Using Avaya VDI Communicator

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Chapter 1: Introduction

Overview

Avaya VDI Communicator is a Virtual Desktop Infrastructure (VDI) softclient that enhances the audio quality of voice calls by processing the audio locally on your VDI endpoint (a thin client or a Windows personal computer). The Avaya one-X® Communicator application is deployed on virtual desktops running in the data center and provides the user interface for unified communications. You are required to use Avaya one-X® Communicator through virtual desktops. In normal operation, you do not need to use the Avaya VDI Communicator user interface to make or handle calls. To connect with a VDI endpoint, you must use Avaya one-X® Communicator in the Desk Phone mode. The following voice call features are available through Avaya one-X® Communicator in a virtualized environment:

- Make a call
- Answer a call
- Transfer a call
- Make a conference call
- Place a call on hold
- Resume a call on hold

Though in normal operation you do not need to use Avaya VDI Communicator for making or handling calls, you can use the Avaya VDI Communicator user interface installed on your thin client or Windows PC to make and handle voice calls when you do not have access to Avaya one-X® Communicator. The following features are available through Avaya VDI Communicator installed on your VDI thin client:

- Make a call
- Answer a call

Avaya VDI Communicator Release 2 delivers additional features and environmental support. The features include:

- Avaya Aura Multiple Device Access / Dual Registration compatibility (with the restriction of allowing only one VDI client)
- Certificate management
- Additional thin clients: Windows 8 platforms, new HW platforms from HP, Dell, and HP's RGS

Button descriptions

You can use Avaya VDI Communicator for making and receiving calls when Avaya one-X® Communicator is unavailable for use.

Button	Name	Description
Avaya VDI Communicator buttons.		
	Call	Use the Call button to make a voice call.
	Settings	Use the Settings button to open a dialog box where you can configure application settings such as server settings, audio settings, and log management settings.
	Dialpad	Use the Dial button to open the dialpad.
	Answer	Use the Answer button to answer an incoming voice call. The call timer starts after you click the Answer button.
	End and **Ignore**	Use this button for any one of the following: • Ending an active voice call. • Ignoring an incoming voice call. Avaya VDI Communicator stops ringing when you ignore an incoming call.
	Mute	Use the Mute button to put an active call on mute.
	Unmute	Use the Unmute button to unmute an active call.
Avaya one-X® Communicator buttons		
	Hold	Use the Hold button to place the current call on hold or resume a call on hold.
	Unhold	Use the Unhold button to resume a call that is on hold.
	Transfer	Use the Transfer button to open the Transfer dialog box where you can enter a telephone number to transfer the call.
	Conference	Use the Conference button to open the Conference dialog box

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Button	Name	Description
		where you can enter a telephone number to start a conference call.

Related documents

Additional documentation includes:

Avaya VDI Communicator documents:

- *Avaya VDI Communicator Overview and Planning*
- *Implementing Avaya VDI Communicator*
- *Avaya VDI Communicator Online Help* (Integrated with the application)
- *Using Avaya VDI Communicator*

Avaya one-X® Communicator documents:

- *Avaya one-X® Communicator Overview and Planning*
- *Implementing one-X® Communicator*
- *Using Avaya one-X® Communicator*
- *Avaya one-X® Communicator Quick Start Guide*
- *Avaya one-X® Communicator Centralized Administration Tool Guide*
- *Avaya one-X® Communicator Online Help* (Integrated with the application)

To obtain these documents and documents about other Avaya products mentioned in this guide, see the Avaya Web site at http://www.avaya.com/support.

Chapter 2: Configuring Avaya VDI Communicator

Configuring server settings

Use the Server Settings screen to configure the Avaya Aura® Session Manager server settings.

Procedure

1. In the left pane of the General Settings window, click **Server**.
2. Double-click the **Transport** field and select TLS.
3. Double-click the **Address** field and enter the IP address or the name of the Avaya Aura® Session Manager server.
4. Double-click the **Port** field and enter 5061 as the port number.

   Avaya VDI Communicator uses 5061 as the default port number.
5. To add details of another Avaya Aura® Session Manager server, click **Add**.

   The system displays a new row under Server Settings and populates the Transport field with tls. Follow the instructions on steps 3 and 4 to add the details of another Avaya Aura® Session Manager server.
6. In the **Domain** field, enter the domain name of the Avaya Aura® Session Manager server.

   For more information about the fields, see Server settings screen field descriptions on page 8.
7. Click **OK**.

