Using Avaya Communicator for Microsoft Lync 2013 on Avaya Aura®

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Chapter 1: Getting started

Avaya Communicator for Microsoft Lync 2013 on Avaya Aura® overview

Avaya Communicator for Microsoft Lync is an add-in application that seamlessly integrates with the Microsoft Lync client look and feel to provide telephony capabilities. Avaya Communicator for Microsoft Lync 2013 can interwork with an Avaya desk phone or a VDI Communicator client.

Using Avaya Communicator for Microsoft Lync on Avaya Aura®, you can:

- Initiate audio and video calls.
- Handle one or multiple calls at the same time with the following call control capabilities:
  - Answer incoming calls.

    With Bridged Line Appearance, the incoming call notification in Avaya Communicator for Microsoft Lync also indicates whether the call is intended for you or for your boss.
  - Join two calls.
  - Forward your calls to voice mail or another telephone number.
  - Transfer calls.
  - Escalate a phone call to a video call.
  - Use audio controls to manage speaker volume and microphone muting for active conversations while in computer mode.
  - Use Avaya Communicator for Microsoft Lync call control functionality for calls initiated from the Avaya Browser and Office Add-ins.
- With a desk phone, switch between controlling the desk phone (Desk Phone mode or Shared Control mode), using the computer as a phone (Computer mode), or controlling another device (Other Phone mode).
- Send out conferencing details, dial into your conference bridge, or launch your web collaboration session from Avaya Communicator for Microsoft Lync.
- Use the Message Waiting Indicator to see if you have new voice mail messages and to quickly dial in to your voice mail system.
- Integrate telephony presence status into the Lync server.
- Obtain call history records.

- Log in to your extension, join calls, and answer calls from multiple devices with Multiple Device Access (MDA). Some limitations exist for joining and answering calls with MDA.
- Using EC500, you can answer Avaya Communicator for Microsoft Lync calls on your mobile device.

Integrating with the Microsoft Lync client

About this task

To integrate Avaya Communicator for Microsoft Lync with the Microsoft Lync client, you must publish your work phone number in Microsoft Lync. Use the following procedure to publish your phone number in the Lync client. Your phone number must be published in the E.164 format. For example, a North American phone number is entered as `+1613xxxxxxx`.

Note:

If your enterprise does not allow you to edit your phone number in the Lync client, work with your administrator to ensure that your phone number is published in the E.164 format.

Controlling access to published phone numbers is managed by Microsoft Lync.

Procedure

1. In the Lync client, click **Tools** > **Options**.

   The system displays Lync-Options window.
2. In the Lync-Options window, click **Phones** tab, and then click **Work Phone**.
3. In the Edit Phone Number window, in the **Edit phone** field, type your phone number.
4. Select **Include in my contact card** and click **OK**.

Related links

Starting Avaya Communicator for Microsoft Lync on page 6

Starting Avaya Communicator for Microsoft Lync

About this task

You can start Avaya Communicator for Microsoft Lync in one of the following ways:

- From the Windows **Start** menu.
- From the Lync client **Tools** menu.

Procedure

- From the Windows **Start** menu, select **All Programs** > **Avaya** > **Avaya Communicator for Microsoft Lync 2013** > **Avaya Communicator for Microsoft Lync**.

- From the Lync 2013 client, select **Tools** > **Avaya Communicator for Microsoft Lync**.

Related links

Integrating with the Microsoft Lync client on page 6

Avaya Communicator for Microsoft Lync bar

With the Avaya Communicator for Microsoft Lync bar, you can manage your Avaya Communicator for Microsoft Lync and telephone line settings. To switch modes, click the drop-down arrow.

Table 1: Avaya Communicator for Microsoft Lync modes

Button image	Mode	Description
	Computer	Use your Microsoft Lync client as soft client. In Computer mode, your computer acts as a phone and allows you to make, receive, and handle audio and video calls.
Run your mouse over the button for the **Using VDI Communicator** tool tip.	Shared Control for VDI Communicator	Avaya Communicator for Microsoft Lync can interwork with a VDI Communicator client.
	Desk Phone	Use Avaya Communicator for Microsoft Lync to control your desk phone.
	Other Phone	Use Microsoft Lync to make and receive calls from another phone, such as your mobile, home, or hotel phone.

