



Administering Communication Manager for Avaya one-X[®] Agent

Release 2.0
November 2009

Notice

While reasonable efforts were made to ensure that the information in this document was complete and accurate at the time of printing, Avaya Inc. can assume no liability for any errors. Changes and corrections to the information in this document might be incorporated in future releases.

Documentation disclaimer

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

Link disclaimer

Avaya Inc. is not responsible for the contents or reliability of any linked Web sites referenced elsewhere within this documentation, and Avaya does not necessarily endorse the products, services, or information described or offered within them. We cannot guarantee that these links will work all the time and we have no control over the availability of the linked pages.

Warranty

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

Licenses

USE OR INSTALLATION OF THE PRODUCT INDICATES THE END USER'S ACCEPTANCE OF THE TERMS SET FORTH HEREIN AND THE GENERAL LICENSE TERMS AVAILABLE ON THE AVAYA WEB SITE <http://www.avaya.com/support/LicenseInfo/> ("GENERAL LICENSE TERMS"). IF YOU DO NOT WISH TO BE BOUND BY THESE TERMS, YOU MUST RETURN THE PRODUCT(S) TO THE POINT OF PURCHASE WITHIN TEN (10) DAYS OF DELIVERY FOR A REFUND OR CREDIT.

Avaya grants End User a license within the scope of the license types described below. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the Documentation or other materials available to End User. "Designated Processor" means a single stand-alone computing device. "Server" means a Designated Processor that hosts a software application to be accessed by multiple users. "Software" means the computer programs in object code, originally licensed by Avaya and ultimately utilized by End User, whether as stand-alone Products or pre-installed on Hardware. "Hardware" means the standard hardware Products, originally sold by Avaya and ultimately utilized by End User.

License type

Concurrent User License (CU). End User may install and use the Software on multiple Designated Processors or one or more Servers, so long as only the licensed number of Units are accessing and using the Software at any given time. A "Unit" means the unit on which Avaya, at its sole discretion, bases the pricing of its licenses and can be, without limitation, an agent, port or user, an e-mail or voice mail account in the name of a person or corporate function (e.g., webmaster or helpdesk), or a directory entry in the administrative database utilized by the Product that permits one user to interface with the Software. Units may be linked to a specific, identified Server.

Copyright

Except where expressly stated otherwise, the Product is protected by copyright and other laws respecting proprietary rights. Unauthorized reproduction, transfer, and or use can be a criminal, as well as a civil, offense under the applicable law.

Third-party components

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

Preventing toll fraud

"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya fraud intervention

If you suspect that you are being victimized by toll fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support Web site: <http://www.avaya.com/support/>

Suspected security vulnerabilities with Avaya Products should be reported to Avaya by sending mail to: securityalerts@avaya.com.

Trademarks

Avaya, the Avaya logo, one-X are either registered trademarks or trademarks of Avaya Inc. in the United States of America and/or other jurisdictions.

All non-Avaya trademarks are the property of their respective owners.

Downloading documents

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

Contact Avaya Support

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

Contents

Chapter 1: Introduction	5
Overview of Communication Manager.....	5
Chapter 2: Required Communication Manager circuit packs	7
C-LAN circuit pack.....	7
IP Media Processor circuit pack.....	7
Chapter 3: Validating Feature Access Codes	9
Chapter 4: Configuring the My Computer and Another Phone settings	11
Checking the compatibility for My Computer and Another Phone modes.....	11
Configuring the station settings for the My Computer and Another Phone modes.....	12
Chapter 5: Configuring the Desk Phone settings	17
Checking the compatibility for the Desk Phone mode.....	17
Configuring the station settings for the Desk Phone mode.....	18
Chapter 6: Configuring the video settings	21
Chapter 7: Enabling the Auto Answer support for a station	23
Chapter 8: Configuring reason codes	25
Index	27

Chapter 1: Introduction

Avaya one-X Agent Release 2.0 is an integrated telephony softphone solution that provides seamless connectivity to at-home agents, remote agents, outsourced agents, contact center agents, and agents interacting with clients having vocal and hearing impairment. This is the second release of Avaya one-X Agent and has number of enhancements in addition to the features available in the Release 1.0.

