Avaya one-X® Communicator for Mac

Release 2.0.2.2

Release Notes

Issue 1.0

2nd November, 2015

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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:

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Downloading documents

For the most current versions of documentation, see the Avaya Support Web site:

http://www.avaya.com/support

Contact 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

Getting Started

Review these notes prior to the installation of the Avaya one-X® Communicator for Mac OS 2.0.2.2 software to your device.

Devices and Operating System supported:

Devices:

- MacBook Pro (regular or retina display)
- MacBook Air
- Mac Mini
- iMac

Monitors:

- Thunderbolt display
- Cinema display

Operating Systems:

- Maverick 10.9
- Yosemite 10.10
- El Capitan 10.11

Upgrading from one-X Communicator 1.0.4 to 2.0.2.2

Users can, in effect, run both the 1.0.4 and 2.0.2.2 software concurrently. When release 2.0.2.2 is installed "on top of" a 1.0.4 installation, the user's 1.0.4 configuration, contacts, and call history are used to provision the 2.0.2.2 version. The 1.0.4 installation remains unchanged and will continue to operate normally. This method of operation will allow a user to install release 2.0.2.2 to test out the new release without impacting their ability to use the 1.0.4 release as their "production" soft client.

Note that after the installation of release 2.0.2.2, calls made using release 2.0.2.2 will not appear in the call history of the 1.0.4 release, and vice versa.

Supported Server-side Systems

For the 2.0.2.2 release of Avaya one-X® Communicator for Mac OS X, you must have any of the following combinations of servers:

- Avaya Aura ® Communication Manager 6.0.1

- Avaya Aura ® Communication Manager 6.2

- Avaya Aura ® Communication Manager 6.2.1

- Avaya Aura ® Communication Manager 6.3

- Avaya Aura ® Session Manager 6.2

- Avaya Aura ® Session Manager 6.3

- Avaya Aura ® Session Manager 6.3.2

- Avaya Aura ® Session Manager 6.3.4

Notes:

- 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 Avaya support Web site support.avaya.com or contact your system administrator.

- Avaya Aura® Communication Manager 5.2 and Avaya Aura® SIP Enablement Services 5.2 is not supported
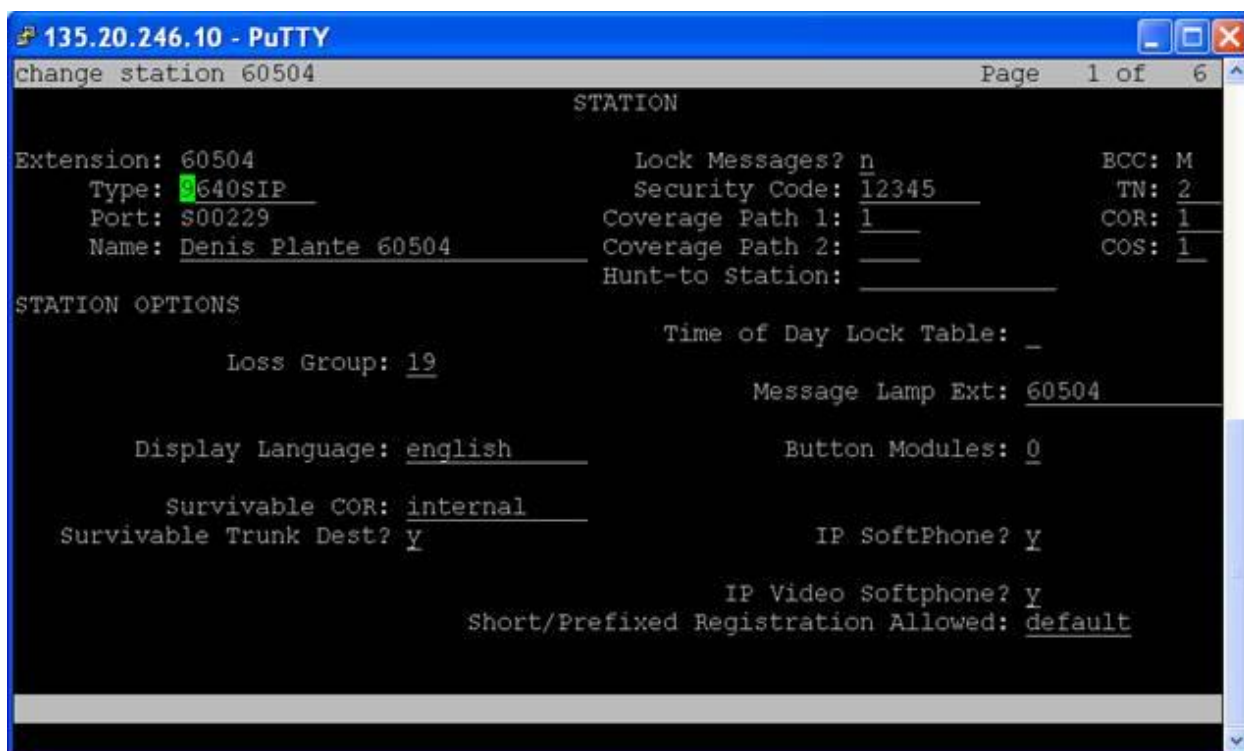
Configuration

To configure Communications Manager to allow video calls for an extension:

a)   Log on the CM with the sat terminal and execute the command:

    Change station <number>

b)   Make certain that:

    • IP softphone? = Y

    • IP video softphone? = Y

Alternatively, your system administrator can use the System Manager (SMGR) webConsole to change the user's configuration. To enable video calling, the administrator should login to SMGR and set 'IP Softphone? = Y' and 'IP video softphone? = Y' using the 'Endpoint Editor' utility.

