Avaya one-X® Communicator for Mac OS X

User Guide

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Overview

Avaya one-X® Communicator for Mac OS X is a communication tool using which you can manage your telephony tasks. Avaya one-X® Communicator for Mac OS X provides you with simple, intuitive access to all of your contacts and features of a desk telephone in a simple soft phone on your Apple computer.

Basic features

Avaya one-X® Communicator for Mac OS X offers the following basic features:

- Desktop access to your contact list and enterprise directory
- Full set of call control features, including transfer and adhoc conferencing capability
- Two different usage modes
- User preference settings to control connections to the Avaya Aura® environment and to the corporate directory
- User preference settings to set dial plans and emergency number and to select and control the microphone and speaker
- Click-to-dial capability
- Docking and undocking of the dial pad
- Click button to access voice mail
- Redial the last dialled number
- Dial from call logs
- Speed dial

Usage modes

Avaya one-X® Communicator for Mac OS X supports the following usage mode:

- **My Computer**: This mode enables you to make and receive calls through the Avaya one-X® Communicator interface on your computer. You can use a headset or the computer microphone and speaker to speak and listen.

Feature buttons

Avaya one-X® Communicator for Mac OS X has the following feature buttons:

Note:
> You can see only those feature buttons that your system administrator has configured for your extension.

Button	Description
Automatic Call Back	This feature enables you to request the Avaya Communication Manager system to call you back if you call an extension, which is busy.
Call Forwarding All Calls	This feature enables you to forward all calls to any extensions.
Call Forwarding Busy/Don't Answer	This feature enables you to forward calls to any extension when your extension is busy or if you do not answer. You must activate this feature by dialing the feature access code. After you enter the feature access code, dial the extension from where you want to forward the calls, then dial the destination extension number.
Call Park and Call Unpark	This feature enables you to place the current call in call park state and you can retrieve the call from any other extension within the system. The **Call Unpark** button is available on Communication Manager 5.x, but not available on Communication Manager 6.x. The Communication Manager 6.x users must dial a feature access code to activate this feature.
Calling Party Number Blocking	This feature enables you to block the sending of the calling party number for a call.

Button	Description
Calling Party Number Unblocking	This feature enables you to deactivate the Calling Party Number Blocking feature.
Call Pickup	With Call Pickup, you create a call pickup group. All group members can answer a call ringing at another telephone in the group from their telephones. If more than one telephone is ringing, the telephone that has been ringing the longest is picked up.
Call Pickup Extended	This feature allows you to pickup calls from another Call Pickup Group, but within the same *extended* group. The **Call Pickup Extended** button is available on Communication Manager 5.x, but not available on Communication Manager 6.x. The Communication Manager 6.x users must dial a feature access code to activate this feature.
EC 500 (extension to cellular)	This feature allows you to extend the office calls to the your mobile telephone. When the office telephone gets an incoming call, the configured mobile phone rings at the same time.
Malicious Call Trace (MCT)	This feature enables you to send a message to the MCT extensions that you want to trace a malicious call. MCT activation also starts recording the call if your system has an MCT voice recorder.
One-Step Recording	This feature enables you to activate and deactivate the recording of active calls to AUDIX.
Send All Calls	This feature enables you to direct all your incoming calls to another number.
Transfer to Voice mail	This feature enables you to transfer the calls to AUDIX mail, where the caller can leave a message.

Headset and speakerphone modes

If you select the headset mode in the Avaya one-X® Communicator, you must use an external headset to speak and to listen. However, when you select the speakerphone mode, the Avaya one-X® Communicator uses the native microphone and speakers of your computer.

Microphone and speaker selection behavior

If you connect one or multiple headsets to your computer while starting the Avaya one-X$^®$ Communicator for the first time, the communicator detects the first headset. The communicator then prompts you if you want to select the detected headset as your preferred headset. If you accept, the communicator saves your preferences and uses the selected device as your preferred device for subsequent usage. If you do not accept, the communicator uses the native microphone and speaker of your computer as the preferred device. To change your headset selection, go to **Preferences** > **Audio**. For more information, see Configuring audio preferences on page 14.

If you do not connect any external headsets to your computer while starting the Avaya one-X$^®$ Communicator, the communicator detects the native microphone and speaker of your computer as the preferred devices.

