

Using Avaya one-X® Communicator for CS 1000

October 2011

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1 Introduction

2 Avaya one-X[®] Communicator 6.1 for Avaya communication Server 1000 (CS 1000) is Avaya's next
3 generation softphone that supports SIP audio and video. It provides enterprise users with simple
4 access to all the communication tools in a single interface. Avaya one-X[®] Communicator enables you
5 to log into your company's server remotely and make and receive telephone calls from your telephone
6 extension. Depending on the Avaya one-X[®] Communicator features installed on your computer, you
7 can:

- 8 • [Make calls](#)
- 9 • [Make conference calls](#)
- 10 • [Use contacts](#)
- 11 • [Use Call Log](#)
- 12 • [Send and receive instant messages](#)
- 13 • [Use Directories](#)
- 14 • [Use Voice Messaging](#)
- 15 • [Enable/disable the Click-to-Dial feature](#)
- 16 • [Make video calls](#)

1 **Logging in to the server**

2 **To log in to the server:**

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

5 2. In the **Login** box, enter your login id.

6 3. In the **Password** box, enter your password.

7 4. Click **Log On**.

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

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

10 The Avaya one-X® Communicator window appears.

11

12

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.

1 Using Avaya one-X® Communicator Icons

2 The table below lists out icons used in Avaya one-X® Communicator user interface and the purpose of
3 each icon.

4

Icon	Icon name	Icon description
	Call button	Dials a number.
	Call answer button	Answers an incoming call.
	Call drop and call reject button	Ends an ongoing call and rejects an incoming call.
	Transfer call button	Forwards an ongoing call to another telephone number.
	Call hold/conference button	Places the current call on hold and also adds participants to a conference call
	Ongoing call button	Places the current call on hold and dials another number.
	Mute button	Mutes the communicator.
	Unmute button	Unmutes the communicator.
	Call log button	Opens the call log pane.
	Contacts button	Opens the contacts pane.
	Redial button	Redials the last dialled number.
	Speed dial button	Opens the speed dial pane.
	Call resume button	Resumes the on-hold call.
	Call from log button	Dials the selected number from the call log pane.
	Voice mail button	Notifies and gives access to new voicemails.



Dial pad button

Opens the dial pad.

1

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

- 8 • [Make calls](#)
- 9 • [Make conference calls](#)
- 10 • [Use contacts](#)
- 11 • [Use Call Log](#)
- 12 • [Send and receive instant messages](#)
- 13 • [Use Directories](#)
- 14 • [Use Voice Messaging](#)
- 15 • [Enable/disable the Click-to-Dial feature](#)
- 16 • [Make video calls](#)

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

10 The Avaya one-X[®] Communicator window appears.

11

12

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

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1 Using Avaya one-X® Communicator Icons

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Dial pad button

Opens the dial pad.

1

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 - General Settings dialog box](#).

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.

ENABLING/DISABLING THE CLICK-TO-DIAL FEATURE

Avaya one-X® Communicator automatically enables the Click-to-Dial feature from Microsoft Internet Explorer and Mozilla Firefox during installation. Use this procedure to disable the feature from the browsers. When the Click-to-Dial feature is enabled, all dialable numbers displayed in the selected Web browser is highlighted automatically. You can dial these numbers with a click of the mouse.

Note: Avaya one-X® Communicator recognizes the following formats as dialable numbers and highlights those numbers in Microsoft Internet Explorer and Mozilla Firefox:

+1 123 456 7890

123-456-7890

01234 456 7890

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 must restart Microsoft Internet Explorer to view the change.

ENABLING OR DISABLING AUDIO CODECS

1 Use this procedure to enable or disable audio codecs. By default, all the supported audio codecs are
2 selected.

4 **To disable an audio codec:**

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

6 The **General Settings** dialog box appears.

7 2. Click **Audio Codecs**.

8 The **Codec Preferences** page appears.

9 3. Clear the check box against the audio codec you want to disable.

10 4. Click **OK**.

11 **Note:** The G711 codecs (G.711 Mu-law and G.711 A-law) are selected by default and cannot be
12 disabled.

14 **To enable an audio codec:**

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

16 The **General Settings** dialog box appears.

17 2. Click **Audio Codecs**.

18 The **Codec Preferences** page appears.

19 3. Select the check box against the audio codec you want to enable.

20 4. Click **OK**.

21 For more information on the supported audio codecs, see the descriptions for [Audio Codecs - General](#)
22 [Settings dialog box](#).

