

Avaya one-X® Communicator for Mac OS X

Release Notes

Release 1.0.4
July 2012

© 2012 Avaya Inc. All Rights Reserved.

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 gents, 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 Website: http://www.avaya.com/support

License
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://support.avaya.com/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(s)
Named User License (NU). Customer may: (i) install and use the Software on a single Designated Processor or Server per authorized Named User (defined below); or (ii) install and use the Software on a Server so long as only authorized Named Users access and use the Software. "Named User," means a user or device that has been expressly authorized by Avaya to access and use the Software. At Avaya's sole discretion, a "Named User" may be, without limitation, designated by name, corporate function (e.g., webmaster or helpdesk), an e-mail or voice mail account in the name of a person or corporate function, or a directory entry in the administrative database utilized by the Product that permits one user to interface with the Product.
Shrinkwrap License (SR). With respect to Software that contains elements provided by third party suppliers, End User may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as "shrinkwrap" or "clickwrap" license accompanying or applicable to the Software ("Shrinkwrap License"). The text of the Shrinkwrap License will be available from Avaya upon End User's request (see "Third-party Components" for more information).

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://support.avaya.com/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

Trademarks
Avaya, the Avaya logo, and COMPAS are either registered trademarks or trademarks of Avaya Inc. in the United States of America and/or other jurisdictions. All other 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

Avaya support
Avaya 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 Support Web site:
http://www.avaya.com/support

Contents

Introduction 4
Overview 4
System requirements 4
Server-side requirements 4
Client-side requirements 5
Feature support 5
Technical support 6
Related documentation 7
Limitations 7
Fixes 8
Known issues and workarounds 8

Introduction

This document provides late-breaking information to supplement Avaya one-X® Communicator for Mac OS X software and documentation. For updated documentation, product support notices, and service pack information, see the Avaya Support website.

Overview

Avaya one-X® Communicator for Mac OS X is a soft phone designed for Apple Mac OS X-based computers. The soft phone provides a simple, intuitive access to all the features of a desk phone on your computer that helps you to manage your telephony tasks.

Release 1.0.4 of Avaya one-X® Communicator for Mac OS X introduces support for Mac OS X Mountain Lion or Mac OS X 10.8. Release 1.0.4 also supports Mac OS X Lion or Mac OS X 10.7 and Mac OS X Snow Leopard or Mac OS X 10.6.

Release 1.0.4 also re-introduces support for *Other Phone* mode, which is also known as the *Telecommuter* mode. That is, dialing using “Other Phone” is now supported along with “My Computer”.

System requirements

Server-side requirements

You must have any of the following combinations of servers for Avaya one-X® Communicator for Mac OS X:

- Avaya Aura® Communication Manager 5.2 and Avaya Aura® SIP Enablement Services 5.2
- Avaya Aura® Communication Manager 6.0 and Avaya Aura® Session Manager 6.0
- Avaya Aura® Communication Manager 6.0 and Avaya Aura® Session Manager 6.1
- Avaya Aura® Communication Manager 6.0 and Avaya Aura® Session Manager 6.2
- Avaya Aura® Communication Manager 6.2 and Avaya Aura® Session Manager 6.2

Note:

You must configure each user extension to use session initiation protocol (SIP) services. For more information, see *Avaya one-X® Communicator for Mac OS X Administrator Guide* on the Avaya Support website or contact your system administrator.

Client-side requirements

The client computer must meet the following minimum requirements to use Avaya one-X® Communicator for Mac OS X:

Hardware:

- Processor: Intel 1.6 GHz or a higher processor
- Memory: 1-GB of RAM
- Hard disk space: 1-GB

Software:

Operating system**:**

- Mac OS X Mountain Lion or Mac OS X 10.8
- Mac OS X Lion or Mac OS X 10.7
- Mac OS X Snow Leopard or Mac OS X 10.6

Feature support

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

- Basic call control (Make Call, End Call, Receive, Hold/Resume, Mute/Unmute)
- Transfer – Direct / Consultative
- Conference – Direct / Consultative
- Message Waiting Indicator
- Dial pad – DTMF
- Speaker and microphone control toggling
- Speed dial
- Redial
- Call History with filtering
- Contact Management
- Corporate directly integration for LDAP compliant directories
- Click-to-dial
- User-configurable preferences

Avaya one-X® Communicator for Mac OS X supports the following features as configured in Communication Manager for the extension:

- Multiple line appearances
- Ad-hoc conferencing
- Automatic Call Back

- Whisper paging
- Call Forwarding All Calls
- Call Forwarding Busy/Don't Answer
- Call Park/Unpark
- Calling Party Number Blocking/Unblocking
- Call Pickup
- Call Pickup Extended
- EC 500 (Extension to cellular)
- Malicious Call Trace
- One-Stop Recording
- Send All Calls
- Transfer to voicemail
- Supports advanced call functionality

Note:

You must configure the features to use in an extension.

Technical support

Support for Avaya one-X® Communicator for Mac OS X is available through Avaya Technical Support. If you encounter trouble with Avaya one-X® Communicator for Mac OS X:

1. Retry the action. Follow the instructions in written or online documentation carefully.
2. Check the documentation that came with your hardware for maintenance or hardware-related problems.
3. Note the sequence of events that led to the problem and the exact messages displayed. Look for the relevant troubleshooting information in the available Avaya documentation.
4. If software support has been purchased, you can contact Avaya Technical Support by:
   - Logging on to the Avaya Technical Support website support.avaya.com.
   - Calling or faxing Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support website.