If you select two different devices for microphone and for headphone, the Avaya one-X$^®$ Communicator changes your headphone selection to the same device as your microphone when you close the communicator.

Avaya one-X® Communicator for Mac OS X user interface

The following section provides a description of Avaya one-X® Communicator for Mac OS X user interface and the icons in the user interface.

Icon	Icon name	Icon description
	Call button	Dials a number.
	Call answer button	Answers an incoming call.
	Call drop and call reject button	Ends an ongoing call and rejects an incoming call.
	Transfer call button	Forwards an ongoing call to another telephone number.
	Call hold/ conference button	Places the current call on hold and also adds participants to a conference call.
	Ongoing call button	Places the current call on hold and dials another number.
	Mute button	Mutes the communicator.

Icon	Icon name	Icon description
	Unmute button	Unmutes the communicator.
	Speakerphone button	Changes speakerphone mode to headset mode.
	Headset button	Changes headset mode to speakerphone mode.
	Call log button	Opens the call log pane.
	Contacts button	Opens the contacts pane.
	Redial button	Redials the last dialled number.
	Speed dial button	Opens the speed dial pane.
	Call resume button	Resumes the on-hold call.
	Call from log button	Dials the selected number from the call log pane.
	Voice mail button	Notifies and gives access to new voice mails.
	Dial pad button	Opens the dial pad.

Icon	Icon name	Icon description
⚙▾	Action button	Opens a pop-up menu.
◊	Log menu button	Opens a menu in the call log pane.

Installing Avaya one-X® communicator for Mac OS X

To install Avaya one-X® Communicator for Mac OS X on your Apple computer:

1. Download the **Avaya one-X Communicator.dmg** file on your desktop.

    Note:
    > Contact your system administrator for the URL from where to download the Avaya one-X Communicator.dmg file.

2. Double click on the **Avaya one-X Communicator.dmg** file.
    The application creates and opens a temporary folder on your desktop that contains the **Avaya one-X Communicator** file.

3. From the new folder, drag the file to the **Applications** folder.

4. Open the **Finder** window.

5. Under **Devices**, click **Eject** located next to the **one-X Communicator** folder.

Configuring Avaya one-X® Communicator for Mac OS X

Using the topics in this section, you can configure Avaya one-X® Communicator for Mac OS X on your Apple computer and set different preferences for your communicator.

Running the communicator for the first time

To run Avaya one-X® Communicator for Mac OS X for the first time, obtain the following information from your system administrator:

- IP address of the Avaya Aura® server, to which the Avaya one-X® Communicator connects
- Your extension number
- Password for the extension number
- Domain name for the domain of the Avaya Aura server
- Voicemail number, if any

To run Avaya one-X® Communicator for Mac OS X:

1. In the **Applications** folder, click on the **Avaya one-X Communicator** icon.
   The application opens the **Account Setup** window.

2. Enter the respective information in the following fields:

   a. **Server**: Enter the IP address of your server.

   b. **Extension**: Enter your extension number.

   c. **Password**: Enter the password.

   d. **Domain**: Enter the domain name.

   e. **Voicemail**: Enter your voicemail number, if any.

3. On the **Transport Type** menu, select a protocol to use.
   Contact your system administrator to know which protocol to select.

4. Click **OK**.
   The communicator starts.

   Note:
   You can modify these configurations later from the **Account** tab under the **Preferences** window. The communicator must be in offline mode to edit any of these fields.

Configuring your preferences

Using the following topics, you can configure the different preferences for Avaya one-X®
Communicator for Mac OS X.

> **Note:**
> The Avaya one-X® Communicator for Mac OS X must be in the offline mode to
> make any changes from the **Preferences** menu.

Configuring general preferences

To configure the general preferences for the communicator using the **General** tab:

1. In the **Applications** folder, click on the **Avaya one-X Communicator** icon.
   The communicator starts.

2. On the menu bar, click **Avaya one-X Communicator** > **Preferences**.
   The application opens the **Preferences** window.

