Avaya one-X Communicator

User Reference

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Introduction

Avaya one-X® Communicator 6.0 is Avaya's next generation softphone that supports both H.323 and SIP audio and video. It provides enterprise users with simple access to all the communication tools in a single interface. Avaya one-X Communicator enables you to log into your company's server remotely and make and receive telephone calls from your telephone extension. Depending on the Avaya one-X Communicator features installed on your computer, you can:

- Use Avaya one-X Communicator with other applications.
- Make calls.
- Make conference calls.
- Use bridge conferencing.
- Use contacts.
- Use Call Log.
- Use Instant Messaging.
- Use Directories.
- Use Voice Messaging.
- Use Visual Voice Mail.
- Enable/disable the Click-to-Dial feature.
- Use Video.

NOTE:

If you are upgrading from Avaya one-X Communicator installed in H.323 protocol mode to SIP mode, you must clear all the H.323 protocol-related settings.

Similarly, if you are upgrading from Avaya one-X Communicator installed in SIP protocol mode to H.323 mode, you must clear all the SIP protocol-related settings.

Logging in to the server

To log in to the server:

1. Start Avaya one-X Communicator to display the **Avaya one-X®** **Communicator Login** dialog box.

2. If Avaya one-X Communicator is integrated with Avaya one-X Portal, in the **User name** box, enter your user name on the server.

3. If it is not integrated with Avaya one-X Portal, in the **Extension** box, enter your extension. If you installed Avaya one-X Communicator in SIP mode, it must include area code and the PBX main prefix. Do not prefix the extension with **+** or include any alphabets or special characters.

4. In the **Password** box, enter your password.

5. Click **Log On**.

The **Welcome to Avaya one-X® Communicator** dialog box appears.

6. Click the **Change your login mode** button to select the login mode you want to use. You can select one of the following modes:

   - Office
   - Home
   - Mobile
   - Traveling

7. You can add a presence note by clicking the **Enter Message** text adjacent to the **Change your login mode** button.

8. In the **Place and receive calls using** field, select the endpoint you want to use to make and receive calls. Your choices are:

   - **My Computer** (Road Warrior mode)

     Use this mode when you are out of the office (for example, traveling). This mode enables you to use the full feature set of your company's telephone system from temporary locations anywhere in the world (such as a hotel room). This mode is configured for voice over IP (VoIP). You place and handle calls via the Avaya one-X Communicator interface on your Computer and you use a headset connected to the Computer (or the Computer's microphone and speakers) to speak and listen.

- **Desk Phone** (Shared Control mode)

Use this mode when you are at the office. This mode enables you to log into the server and control your Avaya telephone from Avaya one-X Communicator. You can make and handle calls from both the Avaya one-X Communicator interface and your Avaya telephone. You use your Avaya telephone to speak and listen.

- **Other** (Telecommuter mode)

Use this mode when you are telecommuting (for example, working from your home office or another off-site location). This mode enables you to use the full feature set of your company's telephone system from a location other than your office. You place and handle calls via the Avaya one-X Communicator interface, and you use a separate telephone line at your remote location to speak and listen. Unlike My Computer mode, this mode is configured for toll-quality audio and optimizes audio through the other phone. To use this mode, you must have a separate telephone line available at your remote location.

NOTE:

To be able to select another telephone number, you must specify that number using the **Specify Other** button.

9. Click **Login and save settings**.

The Avaya one-X Communicator window appears.

You can configure Avaya one-X Communicator and also set up your Avaya one-X Communicator account to use it with other applications.

Logging out of the server

To log out of the server and close Avaya one-X Communicator, perform one of the following steps:

- Click  and select **Exit**.
- Right-click the Avaya one-X Communicator icon in the System Tray, and select **Exit**.

To log out of the server without closing Avaya one-X Communicator:

Click , and select **Log Off**.

To close the Avaya one-X Communicator window and remain logged into the server:

Click **X** at the top of the window. The Avaya one-X Communicator window closes, but Avaya one-X Communicator continues to run and is still logged into the server. The Avaya one-X Communicator icon () appears in the System Tray. The Avaya one-X Communicator window opens when you:

- Receive a call.
- Double-click the Avaya one-X Communicator icon in the System Tray.

Using your feature buttons

Feature buttons

Depending on how your extension on the Avaya Aura™Communication Manager system is administered, you may be able to use the following advanced telephony feature buttons, which are available for both H.323 and SIP. Click . If you do not see some of these feature buttons in your Dialpad window, contact your system administrator.

- Automatic Call Back
- Bridged Call appearances
- Call Forwarding All Calls
- Call Forwarding Busy/Don't Answer
- Call Park and Call Retrieve
- Calling Party Number Blocking
- Calling Party Number Unblocking
- Call Pickup
- Call Pickup (Pickup Group, Directed Call Pickup, and Extended Group Call Pickup)
- EC500
- Malicious Call Trace
- One-Step Recording
- Priority Calling
- Send All Calls
- Six-party adhoc conferencing
- Transfer to Voicemail
- Whisper Page

For the list of feature buttons available for H.323, see "Feature Buttons" in Chapter 4, "Managing Telephone Features" in *Administering Avaya Aura™ Communication Manager*.

To access your feature buttons:

1. Click .

The Dialpad window appears and displays the advanced SIP telephony (AST) features that are programmed for your extension.

2. Click the appropriate feature button.

Using Avaya one-X Communicator with Other Applications

Using Avaya one-X Communicator with Avaya one-X Portal

You must have an Avaya one-X Portal account if you want to integrate Avaya one-X Communicator with Avaya one-X Portal. Contact your system administrator for more information.

When you integrate Avaya one-X Communicator with Avaya one-X Portal, you are able to:

- Access your Avaya one-X Portal contacts.
- Access Avaya one-X Portal-based call history.
- Use bridge conferencing.
- Track the presence of your contacts.
- Access your visual voice mail messages.
- Change your presence status.
- Change your personal message.

Using Avaya one-X Communicator in the Citrix Environment

If you are using Avaya one-X Communicator in the Citrix environment:

- You can set your dialing rules in Avaya one-X Communicator.
- All Avaya one-X Communicator files reside on the Citrix server.
- Video is not supported.
- My Computer mode (Road Warrior configuration) is not supported.
- The Click-to-Dial feature works only if the following conditions exist:
    - Microsoft Internet Explorer or Mozilla Firefox is a published application on the Citrix server.
    - You are using the installation of Microsoft Internet Explorer or Mozilla Firefox on the Citrix server. (The Click-to-Dial feature does not work with the local installation of Microsoft Internet Explorer or Mozilla Firefox on your computer.)
- If you are using Avaya one-X Communicator as a published application in the Citrix environment, you must use a resolution of 1024 x 768 or higher.

USING AVAYA ONE-X COMMUNICATOR WITH IBM LOTUS SAMETIME CONNECT

You can make calls from IBM Lotus Sametime Connect using Avaya one-X Communicator. To make a call from IBM Lotus Sametime Connect, right-click on the contact you want to call, and then select **Avaya one-X Communicator Start Call**.

