



Using Avaya one-X[®] Communicator

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Chapter 1: Introduction

About this guide

This *Using Avaya one-X® Communicator* guide describes how to configure and use Avaya one-X® Communicator.

This guide refers to other Avaya products in the context of how they integrate with Avaya one-X® Communicator. You can get detailed information about these products from the Avaya Web site at <http://www.avaya.com/support>.

Related documents

Additional documentation includes:

- *Avaya one-X® Communicator Overview and Planning*
- *Implementing one-X® Communicator*
- *Administering Avaya one-X® Communicator*
- *Avaya one-X® Communicator Quick Start Guide*
- *Avaya one-X® Communicator Centralized Administration Tool Guide*
- Avaya one-X® Communicator Online Help (Integrated with the application)

To obtain these documents and documents about other Avaya products mentioned in this guide, see the Avaya Web site at <http://www.avaya.com/support>.

Accessing Online Help

Procedure

1. Click the Menu icon on the Avaya one-X® Communicator user interface.
2. Select **Help Contents**.

Alternatively, press the **F1** key on your computer keyboard when the application is in focus.

Supported languages

Avaya one-X[®] Communicator user interface and user documents are available in the following languages:

- English
- Chinese, Simplified
- Dutch
- French, Parisian
- German
- Italian
- Japanese
- Korean
- Portuguese, Brazilian
- Russian
- Spanish, Latin American

Chapter 2: Getting started

Overview

Avaya one-X[®] Communicator is an intuitive, easy-to-use voice and video softphone that supports both H.323 and SIP protocols. Avaya one-X[®] Communicator provides you all your desk phone features, video, access to enterprise directory, access to your contacts, instant messaging, and presence in a single interface on your Windows computer. Using Avaya one-X[®] Communicator, you can log into your organization server remotely, and make and handle calls from your extension.

Depending on the Avaya one-X[®] Communicator features installed on your computer, you can:

- [Use Avaya one-X Communicator with Avaya one-X Client Enablement Services](#) on page 26
- [Make conference calls](#) on page 82
- [Use bridge conferencing](#) on page 85
- [Use contacts](#) on page 93
- [Use call log](#) on page 107
- [Use instant messaging](#) on page 112
- [Use voice messaging](#) on page 119
- [Use visual voice mail](#) on page 122
- [Using video with Avaya one-X Communicator](#) on page 72

Logging in to the server

Procedure

1. Start Avaya one-X[®] Communicator to view the Avaya one-X[®] Communicator Login dialog box.
2. Perform one of the following:
 - If Avaya one-X[®] Communicator is integrated with Avaya one-X[®] Client Enablement Services, in the **User name** field, enter your user name on the server.
 - If Avaya one-X[®] Communicator is not integrated with Avaya one-X[®] Client Enablement Services, in the **Extension** field, enter your extension.
3. In the **Password** box, enter your password.

4. Select a Login mode for placing and receiving calls from the drop-down menu.
5. Click **Log In**.

Next steps

* Note:

If the connection to the server is lost when you are on an active call, Avaya one-X[®] Communicator displays a warning message. You can cancel the recovery, and try to log in again.

Logging out

Procedure

1. To log out, click the **Menu** icon.
Avaya one-X[®] Communicator displays the menu options.
2. Click **Log Off**.

Next steps

To close Avaya one-X[®] Communicator: perform either of the following:

- Click the **Menu** icon and select **Exit**.
- Right-click the **Avaya one-X[®] Communicator** icon on the taskbar, and select **Close window**.

Avaya one-X[®] Communicator icon descriptions






Icon location	Icon	Icon name	Icon description
Top Bar Icons		Menu	Opens the menu.
		Show Contacts (Toggle)	Opens or closes the Contacts pane.
		Show Call Log (Toggle)	Opens or closes the Call Log pane.
		Speaker Phone (Toggle)	Opens or closes the settings for audio devices. Changes headset mode to speakerphone mode and vice versa.
Configuration Panel icons		Mode settings	Opens the Mode settings configuration panel.

Table continues...

