Table 2: Other options available on the Avaya Communicator for Microsoft Lync bar

Button image	Button name	Description
	Dialpad	Use to enter a number, make a call, or to enter digits during a call.

Table continues…

Button image	Button name	Description
		Note: The Dialpad button appears blue when it is active, and white when inactive.
	Collaboration	Use to: • Dial in to your conference bridge. • Start your web collaboration.
	Message Waiting Indicator	Lights up to indicate that you have a new voice mail message. Click to dial into your voice mail.
	Call Forward	Click to enable or disable call forwarding to another telephone number. **Note:** On some networks, the call forwarding feature is not available and the button is disabled.
	Call forward to voice mail	When you set call forwarding to voicemail, the appearance of the button changes to
	Settings	Click to configure or edit your Avaya Communicator for Microsoft Lync settings. If automatic configuration is enabled for your enterprise, you cannot manually configure your settings. For more information on settings, see Settings on page 24.
	Disconnected State	Appears when Avaya Communicator for Microsoft Lync is disconnected. Avaya Communicator for Microsoft Lync functionality is disabled in the disconnected state.

Related links

Functionality overview for Other Phone mode on page 8

Functionality overview for Other Phone mode

All calls made and received in Other Phone mode work through the Avaya Aura® system.

Provisioning Telecommuter phone number

Before using Other Phone mode, provision telephone numbers for Other Phone mode (Telecommuter numbers) under the **Settings** > **Devices** panel in Avaya Communicator for Microsoft Lync.

Launching Other Phone mode

When launching Other Phone mode from the Avaya Communicator for Microsoft Lync bar, select which Telecommuter number to use.

When Other Phone mode is activated, you are logged out of your normal phone extension. When you exit Other Phone mode, your extension number returns to the normal phone extension. If there is no desk phone or if the phone is unavailable, the line appears logged off from the phone system.

Originating calls

When a call is initiated in Other Phone mode, Avaya Aura® makes an initial call to the Telecommuter number selected. The Telecommuter device rings, and when the call is answered, Avaya Aura® calls the remote party's number. To the remote party, the call appears to be initiated from your main work phone number. When the remote party answers the call, Avaya Aura® joins both calls into a single two-party call.

Incoming calls

Incoming calls to your work phone number are directed to the Telecommuter number being used. The incoming call alert appears on Avaya Communicator for Microsoft Lync. It is not possible to answer the call from an incoming call notification. Instead, you must answer the call on the device directly.

You cannot answer an incoming call in Other Phone mode if another call is already in progress.

Managing active calls

You should manage all active calls in Avaya Communicator for Microsoft Lync. The only active call action supported on the Telecommuter device is End Call. This is because the Telecommuter device is not aware of the work phone number or the features associated with this number. Any call operation invoked on the device occurs independently of Avaya Aura® and is not reflected on Avaya Communicator for Microsoft Lync. These call operations are not visible to the remote party.

DTMF digits can optionally be entered on the device. If Avaya Communicator for Microsoft Lync is provisioned for a SIP line, the DTMF digits must be entered on the device directly.

Unsupported environments

- Video calls are not supported in Other Phone mode.
- You cannot use a co-worker's extension as a Telecommuter number. If you want to use a co-worker's phone, you must log out the co-worker's phone manually and log in to it with your credentials. This way, you can continue using the features provisioned for your extension on Avaya Communicator for Microsoft Lync with the co-worker's phone device.

Chapter 2: Make and handle calls

Making a call

The following sections describe how to make a call from the Microsoft Lync 2013 main window and from a Conversation window.

No call options available

If you try to make a call and receive the message: `No call options available`, then the contact:

- Has not published a phone number.
- Has not granted you access to their contact information.

The rules that apply to Microsoft Lync presence and privacy relationships also apply to Avaya Communicator for Microsoft Lync. For information on presence and privacy relationships, see the Microsoft Lync documentation at Microsoft Communicator Presence and Privacy Relationships.

Making a call from the Lync 2013 client window

About this task

Use one of the following methods to make a call from the Microsoft Lync 2013 main window.

Procedure

- Right-click a contact name and click **Make Voice Call** from the menu.
- Click a user name, and then click the icon. Select the published phone number from the contact card. The published phone numbers of the user are listed next to the following icons:

Icon	Description
	Office phone number
	Home phone number
	Mobile phone number
	Other phone number

- Click the numbers on the Dialpad, and then click **Make Call**.