Things to Keep in Mind

When using one-X Communicator with IBM Sametime Connect integration:

- You must be logged into Avaya one-X Communicator to make calls.
- Avaya one-X Communicator dials the telephone number that is administered in the Office Phone field in IBM Domino for the selected user.
- You can only make outgoing calls.
- If you restart Avaya one-X Communicator, you must restart IBM Lotus Sametime Connect.
- If you receive the message "Unable to place call. Avaya one-X Communicator is not logged in," Avaya one-X Communicator is not running. Start Avaya one-X Communicator and log into the server.
- The Business Card information for a contact must display a dialable telephone number for Avaya one-X Communicator to be able to place a call.

USING AVAYA ONE-X COMMUNICATOR WITH MICROSOFT OFFICE COMMUNICATOR

If you installed Avaya one-X Communicator with Microsoft Office Communicator integration, an Avaya tab appears below the Microsoft Office Communicator window.

Using the Avaya tab provided in the Microsoft Office Communicator window, you can:

- Access all the Avaya phone features configured for that station.
- View the state of each feature.
- Turn a feature or on off.
- Get alerts whenever a new voice message appears by viewing the indicator light.
- Initiate a conference.

Things to Keep in Mind

When using Avaya one-X Communicator with Microsoft Office Communicator integration:

- Before you can make calls from Microsoft Office Communicator, you must configure the dialing properties in Avaya one-X Communicator.

- Whenever you make or answer a call from Microsoft Office Communicator, the Avaya one-X Communicator window displays a call appearance for that call.
- For incoming calls, the caller name is not displayed in Microsoft Office Communicator.
- Incoming calls are not associated with a contact.

Using Feature Buttons

To use a feature button:

1. Click the Avaya tab in the Microsoft Office Communicator window.
2. Click the appropriate feature button.
3. Use the dialpad to enter the feature access code or digits (if necessary).

Starting a Conference

To start a conference when you have two or more active calls:

1. Click **Conference** on the Avaya tab.
   A pop-up window appears.
2. Click **Conference**.

USING AVAYA ONE-X COMMUNICATOR WITH MICROSOFT OUTLOOK

If you selected Microsoft Outlook Integration during installation, you can easily make and log calls from Microsoft Outlook via Avaya one-X Communicator. You can make calls from any Microsoft Outlook contact and also from the journal entry which exists for Microsoft Outlook contact. You can even set Avaya one-X Communicator to try to match the caller ID for an incoming call with the telephone numbers in your Microsoft Outlook contacts, giving you the opportunity to know who is calling before you answer the call. If a match is found, the information for that contact is "popped" to the screen.

For information on how to use Avaya one-X Communicator with Microsoft Outlook, select **Help** from the **Avaya** menu in Microsoft Outlook.

Configuring Avaya one-X Communicator

Using a headset with Avaya one-X Communicator

Before you can use a headset, you need to tune your headset with Avaya one-X Communicator by using Audio Tuning Wizard.

When using a headset with Avaya one-X Communicator, place the microphone of the headset directly in front of your mouth. This helps ensure that the other party on a call will hear you when you speak.

For a list of supported headsets, see "End user requirements" in Chapter 6, "Deployment Planning," in Overview and Planning for Avaya one-X® Communicator.

Running the Audio Tuning Wizard

Before running the Audio Tuning Wizard, make sure your audio applications are closed.

To run the Audio Tuning Wizard:

1. Click  and select **Settings > General Settings**.
The **General Settings** dialog box appears.
2. Click **Audio**.
The **Audio** page appears.
3. Click the **Basic** tab, and then click **Audio Tuning Wizard**.
The **Audio Tuning Wizard** dialog box appears. This dialog box enables you to select the devices you want to use to record and play back sound during your calls.
4. From the **Select a playback device** box, select the device you want to use to play sound on your computer during calls.
5. From the **Select a recording device** box, select the device you want to use to record sound on your computer during calls.
6. Click **Next**.
The next Audio Tuning Wizard dialog box appears. This dialog box enables you to verify that your computer speakers or headset are operating properly and to adjust the volume of the speakers or headset.
7. Click **Test**.
If your speakers or headset are operating properly, you hear a sample sound file. Move the slider to adjust the volume. Moving the slider to the right increases the volume. When finished, click **Stop**.

If you do not hear the sample sound file, verify the connections between your computer and the speakers/headset, and verify that your speakers are turned on.

8. Click **Next**.

The next Audio Tuning Wizard dialog box appears. This dialog box enables you to verify that your microphone is operating properly and to adjust the recording level of the microphone.

9. Speak into your microphone to set the recording level.

10. When finished, click **Next**.

The next Audio Tuning Wizard dialog box appears. This dialog box enables the Audio Tuning Wizard to determine the level of background noise at your current location. This prevents Avaya one-X Communicator from transmitting the background noise at your location when you are not speaking during a call.

11. Make sure there is no excessive noise.

12. Click **Test** and then do not speak.

The **Test** button becomes disabled, and the Audio Tuning Wizard determines the background noise level. This test lasts for approximately 10 seconds. When the test is completed, the **Test** button becomes enabled.

If there was excessive noise during the test, repeat Steps 11 and 12.

13. When the test is complete, click **Next**.

The **Audio Tuning Wizard complete** dialog box appears.

14. Click **Finish**.

15. Click **OK** to close the **General Settings** dialog box.

ENABLING/DISABLING THE CLICK-TO-DIAL FEATURE

Use this procedure to enable dialing from Microsoft Internet Explorer or Mozilla Firefox. When the Click-to-Dial feature is enabled, all dialable numbers displayed in the selected Web browser are highlighted automatically. You can dial these numbers with a click of the mouse. You can enable this feature only during installation.

To enable the Click-to-Dial feature during installation:

1. On the Protocol and Feature selection dialog, click **Options.**

The **Optional Integrations selection dialog** appears.

2. In the **Integrations** area, select the check box for the appropriate Web browser.

To disable the Click-to-Dial feature:

1. Click  and select **Settings > General Settings**.

The **General Settings** dialog box appears.

2. Click **Desktop Integration**.

The **Desktop Integration** settings appear.

3. In the **Click-to-Dial** area, clear the check box for **Microsoft Internet Explorer**.

4. Click **OK**.

NOTE:

- You cannot disable the Click-to-Dial feature for Mozilla Firefox.
- You must restart Microsoft Internet Explorer to view the change.

CONFIGURING YOUR DIALING RULES

Use this procedure to specify the rules that Avaya one-X Communicator must follow to dial telephone numbers.

You can either use Auto-configure or set the dialing rules manually. The Auto-configure feature does not work properly if you are using Avaya one-X Communicator through a VPN connection. However, the Auto-configure feature may work if configured by a system administrator.

To use Auto-configure to set your dialing rules:

1. Click  and select **Settings > General Settings**.

The **General Settings** dialog box appears.

2. Click **Dialing Rules**.

The **Dialing Rules** settings appear.

3. Click **Auto-configure**.

Avaya one-X Communicator retrieves information for all of the boxes except the **Display confirmation window before dialing a number** check box.

4. If you want Avaya one-X Communicator to display a confirmation window before it dials a number, select the **Display confirmation window before dialing a number** check box.