Changes delivered to Avaya one-X® Communicator for Mac 2.0.2.2

Features

Caveats

Open Issues

Features

Release 2.0.2.2 (SP) provide support for new Mac OS X 10.11 (El Capitan). This release is based on 2.0.2.1 GA release and includes all the features of releases 2.0.2, 2.0.2.1 and 1.0.4:

- Point-to-point video calling
- The ability to transition a call in progress from an audio call to a video call, or vice versa
- User interface re-design to make the application more intuitive and easier to use for Mac users
- Support for the use of Plantronics Blackwire C420, Savi 440 and Voyager Pro headsets with one-X Communicator
- Quality of Service monitoring built into the client so users are proactively made aware of situations in which network capacity may impact call quality. A series of real-time quality-related metrics are also exposed within the client user interface.
- A streamlined methodology for sending application logs when a problem is encountered, or when call quality is impacted by the network capacity
- Failover support so that if logon to the primary server fails, the client will attempt to logon to a secondary server.
- User can select and set Preferred Audio Device for 1XC
- User will also get alert if no audio device is detected
- Compact UI mode. User can use 1XC with Compact UI

Avaya one-X® Communicator for Mac OS X supports the following features as configured in Communication Manager for the extension for audio calls:
- Multiple line appearances
- Ad-hoc audio 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-Step Recording
- Send All Calls
- Transfer to voicemail
- Supports advanced call functionality

Avaya one-X® Communicator for Mac OS X supports the following features as configured in Communication Manager for the extension for video calls:
- Multiple line appearances
- 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-Step Recording
- Send All Calls
- Transfer to voicemail
- Supports advanced call functionality

Plantronics Headset Support

Avaya one-X® Communicator for Mac 2.0 supports call control capabilities of Plantronics headsets and Jabra headsets. For the call control capabilities of the headset to operate correctly, the appropriate Plantronics SPOKES software or Jabra for Mac software should be installed on the Mac that is running Avaya one-X® Communicator for Mac 2.0. Please contact these vendors to obtain the required software and the latest headset compatibility matrix.

- See Jabra: http://www.jabra.com/support/jabra-mac-suite/jabra%20suite%20for%20mac%20installation%20guide

- See Plantronics: http://www.plantronics.com/us/support/software-downloads/

Extensive testing has been performed by Avaya with Plantronics SPOKES software and the following Plantronics headset models:

- Blackwire C420

- Savi 440

- Voyageur PRO UC v2

Jabra has completed testing with their latest headset models supported by Jabra for Mac software.

Important fixes delivered in 2.0.2.2 Release

Key	Summary
ASC-4188	When user search for '2013' using OLH it refers to pages with old content
ASC-4185	Update OLH
ASC-4184	Update the EULA
ASC-4181	El-Capitan Split Screen Issues
ASC-4173	10.11 El Capitan Video appears only after clicking inside the video window

Caveats

Avaya one-X® Communicator for Mac 2.0.2.2 has the following caveats:

- Cannot use park/un-park, whisper paging, or telecommuter mode with video calls
- Multiple Device Access (MDA) is not supported in the 2.0.2.2 release. It is recommended that customers set 'number of simultaneous users' to 1 to effectively "turn off" MDA.
- Avaya one-X® Communicator for Mac 2.0.2.2 supports only AST-I call flows. (Note that as a result, when a video call is transferred (blind-transfer only), the incoming alert will indicate that the call being received is an audio call. When the recipient answers the call by pressing on the audio answer button, a video will be displayed showing the video received. No video will be sent, however.)

NOTE Regarding SM Failover

A user upgrading from Release 1.0 will note that the first time they execute Release 2.0 they will be prompted to enter their credentials. This change was necessary to support failover. This is required only on a one-time basis, and future updates will not require the user to re-enter their credentials.

SM Failover is supported for use with Avaya Aura 6.2.

NOTE Regarding Favorites

Release 2.0 incorporated extensive changes over Release 1.0 to improve the user interface associated with creating and managing Favorites. As part of these changes, the underlying structure used to store Favorites has been changed. The first time a user executes Release 2.0 their

existing favorites will be converted to the new format. Please note that this conversion process is a "one-way" process and it will not be possible to go from Release 2.0 "back" to Release 1.0.

NOTE Regarding Click-to-dial

Click-to-dial has been verified to work properly with both Safari and Chrome browsers.

NOTE Regarding Bulk Loading Contacts

In the event that a user wishes to bulk load contacts into their Apple Address Book, it is recommended that they first stop running Avaya one-X® Communicator.

Open Issues

The 2.0.2.2 release Build 1 has the following known Sev 1 and 2 issues:

Key	Summary	Severity	Comments
ASC-1329	[CM ISSUE] 1XC-Mac (Other Location mode): No Audio after Hold/Resume for Incoming Call if using Telecommuter mode and Music on Hold	2-High	N/A
ASC-1622	[CM Issue] Cannot make outgoing call after ignoring "Auto Call Back" call	2-High	WFS: CM Work item raised
ASC-1744	No Video for the Dial Out conference call by Radvision MCU	2-High	N/A
ASC-1747	No Video for incoming call from 1XC-Win H323 to 1XC-Mac	2-High	As a workaround, user will have to manually escalate the call to Video.

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. Have the Avaya documentation available.

4. If you continue to have a problem, contact Avaya Technical Support by:

    - Logging on to the Avaya Technical Support Web site support.avaya.com

    - Calling or faxing Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support Web site.

You may be asked to email 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 web site 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 Web site.

For information on patches and product updates, see Avaya support Web site [support.avaya.com](#).