Agent collaboration, supervisory support, and central administration capabilities are the main enhancements of Avaya one-X Agent Release 2.0. These enhancements are supported by Presence Services, System Manager, and Communication Manager. Avaya one-X Agent Release 2.0 also relies on the Call Center features of Communication Manager.

In addition to the features present in release 1.0, Avaya one-X Agent now supports new features such as instant messaging, hot-desking, supervisor monitoring, central management, TTY interaction, desktop sharing, and single sign on. The availability of new features depends on the type of Avaya one-X Agent license used for deployment.

All the enhancements are achieved maintaining the same user interface to help users adapt quickly to the new features presented in this release.

Overview of Communication Manager

Communication Manager organizes and routes voice, data, image, and video transmissions. Communication Manager, in the contact center environment, provides advanced agent functions including agent state control, call wrap-up control, screen pops, VuStats screen, agent greeting controls, and video features. It provides user and system management functionality, intelligent call routing, application integration and extensibility, and enterprise communications networking.

Before agents can receive calls with Avaya one-X Agent, you must configure Communication Manager to support extension assignments, Internet Protocol (IP) connectivity, telephone types, and other settings.

This guide provides procedures and information on how to configure the following versions of Communication Manager for use with Avaya one-X Agent:

- Communication Manager Release 2.0 (Voice)
- Communication Manager Release 3.0 with Service Pack 1 (Voice)
- Communication Manager Release 4.0 with Service Pack 1 (Voice and video)
- Communication Manager Release 5.1 with Service Pack 1 (Voice and video)

 **Important:**

You must be familiar with administering your Communication Manager before attempting any of the procedures. If you are unfamiliar with the fields or settings, refer to your Communication Manager documentation.

Chapter 2: Required Communication Manager circuit packs

Communication Manager requires circuit packs to support the My Computer and Office Phone configurations with Avaya one-X Agent. These circuit packs allow remote agents to connect to Communication Manager with Avaya one-X Agent through TCP/IP.

C-LAN circuit pack

C-LAN is a packet port circuit pack for Communication Manager that provides TCP/IP connectivity to various accessories for applications. It has one 10BaseT or 100BaseT Ethernet connection and up to 16 DS0 physical interfaces for PPP connections. Two integrated modems provide remote PPP connectivity over analog facilities. You can add multiple C-LAN circuit packs to a system to increase TCP/IP capacity.

The C-LAN circuit pack provides data signaling over TCP/IP for Avaya one-X Agent. The C-LAN circuit pack is used for the My Computer, Office Phone, and Another Phone configurations where a data connection is made to a Communication Manager. The voice path does not use this circuit pack.

 **Note:**

Avaya recommends that you use the TN799C V4, TN799DP, or later C-LAN circuit pack for its increased ability to handle maximum capacities. Previous versions may encounter difficulties when the C-LAN circuit pack reaches the maximum number of active endpoints.

IP Media Processor circuit pack

The IP Media Processor circuit pack provides the transmission of voice data over an IP network. This enables support of applications that comply with the H.323-v2 protocols. The IP Media Processor also reduces per-port costs and improves quality through its dynamic jitter buffers. Additionally, it performs echo cancellation, silence suppression, Dual Tone Multi-Frequency (DTMF) detection, and conferencing.

The IP Media Processor circuit pack provides Voice-over-Internet Protocol (VoIP) for Avaya one-X Agent. You can use the IP Media Processor circuit pack for the My Computer, Office Phone, and Another Phone configurations where a VoIP connection is made to the Communication Manager.



Note:

For installation procedures and configuration information for the C-LAN and IP Media Processor circuit packs, see *Administration for Network Connectivity for Communication Manager* .

Chapter 3: Validating Feature Access Codes

Avaya one-X Agent uses Feature Access Codes (FACs) to give agents the ability to change the current work mode, log in, log out, adjust the method with which an agent receives the next call, and request supervisor assistance.

Prerequisites

- Ensure that you have assigned the **fac** capability in the dial plan, as you cannot enter FACs without the **fac** capability.
- Ensure that you have a valid user ID with the proper administrative permissions to change settings on the corresponding Communication Manager.