5. Click **OK**.

To manually set up your dialing rules:

1. In the **Number to Dial to access an outside line** field, enter the digit(s) you must dial to access an outside line.

2. In the **Your country code** field, enter the code for your country.

3. In the **Your area/city code** field, enter the area code or the city code where your phone server is located. It can be a comma separated code. If you enter this code, Avaya one-X Communicator treats every call made to a region matching with this area or city code as a local call.

4. In the **PBX Main Prefix** field, enter the main prefix of your enterprise PBX.

5. In the **Number to dial for long distance calls** field, enter the digit(s) you must dial to make a long distance call.

6. In the **Number to dial for international calls** field, enter the digit(s) you must dial to make an international call.

7. In the **Extension length for internal extensions calls** field, enter the number of digits that comprise an internal extension. For example, if your internal extensions consist of five digits, you would 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 (for example, three-digit, five-digit, and seven-digit extensions), you can specify the different supported extension lengths. For example, if your company supports three-digit, five-digit, and seven-digit extensions, you would enter **3, 5, 7**. You must use a comma to separate the values.

NOTE:
If you specify multiple extension lengths, Avaya one-X Communicator performs exact matches. For example, if you specify **3, 5, 7**, Avaya one-X Communicator treats three-digit numbers, five-digit numbers, and seven-digit numbers as internal extensions. In this example, if you dial a one-digit, two-digit, or four-digit number, Avaya one-X Communicator does not recognize the numbers as internal extensions.

8. In the **Length of national phone numbers** field,

   - Enter the number of digits you must dial (including area/city code) for a call within your country.
   - For countries with multiple phone number length, enter all supported phone number length separated by a comma.

9. If you entered an area or city code in Step 3, select the **Include area/city code when making a local call** check box if you intend to enter that area or city code while making a call. This ensures that Avaya one-X Communicator treats the calls as local calls.

For example, if you entered the code as 234 and if you select the check box, you need to prefix the number to be called with 234.

10. If you want Avaya one-X Communicator to display a confirmation window before it dials a number, select the **Display confirmation window before dialing a number** check box.

11. Click **OK**.

ENABLING / DISABLING THE DIALING CONFIRMATION WINDOW

Use this procedure to specify whether Avaya one-X Communicator displays a confirmation window before it dials a number.

To enable the dialing confirmation window:

1. Click  and select **Settings > General Settings**.
The **General Settings** dialog box appears.

2. Click **Dialing Rules**.
The **Dialing Rules** settings appear.

3. Select the **Display confirmation window before dialing a number** check box. Avaya one-X Communicator displays the dialing confirmation window before it dials a telephone number.

4. Click **OK**.

VIEWING THE LINE DISPLAY INFORMATION FOR A CALL

Line display information feature is supported in Avaya one-X Communicator only with H.323.

Use this procedure to set Avaya one-X Communicator to display call information for the active call. The line display information appears below the call appearance area in the Avaya one-X Communicator window.

To view the line display information for the active call:

Click  and select **View > Show Line Display**.

NOTE:

A check mark indicates that this setting is enabled.

TURNING OFF RINGING FOR ALL INCOMING CALLS (MY COMPUTER MODE ONLY)

To turn off ringing for all incoming calls:

1. Click  and select **Settings > General Settings**.

The **General Settings** dialog box appears.

2. Click **Audio**.

The **Audio** page appears.

3. Select the **Mute ringing for incoming calls** check box.

4. Click **OK**.

Handling Calls

ANSWERING A CALL

An incoming call appears in the call appearance area of the Avaya one-X Communicator window. The call information (name and number, if available) is displayed.

When you answer a call, the active call timer starts. The active call timer keeps track of the duration of the call.

To answer a call:

Click  for the incoming call.

If you are in Other Phone mode, answer the call from the other phone.

IGNORING AN INCOMING CALL

Use this procedure to disable ringing for an incoming call. You can also turn off ringing for all incoming calls (works only in My Computer mode).

NOTE:
You cannot disable ringing for an incoming call if you are using Avaya one-X Communicator in Telecommuter mode.

To disable ringing for the call:

Click  for the call.

PLACING A CALL ON HOLD

When you place a call on hold, the hold timer starts. The hold timer keeps track of how long the call is on hold. The hold timer restarts every time the call is placed on hold.

To place a call on hold:

Click  for the active call.

The call is placed on hold.

If the call is video enabled, Avaya one-X Communicator stops sending video to the other party. When you resume the call, Avaya one-X Communicator resumes sending video to the other party

RESUMING A CALL ON HOLD

When you resume a call that is on hold, the active timer resumes.

To resume a call that is on hold:

Click  for the held call.

If the call is video enabled, Avaya one-X Communicator resumes sending video to the other party

USING DIALPAD TO ENTER DIGITS DURING A CALL

Use the Dialpad to enter digits during an active call.

To enter digits from the Dialpad during an active call:

1. Click  to access the Dialpad.
2. Click the appropriate buttons on the Dialpad.

To close the Dialpad:

Click **X** in the Dialpad.

TRANSFERRING A CALL

Use the following procedure when you are active on a call and want to transfer the call to another number.

To transfer a call to another number:

1. While you are active on a call, click .
   The **Transfer** dialog box appears.
2. In the **To** field, enter the number to which you want to transfer the call.
3. Click **OK**.
   The call disappears from the Avaya one-X Communicator window, indicating that the transfer was successful.

NOTE:

You can also transfer a call to another number by dragging and dropping the call appearance to either an entry in the call log or to a contact, and then clicking the **Transfer** button that appears on the respective Call Log entry or the Contact entry.

Use the following procedure when you are active on one call and another call is on hold, and you want to transfer one of the calls to another call or to another number.

To transfer a call to another active call:

1. While you are active on a call, click .
   The **Transfer** dialog box appears. By default, the **To** field displays the number of the other call, which is on hold.
2. Perform one of the following:
   - If you want to transfer the call to the other call, which is on hold, click **Transfer**.
     The call disappears from the Avaya one-X Communicator window, indicating that the transfer was successful.
   - If you want to transfer the call to another number, click **Other Number**.
3. In the **To** field, enter the number to which you want to transfer the call.
4. Click **OK**.
   The call disappears from the Avaya one-X Communicator window, indicating that the transfer was successful.

NOTE:
You can also transfer a call to another number by dragging and dropping the call appearance to either the held call appearance, or to an entry in the call log, or to a contact, and then clicking the **Transfer** button that appears in the held call appearance, or the respective Call Log entry, or the Contact entry.

HANGING UP A CALL

To hang up a call:

Click  for the call.

MUTING THE MICROPHONE

You can mute or unmute the microphone only in My Computer mode. When you mute the microphone, your microphone is muted for all calls. To use your microphone, you must unmute the microphone.

To mute the microphone:

Click .

UNMUTING THE MICROPHONE

When you mute the microphone, your microphone is muted for all calls. To use your microphone for another call, you must unmute the microphone.

To unmute the microphone:

Click .