Icon location	Icon	Icon name	Icon description
		Video settings	Opens the Video settings configuration panel.
		Sound settings	Opens the Sound settings configuration panel.
Dial Bar Icons		Search	Starts searching for a contact.
		Place Call	Dials a number.
		Redial	Redials the last dialed number.
		Show Dialpad (Toggle)	Opens or closes the dial pad.
System Tray Icons		Avaya one-X[®] Communicator icon in the system tray	Opens, resets, exits, and displays Avaya one-X [®] Communicator.
Contacts Icons		Call (from contacts)	Dials the selected number from the contacts pane.
		Call	Indicates that the presence of the contact is unavailable because the contact is not your favorite contact.
		Call	Indicates that the favorite contact might be unavailable for a call. The contact status is displayed as away, busy, do not disturb, or on a call.
		Call	Indicates that the favorite contact is unavailable for a call on Avaya one-X [®] Communicator but available on other devices.
		Email (from contacts)	Opens the default email client.
		Launch IM	Opens the instant messaging window for the selected contact.
		Launch IM	Indicates that the presence of the contact is unavailable because the contact is not your favorite contact.
		Launch IM	Indicates that the favorite contact might be unavailable for an IM conversation. The contact status is displayed as away, busy, do not disturb, or on a call.
		Launch IM	Indicates that the favorite contact is unavailable on Avaya one-X [®] Communicator but available on other devices.

Table continues...



















Icon location	Icon	Icon name	Icon description
		Video Call	Starts a video call with the selected number from the contacts pane.
		Video Call	Indicates that the presence of the contact is unavailable because the contact is not your favorite contact.
		Video Call	Indicates that the favorite contact might be unavailable for a video call. The contact status is displayed as away, busy, do not disturb, or on a call.
		Video Call	Indicates that the favorite contact is unavailable for a video call on Avaya one-X® Communicator but available on other devices.
Call Log Icons		Call (from Call Log)	Dials the selected number from the call log pane.
		Show Contact Details	Shows details for the selected contact.
Incoming Call Icons		Call Answer	Answers an incoming call.
		Call Ignore	Rejects an incoming call.
Outgoing Call Icons		Transfer call	Transfers an ongoing call to another telephone number.
		Hold	Places the current call on hold.
		Hang Up	Ends an ongoing call.
		Mute	Mutes the audio.
		Unmute	Starts the audio.
		Ongoing Call	Places the current call on hold and dials another number.
		Call Resume	Resumes the on-hold call.
Voicemail and Visual Voicemail Icons		Voice Mail (Toggle)	Notifies and gives access to new voice mails.
		Visual Voice Mail Messages	Notifies and provides access to new visual voice mails.
Bridge Conference Icons		Bridge Conference	Opens the Bridge Conference window.
		Lock Bridge Conference	Locks the current bridge conference.
		Unlock Bridge Conference	Unlocks the current bridge conference.

Table continues...

Icon location	Icon	Icon name	Icon description
		Add Party to Bridge Conference	Adds a new participant to bridge conference.
		Mute Bridge Conference	Enables the lecture mode.
		Unmute Bridge Conference	Disables the lecture mode.
Instant Messaging Window Icons		Emoticons	Opens the Emoticons list.
		Send attachment	Opens the Select Files To Send dialog box.
		Email	Opens the default mail client.
		Font	Displays a font selection window.
Video Window Icons		Video	Opens the Video window.
		Mute Video	Stops temporarily sending the video during a call.
		Unmute Video	Resumes sending video to the other party.
		Stop Video	Stops the video but continues the call only in audio mode.
		Video Optimal Size	Displays the video in its optimal size.
		Full Screen Video	Opens the full screen video.

Welcome dialog box

Enables you to choose the login mode and call controls you want to use for your Avaya one-X[®] Communicator.

Setting Name	Description
Your current mode setting and call controls area	<p>This field displays the following information:</p> <ul style="list-style-type: none"> Your extension or login id on the server Your current login mode. (This is the Change your login mode button.) Your custom message (if you are integrated with Avaya one-X[®] Client Enablement Services) <p>To change your login mode, click the Change your login mode button. You can select one of the following modes:</p> <ul style="list-style-type: none"> Office

Table continues...


Setting Name	Description
	<ul style="list-style-type: none"> • Home • Mobile • Traveling
Place and receive call using	<p>Use this field to specify the endpoint from which you want to make and receive calls. Your choices are:</p> <ul style="list-style-type: none"> • This Computer (Road Warrior mode) Use this mode when you are out of office (for example, traveling). In this mode you can use the full feature set of the telephony system of your company from temporary locations anywhere in the world. This mode is configured for Voice over IP (VoIP). You can place and handle calls through the Avaya one-X[®] Communicator user interface, and use a headset connected to your computer (or the computer's microphone and speakers) to speak and listen. • Desk Phone (Shared Control mode) Use this mode when you are at the office. In this mode you can log into the server and control your Avaya telephone from Avaya one-X[®] Communicator. You can make and handle calls from Avaya one-X[®] Communicator user interface and your Avaya telephone. You can use your Avaya telephone to speak and listen • Other Phone (Telecommuter mode) Use this mode when you are telecommuting (for example, working from your home office or other off-site location). You can use this mode to get features of your telephone system from a location other than your office. You can place and handle calls through the Avaya one-X[®] Communicator user interface, and you can use a separate telephone line at your remote location to speak and listen. Unlike This Computer mode, this mode is configured for toll-quality audio and optimizes audio through the other phone. To use this mode, you must have a separate telephone line available at your remote location. <p> Note: To be able to select another telephone number, you must specify that number using the Specify Other button. Avaya one-X[®] Communicator does not support some of the</p>

Table continues...