23 **TURNING OFF RINGING FOR ALL INCOMING CALLS**

24 **To turn off ringing for all incoming calls:**

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

26 The **General Settings** dialog box appears.

27 2. Click **Audio**.

28 The **Audio** page appears.

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

30 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.

IGNORING AN INCOMING CALL

Use this procedure to disable ringing for an incoming call. You can also [turn off ringing for all incoming calls](#).

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:



1 Click  for the held call.

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

3 USING THE DIALPAD TO ENTER DIGITS DURING A CALL

4 To dial a number from the Dialpad during an active call:

- 5 1. Click  to access the Dialpad.
- 6 2. Click the appropriate buttons on the Dialpad.
- 7 You can also enter the digits from your keyboard.

8 To close the Dialpad:

9 Click **X** in the Dialpad.

10

11 TRANSFERRING A CALL

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

14 To transfer a call to another number:

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

21 NOTE:

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

25

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

28 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

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.

1 **To unmute the microphone:**

2 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.
2. Click .

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 your 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 .

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.

A call appearance is displayed.

To close the Dialpad:

Click **X** in the Dialpad.

1 MAKING A CALL FROM A CONTACT

2 To make a call from a contact:

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

6 A call appearance is displayed for the call.

7 DIALING A NUMBER FROM MICROSOFT INTERNET EXPLORER

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

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

13 To dial a number that is highlighted automatically:

- 14 1. In the browser window, place the mouse over the telephone number you want to dial.
15 A telephone icon appears.

16 **NOTE:**

17 If you are on a secure site, a different icon appears.

- 18 2. Click the mouse.

19 A call appearance is displayed for the call.

20 To dial a number that is not highlighted automatically:

- 21 1. In the browser window, select the number you want to dial.
- 22 2. Right-click and select **Click to Dial**.
- 23 A call appearance is displayed for the call.

25 DIALING A NUMBER FROM MOZILLA FIREFOX

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

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

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

1 A telephone icon appears.

2 **NOTE:**

3 If you are on a secure site, a different icon appears.

4 2. Click the mouse.

5 A call appearance is displayed for the call.

6

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

8 1. In the Mozilla Firefox window, select the number you want to dial.

9 2. Right-click and select **Click to Dial**.

10 A call appearance is displayed for the call.

11 REDIALING THE LAST NUMBER DIALED

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

14 **To redial the last number dialed:**

15 Click .

16 A call appearance is displayed for the call.

17 USING THE DIALPAD TO ENTER DIGITS DURING A CALL

18 **To dial a number from the Dialpad during an active call:**

19 1. Click  to access the Dialpad.

20 2. Click the appropriate buttons on the Dialpad.

21 You can also enter the digits from your keyboard.

22 **To close the Dialpad:**

23 Click **X** in the Dialpad.

24

25 TRANSFERRING A CALL

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

28 **To transfer a call to another number:**

29 1. While you are active on a call, click .

30 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.

MUTING THE MICROPHONE

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:

1 Click .

2

3 **UNMUTING THE MICROPHONE**

4 When you [mute the microphone](#), your microphone is muted for all calls. To use your microphone for
5 another call, you must unmute the microphone.

6 **To unmute the microphone:**

7 Click .

Making conference calls

STARTING A CONFERENCE

Depending on your telephone system, you may have up to three 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.

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.

- 1 The conference must be active when you want to drop the last call.
- 2 **To drop the last call from a conference:**
- 3 Click **Drop** for the active conference call.
- 4 Avaya one-X® Communicator disconnects the last call that you made.
- 5

Using Contacts

SEARCHING FOR A CONTACT

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 the **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 or Public Directory only if you have selected either or all of these in the [Desktop Integration - General Settings](#) dialog box.

USING FAVORITES

Adding a contact to Favorites

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

Note:

You can add a contact to favorites only if the source of the contact is the Public Directory.

To add a contact to favorites:

1. Click  to display your contacts.
2. In the Enter name or number box, enter the name of the contact.
3. Press **Enter** or click .
4. In the search results, right-click the contact and select, **Add to Favorites**.
The contact is added as a Favorite.

ADDING A CONTACT

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

2 **To add a contact:**

- 3 1. Click  to display your contacts.
- 4 2. Click , and select **Contacts > Add Contact**.
- 5 The **Add Contact** dialog box appears.
- 6 3. Enter the appropriate information for this contact.
- 7 4. When finished, click **OK**.