Making Calls

MAKING A CALL FROM THE MAIN WINDOW

To make a call from the main window:

1. In the **Enter name or number** field, enter the telephone number you want to dial.

   NOTE:

   To make an international call, prefix your number with "+" sign and then the country code. For example, you want to make a call to 1234567890 in India. The country code for India is 91. Therefore, you need to enter +911234567890.

2. Click .

   If you are in Other Phone mode, answer the call from the phone.

A call appearance is displayed for the call.

MAKING A CALL USING A BRIDGED EXTENSION

Your system administrator sets up bridged extensions. With the bridged extension feature, you can use another extension to make a call from your phone. At the receiving end, the call appears to have originated from the another extension.

Avaya one-X Communicator displays bridged extensions in the drop-down list box adjacent to the **Enter name or number** field.

To make a call from the main window:

1. In the drop-down list box adjacent to the **Enter name or number** field, click the bridged extension that you want to use for making the call.

2. Click .

   If you are in Other Phone mode, answer the call from the phone.

A call appearance is displayed for the call.

MAKING A CALL FROM THE DIALPAD

To make a call from the Dialpad:

1. Click  to access the Dialpad.

2. Perform one of the following steps:

- Click each digit you want to dial.
- Press each digit on your keyboard.

NOTE:

To make an international call, prefix your number with "+" sign and then the country code. For example, you want to make a call to 1234567890 in India. The country code for India is 91. Therefore, you need to press the digits +911234567890.

A call appearance is displayed.

To close the Dialpad:

Click **X** in the Dialpad.

MAKING A CALL FROM A CONTACT

To make a call from a contact:

1. Click  to display your contacts.
2. From the **Show** drop-down list, select the appropriate contact list.
3. For the contact you want to call, click .

   If you are in Other Phone mode, answer the call from the phone.

A call appearance is displayed for the call.

DIALING A NUMBER FROM MICROSOFT INTERNET EXPLORER

When you dial a telephone number from a Web page, the telephone number is processed according to how you configured Windows dialing.

Before you can dial a telephone number from Internet Explorer, you must enable the Click-to-Dial feature. When the Click-to-Dial feature is enabled, all dialable numbers displayed in Internet Explorer windows are highlighted automatically.

To dial a number that is highlighted automatically:

1. In the browser window, place the mouse over the telephone number you want to dial.

   A telephone icon appears.

   NOTE:

   If you are on a secure site, a different icon appears.
2. Click the mouse.

A call appearance is displayed for the call.

To dial a number that is not highlighted automatically:

1. In the browser window, select the number you want to dial.
2. Right-click and select **Click to Dial**.

A call appearance is displayed for the call.

DIALING A NUMBER FROM MOZILLA FIREFOX

When you dial a telephone number from a Web page, the telephone number is processed according to how you configured Windows dialing.

To dial a number that is highlighted automatically in Mozilla Firefox:

1. In the Mozilla Firefox window, place the mouse over the telephone number you want to dial.

   A telephone icon appears.

   NOTE:

   If you are on a secure site, a different icon appears.
2. Click the mouse.

A call appearance is displayed for the call.

To dial a number that is not highlighted automatically in Mozilla Firefox:

1. In the Mozilla Firefox window, select the number you want to dial.
2. Right-click and select **Click to Dial**.

A call appearance is displayed for the call.

REDIALING THE LAST NUMBER DIALED

The Redial button dials the last telephone number that you dialed from Avaya one-X Communicator during the current session.

To redial the last number dialed:

Click .

If you are in Other Phone mode, answer the call from the phone.

A call appearance is displayed for the call.

USING DIALPAD TO ENTER DIGITS DURING A CALL

Use the Dialpad to enter digits during an active call.

To enter digits from the Dialpad during an active call:

1. Click  to access the Dialpad.
2. Click the appropriate buttons on the Dialpad.

To close the Dialpad:

Click **X** in the Dialpad.

MUTING THE MICROPHONE

You can mute or unmute the microphone only in My Computer mode. When you mute the microphone, your microphone is muted for all calls. To use your microphone, you must unmute the microphone.

To mute the microphone:

Click .

UNMUTING THE MICROPHONE

When you mute the microphone, your microphone is muted for all calls. To use your microphone for another call, you must unmute the microphone.

To unmute the microphone:

Click .

Making Conference Calls

STARTING A CONFERENCE

Depending on your telephone system, you may have up to six participants (including yourself) in a conference. To start a conference, you must have at least two calls in the Avaya one-X Communicator window.

To start a conference:

1. Make sure there are at least two calls in the Avaya one-X Communicator window.
2. Click **Conference**.

   The Conference dialog box appears.
3. Click **Conference**.

   One call is displayed for the conference.

ADDING A PARTICIPANT TO A CONFERENCE

Depending on your telephone system, you may have up to six participants (including yourself) in a conference.

To add a participant to a conference:

1. Perform one of the following steps:
   - Call the party you want to add to the conference.
   - Answer the call from the party you want to add to the conference.
2. Click **Conference**.

   The Conference dialog box appears.
3. Click **Conference** for the party you want to add to the conference or by drag and drop the party in the **Conference** dialog box and then click **Conference**.

PLACING A CONFERENCE ON HOLD

To place a conference on hold:

Click .

The conference call is placed on hold.

RESUMING A CONFERENCE ON HOLD

To resume a conference that is on hold:

Click .

HANGING UP A CONFERENCE

To hang up a conference:

Click  for the active conference call.

DROPPING THE LAST CALL FROM A CONFERENCE

Use this procedure to drop the last call that was added to the conference.

The conference must be active when you want to drop the last call.

To drop the last call from a conference:

Click **Drop** for the active conference call.

Avaya one-X Communicator disconnects the last call that you made.

Using Bridge Conferencing

CALLING INTO A BRIDGE CONFERENCE

The Bridge Conference icon is available only when Avaya one-X Communicator is integrated with Avaya one-X Portal.

To call into a bridge conference:

1. Click .

   The Bridge Conference window appears.

2. Enter your conference bridge number in the box, and click .

3. Log into the bridge. You can use the Avaya one-X Communicator Dialpad to enter your access code.

   The Bridge Conference window displays the conference participants. The default name that Avaya Meeting Exchange assigns to each conference appears at the top of the window. Your information is displayed in **bold** type at the top of the participants list.

HOST TASKS

Locking / unlocking a bridge conference

If you are logged in as a host, you can lock the bridge conference to new participants so that no new participants can join until you unlock the conference.

To lock the bridge conference:

In the Bridge Conference window, click . The conference security icon  appears at the top of the window.

To unlock the bridge conference:

In the Bridge Conference window, click .

Muting a bridge conference (Lecture mode)

If you are logged in as a host, you can mute all other lines in the bridge conference. In this mode, the participants can only listen.

To put the bridge conference on the lecture mode:

In the Bridge Conference window, click .

Unmuting a bridge conference

To bring the bridge conference out of the lecture mode:

In the Bridge Conference window, click .

Muting a participant

If you are logged in as a host, you can mute a participant.

To mute a participant:

In the Bridge Conference window, click  for the participant you want to mute.

An icon appears for the selected participant indicating that the participant is muted.

Unmuting a participant

To unmute a participant:

In the Bridge Conference window, click  for the participant you want to unmute.