- Type a telephone number into the **search contact** field at the top of the Microsoft Lync 2013 window. In the results list, right-click to open a menu or click the **phone** icon to open a contact card.

  Note:

  When entering a feature code, terminate the code with the # character. For example, when entering the code for auto redial (*66), enter *66#.

  If Avaya Communicator for Microsoft Lync is in Computer mode, the call is made from the soft client (computer). If Avaya Communicator for Microsoft Lync is in Phone mode, the call is made from your desk phone.

  After you start the call, the Conversation bar displays the contact you are calling along with a status message: `Calling`.

Next steps

To end the call, click .

Making a call from the Lync 2013 Conversation window

All existing Lync 2013 conversations include tabbed instant messaging Conversation windows.

About this task

Use the following procedure to make a call from an existing instant messaging Conversation window.

Procedure

Hover over the icon and select the number to call the contact.

The Conversation bar for the call pops out from the instant messaging conversation, displaying the contact you are calling and a status message: `Calling`.

Note:

If Avaya Communicator for Microsoft Lync is in Computer mode, the call is made from the soft client (computer). If Avaya Communicator for Microsoft Lync is in Phone mode, the call is made from your desk phone.

Next steps

To end the call, click .

Making a call using Bridged Line Appearance

About this task

With Bridged Line Appearance, you can make a call from the Avaya Communicator for Microsoft Lync contact card.

Procedure

1. Hover over a contact in the Lync client.
2. In the contact card, click **Make Call As**.

   The system displays the outgoing call as if made by the Bridged Line owner.

Making video calls

The following sections describe how to make video calls from the Microsoft Lync 2013 main window, the Conversation window, and the Conversation bar.

Making a video call from the Microsoft Lync 2013 client window

Use one of the following steps to make a video call from the Lync 2013 client main window:

Procedure

- Right-click a contact name, and then click **Make Video Call** from the menu.
- Hover over a contact name or Presence status icon. When the icon appears, select the appropriate number under **Voice and Video Call** in the contact card.
- Click the numbers on the Dialpad, and then click **Make Video Call**.

Making a video call from the Lync 2013 Conversation window

All existing Lync 2013 conversations include an associated Conversation window.

Procedure

To escalate an existing instant message conversation to a video call, in the Conversation bar, click the icon.

Making a video call from the Avaya Communicator for Microsoft Lync Conversation bar

All existing Avaya Communicator for Microsoft Lync telephone conversations include an associated Conversation bar.

Procedure

To escalate an existing audio call to a video call, in the Conversation bar, click the icon.

Escalating to video call

If video is enabled, you can escalate a phone call to a video call. Click to escalate the call to a video call.

Note:

If video calling has been enabled but no video icons or menu items are displayed, restart the Lync client to refresh the display.

Accepting a video call

About this task

When a contact starts a video call, you are prompted to **Accept** or **Ignore** the call.

Procedure

1. To open the Video window and accept the incoming video call, click **Accept**.

   The system blocks the camera.

2. To start sending your video, click .

Next steps

To end the call, click .

Controlling the Video window

About this task

The video preview is the video from your camera. After you start receiving video from the other person, the video preview is contained in a smaller window within the Video window.

Procedure

- When a video call is in progress, right-click the Video window to open a menu to control the following:

  1. Video preview window size and display.

     Note:

     Avaya Communicator for Microsoft Lync supports docked, undocked, and full screen modes for video calls.

  2. Block and unblock camera.
  3. Stop video.

- To move the Video preview window to a different corner, drag the window to the desired corner.

Video telephony service limitations

The following limitations apply to video calls.

Video calls transfer

Active video calls with Avaya Scopia® endpoint using Avaya Communicator for Microsoft Lync cannot be transferred to any other Avaya Scopia® endpoints.

Video calls with Avaya Scopia® and Polycom HDX endpoints

On a video call with Avaya Scopia® or Polycom HDX endpoints:

- You cannot restart video after stopping.
- Sending DTMF digits causes video to drop. Audio remains unaffected.

Note:

Video calls with Polycom HDX SIP endpoints are not currently supported.

Video is not preserved when the Lync client signs out

When you are part of an audio-video call and the Microsoft Lync client signs out:

- The video portion of the call is not preserved.
- The audio portion of the call is minimally preserved until the call is complete.