3. On the **General** tab, select or clear the following check boxes as per your preferences:

   ● **Display alerts for incoming calls**: Select if you want to see desktop alerts when
      someone calls you. You can also answer or reject the call from the call alert window. If
      you do not select this option, the communicator only rings, but does not show any
      alerts when you get an incoming call.

   ● **Run Avaya one-X Communicator automatically when I log on to Mac OS X**: Select
      if you want the communicator to run automatically whenever you log in to your
      computer.

   ● **Keep main window always on top**: Select if you want the main window always on top
      of other windows.

   ● **Floating Dial Pad**: Select if you want the dial pad to appear on your desktop, not
      along with the communicator.

   ● **Pause iTunes™ playback when receiving or placing calls**: Select if you want the
      communicator to pause iTunes playback when you receive or make a call using the
      same headset or speaker.

   ● **Change iChat™ status to busy when receiving or placing calls**: Select if you want
      the communicator to change your iChat status to busy when you receive or make calls.

4. In the **Status message** field, you can enter a status message that you want to appear as
   iChat status when making or receiving a call.

5. Choose your usage mode from the **Place and receive calls using** list.

6. To add, remove, or edit a telephone number in the usage mode, click **Specify other**.
   The application opens a window with a list of numbers you had already configured.

7. Click **Action**.
   The application opens a pop-up menu with the options of add, remove, or edit a telephone number.

8. To add a new number:

   a. On the pop-up menu, click **Add**.
      The application opens the **Phone Information** pane.

   b. Enter the telephone number and a name in the **Number** and **Name** fields respectively.

   c. Choose the usage mode for the new number on the **Type** menu.

   d. To see how the communicator applies the dialing rules for this number, click **Format**.

   e. To add the number, click **Apply**.

9. To edit an existing number:

   a. Select the telephone number and click **Edit** on the pop-up window.
      The application opens the **Phone Information** pane.

   b. Edit the required information.

   c. Click **Apply**.

10. To remove an existing number:

   a. Click **Remove** on the pop-up window.
      The application opens the **Phone Information** pane.

   b. Select the telephone number that you want to remove.

   c. Click **Remove**.

Configuring audio preferences

To set your microphone and speaker preferences:

1. In the **Applications** folder, click on the **Avaya one-X Communicator for Mac OS X** icon.
   The communicator starts.

2. On the menu bar, click **Avaya one-X Communicator** > **Preferences**.
   The application opens the **Preferences** window.

3. Click on the **Audio** tab.

4. Adjust the speaker volume, speaker Gain, microphone, and ringer volume using the respective slider in the **Volume Control** pane.

5. If you are using the headset mode, choose the input and output for your headset from the **Input** and the **Output** list respectively in the **Headset** pane.

   Note:
   To use the headset mode, ensure that your headset has an embedded amplifier for the microphone to work properly.

6. If you are using the speakerphone mode, choose the input and output devices from the **Input** and the Output list respectively in the **Speakerphone** pane.

7. Choose the output method for the ringer and the ring tone from the **Output** and the **Sound** list respectively in the **Ringer** pane.

8. Click **Apply** > **OK**.

For more information, see <u>Headset and speakerphone modes</u> on page 7.

Configuring advanced audio preferences

To use the advance audio processing options:

1. On the **Audio** tab, click **Advanced**.

2. To cancel echo and improve the voice quality of your call, select **Use acoustic echo cancelation (AEC)**.
   The AEC eliminates echo from acoustic feedback in real time communications without audible echo or clipping.

3. To receive a constant, better sound quality, select **Use auto gain control (AGC)**.
   The AGC automatically adjusts the level of an audio signal to achieve a consistent and adequate audio levels.

4. To minimize noise and receive a better quality audio, select **Use noise suppression**.
   The noise suppression feature analyzes the original audio signal and creates an identical, but reverse waveform to cancel any background noise.

5. Click **Apply** > **OK**.

Configuring the dialing rules

If you are not aware of the following information, contact your system administrator before you set the dialing rules for the communicator:

● Number to dial to access an local outside line

● Number to dial for long distance calls

● Number to dial for international calls

Perform the following steps to configure the dialing rules for your communicator:

1. In the **Applications** folder, click on the **Avaya one-X Communicator** icon.
   The communicator starts.

2. On the menu bar, click **Avaya one-X Communicator** > **Preferences**.
   The application opens the **Preferences** window.