Placing a bridge conference on hold

If you are logged in as a host, you can place the bridge conference on music hold.

To place a bridge conference on hold:

In the Bridge Conference window, click .

Resuming a bridge conference on hold

To resume a bridge conference that is on hold:

In the Bridge Conference window, click .

Placing a participant on hold

If you are logged in as a host, you can place a participant on hold.

To place a participant on hold:

In the Bridge Conference window, click  and select **Hold** for the participant you want to place on hold.

An icon appears for the selected participant indicating that the participant is on hold.

Retrieving a participant from hold

If you are logged in as a host, you can retrieve a participant who is on hold.

To retrieve a participant who is on hold:

In the Bridge Conference window, click  and select **Unhold** for the participant who is on hold.

Renaming a bridge conference

Avaya one-X Communicator uses the default name that Avaya Meeting Exchange assigns to each conference. If you logged in as a host, you can change the name that is displayed to the participants for the bridge conference.

To rename a bridge conference:

1. In the Bridge Conference window, click on the conference name at the top of the window.
2. Make your changes.

Sorting participants in a bridge conference

Regardless of how you sort the participants in a conference, your name is always listed on top in **bold** type. The timer is also displayed next to your name.

To sort participants in a bridge conference by name or the order in which they joined the conference:

1. In the Bridge Conference window, click  and select **Sort Participants by**.
2. Perform one of the following steps:
   - If you want sort by name, click **Name**.
   - If you want to sort by the order in which the participants joined the conference, click **Join Order**.

To sort participants in ascending order or descending order:

1. In the Bridge Conference window, click  and select **Sort Participants by**.
2. Perform one of the following steps:
   - If you want to sort by ascending order, click **Ascending**.
   - If you want to sort by descending order, click **Descending**.

Adding a participant to a bridge conference

Only the host can add a participant to a bridge conference.

To add a participant:

1. In the text box at the top of the Bridge Conference window, enter the telephone number of the party you want to add.
2. Click .

Dropping a participant from a bridge conference

If you are logged in as a host, you can drop participants from the bridge conference.

To drop a participant from the bridge conference:

1. In the Bridge Conference window, click  for the participant you want to drop.
2. Select **Remove from Conference**.

The participant is dropped from the bridge conference.

Ending a bridge conference

If you logged into the bridge conference as a host, depending on your bridge configuration, you can drop the bridge conference after making changes even if other hosts remain in the conference. When the bridge conference ends, all conference participants are dropped.

To end a bridge conference:

In the Bridge Conference window, click .

PARTICIPANT TASKS

Muting your bridge conference line

If you logged into a bridge conference as a participant, use this task to mute your line in the bridge conference.

To put your bridge conference line on mute:

In the **Bridge Conference** window, click  for your entry in the bridge conference.

An icon appears for your entry indicating that you are muted.

Unmuting your bridge conference line

If you logged into a bridge conference as a participant, use this task to unmute your line in the bridge conference.

To unmute your bridge conference line:

In the **Bridge Conference** window, click  for your entry in the bridge conference.

Leaving a bridge conference

Use this procedure to leave a bridge conference that you logged into as a participant.

To leave a bridge conference:

1. In the Bridge Conference window, click  for your entry.
2. Select **Exit Conference**.

Using Contacts

ADDING A CONTACT

Use this procedure to add a contact to your Contacts list.

To add a contact:

1. Click  to display your contacts.
2. Click , and select **Contacts > Add Contact**.

   The **Add Contact** dialog box appears.
3. Enter the appropriate information for this contact.
4. When finished, click **OK**.

MODIFYING A CONTACT DETAILS

You cannot modify details of a Favorite contact.

To modify a contact details:

1. Click  to display your contacts.
2. For the contact you want to modify, click , and select **Show Details**.

   OR

   Double-click the contact you want to modify.

   The information for the selected contact appears.
3. Make your changes.
4. When finished, click **OK**.

DELETING A CONTACT

Use this procedure to delete a contact.

To delete a contact:

1. Click  to display your contacts.
2. For the contact you want to delete, click , and select **Delete from Contacts**. Alternatively, you can right-click the contact and select **Delete from**

Contacts.

The selected contact is deleted.

VIEWING THE INFORMATION FOR A CONTACT

To view the information for a contact:

1. Click  to display your contacts.
2. Find the contact in which you are interested.
3. For the contact, click , and select **Show Details**.

OR

Double-click the contact you want to modify.

The information for the selected contact appears.

4. Click **OK**.

SORTING CONTACTS

You can sort contacts by first name or last name and type.

From the **Sort** drop-down list, select **First Name** or **Last Name**. Click the **Name** box to display the names in ascending or descending order.

MAKING A CALL FROM A CONTACT

To make a call from a contact:

1. Click  to display your contacts.
2. From the **Show** drop-down list, select the appropriate contact list.
3. For the contact you want to call, click .

If you are in Other Phone mode, answer the call from the phone.

A call appearance is displayed for the call.

SENDING AN E-MAIL TO A CONTACT

Avaya one-X Communicator does not support the Click-to-Email feature in SIP mode.

To send an e-mail to a contact:

1. Click  to display your contacts.
2. From the **Show** drop-down list, select the appropriate contact list.

3. For the appropriate contact, click .
Your default e-mail application opens.

4. Compose and send your e-mail message.

SENDING AN INSTANT MESSAGE TO A CONTACT

You can only establish an instant messaging session with a user who is online.

In SIP mode, Avaya one-X Communicator uses native instant messaging.

In H.323 mode, to send an instant message, you must have an instant messaging application installed. This feature is available only when Avaya one-X Communicator is integrated with Avaya one-X Portal.

To send an instant message to a contact in H.323 mode:

1. Click  to display your contacts.

2. From the **Show** drop-down list, select the appropriate contact list.

3. For the appropriate contact, click  to launch your instant messaging application.
Your instant messaging application appears.

4. Compose and send your instant message.

For information on sending an instant message to a contact in SIP mode, see Using Instant Messaging (SIP mode only).

SEARCHING FOR A CONTACT (SIP MODE)

When you search for a contact, Avaya one-X Communicator searches the contacts in all Personal Contacts, Favorites, enterprise contacts, and Search Results.

To search for a contact:

1. Click  to display your contacts.

2. In the Enter name or number box, enter the name or telephone number you want to find.

3. Click .
The contacts that match your search criteria are displayed. (The **Show** drop-down list displays **Search Results**.)

NOTE:

- When you enter the first few characters of a enterprise contact's first name or last name, all matching names are displayed in the search results. As you type in more characters, the search results filter to match the new characters. These search results are populated from your Microsoft Outlook, IBM Lotus Notes, and Public Directory only if you have selected either or all of these in the Desktop Integration - General Settings dialog box.
- If you have configured Novell directory as a Public Directory, you can search a Novell directory enterprise contact only if you are an authenticated user.
- If you have integrated Avaya one-X Communicator with Lotus Notes, Lotus Notes prompts you for a password when you search for a enterprise contact. Enter your Lotus Notes password to continue the search.