Incoming call

An Incoming Call Notification window notifies you of an incoming call and provides the following options:

- Accept the call

- Ignore the call
- Reply with an instant message

If you choose to ignore an incoming call, the ringer in the Avaya Communicator for Microsoft Lync client becomes silent. When in Desk phone (Shared Control) mode, the Desk phone continues to ring when the incoming call is ignored. If an active call is already in progress, a subsequent Incoming Call Notification window notifies you of a new incoming call. Accepting the new incoming call sets the previous active call into a held state.

You can still answer an incoming call after clicking the Ignore button from the Incoming Call Notification window in Avaya Communicator for Microsoft Lync. The Incoming Call Notification window still remains present when you reply with an IM.

The following image is an example of an Incoming Call Notification window in Lync 2013.

Button	Description
	Enables you to answer an incoming call.
Ignore call	Enables you to ignore an incoming call. In the Desk Phone (Shared Control) mode and Other Phone mode, the phone continues to ring when you ignore the call. In the Computer mode or Desk Phone (Shared Control) mode, when you click **Ignore call**, you can still do the following before the call stops ringing or goes to voice mail: • Answer the incoming call • Reply to the incoming call with an IM **Note:** The above behavior is not applicable in Other Phone mode.
Options	You can choose to reply with an instant message.

Bridged Line Appearance

Bridged Line Appearance enhances the experience of incoming calls with bridged lines. The incoming call notification displays the name or phone number of the bridged line owner.

You can also use Make Call As to make a call from another line.

EC500

Using EC500, you can answer Avaya Communicator for Microsoft Lync calls on your mobile device. You can also extend calls to your EC500 mobile device if the Extend Calls capability is enabled in your Avaya Aura® network.

To enable EC500, click the **Call Forwarding** icon, and then select **EC500**.

Established call

The Lync Conversation window bar associated with each Conversation window provides context-specific telephony capabilities. The Conversation window bar integrates closely with the Microsoft Lync to keep telephony conversation options readily available. The Conversation window bar displays the mid-conversation capabilities based on the PBX, line capabilities, and conversation state. A call timer indicates the duration of the call.

When a new call is established, you can see the call timer and access the following features.

Icon	Description
	Enables you to end a call.
	Enables you to escalate to a video call. If you are already on a video call, hover over **Video** to access video call control features. To pause video, click **Block Camera**. You can also access **Block Camera** by right-clicking the Video screen. Before you can make a video call, you must set up your camera and define your video settings. For more information, see Video on page 28.
	Hover over this icon to access audio call control features. When you are on a call in Computer mode, you can click this icon to mute the microphone. From an instant messaging Conversation window, click this icon to escalate to an audio call.
	Helps in accessing the collaboration and bridge sharing feature. For more information, see Call transfer and conferencing on page 18.
	Provides additional features, such as call transfer and conferencing. This icon is only available when you are on multiple calls at a time. For more information, see Call transfer and conferencing on page 18.
	This icon appears instead of the icon when a call is on hold. Click to retrieve the call.
	This icon appears instead of the icon when your microphone is muted in Computer mode. Click to unmute the microphone.

Table continues…

Icon	Description
	This icon appears instead of the icon when your speaker is muted. Click to unmute your speaker.

To access other audio call control features, hover over the button on the left and a window with the audio call control features appears.

	Enables you to place a call on hold and retrieves a held call. Call control icons are not available when a call is on hold.
	Enables you to insert DTMF digits into an established call. The Dialpad is dimmed when disabled. When entering a feature code, terminate the code with the # character. For example, when entering the code for auto redial (*66), enter *66#. **Note:** When entering DTMF digits into a conversation, the DTMF tone played back on the speaker may be picked up by the microphone. In this case the digit sequence may be corrupted. There are two workarounds: • Use a headset when inserting DTMF digits into a conversation. • Mute the microphone while DTMF digits are being inserted.
	When in Computer mode, you can use the: • Speaker icon at the top of the window to control the speaker volume of an active call. • Speaker mute icon at the bottom of the window to mute the call. You cannot hear audio when your speaker is muted.
	When in Computer mode, click this icon to mute and unmute the microphone of an active call. When your microphone is muted, the other party cannot hear your audio.

When you are on a video call, hover over the button and a window with video call control features appears.

	Enables you to stop transferring a video.
	Enables you to pause a video. The other person on the call cannot see your video.
	To resume your video when the video is paused, hover over **Camera Blocked** and click **Unblock Camera**. You can also access **Unblock Camera** by right-clicking the Video screen.