Server settings screen field descriptions

Field name	Description
Transport	The available options are: • **tls** • **tcp** • **udp**

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Field name	Description
	Use the drop-down menu to select a Transport. To use Avaya one-X® Communicator with Avaya VDI Communicator in the Desk Phone (Shared Control) mode, select TLS from the drop-down menu. Avaya one-X® Communicator supports Desk Phone (Shared Control) mode using TLS only.
Address	The IP address or name of the Avaya Aura® Session Manager server.
Port	The port number of the server. The available options are: • 5061 for transport type TLS • 5060 for transport type TCP • 5060 for transport type UDP Avaya VDI Communicator uses 5061 as the default port number when you select TLS as the Transport.
Domain	The domain name of your Avaya Aura® Session Manager server.

Configuring audio general settings

Procedure

1. Click **Audio General** in the left pane of the General Settings window.
2. Select a **Microphone** from the drop-down menu and set the microphone volume.
3. Select a **Speaker** from the drop-down menu and set the speaker volume.
4. Select a **Ringer** from the drop-down menu and set the ringer volume.
5. Select the **Ring on incoming calls** check box, if required.
6. Set the **Volume** for ringing.

   For more information about the fields, see Audio General Settings screen field descriptions on page 10.
7. Click **OK**.

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Audio General Settings screen field descriptions

Field Name	Description
Microphone	The microphone to be used with Avaya VDI Communicator.
Test	The field to start testing the microphone level. Select the check box to start the test.
Speaker	The speaker for Avaya VDI Communicator.
Play	The field to test your speaker. Click the button to test your speaker. Use the slider to adjust the volume.
Ringer	The field to select a device for incoming call ringing using a drop-down menu.
Play	The field to test the selected ringer for incoming calls. Click the button to test your ringer. Use the slider to adjust the volume. Select the Ring on incoming calls check box before you start testing the ringer.
Ring on incoming calls	The field to enable ringing for incoming calls using a check box.

Configuring audio advanced settings

Procedure

1. Click **Audio Advanced** in the left pane of the General Settings window.
2. Select an option from the **Automatic Gain Control** drop-down menu.
3. Select an option from the **Echo Cancellation** drop-down menu.
4. Select an option from the **Noise Suppression** drop-down menu.
5. Select the **Enable DSCP** check box and enter the Differentiated Services Code Point (DSCP) value, as required.
6. Select the **Enable 802.1p** check box and specify the 802.1p prioritization for audio.

   For more information about the fields, see Audio Advanced Settings screen field descriptions on page 11.
7. Click **OK**.

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Audio Advanced Settings screen field descriptions

Field Name	Description
Automatic Gain Control	The field to enable or disable automatic gain control using a drop-down menu. If you enable the Automatic Gain Control, the microphone adjustment is handled automatically. The available options are: • Disabled • Enabled
Echo Cancellation	The field to select an echo control mode using a drop-down menu. With the echo control mode, you can improve the audio quality through echo cancellation over the telephony network. The available options are: • Disabled • Enabled
Noise Suppression	The field to select a noise suppression mode using a drop-down menu. The available options are: • Disabled • Conference • Low • Moderate • High • Very High
Enable DSCP	A check box to indicate Avaya VDI Communicator is to use Differentiated Services Code Point (DSCP). If you select the check box, enter the applicable DSCP value.
Enable 802.1p	A check box to indicate if Avaya VDI Communicator is to use 802.1p prioritization for audio. If you select the check box, enter the applicable 802.1p value.

Viewing audio metrics

Use the Audio Metrics page to analyze Voice Over Internet Protocol (VoIP) call quality.

Before you begin

Ensure that you are on a call.

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Procedure

1. Click **Audio Metrics** in the left pane of the General Settings window.

   Avaya VDI Communicator displays the audio metrics for the current call.

2. Click **OK**.

   For more information about the fields, see Audio Metrics screen field descriptions on page 12.