-
1. Log in to the Communication Manager administration interface.
You can choose to log in to the Station Administration Terminal (SAT) on Communication Manager.
 2. In the text input field, enter `display dialplan analysis` to access the dial plan form and then ensure that the **fac** option is assigned in the dial plan.
If the **fac** option is not assigned in the dial plan, your dial plan does not currently support FACs. For more information on configuring your dial plan for FACs, refer to the documentation for your Communication Manager.
 3. In the text input field, enter `display feature-access-codes` to view the Feature Access Codes (FAC) form.
 4. Navigate to the **call center** portion of the Feature Access Codes (FAC) form.
The Communication Manager system displays only a subset of the access code fields.
 5. Administer the FACs for **Login** and **Logout** or any other FACs that you want for your agents.
 - **Login** for agents
 - **Logout** for agents
 - **Service Observing Listen Only** for supervisors
 - **Service Observing Listen/Talk** for supervisors
 - **Remote Agent Logout** for supervisors

If you do not find the FACs, refer to the documentation for your Communication Manager to find instructions on adding FACs.

Chapter 4: Configuring the My Computer and Another Phone settings

You must administer the My Computer and Another Phone settings on Communication Manager to use Avaya one-X Agent.

 **Danger:**

Because IP Endpoints do not dial to and connect with local emergency services when dialing from remote locations, agents or extensions in remote locations must not use this feature for emergencies.

Avaya Inc. is not responsible or liable for any damages resulting from misplaced emergency calls made from an Avaya endpoint. Your use of this product indicates that you have read this advisory and agree to use an alternative telephone to dial all emergency calls from remote locations.

Checking the compatibility for My Computer and Another Phone modes

 **Important:**

If any settings of your Communication Manager do not conform to the steps in this procedure, you must contact Avaya to purchase the appropriate options or configuration for your Communication Manager before you use Avaya one-X Agent.

-
1. Log in to the Communication Manager administration interface.
You can choose to log in to the Station Administration Terminal (SAT) on Communication Manager.
 2. In the text input field, enter `display system-parameters customer-options`.
 3. Navigate to page 2 of the customer-options form and ensure that the **Maximum Concurrently Registered IP Stations** field is set to a number greater than zero.
This number represents the total number of IP stations that you can connect to the Communication Manager at a time. Each IP stations can consist of Avaya one-X Agent, Avaya IP Softphone, and IP telephone sets.

4. Navigate to Page 4 of the customer-options form and ensure that the **IP Stations** field is set to *y*.
5. Navigate to Page 10 of the customer-options form and ensure that the **Limit** field for the **IP_Agent** Product ID is set to the number of licenses you purchased for Avaya one-X Agent R2.0.

Configuring the station settings for the My Computer and Another Phone modes

Prerequisites

- Before configuring the station settings on your Communication Manager, you must complete the procedures in [Checking the compatibility for My Computer and Another Phone modes](#) on page 11 to verify that your Communication Manager supports Avaya one-X Agent and FACs.
- Ensure that you have a valid user ID with the proper administrative permissions to change settings on Communication Manager.
- Ensure that the station has been created using the **add station** command on Communication Manager.

-
1. Log in to the Communication Manager administration interface.
You can choose to log in to the Station Administration Terminal (SAT) on Communication Manager.
 2. In the text input field, enter `change station XXXXX`, where **XXXXX** is the station id corresponds to the agent extension number to be used with Avaya one-X Agent. The system navigates to specific station administration form based on the provided station ID.
 3. Navigate to page 1 of the **change station** form and perform the following steps:
 - a. In the **Type** field, enter the type of telephone that Avaya one-X Agent will emulate.
In the Another Phone mode, Avaya one-X Agent can take over the administration and functionality of a physical Digital Communication Protocol (DCP) telephone. The physical telephone must be one of those listed in Computer and other hardware requirements in *Installing and configuring Avaya one-X Agent* . For DCP, the physical telephone is unusable while Avaya one-X Agent is registered with its extension. The telephone will become usable again when Avaya one-X Agent disconnects the session from Communication Manager.
 - b. In the **Port** field, enter one of the following options:

- Enter the IP address of the station to specify that station administration is done without hardware.
 - Enter the port number of the actual telephone assigned to this extension. When a remote agent logs in to this extension using Avaya one-X Agent, the actual telephone that is locally connected to the Communication Manager port is disabled and cannot be used. Communication Manager uses this option when a remote agent takes direct control of a real extension that has a DCP connection to Communication Manager.
- c. In the **Security Code** field, enter a number that the system will use as a password that an agent uses while logging in as an extension.
If you do not enter the security code, an agent using this station cannot log in to Communication Manager.
 - d. Set the **IP Softphone** field to *y*.
4. Navigate to Page 2 of the **station administration** form and perform the following steps:
 - a. Set the **Multimedia Mode** field to *enhanced*.
 - b. Set the **Service Link Mode** field to one of the following options:
 - Choose the settings to **as needed** if the station has low call traffic or a toll is charged for calls.
 - Choose the setting to **permanent** if the station has high call traffic or if it is set as an auto-answer station.