You may be asked to e-mail one or more files to Technical Support for analysis of your application and its environment.

Note:

If you have difficulty reaching Avaya Technical Support through the above URL or email address, please go to www.avaya.com for further information.

When you request technical support, provide the following information:

- Configuration settings
- Usage scenario, including all steps required to reproduce the issue.
- Screenshots, if the issue occurs in the Administration Application, end-user website, or Portal clients.
- Copies of all logs related to the issue.
- All other information that you gathered when you attempted to resolve the issue.

Tip:

Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the Escalation Contacts listings on the Avaya website.

For information on patches and product updates, see Avaya support website support.avaya.com.

Related documentation

For more information on Avaya one-X® Communicator for Mac OS X, see the following documents on the Avaya Support website.

- *Avaya one-X® Communicator for Mac OS X User Guide*
- *Avaya one-X® Communicator for Apple SIP Clients Administrator Guide*

Limitations

Release 1.0.4 Avaya one-X® Communicator for Mac OS X has the following limitations:

- Supports only SIP signaling.
- Does not support UDP signaling (the option has been removed from the relevant settings pane).
- Supports only US English.
- Supports registration for only a single server.
- Does not support dial pad calling. A user can only generate DTMF tones to interact with features like voicemail.
- Does not support auto answer.
- Supports addition of only local contacts to the speed dial list.
- Does not support the priority calling feature distinctive audible alerting.
- Does not support bridged call appearances.
- No more than six parties, including the user, can be merged in ad-hoc conferencing. Any attempt to join a seventh user will result in failure.

Fixes

In Avaya one-X® Communicator for Mac OS X release 1.0.4 the following defects are fixed:

- DE6779 [Snow Leopard] Contacts don't display properly
- DE8892 Crash on conference of 2 people (CM6.2)
- DE8889 (Mountain Lion): Crash on conference of 2 people
- DE1487 Telecommuter mode - Incorrect ANI is displayed
- DE9195 Conference Participant is auto-muted
- DE8789 Conferencing to One-X Mac users fails
- DE6542 In rare situations, the 1XC client does not auto connect when the Mac wakes up from sleep.
- DE6767 EC500 call drops when a second call is initiated from the 1XC client.
- DE6769 If the master of a 3-way Conference is on mute when one of the other parties drops off, the Mute indication on the 1XC client is lost.
- DE6779 In rare installations when clicking the **Contacts** button, the Contacts do not display properly.
- DE7551 Mac OS X client unable to dial 1-303-538-2200 (Avaya bridge number).
- DE7938 Sporadic one-way audio issue observed after hold/unhold call several times between H.323 & 1XC-Mac.
- DE7998 No message displayed to the user when he tries to search Enterprise contact which is not available in Directory.
- DE8026 Name Resolution for local contact uses SM/CM entry, not local contact datafill.
- DE8373 If 1XC is running and Mac-Pro shuts down, when I restart Mac the next morning, 1XC crash message is displayed.
- DE8385 Incoming Call icon on Call Appearance changes to Outgoing after EC500 station answer the call.
- DE8447 Deleted call log entries reappear after quit/restart of 1XC-Mac

Known issues and workarounds

Defect ID	Description	Work Around
DE3396	During uninstallation, the script did not report an error when the 1XC client is registered to a call server.	Disconnect from the call server before uninstalling the client.
DE5396	The call log list is sometimes empty when logging in with a different extension.	No known work around.

DE5427	If you click on the white space below **All Contacts** in the 1XC local Address Book, the names temporarily change to **No Name**.	No entries should be displayed since no group is selected.
DE5758	1XC client takes more time to search for local user when LDAP server is unreachable.	No known work around.
DE6610	User not able to answer the call through the spacebar shortcut key when the 1XC dialpad is open – focus moves to the dialpad/feature list.	Click on the main 1XC window to ensure focus is on the main client window. Spacebar answering then works.
DE6641	Incoming call alert screen does not show during slow LDAP search.	Wait for the search to complete to see the call alert screen.
DE6706	Deleting a contact from the Address Book is not reflecting in the 1XC speed dial list.	Quit and restart the 1XC application.
DE6708	Uninstallation script did not delete the favorites.sqlite file.	The favorites.sqlite file can be manually deleted if needed.
DE6785	1XC client automatically logs in after a system restarts even when the **Run Avaya one-X Communicator when I log on to Mac OS X** option is not selected.	No known work around.
DE8086	1XC user may not hear Far End ringing on the first call after connection of the headset.	No known work around.
DE8476	"Run Avaya One-X Communicator when I log on to Mac OS X" option is not working.	This does not work for Mountain Lion the user can enable the application extra menu from the system tray to enable this. The "Options->Open at Login" accomplishes the same thing.
DE8477	[Mountain Lion] Uninstallation script does not provide command prompt to perform uninstallation for ASC Client With Mountain Lion. Signing of script is not working in Mountain Lion.	Uninstall Script can be run if Gate Keeper security settings allow. Or files can be deleted manually.
DE8780	No voice path with active call on some machines. On very rare occasions some machines have an issue with voice path.	The issue is with the GIPS audio component – will be addressed with move to WebRTC.