Related links

Call transfer and conferencing on page 18

Call transfer and conferencing

Avaya Communicator for Microsoft Lync provides the ability to transfer calls to other phone numbers or to escalate existing calls to a conferencing session.

When an active call is in progress, networking changes, such as from wired to wireless, are not supported. Normal operations will resume when the networking change is complete and the connectivity with Communication Manager has been reestablished.

	If your network supports call transfer, the transfer icon is enabled when multiple calls are in session. Only one conversation can be active. Other calls will be in a hold state. The transfer icon is visible only in the call control bar of an active call. Click the icon to transfer the active call to a number selected from the drop-down list box. The list contains all calls in the hold state. Following a transfer, the conversation window of the call receiving the transfer is cleared, unless an IM session is in progress.
	If your network supports conferencing, the conference icon is available in the call control bar of an active call only if multiple calls are in session. Click to select a number from the drop-down list box and add an additional user to an active call. Numbers of the held calls comprise the numbers in the transfer drop-down list box. The list contains all calls in the hold state.

Related links

Established call on page 16

Telephony presence

The Telephony presence service will publish Busy – In a Call when you are on a call and your pre-call presence status was available (green). If your pre-call presence status is away, or busy, Telephony presence will not be published because you have already indicated a lesser availability.

Note:

When Avaya Communicator for Microsoft Lync is disconnected, your presence does not change to Busy-In a Call state.

Do Not Disturb

If the presence status is Do Not Disturb, incoming call notifications are not presented on the Lync client of the user, regardless of the level of access of the calling contact.

Call history records

You can save the call history records for calls that you make or answer from Avaya Communicator for Microsoft Lync. Avaya Communicator for Microsoft Lync also generates call history records for missed calls.

Important:

You must enable call history in the Avaya Communicator for Microsoft Lync settings. For more information, see Call History on page 29.

Call history records for all calls, except missed calls, appear in your Microsoft Outlook Conversation History folder. Call history records for missed calls appear in your Outlook Inbox folder.

A call history record indicates:

- Call duration
- Start time of the call
- Call direction (outgoing or incoming)
- Call participants

  The call history record displays the contact name when possible. If the contact name cannot be displayed, the call history record displays the remote address.

  Note:

  When Avaya Collaboration Services is running, you can make a call from a call history record stored in your Microsoft Outlook Conversation History folder.

Related links

Call history caveats and limitations on page 19

Call history caveats and limitations

- Call history does not record calls until the calls are complete. If the call ends unexpectedly due to network connectivity issues, then also the call history will not be recorded.
- Call history records might not be generated if your computer is in Sleep or Hibernate mode.
- Call history records can take up to 10 seconds to be written to Microsoft Exchange after the call is completed. Outlook must synchronize with Microsoft Exchange before you can see the call history record.
- Call history records do not differentiate between audio calls and video calls.
- Call history might not record a conference call correctly. You might see multiple call history records generated for a single conference call.
- Avaya Communicator for Microsoft Lync must be running to record missed calls in your call history.

Related links

Call history records on page 19

Multiple Device Access

Avaya Communicator for Microsoft Lync supports basic Multiple Device Access (MDA). This feature enables the following capabilities:

- Ability to log on to the same extension from multiple SIP devices
- Ability to answer a call from multiple devices
- Ability to join an existing call from other logged in devices

All logged in devices ring simultaneously when an incoming call is made to the extension.

The configuration on your Avaya Aura® network determines how many devices you can log in with at the same time, and whether the first or last logged in device will be denied login access when you reach the maximum simultaneous device limit.

Multiple device access limitations

The following MDA limitations exist for Avaya Communicator for Microsoft Lync.

MDA force out

When you exit Avaya Communicator for Microsoft Lync from Windows Task Manager, your extension might not be released. This can prevent you from logging in to another device (force out policy is blocked in the CM configuration). You must release registration from Avaya Communicator for Microsoft Lync add-in by logging in and then logging out of the add-in again.

Shared Control and Other Phone mode

- You can only log in with one Desk phone (Shared Control) or VDI Communicator device.
- Other Phone mode does not support the Join call feature.

