contact to initiate an IM session.

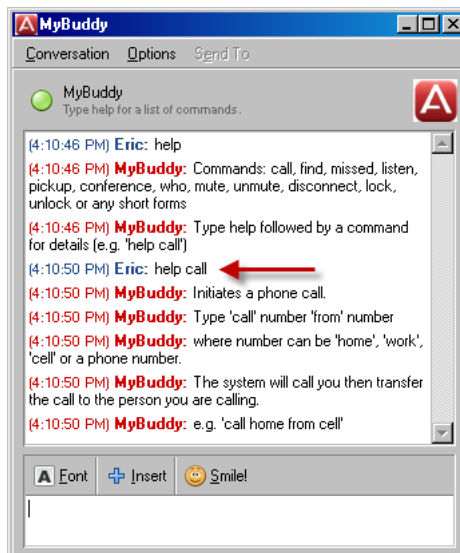


Help

The easiest way to find out what commands can be used with MyBuddy, type **help** and press **Enter**. MyBuddy will respond with a complete list of available commands.



To find out the parameters that can be used with each command, type **help** followed by a command – for example, **help call**. MyBuddy will display a list of parameters relevant to the command and an overview of how the command works.

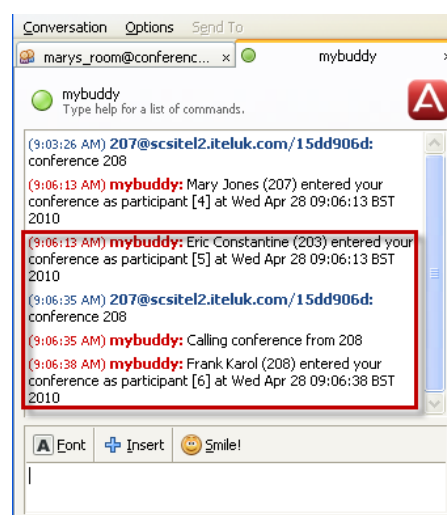
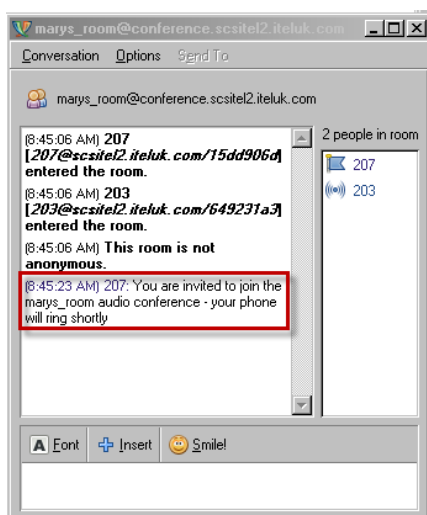


Notifications

Note: Notifications will only work if they are enabled in your SCS account's MyBuddy options. See 'Adding MyBuddy to an IM Contact List' for instructions on how to enable/disable MyBuddy notifications.

When your IM client is open, MyBuddy will notify you of voicemail and conference events by opening a message window and displaying alerts.

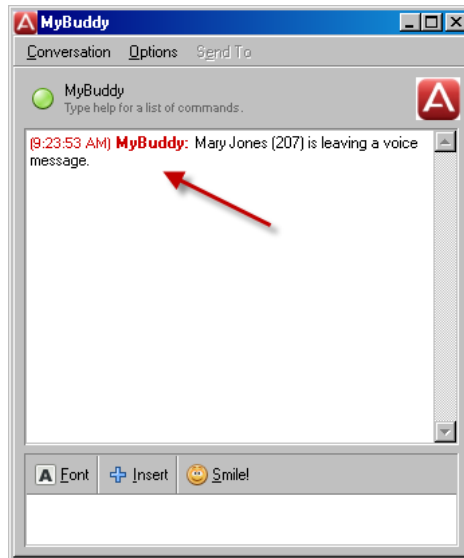
Conference alerts are purely informational. For example, if another party performs an @conf during a Chat session, your IM client will inform you that you have been invited to a conference call. If you are the conference owner then MyBuddy will inform you of participant arrivals and departures during the call.



See the section on 'Group Chat' for guidance on initiating conference calls from within a Chat window.

