



Using Avaya one-X[®] Communicator for MAC OS X

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Chapter 1: Introduction

Product overview

Avaya one-X[®] Communicator for MAC OS X is an intuitive, easy-to-use, high-definition voice and video softphone. The communicator provides you all your desk telephone features, video, access to enterprise directory, and your contacts in a single interface on your Apple computer.

Basic features

You can use Avaya one-X[®] Communicator for MAC OS X for the following basic features:

- Desktop access to your contact list and enterprise directory
- Full set of call control features, including transfer and adhoc audio conferencing capability
- Two different usage modes
- User preference settings to control connections to the Avaya Aura[®] environment and to the corporate directory
- Selection and control of camera, microphone, and speaker for audio and video calls
- Navigation and call handling through keyboard shortcuts
- Click-to-dial
- Click button to access voice mail
- Dial from recent calls
- User preference settings to set dial plans and emergency number

Feature descriptions

The following features are available for use with Avaya one-X[®] Communicator for MAC OS X:

Feature	Description
Automatic Call Back	This feature enables you to request the Communication Manager server to call you back if you call an extension that is busy.
Call Forwarding All Calls	This feature enables you to forward all calls to any extensions.
Call Forwarding Busy/Don't Answer	This feature enables you to forward calls to any extension when your extension is busy or if you do not answer.
Call Park and Call Unpark	This feature enables you to place the current call in call park state and you can retrieve the call from any other extension within the system.
Calling Party Number Blocking	This feature enables you to block the sending of the calling party number for a call.
Calling Party Number Unblocking	This feature enables you to deactivate the Calling Party Number Blocking feature.
Call Pickup	With Call Pickup, you create a call pickup group. All group members can answer a call ringing at another telephone in the group from their telephones. If more than one telephone is ringing, the telephone that has been ringing the longest is picked up.
Call Pickup Extended	This feature allows you to pickup calls from another Call Pickup Group, but within the same extended group.
EC 500 (extension to cellular)	This feature allows you to extend the office calls to the your mobile telephone. When the office telephone gets an incoming call, the configured mobile phone rings at the same time.
Malicious Call Trace (MCT)	This feature enables you to send a message to the MCT extensions that you want to trace a malicious call. MCT activation also starts recording the call if your system has an MCT voice recorder.
One-Step Recording	This feature enables you to activate and deactivate the recording of active calls to AUDIX.
Send All Calls	This feature enables you to direct all your incoming calls to another number.
Transfer to Voice mail	This feature enables you to transfer the calls to AUDIX mail, where the caller can leave a message.

Chapter 2: Getting started

Installing Avaya one-X® Communicator for Mac OS X

About this task

To install Avaya one-X® Communicator for MAC OS X on your Apple computer:

Procedure

1. Download the **Avaya one-X Communicator.dmg** file to your desktop.
Contact your system administrator for the URL from where to download the Avaya one-X Communicator.dmg file.
 2. Double click the **Avaya one-X Communicator.dmg** file.
The application opens a temporary folder on your desktop that contains the following files:
 - Avaya one-X Communicator
 - Avaya one-X Communicator Uninstall.tool
 3. From the new folder, drag both the files to the **Applications** folder.
 4. Open the **Finder** window.
 5. Select **Applications**, and double-click **Avaya one-X Communicator**.
 6. Select the default options to install **Avaya one-X Communicator**.
-

Selecting a microphone and a speaker

Before you begin

Ensure that Avaya one-X® Communicator for MAC OS X application is open and is active.

Procedure

1. On the menu bar, click **Audio**.
The communicator displays all the available microphones and speakers.

2. Select the microphone and speaker you want to use with Avaya one-X® Communicator for MAC OS X.
-

Selecting a camera

Before you begin

Ensure that Avaya one-X® Communicator for MAC OS X application is open and is active.

Procedure

1. On the menu bar, click **Video**.
The communicator displays all the available cameras.
 2. Select the camera you want to use with Avaya one-X® Communicator for MAC OS X.
-

Using Communication Manager features

Before you begin

Ensure that Avaya one-X® Communicator for MAC OS X application is open and is active.