8 **MODIFYING A CONTACT DETAILS**

9 You cannot modify details of a Favorite contact.

10 **To modify a contact details:**

- 11 1. Click  to display your contacts.
- 12 2. For the contact you want to modify, click , and select **Show Details**.
- 13 OR
- 14 Double-click the contact you want to modify.
- 15 The information for the selected contact appears.
- 16 3. Make your changes.
- 17 4. When finished, click **OK**.

19 **DELETING A CONTACT**

20 Use this procedure to delete a contact.

21 **To delete a contact:**

- 22 1. Click  to display your contacts.
- 23 2. For the contact you want to delete, click , and select **Delete from Contacts**.
- 24 Alternatively, you can right-click the contact and select **Delete from Contacts**.
- 25 The selected contact is deleted.

27 **EXPORTING CONTACTS**

28 Use this procedure to export contacts to your Contacts list.

1 To export contacts:

- 2 1. Click  to display your contacts.
- 3 2. Click , and select **Contacts > Export Contacts**.
- 4 3. Browse to the location where you want to save the contacts file (.vcf).
- 5 4. When finished, click **Save**.
- 6 The existing contacts in the contacts file (.vcf) gets saved at the selected location.
- 7 5. On the Contacts Notification dialog box, click **OK**.

8 IMPORTING CONTACTS

9 Use this procedure to import contacts to your Contacts list.

10 To import contacts:

- 11 1. Click  to display your contacts.
- 12 2. Click , and select **Contacts > Import Contacts**.
- 13 3. Browse to the location where the contacts file (.vcf) is stored and select the file.
- 14 4. When finished, click **Open**.
- 15 The existing contacts in the contacts file (.vcf) get added to the one-X[®] Communicator
- 16 Contacts.
- 17 5. On the Contacts Notification dialog box, click **OK**.

18 VIEWING THE INFORMATION FOR A CONTACT

19 To view the information for a contact:

- 20 1. Click  to display your contacts.
- 21 2. Find the contact in which you are interested.
- 22 3. For the contact, click , and select **Show Details**.
- 23 OR
- 24 Double-click the contact you want to modify.
- 25 The information for the selected contact appears.
- 26 4. Click **OK**.

27 SORTING CONTACTS

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

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

3 **MAKING A CALL FROM A CONTACT**

4 **To make a call from a contact:**

- 5 1. Click  to display your contacts.
- 6 2. From the **Show** drop-down list, select the appropriate contact list.
- 7 3. For the contact you want to call, click .
- 8 A call appearance is displayed for the call.

Using the Call Log

VIEWING CALL LOG ENTRIES

To view Call Log entries:

Click .

Your list of Call Log entries appear.

To view the details of a Call Log entry:

Right-click the log entry, and select **Show Details**.

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

1. Select the call log.

2. Click  appearing at the top right corner of the Avaya one-X[®] Communicator window, 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.

1

2 MAKING A CALL FROM A CALL LOG ENTRY

3 To make a call from a Call Log entry:

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

6 DELETING A CALL LOG ENTRY

7 To delete a Call Log entry:

- 8 1. Click  to access the Call Log.
- 9 2. Right-click the log entry you want to delete, and select **Delete**.
- 10 A dialog box appears prompting you to confirm your action.
- 11 3. Click **Yes**.

12 To delete multiple Call Log entries:

- 13 1. Click  to access the Call Log.
- 14 2. Select all the entries that you want to delete.
- 15 Press shift and select the entries you want to delete.
- 16 3. Click  appearing at the top right corner of the Avaya one-X® Communicator
- 17 window, and select **Call Log > Delete Selected**.
- 18 4. A dialog box appears prompting you to confirm your action.
- 19 5. Click **Yes**.

20 To delete all Call Log entries:

- 21 1. Click  to access the Call Log.
- 22 2. Click  appearing at the top right corner of the Avaya one-X® Communicator
- 23 window, and select **Call Log > Delete All**.
- 24 3. A dialog box appears prompting you to confirm your action.
- 25 4. Click **Yes**.

26 ADDING A CALLER TO CONTACTS FROM A CALL LOG ENTRY

27 You can only add a Personal Contact from a Call Log entry.

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

- 2 1. Click  to display your call log.
- 3 2. Right-click the log entry and select **Add as Personal Contact**.
- 4 3. In the Add Contact dialog box, enter details of the contact.
- 5 4. Click **OK**.