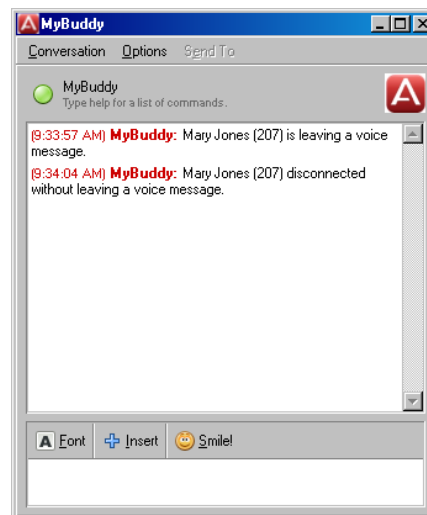
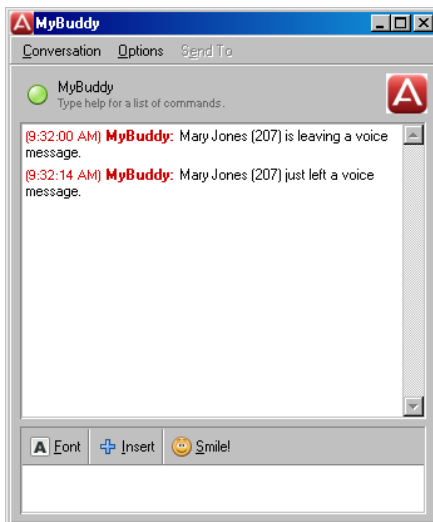
Voicemail alerts are slightly different because MyBuddy provides a facility for responding in a couple of ways: you can listen to the message as it is left, or you can intercept the caller and pick up the call.

When a caller begins leaving a voicemail, MyBuddy will alert you via your IM client.

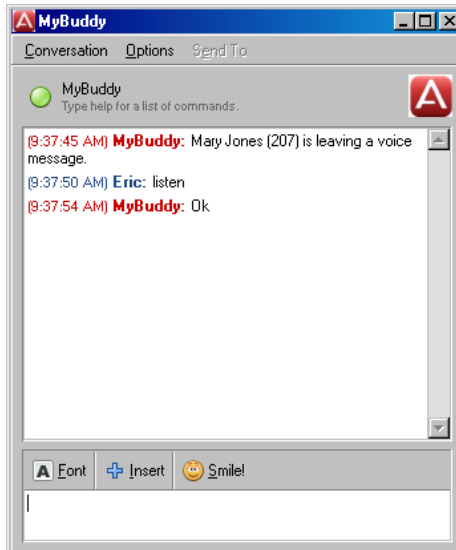


You can choose to:

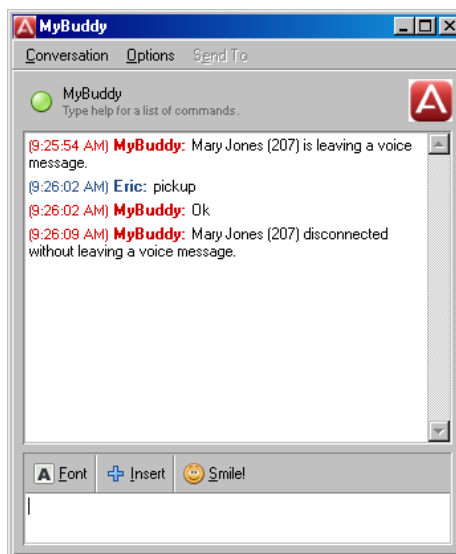
1. Not respond, in which case when the caller finishes leaving the message, or hangs up without leaving a message, MyBuddy will inform you.



2. **Listen** to the message as it is left. Simply type *listen* and press **Enter** as a response to MyBuddy's notification. When your phone rings, answer the call to listen to the message as it is left.



3. Finally, you can elect to break in and **pickup** the call while the caller is leaving the message. This effectively stops the message being left and initiates a normal call between both parties. Type *pickup* and press **Enter** in response to MyBuddy's notification. Your phone will ring. Answer the call to be transferred to a call between you and the caller.



Call

The 'call' command can be used to initiate a phone call from any of the contact numbers listed against your own personal profile – e.g., your 'work' number, 'home' number, 'cell' number, etc. This is particularly useful in areas abroad that have a 'call party pays' billing system. By using the 'call' command through MyBuddy you effectively ensure that the call is placed through the SCS and not directly through your cell phone. The system will call your phone first, when you pick up the call will be placed. Type **help call** for a full overview of this command.