3. Click the **Dialing Rules** tab.

4. Enter the following information in the respective fields:

a. **Number to dial to access an outside line**: Enter the number that you need to dial before dialling a local outside telephone number.

b. **Your country code**: Enter your country code.

c. **Your area/city code**: Enter your area code

d. **Number to dial for long distance calls**: Enter the number that you need to dial before dialling a long distance number.

e. **Number to dial for international calls**: Enter the number that you need to dial before dialling an international telephone number.

f. **Extension length for internal extension calls**: Enter the length of the extension numbers in your organization.

g. **Length of national phone numbers (including area/city code)**: Enter the length of the national telephone numbers including the area code.

5. Select the **Include area/city code when making a local call** if you want to include the area code while dialling a local telephone number.

6. Click **Apply** > **OK**.

Configuring the directory

To add your organization's enterprise directory to Avaya one-X® Communicator for Mac OS X, obtain the following information from the system administrator of your organization:

- IP Address of the directory server

- Port number for communication with the directory server

- Search base

- Scope

- Authentication type

To configure the enterprise directory for your communicator:

1. In the **Applications** folder, click on the **Avaya one-X Communicator** icon.
   The communicator starts.

2. On the menu bar, click **Avaya one-X Communicator** > **Preferences**.
   The application opens the **Preferences** window.

3. Click the **Directory** tab.

4. Select the **Enabled** check box to enable the enterprise directory in your communicator.

   Note:
   You must fill all the following fields to enable the corporate directory. The check box is enabled only if the communicator is offline.

5. Enter the IP address of the directory server in the **Server** field.

6. Enter the port number for communication with the directory server in the **Port** field.

7. Enter the search base in the **Search base** field.

8. Choose the scope of the directory from the **Scope** list.

9. Choose the type of authentication method from the **Authentication** list.

10. Enter your username in the **User name** field.

11. Enter your password in the **Password** field.

12. Click **Apply** > **OK**.

Configuring the emergency number

Perform the following steps to set an emergency number in Avaya one-X® Communicator for Mac OS X:

1. In the **Applications** folder, click on the **Avaya one-X Communicator** icon.
   The communicator starts.

2. On the menu bar, click **Avaya one-X Communicator** > **Preferences**.
   The application opens the **Preferences** window.

3. Click the **Emergency** tab.

4. Enter the emergency number in **Emergency Number** field.

   Note:
   > Avaya recommends that you consult your system administrator before setting an emergency number and does not take responsibility for any mishandled calls if you configure the emergency call handling feature improperly.

5. Click **Apply** > **OK**.

Configuring the advanced preferences

Perform the following steps to configure advanced preferences for Avaya one-X® Communicator for Mac OS X:

1. In the **Applications** folder, click on the **Avaya one-X Communicator** icon.
   The communicator starts.

2. On the menu bar, click **Avaya one-X Communicator** > **Preferences**.
   The application opens the **Preferences** window.

3. Click the **Advanced** tab.

4. To use audio QoS, select **Use DSCP / TOS value[1..63]** and specify a value.

5. To use signaling QoS, select **Use DSCP / TOS value[1..63]** and specify a value.

   Note:
   > Contact your system administrator to know about the audio and video QoS values.

6. Click **Apply** > **OK**.

7. To set diagnostic setting, click the **Diagnostic** tab under the **Advanced** tab.

Enabling the trace logging feature

Perform the following steps to enable trace logging feature in Avaya one-X® Communicator for Mac OS X:

1. In the **Applications** folder, click on the **Avaya one-X Communicator** icon.
   The communicator starts.

2. On the menu bar, click **Avaya one-X Communicator** > **Preferences**.
   The application opens the **Preferences** window.

3. Click the **Advanced** tab.

4. On the **Advanced** tab, click **Diagnostic**.

5. Select the **Enable Trace Logging** check box to have a log of your calls.

6. Click **Apply** > **OK**.

   Note:
   Enable this feature if the communicator behaves in an unexpected manner.

Using Avaya one-X® Communicator for Mac OS X

The topics in this section will help you to use Avaya one-X® Communicator for Mac OS X and its various features.