ACCEPTING PRESENCE ACCESS REQUESTS (H.323 MODE ONLY)

when Avaya one-X Communicator is integrated with Avaya one-X Portal and a user adds you to their Favorites list, you receive a Presence Access request notification at the bottom of the Avaya one-X Communicator contacts list window and you also see a Presence Access request icon at the top left corner of the Contacts icon ().

To go to the Presence window, click the **Review** button. You can accept or deny access to your presence from here.

USING FAVORITES

Adding a contact to Favorites (SIP mode)

After searching for a contact, you can add it to the Favorites contact list.

After searching, the **Show** drop-down list displays **Search Results**.

For the contact you want to add to Favorites, click  and select **Add to Favorites**.

Removing a contact from Favorites

When you remove a contact from Favorites, that contact is not deleted from any other directory.

To remove a contact from Favorites:

1. Click  to display your contacts.

2. From the **Show** drop-down list, select **Favorites** to display your Favorites contact list.

3. For the contact you want to remove, click , and select **Remove from Favorites**.

The selected contact is removed.

Using the Call Log

VIEWING CALL LOG ENTRIES

To view Call Log entries:

Click .

Your list of Call Log entries appears.

To view the details of a Call Log entry:

Click  for the appropriate entry, and select **Show Details**.

To view both name and number of all Call Log entries:

Click , and select **Call Log > Show Name and Number**.

A check mark appears.

SORTING CALL LOG ENTRIES

You can sort Call Log entries by type of call (that is, All, Incoming, Outgoing, or Missed), name/number, date/time, and length of call

To sort your Call Log entries by type:

1. Click .
   Your list of Call Log entries appears.
2. From the **Show** drop-down list, select the type of call log entries you want to view. Your choices are **All**, **Incoming**, **Outgoing**, or **Missed**.

To sort your Call Log entries by name/number, date/time, or length of call:

1. Click .
   Your list of Call Log entries appears.
2. Click on the appropriate column (that is, **Name/Number**, **Time**, or **Length**). The Call Log entries are displayed in ascending order depending on the selected attribute. Click on the column again to display the Call Log entries in descending order.

Making a call from a Call Log entry

To make a call from a Call Log entry:

1. Click  to access the Call Log.
2. Click  for the entry you want to call.

Deleting a Call Log entry

To delete a Call Log entry:

1. Click  to access the Call Log.
2. Click  for the entry you want to delete, and select **Delete**.
   A dialog box appears prompting you to confirm your action.
3. Click **Yes**.

To delete multiple Call Log entries:

1. Click  to access the Call Log.
2. Select all the entries that you want to delete.
3. Click , and select **Call Log > Delete All**.
4. A dialog box appears prompting you to confirm your action.
5. Click **Yes**.

Adding a caller to Contacts from a Call Log entry

If the Call Log entry is from an unknown number, you can add that entry to your Contacts. However, in SIP mode, you can only add a Personal Contact from a Call Log entry.

To add a caller to your contacts list from the call log entry:

1. Click  to display your call log.
2. Select a contact you want to add to your Contacts.
3. If you are using Avaya one-X Communicator in H.323 mode, click  and select **Add to Contacts** if the entry is a Personal contact.
4. If you are using Avaya one-X Communicator in H.323 mode with Avaya one-X Portal integration, click  and select **Add to Favorites** if the entry is a Favorite contact.

5. If you are using Avaya one-X Communicator in SIP mode, click  and select **Add as Personal Contact**.

The contact is added to your Contacts list.

NOTE:

If a contact already exists with the same phone number, the system displays the contact details for that contact.

Using Instant Messaging (SIP mode only)

SENDING AND RECEIVING INSTANT MESSAGES

If you have installed Avaya one-X Communicator in SIP mode, you can use native instant messaging to send and receive instant messages to contacts which have been added as Favorites. This also works if your contact is offline.

Avaya one-X Communicator supports Unicode enabling you to send and receive instant messages in any language.

You can also send and receive instant messages from Avaya one-X Agent users if they are registered on the same presence server or a federated XMPP server.

To send and receive instant messages:

1. Click  to display your contacts.
2. From the **Show** drop-down list, select **Favorites** to display your Favorites contact list.
3. Click  for the contact to which you want to send instant messages. The Instant Messaging window appears.
4. Enter your message.
5. Click **Send** to send your message to the contact.

NOTE:

If the contact is offline, a message **<*DisplayName*> is currently offline. Messages sent to offline users will be delivered when they come online.** appears in the Instant Messaging window.

MAKING A CALL FROM THE INSTANT MESSAGING WINDOW

While sending instant messages to a contact, you can also call the contact from the Instant Messaging window.

To call the contact from the Instant Messaging window:

1. Click  to display your contacts.
2. From the **Show** drop-down list, select **Favorites** to display your Favorites list.
3. Click  to display the Instant Messaging window.
4. Click  on the top of the Instant Messaging window.

SENDING INSTANT MESSAGES WHILE ON AN ACTIVE CALL

While on a call with a contact, you can also send instant messages to that contact.

To send instant messages while on an active call:

1. Click  to display your contacts.
2. From the **Show** drop-down list, select **Favorites** to display your Favorites list.
3. Click  to initiate a call.

A call appearance is displayed.

4. Click  to display the Instant Messaging window.
5. Enter your message.

SENDING AND RECEIVING INSTANT MESSAGES FROM CALL LOG

To send and receive instant messages from Call Log:

1. Click  to access the Call Log.
2. Double-click an entry for which you want to send instant messages.

The Call Details window appears.

3. In the Call Details window, click  to open the messaging window.

Using Directories

SETTING UP ACCESS TO A PUBLIC DIRECTORY

If you are logged in to Avaya one-X Communicator, you can set up access to a public directory only manually.

To configure the public directory settings:

You must know the following information for that directory:

- Server address for the directory
- Search root for the directory
- Login, if required
- Password, if required

1. In the **Directory Type** field, select the type of directory (that is, Active Directory (LDAP), Domino, or Novell).
2. In the **Directory Name** field, enter the name for the directory.
3. In the **Server Address** field, enter the IP address of the server for this directory.
4. In the **User name** field, enter the user name, if required.
5. In the **Password** field, enter the password, if required.
6. In the **Search Root** field, enter the search root. An example is **ou=people, o=<your_company_name>.com**.
7. In the **Server Port** field, enter the port. The default is 389.
8. In the **Timeout** field, enter the timeout interval. The default is 100 seconds.
9. In the **Max Entries** field, enter the maximum number of matching entries that you want Avaya one-X Communicator to display. The default is 50.
10. Select the **Use Active Directory GSS Bind** check box if you want Avaya one-X Communicator to use the current user's login and password to bind with the Active Directory LDAP server.
11. Click **Desktop Integration**.
The **Desktop Integration** settings appear.
12. Select the **Public Directory** check box if you want Avaya one-X Communicator to search contacts in the public directory when you use the Name Look Up feature.

13. Click **OK**.

SETTING UP ACCESS TO MICROSOFT OUTLOOK

Use this procedure to set Avaya one-X Communicator to search contacts in Microsoft Outlook when you use the Name Look Up feature. Microsoft Outlook must be installed and running on your computer.