Procedure

1. On the menu bar, click **Features**.
The communicator displays all the Communication Manager features configured for the extension.
 2. Select the feature from the list.
-

Using keyboard shortcuts

Avaya one-X® Communicator for MAC OS X provides you the option to navigate through contacts, recent calls, search results, and favorites using your keyboard. You can also perform the following functions using your keyboard:

- Make an audio or video call to additional phone numbers of a contact listed in the **...** pop-up screen. See [Making a call to additional numbers of a contact](#) on page 24.
- Add or remove a contact from your list of Favorites. See [Adding a contact to Favorites](#) on page 36 and [Removing a contact from Favorites](#) on page 36.
- Control the audio volume during an active call. See [Using keyboard shortcuts to control audio volume](#) on page 11.
- Add a contact from the recent calls. See [Adding a contact from the recent calls](#) on page 33.
- Add a contact from the search results. See [Adding a contact from search results](#) on page 34.
- View the details of a contact. See [Viewing the details of a contact](#) on page 37.

About this task

Use the following procedure to navigate through the Contacts, Recents, Favorites, and Search results screens using keyboard shortcuts.

Procedure

1. When you are on any of the following screens, press the **Tab** key on the keyboard to navigate through the information:

- Favorite screen
- Recent screen
- Contacts screen
- Search results screen

The first contact in the list is selected and highlighted.

2. You can perform the following functions using the keyboard shortcuts:
 - To navigate through the contacts or recent calls, press the Up arrow key or the Down arrow key, as required.
 - To navigate to **...**, press the Right arrow key and to return to the contact, press the Left arrow key.

When you are on the **...** pop-up screen, you can make audio and video calls to the listed phone numbers using keyboard shortcuts. For more information, see [Making a call to additional numbers of a contact](#) on page 24.

Using keyboard shortcuts to control audio volume

You can use keyboard shortcuts to control audio volume during an active audio call.

Procedure

1. During an active audio call, press Command+Down arrow keys.
The audio control pop-up appears on Avaya one-X[®] Communicator for MAC OS X screen. To close the pop-up, use Command+Down arrow keys.
 2. Perform any of the following actions:
 - To increase the volume, press the Up arrow key or the Right arrow key.
 - To decrease the volume, press the Down arrow key or the Left arrow key.The audio volume increases or decreases depending on your selection. The volume slider next to the speaker icon moves as you increase or decrease the volume.
-

Uninstalling Avaya one-X[®] Communicator for Mac OS X

About this task

To uninstall Avaya one-X[®] Communicator for MAC OS X from your Apple computer:

Procedure

1. Open the **Finder** window.
 2. Select **Applications**, and double-click **Avaya one-X Communicator Uninstall.tool**.
-

Chapter 3: Configuring your preferences

Configuring the account settings

About this task

Use this procedure to configure the account settings. You must configure your account before using Avaya one-X[®] Communicator for MAC OS X application.

Procedure

1. Click the menu icon on your Mac computer, and select **one-X Communicator > Preferences**.
Avaya one-X[®] Communicator for MAC OS X displays the Preferences window.
2. Select the **Account** tab.
3. In the **Server** field, enter the IP address of the Avaya Aura[®] Session Manager server.
4. In the **Extension** field, enter your extension number.
5. In the **Password** field, enter your password.
6. In the **Domain** field, enter the domain name of the Avaya Aura[®] Session Manager server.
7. In the **Voicemail** field, enter your voicemail number.
8. From the **Mode** drop-down menu, select a mode.
9. From the **Transport Type** drop-down menu, select the type of protocol.

Related topics:

[Account field descriptions](#) on page 14

Account field descriptions

Name	Description
Server	The Internet Protocol (IP) address of the Avaya Aura® Session Manager server.
Extension	Your telephone extension.
Password	Your password.
Domain	The domain name of the Avaya Aura® Session Manager server.
Voicemail	Your Voicemail number.
Mode	The field to select a mode using a drop-down menu.
Transport Type	The field to select a protocol using a drop-down menu. The available options are: <ul style="list-style-type: none">• TCP• TLS

Configuring the general preferences

About this task

Use this procedure to configure the preferences for Avaya one-X® Communicator for MAC OS X using the **General preferences** tab.