Making a call

Making a call by entering a number or name in the main window

1. In the **Applications** folder, click on the **Avaya one-X Communicator** icon. The communicator starts.

2. In the **Enter a name or number** field, enter the telephone number or a name to search from the directory.

   ☼ **Tip:**
   When you enter the name of a person in the **Enter a name or number** field, ensure that the contact information is present in the directory.

3. Click **Call** (📞).

Redialling the last dialled number

When you are logged in to the communicator and want to dial the last dialled number, click **Redial** (🔄).

Making a call from the speed dial list

To make a call using the speed dial list:

1. Click **Speed dial** (⌨).
   The application displays a list of all the contacts in your speed dial list.

2. Click on a contact name.
   The application dials the telephone number of that contact.

For more information, see Managing the speed dial list on page 24.

Making a call from the call log

To make a call using the call log window, select a number and click **Call from log** (📞).

Making a call using the click-to-dial feature

You can make calls directly from any application that allows text selection. To use this feature, you must first enable this feature only once.

If you are running Avaya one-X® Communicator for Mac OS X for the first time on your computer, perform steps 1 through 5 to enable the click-to-dial feature on Mac OS X. If you have already run the application and have rebooted your computer, go to step 4.

1. In the **Applications** folder, click on the **Avaya one-X Communicator** icon. The communicator starts.

2. Log off from the communicator.

3. Reboot your computer.

4. Under the Mac OS **System Preferences**, click **Keyboard** > **Keyboard shortcuts** > **Services**.

5. Select **Dial with Avaya one-X Communicator** check box.

To dial from a Mac OS X native application:

1. Select the telephone number that you want to call and right click.

2. On the menu, click **Dial with one-X Communicator**.

To dial from any other application:

1. Select the telephone number that you want to dial.

2. On the task bar, click **Firefox** > **Services**.

3. On the pop-up menu, click **Dial with one-X Communicator**.

Ending a call

To end an ongoing call, click **Call drop/reject** ( ).

Handling an incoming call

> **Note:**
> Avaya one-X Communicator for MAC OS X cannot receive calls, if the MAC OS X system has entered the *sleep* mode. To ensure that Avaya one-X Communicator for MAC OS X is able to receive incoming calls, configure the system to never enter sleep mode by selecting **System Preferences** -> **Energy Saver**.

If you have enabled the **Display alerts for incoming calls** option from the **Preferences** menu, you can see a desktop alert for incoming calls. You can either answer or reject the call directly from the notification area or from the communicator.

To answer an incoming call, click **Call answer** ( ).

To reject an incoming call, click **Call drop/reject** ( ).
The application displays a missed call notification on your call-log button.

Muting and unmuting your communicator

While on an active call, click **Mute** ( ) to mute your microphone.

To unmute, click **Unmute** ( ).

Putting and resuming a call from hold

To put an ongoing call on hold, click **Call hold/conference** ( ).

To resume an on-hold call, click **Call resume** ( ).

Use the same procedure to put a conference call on hold and to resume.

Transferring a call

To transfer a call from Avaya one-X® Communicator for Mac OS X:

1. When you are on an active call, click **Transfer call** ( ).
   The application opens a pop-up window.

2. If the contact is in your speed-dial list, click **Speed dial** and select the number to forward the call.
   The application opens the **Transfer** window.

3. If the contact is not in your speed-dial list:

   a. Click **Number**.
      The application opens the **Transfer** window.

   b. On the **Transfer** window, enter the telephone number or the name of the person in the **Enter a name or number** field.

   > ☀ **Tip:**
   > When you enter the name of a person in the **Enter a name or number** field, ensure that the contact information is present in the directory.

4. If you want to directly transfer the call to the recipient, click **Direct** on the **Transfer** window.
   The communicator transfers the call.

5. If you want to consult with the user before transferring the call, click **Consultative**.
   The communicator puts the active call on hold and dials the specified number.

6. When the user answers your call, you can consult with the user and click **Transfer call** ( ) to complete the call transfer.

Using the headset and the speakerphone mode

To activate the headset mode, click **Headset** ( ).

To activate the speakerphone mode, click **Speakerphone** ( ).

For more information, see Headset and speakerphone modes on page 7.