To set up access to Microsoft Outlook:

1. Click  and select **Settings > General Settings**.
The **General Settings** dialog box appears.
2. Click **Desktop Integration**.
The **Desktop Integration** settings page appears.
3. Select the **Microsoft Outlook Contacts** check box.
4. Click **OK**.

SETTING UP ACCESS TO IBM LOTUS NOTES ADDRESS BOOK

Use this procedure to set Avaya one-X Communicator to search contacts in Lotus Notes Address Book when you use the Name Look Up feature. Lotus Notes Address Book must be installed and running on your computer.

To set up access to Lotus Notes Address Book:

1. Click  and select **Settings > General Settings**.
The **General Settings** dialog box appears.
2. Click **Desktop Integration**.
The **Desktop Integration** settings page appears.
3. Select the **IBM Lotus Notes Contacts** check box.
4. Click **OK**.

Using Voice Messaging

CONFIGURING AVAYA ONE-X COMMUNICATOR TO ACCESS A MESSAGING SYSTEM

If you are using Avaya one-X Portal integration, and visual voice mail is administered for your Avaya one-X Portal account, you do not have to configure Avaya one-X Communicator to access the messaging system. In this case, Avaya one-X Communicator is already configured to access your visual voice mail messages.

When you receive a voice mail message, the Message Waiting Indicator (MWI) icon, located in the top-left corner of the Avaya one-X Communicator main window, is turned "on," indicating that you have one or more voice mail message. You can access your messaging system from Avaya one-X Communicator by clicking on the Message Waiting Indicator icon. However, you must first configure Avaya one-X Communicator to access your messaging system. If you click on the Message Waiting Indicator icon before configuring Avaya one-X Communicator to access your messaging system, no action occurs (that is, Avaya one-X Communicator does not access your messaging system).

You can set Avaya one-X Communicator to access your messaging system in one of the following ways:

- Dial the access number of the messaging system.
- Open an application that accesses the messaging system.
- Open a Web browser and go to the Web page for the voice messaging system.

To configure Avaya one-X Communicator to access your messaging system:

1. Click  and select **Settings > General Settings**.

   The **General Settings** dialog box appears.

2. Click **Message Access**.

   The **Message Access** page appears.

3. Select the **Enable Message Access** check box.

4. Perform one of the following steps:

   - If you want Avaya one-X Communicator to dial a telephone number:

     1. Select the **Dial this number** option.

        NOTE:

        You can also use Auto-configure to configure this number.

     2. In the text box, enter the telephone number you want to dial to access the messaging system.

3. Go to Step 5.

- If you want Avaya one-X Communicator to open another application to access the messaging system:

  1. Select the **Start This Application** option.
  2. Using the **Browse** button, select the application you want to run.
  3. Go to Step 5.

- If you want Avaya one-X Communicator to open a Web browser to access the Web page for the messaging system:

  1. Select the **Open Webpage** option.
  2. In the text box, enter the Web page for the messaging system.
  3. Go to Step 5.

5. Click **OK** to close the **General Settings** dialog box.

ACCESSING THE VOICE MESSAGING SYSTEM

If you are using Avaya one-X Portal integration, and visual voice mail is administered for your Avaya one-X Portal account, go to Access your visual voice mail messages.

When you receive a voice mail message, the Message Waiting Indicator on your telephone is turned "on." When this occurs, the Voice Messages Status button turns on in the Avaya one-X Communicator window. You can access your voice messaging system from Avaya one-X Communicator by clicking on the Voice Message Status button. However, you must first configure Avaya one-X Communicator to access your voice messaging system. If you click on the Voice Messages Status button before configuring Avaya one-X Communicator to access your voice messaging system, no action occurs (that is, Avaya one-X Communicator does not access your voice messaging system).

To access your voice messaging system:

Click the Voice Messages Status button located at the top-left corner of the Avaya one-X Communicator window. Avaya one-X Communicator attempts to contact your voice messaging system.

Using Visual Voice Mail

ACCESSING YOUR VISUAL VOICE MAIL MESSAGES (H.323 MODE)

If you are using Avaya one-X Portal integration, you can access your Visual Voice Mail messages.

To access your Visual Voice Mail messages:

1. Click .
   Your list of messages appears.
2. Do either of the following:
   - Click  for the message you want to view, and then select **Listen**.
     The details of the message appear, and the voice mail message starts downloading.
   - Click  on the message you want to view.
     The details of the message appear, and the voice mail message starts downloading.
3. In the Voice area, use the controls to play the message.
4. Click  and select **Save** to save the message at a location of your choice.
5. Click  and select **Open** to play the message in another media player.

NOTE:

If you double-click a message, it starts playing as soon as the download completes. You do not need to click  to play it.

ADDING A NUMBER TO CONTACTS FROM VISUAL VOICE MAIL MESSAGES

Besides adding a personal contact, you can add a Favorite contact if Avaya one-X Communicator is able to resolve the contact name.

To add a number to the Contacts from the visual voice mail message:

1. Click  to display your voice mail messages.
2. Select a number you want to add to your Contacts.
3. Click  and select **Contact** > **Add Contact**.

The contact is added to Contacts list.

NOTE:

If a contact already exists with the same phone number, the system displays the contact details for that contact.

MAKING A CALL FROM A VISUAL VOICE MAIL MESSAGE

To make a call from a visual voice mail message:

1. Click  to display your voice mail messages.
2. Select a number you want to call.
3. Perform one of the following:
   - Click  and select **Contact** > **Call**.
   - Click  for the entry you want to call.

NOTE:

A phone icon () appears only when the voice mail includes a telephone number.

MARKING A MESSAGE AS UNREAD

To mark a visual voice mail message as "unread":

1. Click .

   Your list of messages appears.

2. Click  for the message you want to mark as "unread," and then select **Mark as Unread**.

DELETING A MESSAGE

To delete a visual voice mail message:

1. Click .

   Your list of messages appears.

2. Click  for the message you want to delete, and then select **Delete**.

   The selected message is deleted.

To delete multiple visual voice mail messages:

1. Click .

Your list of messages appears.

2. Click the message you want to delete.

3. Press and hold down the **CTRL** key on your keyboard, and then click on each message you want to delete.

4. After you have selected the messages you want to delete, click the menu icon  in the Avaya one-X Communicator launch pad window and then select **Messages > Delete Selected**.

A confirmation dialog box appears.

5. Click **Yes**.

The selected messages are deleted.

SENDING AN E-MAIL TO A CONTACT FROM A VISUAL VOICE MAIL MESSAGE

This feature is available only when Avaya one-X Communicator is integrated with Avaya one-X Portal. Also, you can send an e-mail to a contact only when the contact is added on the Avaya one-X Portal server.

To send an e-mail to a contact from a Visual Voice Mail message:

1. Click  to display your voice mail messages.

2. Perform one of the following:

   - Click  adjacent to a contact you want to send an e-mail.
   - Click  and select **Contact** > **Send Email >** *e-mail address of the contact*.

This displays your default mail client (Microsoft Outlook or IBM Lotus Notes) to compose a new e-mail.