 **Important:**

When you set the **Service Link Mode** for a station to **Permanent** (CM 4.0), it requires that you set **Direct IP-IP Audio Connections** to *n*. If this is done, you cannot use Video in RoadWarrior mode.

- c. Ensure that you set the **Emergency Location Ext** field to the appropriate setting for your contact center.
5. Navigate to page 3 and 4 of the station administration forms, assign functions to each button that you want the system to appear in your Avaya one-X Agent Phone Features window.
When the system connects this station to Communication Manager, the assigned button functions appear in the Avaya one-X Agent Phone Features window. You can find information on all available button functions in the Communication Manager documentation.
 6. Navigate to page 5 of the **station administration** form, you must assign the necessary agent work mode buttons that are used in your contact center:
 - To make the agent available for new calls immediately after they finish with the current call, set the option as **auto-in**.

Set the auto-in function to put the agent in the ready state automatically after the agent completes a call. Do not use this button if the manual-in button has been administered for the station.

- To make the agent available to take a call and then put the agent in the After Call Work (ACW) mode when the call has been completed, set the option as **manual-in**.

Set the manual in function to put the agent in the after call state after finishing the call. You may not use this button if the auto-in button is administered.

- To put the agent in the ACW mode, set the option as **after-call**.

The assignment of this feature is mandatory.

- To put the agent in the Auxiliary Work (AUX) mode with a different reason codes, set the option as **aux-work**.

The assignment of this feature is mandatory. You can configure your Communication Manager to prompt for reason codes when an agent enters the AUX state.

- To terminate the current call and line appearance, set the option as **release**.

The assignment of this feature is mandatory. Use the release feature if you have enabled the Auto-Answer option on the station.

- To display information collected from the originator of the call, set the option as **caller-info**.

This function is required only with the Call Prompting feature. The Call Prompting feature obtains information from a caller through a collect-digits vector step on Communication Manager.

- To view statistics for the skill configured on the vu-display button, set the option as **vu-display**.
- To view the User-to-User Information (UUI) that you specify for this call, set the option as **uui-info**.

The uui-info is used for screen pops. The Computer Telephony Integration (CTI) usually sets the application.

- To make agent enter work codes for a call, set the option as **work-code**.
- To disable statistics from displaying, set the option as **normal**. If the normal button is not configured Avaya one-X Agent does not show vu-stats
- To enable supervisor assistance, set the option as **assist**.
- To release a call without putting the phone on hook, set the option as **release**. This is required especially when using the Communication Manager Auto answer facility.

- To enable dropping a participant from a conference, set the option a **drop**. Note that if the drop button does not exist, Avaya one-X Agent will not be able to drop a participant from a call.
- To enable supervisor service observing, set the option as **serv-obsrv**. This is only applicable to supervisors.

The 4600, 6400, and 607A1 telephone types do not have a physical Drop button; therefore, you must assign a drop function for each station to ensure proper operation of the Avaya one-X Agent Drop feature.

 **Note:**

The only mandatory feature buttons are **manual-in**, **auto-in** and **aux-work**. Without these buttons agent login will not be permitted.

Chapter 5: Configuring the Desk Phone settings

You must administer the Desk Phone settings on Communication Manager to use Avaya one-X Agent in a contact center.

Checking the compatibility for the Desk Phone mode

Use the following steps to ensure that your Communication Manager supports the Desk Phone setting (IP Telephone or Avaya Telephone-IP) for use of Avaya one-X Agent in your contact center.

 **Note:**

If any settings of your Communication Manager do not conform to the steps in this procedure, you must contact Avaya to purchase the appropriate options or configuration for your Communication Manager before you use Avaya one-X Agent.