Procedure

1. From the menu bar, select **one-X Communicator > Preferences**
Avaya one-X® Communicator for MAC OS X displays the Preferences window.
2. Select the **General** tab.
3. Select the **Display alerts for incoming calls** check box if you want to see desktop alerts when someone calls you. You can also answer or reject the call from the call alert window. If you do not select this option, the communicator rings, but does not display any alerts.
4. Select the **Pause iTunes™ playback when receiving or placing calls** check box if you want the communicator to pause iTunes playback when you receive or make a call.

5. Select the **Change iChat™ status to busy when receiving or placing calls** check box if you want the communicator to change your iChat status to busy when you receive or make calls.
6. In the **Status message** field, enter a status message that you want to appear as iChat status when making or receiving a call.

Related topics:

[General preferences field descriptions](#) on page 15

General preferences field descriptions

Name	Description
Display alerts for incoming calls	The check box to indicate if display alerts for incoming calls must be activated.
Pause iTunes playback when receiving or placing calls	The check box to indicate if iTunes playback must be paused when placing or receiving calls through Avaya one-X® Communicator for MAC OS X.
Change iChat status to busy when receiving or placing calls	The check box to indicate if iChat status must be changed to busy when placing or receiving calls through Avaya one-X® Communicator for MAC OS X.
Status message	The status message to be displayed on Avaya one-X® Communicator for MAC OS X.

Configuring dialing rules

Before you begin

Ensure you have the following information:

- Number to dial to access an local outside line
- Number to dial for long distance calls
- Number to dial for international calls

About this task

Perform the following actions to configure the dialing rules for your communicator:

Procedure

1. From the menu bar, click **one-X Communicator > Preferences**.
The communicator displays the Preferences window.
2. Select the **Dialing Rules** tab.
3. Enter the following information:
 - a. In the **Number to dial to access an outside line** field, enter the number that you need to dial before dialling a local outside telephone number.
 - b. In the **Your country code** field, enter your country code.
 - c. In the **Your area/city code** field, enter your area code.
 - d. In the **PBX main prefix** field, enter the PBX main prefix number.
 - e. In the **Number to dial for long distance calls** field, enter the number that you need to dial before dialling a long distance number.
 - f. In the **Number to dial for international calls**, enter the number that you need to dial before dialling an international telephone number.
 - g. In the **Extension length for internal extension calls**, enter the length of the extension numbers in your organization.
 - h. In the **Length of national phone numbers (including area/city code)**, enter the length of the national telephone numbers including the area code.
4. Select the **Include area/city code when making a local call** if you want to include the area code while dialling a local telephone number.

Related topics:

[Dialing Rules field descriptions](#) on page 16

Dialing Rules field descriptions

Name	Description
Number to dial to access an outside line	The digits to dial to access an outside line.
Your country code	Your country code.
Your area/city code	The code assigned to your area or city.
PBX main prefix	The main prefix number of your PBX.
Number to dial for long distance calls	The number to dial for making a long distance call.
Number to dial for international calls	The code for gaining access to dial an international phone number.

Name	Description
Extension length for internal extension calls	The number of digits to dial (including area/city code) for a call within your country.
Length of national phone numbers	The number of digits to dial for making a call to a national phone number.
Include area/city code when making a local call	The check box to indicate if the area or city code must be included in the number for making a local call.