Audio Metrics screen field descriptions

Field Name	Description
Destination IP	The IP address of the destination computer.
Port	The Port number of the destination computer.
Encrypted	The field to show if the active call is encrypted or not.
Rx codec	The type of codec for received data.
Tx codec	The type of codec for transferred data.
Fraction lost	The fraction of packets lost in Q8 (a fixed-point arithmetic domain).
RTT Last (Ms)	The last Round-Trip Time in milliseconds.
RTT Max (Ms)	The maximum Round-Trip Time in milliseconds.
RTT Min (Ms)	The minimum Round-Trip Time in milliseconds.
RTT Avg (Ms)	The average Round-Trip Time in milliseconds.
Cumulative Lost (packets)	The total number of lost packets.
Jitter (samples)	Jitter in samples.
Jitter Avg (Ms)	Short-time average jitter in milliseconds.
Jitter Max (Ms)	The maximum short-time jitter in milliseconds.
Number of dead detections	The total number of “dead connection” detections.
Number of alive detections	The total number of “alive connection” detections.
Discarded packets	The total number of discarded packets.
Tx (bytes)	The amount of data transferred in bytes.
Tx (packets)	The number of sent packets.
Rx (bytes)	The amount of data received in bytes.
Rx (packets)	The number of received packets.

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Configuring preferences settings

Procedure

1. Click **Preferences** in the left pane of the General Settings window.
2. From the **Log level** drop-down menu, select a log level.
3. To enable logging to the Syslog server:
   a. Select the **Enable sys log** check box.
   b. In the **Server Address** field, enter the IP address or the name of the server.
   c. Select a **Syslog log level** from the drop-down menu.
4. To enable auto start of the application, select the **Enable auto-start of the application** check box.
5. To enable auto-login at start up, select the **auto-login on startup** check box.

   For more information about the fields, see Preferences screen field descriptions on page 13
6. Click **OK**.

Preferences screen field descriptions

Field name	Description
Log level	The field to select the level of logs at the application level using a drop-down menu. The available options are: • Emergency • Alert • Critical • Error • Warning • Notice • Info • Debug
Enable Syslog	The field to enable system logging using a check box.
Server Address	The IP address or the name of the syslog server.
Syslog level	The field to select the level of logs using a drop-down menu. The available options are: • Emergency

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Field name	Description
	• Alert • Critical • Error • Warning • Notice • Info • Debug
Enable auto-start of the application	A check box to enable start of Avaya VDI Communicator at startup automatically.
Enable auto-login on startup	A check box to enable auto-login to Avaya VDI Communicator at startup.

Configuring log management settings

Procedure

1. Click **Log Management** in the left pane of the General Settings window.
2. To archive logs to your desktop, click **Archive**.
3. To upload logs to an FTP server:
   a. In the **Address** field, enter the IP address or the name of the FTP server.
   b. In the **Port** field, enter the port number of the FTP server.
   c. In the **Path** field, enter the path of the FTP server where the logs must be uploaded to.
   d. In the **Login** field, enter your login id.
   e. In the **Password** field, enter your password.
   f. Click **Upload**.

   For information about the fields, see Log Management screen field descriptions on page 14.
4. Click **OK**.

Log Management screen field descriptions

Field name	Description
Archive	The field to archive Avaya VDI Communicator logs on your desktop using a button.

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Field name	Description
Upload	The field to start uploading logs to the FTP server using a button.
Address	The IP address of the FTP server.
Port	The port number of the FTP server.
Path	The path on the FTP server where Avaya VDI Communicator uploads the logs.
Login	The login ID of the FTP server.
Password	The password for the login ID.

Configuring security settings

Use the Security settings page to select any one of the following:

- Avaya Product Root Certificate Authority (CA): Embedded in Avaya VDI Communicator client.
- Identity certificates issued by your system administrator stored in the system certificate store: X.509 certificates other than the Avaya Root certificate that is loaded to your computer.

Before you begin

Ensure that your client identity certificate is installed on your computer and is valid.

About this task

To configure the client identity certificate, preform the following steps:

Procedure

1. Click **Security** in the left pane of the General Settings window.
2. Perform any of the following actions:
   - Select **Use default certificate**
   - Select **Use selected certificate** and click **Browse** to select a certificate from the Certificate store in your computer.
3. Click **OK**
4. Select renewal announce interval from the **Renewal announce interval** drop-down menu.

   For more information about the fields, see Security screen field descriptions on page 15.

Security screen field descriptions

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Name	Description
Use default certificate	The check box to select if you want to use a the default security certificate.
Use selected certificate	The check box to select if you want to specify a certificate from the certificate store in your computer.
Renewal announce interval	The drop-down menu to select renewal announce interval. Avaya VDI Communicator notifies for a renewal of the certificates these many days before the expiry of the current certificate. The available options are: • 30 days • 60 days

Chapter 3: Logging in to Avaya VDI Communicator

Starting the application

Procedure

To start the application, double-click the Avaya VDI Communicator icon on your desktop.