SENDING AN INSTANT MESSAGE TO A CONTACT FROM A VISUAL VOICE MAIL MESSAGE (H.323 MODE ONLY)

This feature is available only in H.323 mode and when Avaya one-X Communicator is integrated with Avaya one-X Portal. In addition, you can send an instant message only if the contact is added on the Avaya one-X Portal server.

To send an instant message to a contact from a visual voice mail message:

1. Click  to display your voice mail messages.
2. Perform one of the following:
   - Click  adjacent to a contact you want to send an instant message.
   - Click  and select **Contact** > **Launch IM**.

This displays your default Instant Message client (Microsoft Office Communicator or Lotus Sametime).

Using Video with Avaya one-X Communicator

USING VIDEO WITH AVAYA ONE-X COMMUNICATOR

For video calls, make sure to select the Enable Video Calls check box in the General Settings window after installation.

Avaya one-X Communicator supports video calls in:

- H.323 configuration only in My Computer and Desk phone modes
- SIP configuration only in My Computer mode

There is no support for video calls if all the following conditions are met:

- You are using Avaya one-X Communicator 5.2 in H.323 mode.
- Avaya one-X Communicator is registered with CM as Evolution Server 6.0.
- The called party is using Avaya one-X Communicator 6.0 in H.323 mode.
- Avaya one-X Communicator of the called party is registered with CM as Access Element 5.2.1.

If Avaya one-X Communicator cannot establish a video call with a particular contact, a red cross  icon appears on the video status of that contact in Contacts and Call Log windows.

Video integration enables you to send and receive video during calls you handle with Avaya one-X Communicator if the media server of your enterprise provides support and is configured for video. Avaya one-X Communicator attempts to "register" with the video feature on the media server

When video is available during a call, you can:

- Send video to the other party.
- Receive video from the other party.
- Mute video (temporarily stop sending video to the other party).
- Stop the video.
- View statistics for the call.
- View full screen video.
- Keep video window always on top.

By default, Avaya one-X Communicator sends your video image automatically when you answer or join a video call. To change this setting, see Changing your video settings.

OPENING THE VIDEO WINDOW

Use this procedure to open the video window if it is closed.

To open the video window:

1. Perform one of the following steps:
   - Click .
   - Click  and select **Settings > Video Settings**.
2. Click **Open Video Window**.
3. Click **OK**.

DISPLAYING THE VIDEO WINDOW IN ITS OPTIMAL SIZE

To display the video window in its optimal size:

Click  in the video window.

SETTING THE VIDEO WINDOW TO APPEAR AUTOMATICALLY ON LOGIN

Use this procedure to set the video window to appear automatically when you log into the server.

To set the video window to appear automatically on login:

1. Perform one of the following steps:
   - Click .
   - Click  and select **Settings > Video Settings**.

   The General settings appear.
2. Click **Advanced**.
3. Make sure the **Show the video window automatically on login with video capabilities** check box is selected.
4. Click **OK**.

CHANGING YOUR VIDEO SETTINGS

You can change the following video settings:

- Whether to start sending your video image automatically when you answer or join a call

- Whether to display the near-end video and the far-end video in the same window (Picture-in-Picture)
- Whether to make the video picture to stretch to fit the screen in full-screen mode
- Whether to enable the screen saver and monitor power saving mode during a call

To change your video settings:

1. Perform one of the following steps:
   - Click .
   - Click  and select **Settings > Video Settings**.
2. If you want Avaya one-X Communicator to start sending your video image automatically, make sure the **Send your video image automatically when you answer or join a video call** check box is selected.

   NOTE:

   If you disable this setting, Avaya one-X Communicator does not send the video automatically when you answer or join a video call. The Video Umute button  is displayed. To start sending video to the other party on the call, you must click .
3. To set Avaya one-X Communicator to display the near-end and far-end video in the same window, perform the following steps:
   a. Select the **Display a picture-in-picture window** check box.
   b. Select the appropriate option for the size of the picture-in-picture window (that is, small, medium, or large).
   c. If you want the picture-in-picture window to remain in a fixed location in the video window, select the **Fixed picture-in-picture location** check box.
4. If you want Avaya one-X Communicator to stretch the video window to fit the screen on a full screen video mode, select the **Stretch video to fit screen** check box.
5. If you want Avaya one-X Communicator to display a warning before displaying the video window on a full screen mode, select the **Display warning before entering Full Screen mode** check box.
6. If you want to disable the screen saver and do not want the monitor to switch to the power saving mode during an active video call, select the **Automatically disable screen saver and monitor power saving mode during a call** check box.
7. Click **OK**.

VIEWING VIDEO IN PICTURE IN PICTURE (PIP) MODE

Use this procedure to view your video picture and the video picture of the called party in PIP mode in your video window:

1. Select the **Display a picture-in-picture window** check box, see Changing your video settings.
2. Ensure that the video window is open on your end and the other party's window.
3. Click .

Two pictures appear in your video window.

MUTING THE VIDEO

Use this procedure to temporarily stop sending video to the other party during a call.

To temporarily stop sending video to the other party:

Disconnect the Web camera or click .

Avaya one-X Communicator stops sending the video. However, you continue to receive video from the other party. The other party sees the following message in their video window: "Far End Muted."

To resume sending video to the other party:

Reconnect the Web camera or click .

STOPPING THE VIDEO

Use this procedure to stop sending video to the other party during a call. Stopping the video during a call does not disconnect the call.

NOTE:
When you stop the video during a call, you cannot restart the video during that call.

To stop sending video to the other party:

Click .

VIEWING STATISTICS FOR THE CURRENT VIDEO CALL

To view the statistics for the current video call:

1. Perform one of the following steps:
   - Click  and select **Settings > Statistics**.

- In the **Video** window, click 

  The **Statistics** dialog box appears.

2. When finished, click **Close**.

VIEWING FULL SCREEN VIDEO WINDOW

Use this procedure to view full screen video.

1. Click the  icon on the video window to view the full screen video.

   You get a warning that you can press the Escape key anytime to return to normal mode. Press the Escape key to return to the normal mode from the full screen mode.

2. Select the **Do not display this warning in future** check box, if you do not want to see this warning next time.

3. Click **OK**.

KEEPING VIDEO WINDOW ALWAYS ON TOP

Use this procedure to keep the video window always on top of other applications.

1. Click the  icon on the video window. This brings the video window on top of other applications.

2. Click the  icon to return to normal mode.

Troubleshooting

Product Interactions

Avaya one-X Communicator's interaction with the following products:

- **Citrix**

  If you are using Avaya one-X Communicator in the Citrix environment, you must use a resolution of 1024 x 768 or higher.

- **Microsoft Alt-Tab Task Switcher Powertoy for Windows XP**

  Avaya one-X Communicator does not work with Microsoft Alt-Tab Task Switcher Powertoy for Windows XP.

IBM Lotus Sametime Connect

Problem

When you select **Avaya one-X Communicator Start Call** in IBM Lotus Sametime Connect, nothing happens (that is, the call is not placed).

Solution

Verify that you are logged in to Avaya one-X Communicator. If you are not logged in, log into Avaya one-X Communicator and try to place the call again.

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