Configuring the directory

Before you begin

To add the enterprise directory of your organization to Avaya one-X[®] Communicator for MAC OS X, obtain the following information from the system administrator of your organization:

- Domain name of the directory server
- Port number for communication with the directory server
- Search base
- Scope
- Authentication type

About this task

Use this procedure when your Avaya one-X[®] Communicator for MAC OS X is offline:

Procedure

1. From the menu bar, select **one-X Communicator > Preferences**.
The communicator displays the **Preferences** window.
2. Select the **Directory** tab.
3. In the **LDAP Server** field, enter the domain name of the directory server.
4. In the **Port** field, enter the port number for communication with the directory server.
5. In the **Search base** field, enter the search base.
6. From the **Scope** drop-down menu, select a scope for the directory.
7. From the **Authentication** drop-down menu, select the type of authentication method.
8. In the **User name** field, enter your user name.

9. In the **Password** field, enter your password.

Related topics:

[Directory field descriptions](#) on page 18

Directory field descriptions

Name	Description
LDAP Server	The domain name of the public directory server.
Port	The port number of the directory server. The default value is 389.
Search base	The search base. An example is ou=people, o=company
Scope	The drop-down menu to select a type of scope. The available options are: <ul style="list-style-type: none">• Base• One Level• Subtree
Authentication	The drop-down menu to select a type of authentication. The available options are: <ul style="list-style-type: none">• None• Simple
User name	User name on the directory server.
Password	Password for the user name.

Configuring advanced preferences

About this task

Perform the following actions to configure advanced preferences for Avaya one-X[®] Communicator for MAC OS X:

Procedure

1. From the menu bar, select **one-X Communicator > Preferences**.
The communicator displays the **Preferences** window.
2. Select the **Advanced** tab.
3. To use audio QoS, select **Use DSCP / TOS value[1..63]** and specify a value.
4. To use signaling QoS, select **Use DSCP / TOS value[1..63]** and specify a value.
Differentiated Services Code Point (DSCP) designates different levels of service to be assigned to network traffic. Each packet on the network is marked with a DSCP code corresponding to a level of service.
5. To set diagnostic setting, select **Advanced > Diagnostic**.

Related topics:

[Advanced field descriptions](#) on page 19

Advanced field descriptions

Name	Description
Audio QoS	The field to enable a measurement type for Quality of Service for audio calls. <ul style="list-style-type: none"> • None • Use DSCP / TOS value (1...63)
Signaling QoS	The field to enable a measurement type for signalling Quality of Service. <ul style="list-style-type: none"> • None • Use DSCP / TOS value (1...63)
Video QoS	The field to enable a measurement type for Quality of Service for video calls. <ul style="list-style-type: none"> • None • Use DSCP / TOS value (1...63)
Turn on logging for troubleshooting	Check box to indicate if logging must be enabled for troubleshooting.

Configuring an emergency number

About this task

Avaya one-X® Communicator for MAC OS X uses the number provided here to reach you during an emergency. Perform the following actions to set an emergency number in Avaya one-X® Communicator for MAC OS X:

Procedure

1. From the menu bar, select **one-X Communicator > Preferences**.
The communicator displays the **Preferences** window.
2. Select the **Emergency** tab.
3. In the **Emergency Number** field, enter the emergency number.

Related topics:

[Emergency field descriptions](#) on page 20

Emergency field descriptions

Name	Description
Emergency Number	Emergency phone number

Chapter 4: Making calls

Making a call by entering a number in the main window

Procedure

1. In the **Enter name or number** field, enter the telephone number you want to call.
The communicator displays the call icons.
 2. Perform one of the following actions:
 - To make an audio call, click  or press **Enter** key on your keyboard.
 - To make a video call, click  or press **Command+Shift+V** keys on your keyboard.
-

Making a call from the directory

You can make calls to contacts in your local directory as well as to the contacts in the enterprise directory using Avaya one-X® Communicator for MAC OS X.