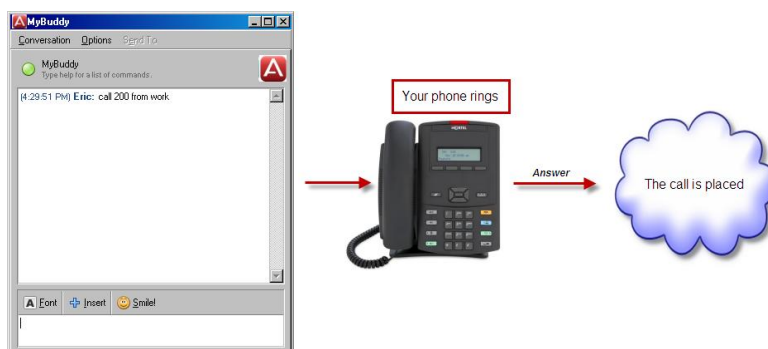
Note: Calls made using MyBuddy will be subject to your SCS account's calling permissions.

When you use the 'call command' you must specify a destination name or number and a number from which the call should be placed – for example, your work number, home number, or cell number.

Note: In order to dial from 'home', 'work', or 'cell' numbers you must have these fields populated in the **My Information>Contact Information** SCS user portal screen, see the *End User* guide for more on setting personal contact information.

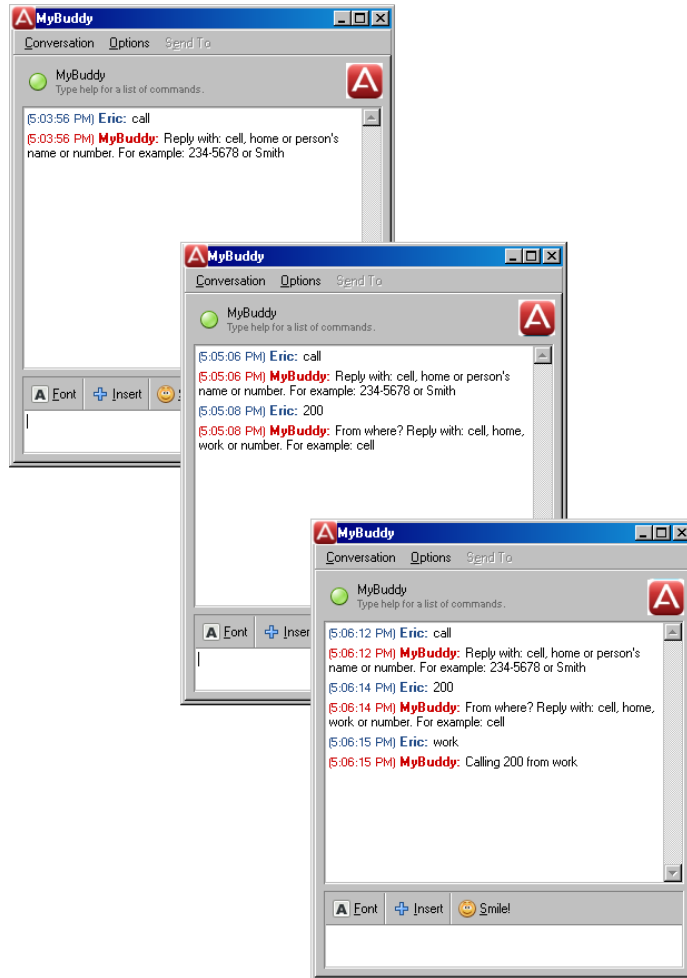
To initiate a call:

Enter a complete phrase – for example *call 200 from work* and press **Enter**. Your own phone will ring first. Lift the receiver or press the speakerphone button. As soon as you answer this first call the call to the destination will be placed.



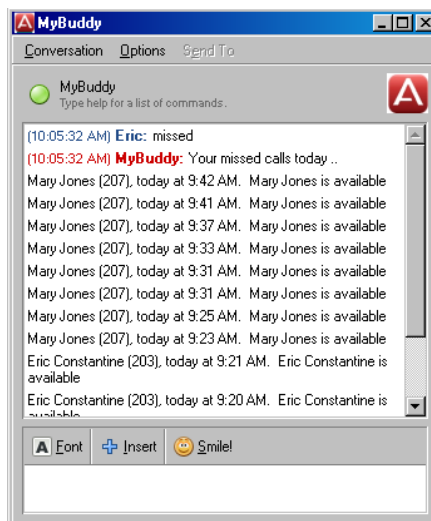
Alternatively, you can 'spoon-feed' MyBuddy the 'call' request:

1. Type **call** and press **Enter**.
2. When MyBuddy responds, enter the name or number of the destination.
3. Finally, tell MyBuddy which number you would like to dial the destination from.