6 The contact is added to your Contacts list.

7 **NOTE:**

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

9 that contact.

Using instant messaging

SENDING AND RECEIVING INSTANT MESSAGES

This feature is available only when Avaya one-X® Communicator is integrated with Avaya Aura® Presence Services Release 6.1.

Avaya one-X® Communicator supports Unicode enabling 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. You can enter a maximum of 500 characters in 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.

INSERTING EMOTICONS IN AN INSTANT MESSAGE

While entering an instant message in the Instant Messaging window, you can also add emoticons.

To insert an emoticon in an instant message:

1. Click  to display your contacts.
2. From the Show drop-down list, select Favorites to display your Favorites 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  to open the emoticons list.
6. In the emoticons list, select an emoticon.

1 The emoticon is added in the instant message.

2 **CHANGING FONT OF AN INSTANT MESSAGE**

3 While entering an instant message, you can also change the font.

4 **To change the font of an instant message:**

- 5 1. Click  to display your contacts.
- 6 2. From the Show drop-down list, select Favorites to display your Favorites list.
- 7 3. Click  for the contact to which you want to send instant messages.
- 8 The Instant Messaging window appears.
- 9 4. Click  to display a font selection window.
- 10 5. Select a font, style, color, and size.
- 11 6. Click **Save**.
- 12 7. Enter your message.

13 The instant message appears in the new font.

14 **CHANGING YOUR PRESENCE STATUS**

15 You can set your IM presence status from Avaya one-X® Communicator. Your choices are:

- 16 • Automatic 
17 When you select this presence state, Avaya one-X® Client Enablement Services automatically
18 changes your presence according to your current status. For example, if you make or answer a
19 call, your presence status automatically changes to Busy .
- 20 • Available 
- 21 • Busy 
- 22 • Unavailable 
- 23 • Out of Office 
- 24 • Appear Offline 

25 **To change your presence status:**

- 26 1. Click the presence status icon (located next to your display name).
- 27 The list of presence status icons appears.
- 28 2. Select the appropriate presence status.

1 MAKING A CALL FROM THE INSTANT MESSAGING WINDOW

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

4 To call the contact from the Instant Messaging window:

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

9 SENDING INSTANT MESSAGES WHILE ON AN ACTIVE CALL

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

11 To send instant messages while on an active call:

- 12 1. Click  to display your contacts.
- 13 2. From the **Show** drop-down list, select **Favorites** to display your Favorites list.
- 14 3. Click  to initiate a call.
- 15 A call appearance is displayed.
- 16 4. Click  to display the Instant Messaging window.
- 17 5. Enter your message.

18 SENDING AND RECEIVING INSTANT MESSAGES FROM CALL LOG

19 To send and receive instant messages from Call Log:

- 20 1. Click  to access the Call Log.
- 21 2. Double-click an entry for which you want to send instant messages.
- 22 The Call Details window appears.
- 23 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).

Note: Avaya one-X® Communicator does not support OpenLDAP.

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**.

1 **SETTING UP ACCESS TO MICROSOFT OUTLOOK**

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

5 **Note:** Avaya one-X® Communicator supports Microsoft Outlook 2007 and Microsoft Outlook 2010.

6 **To set up access to Microsoft Outlook:**

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

8 The **General Settings** dialog box appears.

9 2. Click **Desktop Integration**.

10 The **Desktop Integration** page appears.

11 3. Select the **Microsoft Outlook Contacts** check box.

12 4. Click **OK**.

Using voice messaging

CONFIGURING AVAYA ONE-X® COMMUNICATOR TO ACCESS A MESSAGING SYSTEM

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

When you receive a voice mail message, 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 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.

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. Log on to Avaya one-X® Communicator.
2. Perform one of the following steps:
 - Click .
 - Click  and select **Settings > Video Settings**.
3. Click **Open 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. Log on to Avaya one-X® Communicator.
2. Click  and select **Settings > Video Settings**
The General settings page appears.
3. Click **Advanced**.
4. Make sure the **Show the video window automatically on login with video capabilities** check box is selected.
5. Click **OK**.

CHANGING YOUR VIDEO SETTINGS

You can change the following video settings:

- Whether to start sending your video images 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. Log on to Avaya one-X® Communicator.
2. Click  and select **Settings > Video Settings**.
The General settings page appears.
3. 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 .

4. 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.
5. 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.
 6. 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.
 7. 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.
 8. 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.

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