Procedure

1. In the **Enter a name or number** field, enter the name of the contact you want to call.
The communicator searches the directories and displays a list of contacts matching your search criteria.
 2. Move your cursor over the contact you want to dial. Alternatively, press the **Tab** key on your keyboard to select the first contact in the list and use the Up and Down arrow keys to navigate through the contacts.
The communicator displays the call icons.
 3. Perform one of the following actions:
 - To make an audio call, click  or press the **Enter** key on your keyboard.
 - To make a video call, click .
-

Making a call from the recent calls

Procedure

1. On the main window, click .
 2. Move your cursor over the contact you want to call. Alternatively, press the **Tab** key on your keyboard to select the first contact in the list and use the Up and Down arrow keys to navigate through the contacts.
The communicator displays the call icons.
 3. Perform one of the following actions:
 - To make an audio call, click  or press the **Enter** key on your keyboard.
 - To make a video call, click .
-

Making a call to a favorite contact

Procedure

1. On the main window, click .
 2. Move your cursor over the contact you want to call. Alternatively, press the **Tab** key on your keyboard to select the first contact in the list and use the Up and Down arrow keys to navigate through the contacts.
The communicator displays the call icons.
 3. Perform one of the following actions:
 - To make an audio call, click  or press the **Enter** key on your keyboard.
 - To make a video call, click .
-

Making a call using the click-to-dial feature

You can make calls directly from any application that allows text selection. To use this feature, you must first enable this feature once. If you are running Avaya one-X® Communicator for Mac OS X for the first time on your computer, perform steps 1 through 5 to enable the click-

to-dial feature on Mac OS X. If you have already run the application and have rebooted your computer, start from step 4.

Procedure

1. From the main menu, select the **one-X Communicator** icon.
The communicator opens.
 2. Log off from the communicator.
 3. Reboot your computer.
 4. Under the Mac OS **System Preferences > Keyboard > Keyboard shortcutsServices**.
 5. Select the **Dial with Avaya one-X Communicator** check box.
 6. To dial using Avaya one-X Communicator, perform either of the following:
 - To dial from a Mac OS X native application: select the telephone number that you want to call, right click, and click **Dial with one-X Communicator**.
 - To dial from any other application: Select the telephone number that you want to dial,
-

Using the dialpad to make a call

You can use the dial pad to enter any DTMF inputs during a call. For example, to interact with a conference bridge or an IVR system. You cannot use the dial pad to make a call. The pane on the right side of the dial pad shows the functions that the system administrator has configured for your extension. Click the grids to enable or disable the features. To know more about the configured features, contact your system administrator.

Procedure

1. Click **Dial pad**  to view the dial pad.
 2. Click the digits on the dialpad to dial a number
The communicator displays the numbers in the Enter name and number field.
 3. Perform one of the following actions:
 - To make an audio call, click .
 - To make a video call, click .
-

Making a call to additional phone numbers of a contact

Use this procedure to make voice and video calls to additional numbers of a contact that appear on the more pop up screen. The more icon is activated for a contact if the contact has two or more phone numbers. You can use this procedure on the following screens:

- Contacts
- Recents
- Favorites
- Search results

Procedure

1. On the main window, navigate to the screen from where you want to make a call.
If you are using the search results to make a call, ensure you enter the search criteria.
2. Move your cursor over the contact you want to call.
Alternatively, press the **Tab** key on your keyboard to select the first contact in the list and use the Up and Down arrow keys to navigate through the contacts.
3. Perform any one of the following actions:
 - Click the  icon that appears on the right of the screen.
 - Press the Right arrow key to navigate to the  icon.
 - Press the **Enter** key on your keyboard.

All the additional phone numbers for the selected contact appears on a pop-up screen.

4. Move your cursor over the phone number to view the call icons.
If you are using the keyboard to navigate, use the Up and Down arrow keys on your keyboard to select the phone number you want to call.
5. Perform one of the following actions:
 - To make an audio call, click  or press the **Enter** key on your keyboard.
 - To make a video call, click  or press **Command+Shift+V** keys on your keyboard.

Transferring a call

Procedure

1. When you are on an active call, click  or press **Command+T** keys on your keyboard.
The communicator opens a pop-up window.
 2. In the **To** field, enter the telephone number to which you want to transfer the call.
 3. Click **Transfer**.
The communicator puts the active call on hold and dials the specified number.
-

Chapter 5: Handling calls

Answering a call

About this task

When you receive a call, Avaya one-X® Communicator displays an incoming call in the call appearance area. After you answer the call, the active call timer starts. The active call timer keeps track of the duration of the call.