Join calls

- You cannot join a call that is in an altering or held state. Avaya Communicator for Microsoft Lync does not indicate if another device is on hold until you click **Join** ( ).
- When a second device joins an existing Avaya Aura® conference, the user of that device can hear audio on the call but cannot access conferencing features or view shared applications. The second device must dial in to the conference separately to access conferencing features.
- When MDA conference calls are created on a remote device, you see a remote call Control window with an option to join the call. You do not see a Conference window on Avaya Communicator for Microsoft Lync until you join the conference call.
- When you are on a call with Avaya Communicator for Microsoft Lync in Computer mode, you put the call on hold, and another MDA device joins the call, then the Conversation window shows that a remote call is in progress. The voice path disappears and the call appears to be dropped on Avaya Communicator for Microsoft Lync.

Video escalation

- When more than one device is on a call, the call cannot be escalated to video. If additional devices drop from the call and only one device remains on the call, that device can escalate to a video call as normal.

- When a second device joins a video call, the video screen becomes black.
- An EC500 mobile device cannot escalate to a video call at any time. Even if the mobile device is the only device on the call, only audio calls are supported.
- In the interop, Video window closes when an MDA device joins a call.

Chapter 3: Launch collaboration and share bridge details

The following sections describe how to use the Avaya Communicator for Microsoft Lync collaboration feature from the main Avaya Communicator for Microsoft Lync bar and from an instant messaging Conversation window.

Important:

To use the Avaya Communicator for Microsoft Lync Web Collaboration feature, you must enter your conference bridge information in the Collaboration Service Office application Conference Bridge Wizard. For more information about using the Conference Bridge Wizard, see *Using Avaya Collaboration Services* (02–604208).

Sharing bridge details from the Avaya Communicator for Microsoft Lync bar

About this task

From the Avaya Communicator for Microsoft Lync bar, you can use the collaboration feature to host a conference.

Procedure

1. Click the icon to:
   - Dial in to your conference bridge.
   - Start your web conference.
2. To gain access to Collaboration Agent web conferencing, on the login page, select **Remember Me**.

   Note:

   The system saves your user name and password. You can automatically log in to your web conference without entering your credentials every time.

Escalating to collaboration from a Conversation window

About this task

From an instant messaging Conversation window, you can use the collaboration feature to host a conference and share your conference details with a contact.

Procedure

1. Hover your mouse over the icon in a Conversation window.
2. In the pop-up window that appears, select your conference bridge information and click one of the two icons at the bottom of the window.

Icon	Description
	Click this icon to perform one of the following actions: • Dial in to your conference bridge, start your web conference, and send your conference details to the contacts in the conversation. • Dial in to your conference bridge without sending any details. • Start your web conference without sending any details.
	Click this icon to perform one of the following actions: • Send all conference details (dial-in bridge details and web conference details) to the contacts in the conversation. • Only send dial-in details for your bridge to the contacts in the conversation. • Only send your web conference details to the contacts in the conversation.

Chapter 4: Settings

You can define your phone settings, determine the dialing behavior, and set the logging level using Settings option.

Click ⚙ to open the Settings window. Click a tab to display a Settings sub-window.

Related links

General on page 24
Phone on page 25
Dialing Rules on page 25
Devices (Other Phone mode) on page 26
Audio on page 27
Video on page 28
Call history on page 29
Language on page 29
Web Collaboration on page 29
Security on page 30
Support on page 30
Protocol settings on page 31
About on page 31

General

Use the General window to set the logging level and the enter the telephone number for your voice mail server.

Item	Description
Voice Mail Number	Enter the voice mail telephone number. The voice mail number must be entered as an E.164 formatted number.
Disable Incoming Call Notifications (Phone Mode)	You can disable incoming call notifications when you are in Desk Phone mode. To do this, navigate to **Settings** > **General**, select **Disable Incoming Call Notifications (Phone Mode)** from the Call Notifications area, and then click **OK**.

Related links

Settings on page 24

Phone

Use the Phone window to define your phone settings in Computer mode.

Item	Description
Extension	Your extension number.
Password	The password for your extension.
Servers	The IP address or fully qualified domain name (FQDN) of the call server. For example, `transport=tls`.
Domain	SIP domain. This field does not appear if you are using an H.323 phone.

Important:

Phone numbers must use a Microsoft supported phone number format. Phone numbers published in an unsupported format are not passed to the Avaya Communicator for Microsoft Lync application. If your number does not use a Microsoft supported format, users receive the Lync warning message: `This number is not a valid phone number. Check the number and try again.`

See the Microsoft Lync documentation for information on supported formats. The following is a link to an online document.