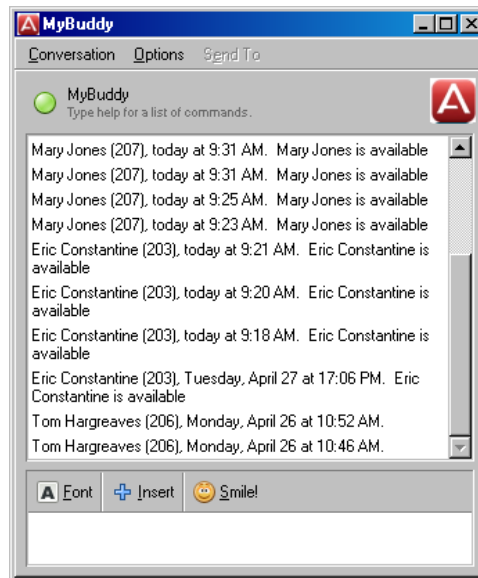
Missed

MyBuddy can provide you with a list of all missed calls within the last twenty-four hours. Open an IM session with MyBuddy and type *missed*.



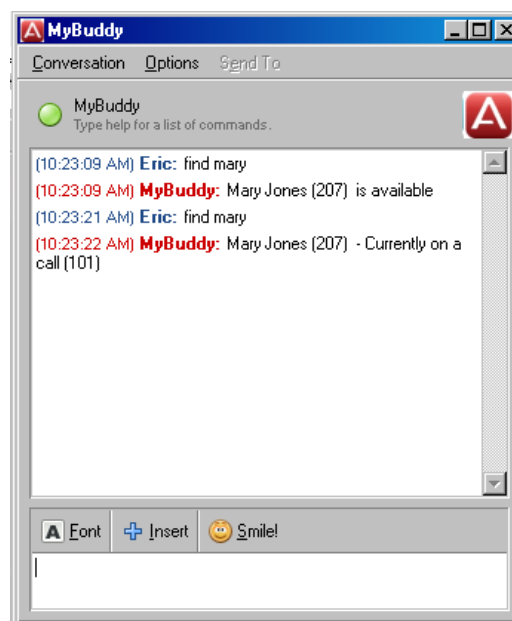
As you can see from the above example, the missed call list not only shows who called and when, it also shows their current call availability (if known for the contact; PSTN numbers will not show Presence information).

To view missed calls older than the last day, type *missed* followed by a number to denote how many days back you would like to view. For example *missed 4*.



Find

The 'find' command is a useful tool for searching the system Phonebook. MyBuddy will report contacts' Presence availability (if it is known), and if they are on a call it will display the name or number of the person to whom they are speaking. Type *find* followed by the name or extension of a contact. For example *find mary*.



Configuring MyBuddy on a Remote IM Service

Like any other contact, MyBuddy can be added to an Instant Messaging client's contact list to enable communication between it and the registered user of the client. Depending on the configuration of your SCS network (see the system administrator) you may be able to add your SCS contacts, including MyBuddy, to a third party IM service contact list to allow contact outside of the SCS network.

An obvious application for this is a mobile user who utilizes a service such as Google Talk on a mobile device – such as a Blackberry, Palm Pre, or iPhone. By adding MyBuddy as a contact on your mobile contact list the SCS will be able to notify you of call activity; not only that, you will be able to use the range of MyBuddy commands to initiate calls, search the phonebook, view missed calls, and intercept voicemails left in your SCS voicemail inbox.

In this short section we will explore configuring MyBuddy as a contact in Google Talk.

Enabling Your Alternative IM Address

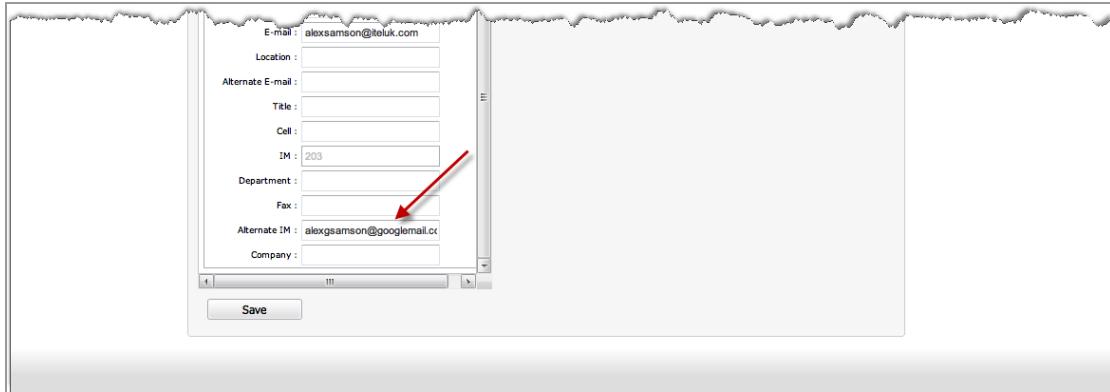
Before you can synchronize your SCS IM contacts with a third party IM service you will need to notify the SCS of the alternative IM account you intend to utilize. This is done in the following way:

1. Log in to the SCS user interface and navigate to **My Information**.

The screenshot shows the AVAYA user interface. At the top, the AVAYA logo is on the left, and the user's name 'Eric Constantine' and the date 'Wed, 28 Apr 2010 11:08 AM' are on the right. Below the logo, there are navigation tabs: 'Voicemail', 'My Information' (highlighted with a red box), 'Call Forwarding', 'Speed Dial', 'Call History', 'Phonebook', and 'Phones'. The main content area is titled 'My Information' and contains a 'Contact Information' section. This section has two tabs: 'General' and 'Address'. The 'General' tab is active, showing a profile picture of a man and a form with the following fields: 'First name: Eric', 'Last name: Constantine', 'E-mail: alexsamson@teluk.com', 'Location:', 'Alternate E-mail:', 'Title:', 'Cell:', 'IM: 203', 'Department:', and 'Fax:'. A 'Save' button is located at the bottom of the form.

2. On the **Contact Information** screen scroll down to the **Alternate IM** field. Enter the full address of your alternative IM account – for example *jsmith@gmail.com*

Note: Gmail accounts must be created via the Google website.



3. Click the **Save** button.
4. Now add your SCS contacts to your alternate IM service.

Note: While it is perfectly feasible to configure MyBuddy as a contact via a mobile device's IM client interface, you may find it easier to log in to the same account on a PC or laptop client for the purpose of adding the contact. In this example I will configure a MyBuddy contact through Google Talk's own client.

To add MyBuddy to a third party IM service contact list:

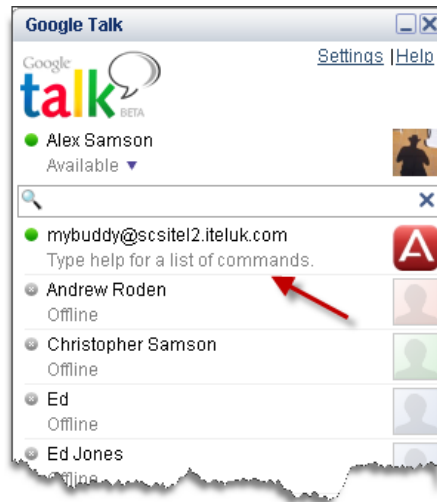
1. Log in to the account using your preferred client.
2. Open the client's 'Add Contact' dialogue.



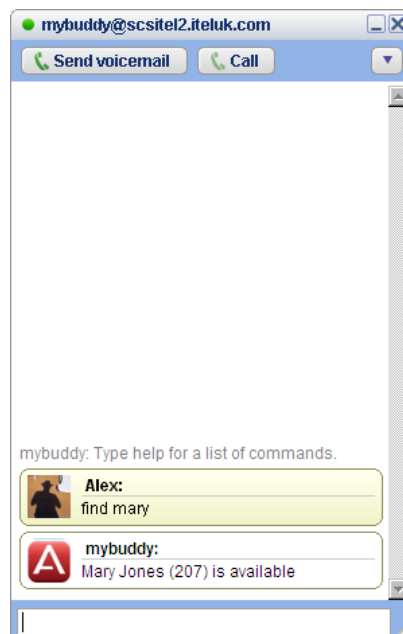
3. Enter the address of MyBuddy, including the host and domain name of the SCS, for example *MyBuddy@scshost.scsdomain.com*.

Note: MyBuddy is case-sensitive and should be entered with an upper case 'M' and 'B'.

4. Confirm the contact by clicking **OK/Apply** (depending on your chosen client).
5. MyBuddy should be automatically authorized as a contact, and should therefore appear in your contact list immediately.



6. Test the connection to MyBuddy by opening an IM session to it and typing a command – for example 'find'.



7. Log in to the third party IM service on your mobile device. MyBuddy should show as a contact.
8. Test your connection by opening MyBuddy and entering a command – 'call' for example.

Note: To minimize typing on your mobile device you can enter MyBuddy commands in short form. For example, instead of typing 'who' you could enter 'wh'. You simply need to ensure that enough characters are entered to enable MyBuddy to recognize the command.

Avaya Documentation Links

- [SCS 4.0 End User Guide](#)
- [SCS 4.0 Troubleshooting Task Based Guide](#)