Procedure

Click the **Call Answer** icon for the incoming call or press the keyboard shortcuts assigned for answering a call.

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

Ignoring an incoming call

Use this procedure to ignore an incoming call.

Procedure

To ignore an incoming call, click the **Ignore** icon for the call.

Muting and unmuting your Communicator

Procedure

1. To mute your communicator while on an active call, click  or press **Control+M** keys on your keyboard.

2. To unmute a muted call, click  or press **Control+M** keys on your keyboard.
-

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.

Procedure

1. To put an ongoing call on hold, click  or press **Control+H** keys on your keyboard.
 2. To resume a call that is on hold, click  or press **Control+H** keys on your keyboard.
-

Next steps

Use the same procedure to hold and resume a conference call.

Chapter 6: Making and managing conference calls

Making a conference call

Before you begin

You must have two or more ongoing calls to have a conference call.

Procedure

1. Dial the telephone number of the first participant of the conference.
2. In the **Enter a name or number** field, enter another telephone number or a name to search from the directory.
3. After the user of the telephone answers your call, click  or press **Command+Alt+C** keys on your keyboard.

Next steps

Repeat the same procedure to add additional participants to your conference call. A conference call can have up to a maximum of six participants including you.

Ending a conference call

Procedure

To end an ongoing conference call, click  or press **Command+Alt+E** keys on your keyboard.

Chapter 7: Managing video calls

Converting an audio call to a video call

Procedure

To convert an audio call to a video call when you are on an active audio call, click  or press **Command+Alt+U** keys on your keyboard.

Converting a video call to an audio call

Procedure

To convert a video call to an audio call when you are on an active video call, click  or press **Command+Shift+U** keys on your keyboard.

Pausing and releasing a video call

Procedure

To pause or release a video call, follow these procedures:

- To pause a video call, click  or press **Control+P** keys on your keyboard.
 - To release a video call from pause, click  or press **Control+P** keys on your keyboard.
-

Hiding self video window

Procedure

1. When you are on an active video call, move your mouse over the bottom of the video window.
The communicator displays the icons.
2. To hide your self video window, click .

showing self video window

Procedure

1. When you are on an active video call, move your mouse over the bottom of the video window.
The communicator displays the icons.
2. To hide your self video window, click .

Resizing the video window

Procedure

1. When you are on an active video call, move your cursor over the border or any of the corners of the video window.
The cursor changes into an arrow.
2. Hold the left-click and drag the window to resize the window.

Chapter 8: Managing contacts

Adding a contact

About this task

Use this procedure to add a contact to your local contacts. To scroll up and down the screen using keyboard shortcuts, press the Fn+Up arrow keys and Fn+Down arrow keys respectively.

Procedure

1. On the Avaya one-X® Communicator for MAC OS X main window, click .
 2. To add a contact, click  or use keyboard shortcuts **Command+Shift+A**.
 3. In the **First Name**, enter the first name of the contact.
 4. In the **Last Name** field, enter the last name of the contact.
 5. In the **Company** field, enter the name of the company where the contact is employed.
 6. In the **mobile** field, enter the mobile phone number of the contact.
 7. In the **home** field, enter the home phone number of the contact.
 8. In the **Notes** field, enter any other information you want to add.
To move focus out of the Notes text box using the keyboard, press the **Control+Tab** keys.
 9. Click **Done**.
The contact gets added to the list of local contacts.
-

Adding a contact from the recent calls

About this task

Use this procedure to add a contact from your recent calls.

Procedure

1. On the Avaya one-X® Communicator for MAC OS X main window, click .
The application displays the Recent Calls screen with a list contacts or phone numbers.
 2. Click the phone number you want to add as a contact or press the keyboard shortcut keys **Command+D**.
Alternatively, press **Command+Shift+A** keys and follow the instruction on Step 4 to add the contact.
 3. On the Recent Details screen, click **Create New Contact**.
 4. On the Add Contact screen, update the contact information, and click **Done**.
Use the Left arrow key to navigate back to the previous screens from Recent Details and Add Contact screens.
-

Adding a contact from search results

About this task

Use this procedure to add a contact from the search results screen.