-
1. Log in to the Communication Manager administration interface.
You can choose to log in to the Station Administration terminal on Communication Manager.
 2. In the text input field, enter `display system-parameters customer-options`.
The system displays Page 1 of the **system-parameters customer-options** form.
 3. Navigate to page 2 of the **customer-options** form and ensure that the **Maximum Concurrently Registered IP Stations** field is set to a number greater than zero. This number represents the total number of IP stations that you connect to Communication Manager at one time. IP stations can consist of Avaya one-X Agent, Avaya IP Softphone, and IP telephone sets.
 4. Navigate to Page 4 of the **customer-options** form and ensure that the **IP Stations** field is set to `y`.
 5. Navigate to Page 10 of the customer-options form and check for the following:

- For the Avaya Telephone-IP configuration, ensure that the **Limit** field for the **AgentSC** Product ID is set to the number of licenses you purchased for Avaya one-X Agent.
- For the IP Telephone configuration, verify the number of licenses for the **IP_AGENT** Product ID is set to the number of licenses you purchased for Avaya one-X Agent.

Configuring the station settings for the Desk Phone mode

Prerequisites

- Before configuring the station settings on your Communication Manager, you must complete the procedures in [Checking the compatibility for the Desk Phone mode](#) on page 17 to verify that your Communication Manager supports Avaya one-X Agent and FACs.
- Ensure that you have a valid user ID with the proper administrative permissions to change settings on Communication Manager.
- Ensure that the station has been created using the **add station** command on Communication Manager.
- Ensure that the firmware version of the telephone is 1.7 or later if you are using an Avaya IP telephone with Avaya one-X Agent.

-
1. If you are using the IP Telephone, you must enable the CTI control feature on the IP telephone before using it in conjunction with Avaya one-X Agent. To enable the CTI control feature:
 - a. Press the **Mute** button.
 - b. Press **2 8 4 #**.

The telephone displays the state of the CTI control feature. `CTI>manual` indicates that the feature is enabled.
 - c. Depending on the feature state, perform the appropriate action:
 - If the telephone displays `CTI>manual`, save your changes by following the prompts on the telephone display.
 - If the telephone displays `CTI=off`, press **1 #** to enable the CTI control, and then save your changes by following the prompts on the telephone display.

You may skip this feature if you are administering the Avaya Telephone-IP configuration.

2. Log in to the Communication Manager administration interface. You can choose to log in to the Station Administration Terminal (SAT) on the Communication Manager.
3. In the text input field, enter `change station XXXXX`, where **XXXXX** is the station id corresponds to the agent extension number to be used with Avaya one-X Agent. The Communication Manager displays the change station form for the specified station.
4. Navigate to page 1 of the **station administration** form and perform the following steps:
 - a. In the **Type** field, enter the type of telephone that Avaya one-X Agent will control. The station type must match that of the IP telephone.
 - b. Ensure that the **Port** field is set to **IP**.
 - c. In the **Security Code** field, enter a number that Communication Manager will use as a password for an agent during the extension login.
If you do not enter the security code, an agent using this station cannot log in to Communication Manager.
 - d. Set the **IP Softphone** field to `y`.
5. Navigate to Page 2 of the **station administration** form and perform the following steps:
 - a. Set the **Multimedia Mode** field to `enhanced`.
 - b. Set the **Service Link Mode** field to one of the following options:
 - Choose the settings to **as needed** if the station has low call traffic or a toll is charged for calls.
 - Choose the setting to **permanent** if the station has high call traffic or if it is set as an auto-answer station.

 **Important:**

When you set the **Service Link Mode** for a station to **Permanent** (CM 4.0), it requires that you set **Direct IP-IP Audio Connections** to `n`. If this is done, you cannot use Video in RoadWarrior mode.

- c. Ensure that you set the **Emergency Location Ext** field to the appropriate setting for your contact center.
6. Navigate to page 3 and 4 of the station administration forms, assign functions to each button that you want the system to display in your Avaya one-X Agent Phone Features window.

When the system connects this station to Communication Manager, the assigned button functions appear in the Avaya one-X Agent Phone Features window. You

can find information on all available button functions in the documentation for your Communication Manager.

7. Navigate to page 5 of the **station administration** form, you must assign the necessary agent work mode buttons that are used in your contact center:

- To make the agent available for new calls immediately after they finish with the current call, set the option as **auto-in**.

Set the auto-in function to put the agent in the ready state automatically after the agent completes a call. Do not use this button if the manual-in button is administered for the station.