Set Phones options and numbers

Related links

Settings on page 24

Dialing Rules

Use the Dialing Rules window to determine the dialing behavior for various call types.

Variable	Description
Number to dial to access an outside line	The digit or digits you must dial to access an outside line.
Your country code	The dialing code for your country.
Your area/city code	The area code or the city code where your phone server is located.
PBX Main Prefix	The main prefix for your phone system.

Table continues…

Variable	Description
Number to dial for long distance calls	The digit or digits you must dial to make a long distance call.
Number to dial for international calls	The digit or digits you must dial to make an international call.
Extension length for internal extensions calls	The number of digits that comprise an internal extension. For example, if your internal extensions consist of five digits, enter 5. In this example, any number that consists of five digits or less would be treated as an internal extension. If your company supports internal extensions of varying lengths, enter the length numbers separated by commas. For example, if you use three-digit, five-digit, and seven-digit extensions, enter 3, 5, 7. **Note:** If you specify multiple extension lengths, exact matches are performed. For example, if you specify 3,5,7, then a four-digit number will not be recognized as an internal extension.
Length of national phone numbers (including area/city code)	The number of digits you must dial (including area/city code) for a call within your country. If the length of national phone numbers in your country varies, you can enter multiple numbers separated by commas.
Include area/city code when making a local call	Check the box if you are required to prefix the area or city code while making a local call.

Related links

Settings on page 24

Devices (Other Phone mode)

This window displays the devices or telephone numbers you have specified for Avaya Communicator for Microsoft Lync. You must add phone numbers in the Devices window to use Other Phone mode. You can also forward calls to phone numbers published in this window.

Item	Description
Add	Add a device / telephone number on which you want to make and receive calls.
Modify	Modify the currently selected device / telephone number.
Remove	Delete the currently selected device / telephone number.

Important:

Phone numbers must use a Microsoft supported phone number format. Phone numbers published in an unsupported format are not passed to the Avaya Communicator for Microsoft Lync application. If

your number does not use a Microsoft supported format, users receive the Lync warning message: `This number is not a valid phone number. Check the number and try again.`

See the Microsoft Lync documentation for information on supported formats. The following is a link to an online document.

Set Phones options and numbers

Using Avaya Communicator for Microsoft Lync to control a device that is not your work number

1. In the Devices window, add a phone number to the list.
2. In the Avaya Communicator for Microsoft Lync bar, click the **Mode** icon to display the menu.
3. An **Other Phone** menu is available with a submenu containing configured devices. Select the desired device.

   The **Other Phone** menu is only available if a phone number is provisioned in the Phone Numbers list.

Related links

Settings on page 24

Audio

Use the Audio window to define your audio settings.

Important:

An audio device must be available on the computer to use Avaya Communicator for Microsoft Lync in Computer mode.

Item	Description
Recording Device	In **Select a Recording Device**, select a recording device from the drop-down list box. Only those playback devices configured on the computer are visible in the drop-down list box. To view configured devices, from the **Start** menu, select **Settings** > **Control Panel** > **Sounds and Audio devices**.
Playback Device	In **Select a Playback Device**, select a playback device from the drop-down list box. Only those playback devices configured on the computer are visible in the drop-down list box. To view configured devices, from the **Start** menu, select **Settings** > **Control Panel** > **Sounds and Audio devices**. Use the slider to set the volume level for **Playback Volume**.

Table continues…

Item	Description
Alerting Device	To enable ringing for incoming calls, select the **Ring on incoming calls** check box. You can **Ring additional device**. Select the check box and select a device from the drop-down list box. Only those playback devices configured on the computer are visible in the drop-down list box. To view configured devices, from the **Start** menu, select **Settings** > **Control Panel** > **Sounds and Audio devices**. Use the slider to set the volume level for **Alerting Volume**.

Note:

- Changes to audio settings on a device may impact other applications using the same audio device.
- When a conversation is initiated, if the audio device setting is already at the lowest setting, the conversation is not presented as muted.
- Audio Device settings may appear unsynchronized with the PC settings.
- It is not possible to change audio devices (for example, local sound card to headset) when a call is in progress.
- Audio settings cannot be adjusted from the Settings panel when a call is in progress.