Procedure

1. On the Avaya one-X® Communicator for MAC OS X main window, enter the search criteria in the text box.
The application displays results for local contacts as well as enterprise contacts as you enter your search criteria.
 2. Move your mouse over the enterprise contact you want to add as a local contact.
Or, press the **Tab** key on your keyboard and use the Up and Down arrow keys to navigate through the contacts.
Application displays icons on the right of the screen.
 3. Click .
Alternatively, press **Command+Shift+A** keys on your keyboard when the contact is highlighted.
 4. On the Add Contact screen, update the contact information, and click **Done**.
Use the Left arrow key to navigate back to the previous screens from the Add Contact screen.
-

Modifying a contact

About this task

Use this procedure to modify the details of a contact. To scroll up and down the screen using keyboard shortcuts, press the Fn+Up arrow keys and Fn+Down arrow keys respectively.

Procedure

1. On the Avaya one-X® Communicator for MAC OS X main window, click .
 2. Select the contact from the list of existing contacts.
Alternatively, press **Command+D** keys on your keyboard.
 3. Click **Edit**.
The communicator displays the Edit Contact page. To go back to the previous page, use the Left arrow key on your keyboard.
 4. Modify the contact details as required.
 5. Click **Done**.
The contact details get updated.
-

Deleting a contact

About this task

Use this procedure to delete contacts from your local contacts. To scroll up and down the screen using keyboard shortcuts, press the Fn+Up arrow keys and Fn+Down arrow keys respectively.

Procedure

1. On the Avaya one-X® Communicator for MAC OS X main window, click .
 2. Select the contact from the list of existing contacts.
The communicator displays the Contact Details page.
 3. Click **Edit**.
The communicator displays the Edit Contact page.
 4. Click **Delete Contact**.
 5. On the confirmation dialog box, click **Delete Contact**.
-

Adding a contact to Favorites

About this task

Use this procedure to add a contact to your list of Favorite contacts. You can add contacts to favorites only if the contact is existing in your list of contacts.

Procedure

1. On the Avaya one-X[®] Communicator for MAC OS X main window, click  or .
2. Follow any one of these procedures to highlight a contact:
 - Move your cursor over the contact.
 - Press the **Tab** key on your keyboard and use the Up and Down arrow keys to move up and down respectively.

The  icon appears on the right side.

3. Follow any one of these procedures to add the highlighted contact to your Favorites:
 - Click the  icon.
 - Press **Command+Shift+F** keys on your keyboard.

The highlighted contact is added to your Favorite contacts.

Removing a contact from favorites

About this task

Use this procedure to remove a contact from your Favorite contacts.

Procedure

1. On the Avaya one-X[®] Communicator for MAC OS X main window, click .
- The communicator displays the list of exiting favorite contacts.
2. Follow any one of these procedures to highlight a contact:
 - Move your cursor over the contact.
 - Press the **Tab** key on your keyboard and use the Up and Down arrow keys to move up and down respectively.

The  icon appears on the right of the screen.

3. Follow any one of these procedures to remove the highlighted contact to your Favorites:

- Click the ★ icon.
- Press **Command+Shift+F** keys on your keyboard.

The highlighted contact is removed from your Favorite contacts.

Viewing the details of a contact

Use this procedure to view the details of contact. You can use this procedure on the following screens:

- Contacts
- Recents
- Favorites

Procedure

1. On the main window, navigate to the screen from where you want to view the details of a contact.
 2. Move your cursor over the contact.
Alternatively, press the **Tab** key on your keyboard to select the first line in the list and use the Up and Down arrow keys to navigate through the contacts.
 3. Click the Contact.
Alternatively, press **Command+D** keys on your keyboard.
Application displays details of the Contact.
 4. To go back, perform any one of the following:
 - Click the Back arrow icon on the screen.
 - Press the Left arrow key on your keyboard.
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