- To make an agent available to take a call and then puts the agent in the After Call Work (ACW) mode when the call has been completed, set the option as **manual-in**.

Set the manual in function to put the agent in the after call state after finishing the call. Do not use this button if the auto-in button is administered.

- To put the agent in the ACW mode, set the option as **after-call**.

The assignment of this feature is mandatory.

- To put the agent in the Auxiliary Work (AUX) mode with a different reason codes, set the option as **aux-work**.

The assignment of this feature is mandatory. You can configure your Communication Manager to prompt for reason codes when an agent enters the AUX state.

- To terminate the current call and line appearance, set the option as **release**.

The assignment of this feature is mandatory. Use the release feature if you have enabled the Auto-Answer option on the station.

- To display information collected from the originator of the call, set the option as **callr-info**.

This function is required only with the Call Prompting feature. The Call Prompting feature obtains information from a caller through a collect-digits vector step on Communication Manager.

- To view statistics for the skill configured on the vu-display button, set the option as **vu-display**.

- To view the User-to-User Information (UUI) that you specify for this call, set the option as **uui-info**.

The Computer Telephony Integration (CTI) application usually sets the application. The uui-info is used for screen pops.

You can find information on all available button functions in the Communication Manager documentation.

Chapter 6: Configuring the video settings

Prerequisites

- Complete the steps in [Checking the compatibility for My Computer and Another Phone modes](#) on page 11 to verify that your Communication Manager supports Avaya one-X Agent and FACs.
- Ensure that you have a valid user ID with the proper administrative permissions to change settings on Communication Manager.
- Ensure that the station has been created using the **add station** command on Communication Manager.

-
1. Log in to the Communication Manager administration interface.
You can choose to log in to the Station Administration Terminal (SAT) on Communication Manager.
 2. In the text input field, enter `change station XXXXX`, where **XXXXX** is the station id corresponds to the agent extension number to be used with Avaya one-X Agent. The system displays the change station form for the specified station.
 3. In the **IP Video Softphone** field set the option to `y`.
 4. In the text input field, enter `change ip-codec-set 1`.
 5. Navigate to page 2 of the **change ip-codec-set 1** form, and set the **Allow Direct-IP Multimedia** field to `y`.
 6. In the text input field, enter `change system-parameters customer-options`.
 7. Navigate to page 2 of the **change system-parameters customer-options** form, and set the **Maximum Video Capable IP Softphones** field to the number required.
-

Chapter 7: Enabling the Auto Answer support for a station

-
1. Log in to the Communication Manager administration interface.
You can choose to log in to the Station Administration Terminal (SAT) on the Communication Manager.
 2. In the text input field, enter `change station XXXXX`, where XXXXX is the station id corresponds to the agent extension number to be used with Avaya one-X Agent. The system displays the change station form for the specified station.
 3. Navigate to Page 2 of the **change station** form.
 4. In the **Auto Answer** field, set to `All` or `ACD` on the station form.
An agent logging with the corresponding station id must enable the **CM Auto Answer Support Required** option on the login window at the time of logging in to the Avaya one-X Agent application
-

Enabling the Auto Answer support for a station

Chapter 8: Configuring reason codes

Use the following procedure to configure reason codes on Communication Manager for use in Avaya one-X Agent.

-
1. Log in to the Communication Manager administration interface.
You can choose to log in to the Station Administration Terminal (SAT) on the Communication Manager.
 2. In the text input field, enter `change reason-code-names`.
The system displays the change reason codes for auxiliary and logout in the form.
 3. Enter the codes that you want to use with Avaya one-X Agent, as appropriate.
-

Index

A

administering

Another Phone settings	11
Desk Phone settings	17
My Computer settings	11

C

configuring

reason codes	25
video settings	21

configuring station settings

auto answer support	23
for Another Phone configuration	12
for My Computer configuration	12
for the Desk Phone configuration	18

F

FAC	9
-----------	-------------------

I

introduction	5
--------------------	-------------------

L

legal notices	2
---------------------	-------------------

N

notices, legal	2
----------------------	-------------------

O

overview	5
Communication Manager	5

R

requirement	
C-LAN circuit pack	7
IP Media Processor circuit pack	7

V

validating

Another Phone settings	11
My Computer settings	11
the Desk Phone settings	17
feature access codes	9