Related links

Settings on page 24

Video

Use the Video window to define your video settings.

When a video call is in progress, the video settings cannot be modified. To modify the settings, you must first stop the video. You do not have to end the call. Modifications to the video settings are applied immediately.

Item	Description
Enable Video	When video is enabled here and enabled on your extension on Avaya Aura®, you can make and receive video calls.
Codec Level	The encoded video resolution improves when the video codec resolution is set to a high level. The default and the recommended video codec level setting is 3.1 for the Avaya UC clients.

Table continues…

Item	Description
Preferred Camera	If you have multiple cameras connected to your workstation, you can select the camera to use for video calls. **Auto Select Camera** allows Avaya Communicator for Microsoft Lync to select the camera. **Camera Disabled** stops any camera from being used in video calls.

Related links

Settings on page 24

Call history

Use the Call History window to save all your call records.

Item	Description
Save call history to email folder	Select this option to save call history records to your email.
Sign-in address	Automatically populates your Lync client login ID. This option cannot be edited.
Password	Type your Lync client login password. The same password is used for Office 365 environments.

Related links

Settings on page 24

Language

Use the Language window to change the language of the Avaya Communicator for Microsoft Lync application. Click **Restart** for the language change to take effect. You must restart both the Lync client and Avaya Communicator for Microsoft Lync.

Related links

Settings on page 24

Web Collaboration

Use the Web Collaboration window to access the Collaboration Service Office application Conference Bridge Wizard.

Important:

To use the Avaya Communicator for Microsoft Lync Web Collaboration feature, you must enter your conference bridge information in the Collaboration Service Office application Conference Bridge Wizard. For more information about using the Conference Bridge Wizard, see *Using Avaya Collaboration Services* (02–604208).

Related links

Settings on page 24

Security

Use the Security window to provide a client certificate identity to your Avaya Communicator for Microsoft Lync client. Your administrator must provide you with any certificate you need to install.

Name	Description
Identity certificate	Select one of the following: • None • Selected certificate Click **Browse** to navigate to the appropriate certificate platform trust store.

Related links

Settings on page 24

Support

Use the Support window to set the logging level. You can also send an email with a log file attachment.

Item	Description
Enable Debug Mode	When debug mode logging is enabled, detailed log messages are written to the log file. Enable debug mode for troubleshooting.
Contact E-Mail Address	The email address for contacting technical support.
Report a Problem Create a Zip File.	Click **Report a Problem** to send an email with a zip file attachment containing the current log file. If no email client is installed, the button label changes to **Create a Zip File**.

Log file location

The log and support directories are located in the AppData folder under **Avaya** > **Avaya Communicator for Microsoft Lync**.

- The log file is located in the folder `\log`.
- The zipped log file is located in the folder `\support`. The `\support` folder has a maximum capacity of 20 MB. If the folder reaches maximum capacity, older zip files are removed.

Related links

Settings on page 24

Protocol settings

In the Protocol Settings window, select the URIs your Avaya Communicator for Microsoft Lync client uses. Check with your administrator to determine the URIs your client uses.

Name	Description
Tel URIs (tel:)	Select this option if you are using Tel URIs
Callto URIs (callto:)	Select this option if you are using Callto URIs.

Related links

Settings on page 24

About

The About window displays the version number and the build number for the Avaya Microsoft Lync client.

Related links

Settings on page 24

Chapter 5: Work station requirements

Table 3: Hardware requirements

Processor	2 GHz
Memory	• 2 GB (32 Bit) • 4 GB (64 Bit)
Disk space	500 MB
Connectivity	Download bandwidth: 80 kbps Upload bandwidth: 80 kbps

Table 4: Software requirements

Operating system	• Microsoft Windows 7 • Microsoft Windows 8.1
Microsoft .Net	Release 4.0 or higher
Microsoft Lync client	• Microsoft Lync 2010 version 4.0.7577.4103 or higher • Microsoft Lync 2013 version 15.0.4649.1000 or higher

Approved Headsets and Cameras

To find information about the latest supported headsets and cameras, see

- Avaya DevConnect website at http://www.devconnectprogram.com.
- Support website interoperability matrix at http://support.avaya.com/CompatibilityMatrix/Index.aspx under non-Avaya products.

Note:

Follow Microsoft Windows Operating System Recommended Hardware requirements based on the Operating System version information