Making and managing a conference call

Making a conference call

To make a conference call:

1. Dial the telephone number of the first participant of the conference.

2. After the user answers your call, click **Call hold/conference** (📞).

3. In the **Enter a name or number** field, enter another telephone number or a name to search from the directory.

4. Click **Ongoing call** (📱).
   The application puts the active call on hold and dials the second number.

5. When the user of the second telephone picks up the call, click the **Conference** button at the bottom of the calling window to establish a conference call between you, the first user, and the recently called user.

   💡 **Tip:**
   Repeat the same procedure to add additional participants to your conference call.
   A conference call can have up to a maximum of six participants (including you).

Dropping the last participant from a conference call

On the conference window, click **Drop** to drop the participant whom you had added last to the conference.

Ending a conference

To end an ongoing conference, click **Call drop** (📞).

Using the dial pad

Click **Dial pad** (⚏) to view the dial pad.

You can use the dial pad to enter any DTMF inputs during a call. For example, to interact with a conference bridge or an IVR system.

You cannot use the dial pad to make a call.

The pane on the right side of the dial pad shows the functions that the system administrator has configured for your extension. Click the grids to enable or disable the features.

To know more about the configured features, contact your system administrator.

Accessing your voice mail

If you have a new voice mail, your voice mail button becomes red to indicate that you have a new voice mail.

Click **Voice mail** (📧) and enter your password to access your voice mailbox.

Managing the speed dial list

To add or remove a contact from the speed dial list:

1. Open the contact list.
2. Select a contact.
3. Click **Action**.

On the pop-up window, select **Add to Speed Dial** to add and select **Remove from Speed Dial** to remove that contact from your speed-dial list.

Managing the call log

To manage your call logs:

1. Click **Call log** (📋).
   The application opens the call log pane.

2. On the call log pane, choose the type of calls you want to see from the **Call type** menu.You can choose one of the following:

   - **All**: To see a list of all the calls made to or from the communicator.

   - **Missed**: To see a list of all the missed calls.

   - **Outgoing**: To see a list of all the calls made using the communicator

   - **Incoming**: To see a list of all the calls received through the communicator.

If you miss any call, the communicator shows you a notification with the number of missed calls on the call-log button. Click the call-log button the to see a list of all the missed calls.

You can also delete a record from the call log, view the details of an entry, and add a number to your directory using the call log pane.

To perform these operations, select the number in the call-log pane and click **Menu options** (◊).

On the pop-up window, select

- **Delete**: To delete the record from the call log.

- **View details**: To view details of the particular entry.

- **Add to address book**: To add the particular contact to your address book.
  Select the **Add to speed dial** check-box to add the number to the your speed dial list.

Managing your contacts

You can use the local Mac OS contact directory or your organization enterprise directory for the communicator to search contacts from.

To configure Avaya one-X® Communicator for Mac OS X to use your organization enterprise directory, see Configuring the directory on page 16.

To manage your contacts on the communicator:

1. Click **Contacts** (📖).
   The application opens the contacts pane.

2. To set the directory for your communicator, do either of the following on the drop-down list just above the **Group** pane:

   - Select **Local Address Book** to use your Mac address book for the communicator.

   - Select **Enterprise Address Book** to use your organization's address book for the communicator.

3. If you select your local address book, do the following to manage your contacts:

   a. If you want to edit or insert a new entry, click **Action** > **Edit**.
      The application opens the **Address book** window.

   b. To add a new group, click **+** at the bottom of the **Group** pane.

   c. To add a new contact, click **+** at the bottom of the **Name** pane.

   d. To edit the details of a contact, select the name and click **Edit** at the bottom of the details pane and edit the details.

   e. To close the **Address Book** window, click **Edit** > **x** after you enter the required values.

Uninstalling Avaya one-X® Communicator for Mac OS X

To uninstall Avaya one-X® Communicator for Mac OS X from your computer:

1. Delete the file `Avaya one-X Communicator.app` from the **Applications** folder.

2. Delete the folder `User/Library/Preferences/Avaya/one-X Communicator`
   Where `User` is the home folder of the user.

3. Delete the file `com.avaya.Spark.plist` from the folder `User/Library/Preferences/`
   Where `User` is the home folder of the user.

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