Logging in to Avaya VDI Communicator

You must log in to Avaya Aura® Session Manager server through Avaya VDI Communicator to make and handle voice calls.

Before you begin

Use the General Settings window to configure Avaya VDI Communicator. Ensure that the extension you are using to log in to Avaya VDI Communicator is not in use anywhere else.

Procedure

1. Double-click the Avaya VDI Communicator icon on your desktop.
2. Enter the **Extension** number.
3. Enter the **Password**.
4. (Optional) Select the **Remember Password** check box if you want Avaya VDI Communicator to remember the password the next time you log in.
5. Click **Login**.

Logging out

Before you begin

You are logged in to Avaya VDI Communicator.

Procedure

1. Click the gear icon on the top right of the Avaya VDI Communicator user interface.
2. Click **Log Out**.

Logging in to Avaya one-X® Communicator

Log in to the Avaya one-X® Communicator application through virtual desktop after you have logged in to Avaya VDI Communicator. You must log in using the Desk Phone mode to connect Avaya one-X® Communicator with Avaya VDI Communicator.

Before you begin

Ensure that you have the user credentials to log in to the virtual desktop using your VDI thin client.

About this task

Use the following procedure to log in to Avaya one-X® Communicator:

Procedure

1. Access the virtual desktop using the URL and user credentials provided to you.
2. Double-click the Avaya one-X® Communicator icon on the virtual desktop.
3. Ensure that the server settings for Avaya one-X® Communicator and Avaya VDI Communicator are the same.
    a. To access the Server Settings window, click the gear box icon at the top right of the user interface and select **Settings**.
    b. In the Telephony screen, select the **SIP** check box and click **Add**.
    c. In the Add Server dialog box: enter the IP address of the Avaya Aura® Session Manager server, select **TLS** as the Transport Type, and click **OK**.
    d. In the Outgoing Calls screen, select **Desk Phone** from the drop-down menu.
4. In the Avaya one-X® Communicator Login screen, enter your **Extension** and **Password**.

    Use the same extension and password you used to log in to Avaya VDI Communicator.
5. Click **Log On**.

    You are logged in to Avaya one-X® Communicator. On the Avaya VDI Communicator interface, you can see the status of the VDI endpoint as connected.

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Chapter 4: Managing calls

Call overview

After you have logged in to Avaya VDI Communicator from your thin client and logged in to Avaya one-X® Communicator on the virtualized desktop in the Desk Phone mode using the same SIP extensions, your VDI endpoint and Avaya one-X® Communicator are in shared control operation. You can make and handle calls using the Avaya one-X® Communicator user interface. The audio stream of these calls are processed locally on your thin client or PC giving you a superior audio quality.

Note:

For instructions on using Avaya one-X® Communicator features, access the Online Help by pressing the **F1** button.

You can also use the Avaya VDI Communicator user interface on your thin client to make and receive voice calls when you do not have access to Avaya one-X® Communicator on the virtualized desktop.

Making calls

Making a call using the keyboard

About this task

Use this procedure to make calls using Avaya VDI Communicator.

Procedure

1. Log in to the Avaya VDI Communicator user interface.
2. Place your cursor in the **Enter Extension to dial** field and type the extension number using your keyboard.
3. Click **Call**.

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Making a call using the dialpad

About this task

Use this procedure to make calls using the dialpad on Avaya VDI Communicator.

Procedure

1. Log in to the Avaya VDI Communicator.
2. Click **Dialpad** to access the dialpad.
3. Using the dialpad, enter the telephone number.
4. Click **Call**.

Making a call to the last dialed number

About this task

Use this procedure to make calls to the last dialed telephone number using Avaya VDI Communicator.

Procedure

1. Log in to the Avaya VDI Communicator user interface.
2. Click **Dialpad** to access the dialpad.
3. Click **Redial** button on the diaplad.

   The system displays the last dialed telephone number in the **Enter extension to dial** field.
4. Click **Call**.

Handling calls

Answering a call

Before you begin

Log in to Avaya VDI Communicator.

Procedure

When Avaya VDI Communicator displays an incoming call, click **Answer**.

Ignoring an incoming call

Procedure

When Avaya VDI Communicator displays an incoming call, click **Ignore**.

Hanging up a call

Procedure

To hang up a call, click **End**.

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