Setting Name	Description
	(Avaya SIP Telephony) AST features in the Other Phone mode. However, you can use Avaya one-X [®] Communicator for making and receiving calls, and for handling mid-call controls.
Specify Other	Use this field to specify a device or a telephone number on which you want to make and receive calls.
Login and save settings	Use this field to save the login mode and call control settings and log into the server. The next time you try to log into the server, Avaya one-X [®] Communicator displays the saved settings.
One-time login	Use this field to log into the server using the current login mode and call control settings. However, Avaya one-X [®] Communicator does not save these settings for the next time you try to log into the server.

Configuration Panel

The Configuration Panel appears in Avaya one-X[®] Communicator user interface on the right and provides three configuration icons: Mode setting, Video setting, and Sound settings.

Mode settings

Use the Mode settings icon to see the current call settings of Avaya one-X[®] Communicator:

- Selected Avaya one-X[®] Communicator user mode
- The Ring also feature settings
- The Block calls feature settings

Video settings

Use the Video settings icon to select the preferred camera and to open the Avaya one-X[®] Communicator video window.

Sound settings

Use the Sound settings icon to configure the volume settings and to select audio microphone and speaker devices for calls in Avaya one-X[®] Communicator.

Related links

[Configuring an user mode](#) on page 19

[Selecting a device for ringing](#) on page 19

[Selecting a preferred camera for video calls](#) on page 19

[Selecting sound devices](#) on page 20

Configuring an user mode

About this task

Use the mode settings to specify the endpoint from which you want to make and receive calls.

Procedure

1. In the Avaya one-X[®] Communicator window, click the **Mode settings** icon.
2. Select the required mode from the **Using** drop-down menu. Refer to [Welcome dialog box](#) on page 16 for more information about Avaya one-X[®] Communicator modes.
3. If you change the mode, log out from Avaya one-X[®] Communicator and log in again.

Related links

[Configuration Panel](#) on page 18

Selecting a device for ringing

About this task

Use the mode settings to specify the endpoint which you want to ring when incoming calls.

Note:

The ring also feature is available only when Avaya one-X[®] Communicator is integrated with Avaya one-X[®] Client Enablement Services

Procedure

1. In the Avaya one-X[®] Communicator window, click the **Mode settings** icon.
2. Select the required device from the **Ring also** drop-down menu.

Related links

[Configuration Panel](#) on page 18

Selecting a preferred camera for video calls

About this task

Use the video settings to specify the camera for your video calls.

Procedure

1. In the Avaya one-X[®] Communicator main window, click the **Video settings** icon.
2. Select a camera from the **Preferred Camera** drop-down menu.

Related links

[Configuration Panel](#) on page 18

Selecting sound devices

About this task

Use the sound settings to specify the audio devices for your calls and to configure the volume settings.

Procedure

1. In the Avaya one-X[®] Communicator window, click the **Sound settings** icon.
2. Select the required audio device for speakers.
3. Select the required audio device for microphone.
4. Set up the volume setting using the volume slider.

Related links

[Configuration Panel](#) on page 18

Using your feature buttons

Feature buttons

Depending on how your extension on the Avaya Aura[®] Communication Manager system is administered, you can see the Feature buttons on your Avaya one-X[®] Communicator.

To see the Feature buttons available for your use, click the **Dialpad** icon. If you do not see some of these feature buttons in your Dialpad window, contact your system administrator. The feature buttons available for you to use can be customized using the Centralized Administration Tool.

The following telephony features are available with both H.323 (Advanced Telephony) and SIP (Advanced SIP Telephony) protocols depending on how your extension on the Communication Manager system is administered:

Note:

Avaya one-X[®] Communicator does not support some of the AST features in the Other Phone mode. However, you can use Avaya one-X[®] Communicator for making and receiving calls, and for handling mid-call controls.

Feature	Description
Automatic Call Back	Enables a user to set up a call back request if the telephone of the called party is busy. By default three call appearances are available. One of the call appearances is always reserved for making outgoing calls. If the rest two call appearances are busy then Automatic Call Back feature can be enabled by the calling party.
Call Forwarding All Calls	Enables a user to forward all calls to any extension.

Table continues...

Feature	Description
Call Forwarding Busy/Don't Answer	Enables a user to forward calls to any extension when the user's extension is busy or when the user does not answer.
Call Park and Call Retrieve	In SIP mode, the Call Park feature enables a user to place the current call in the call park state and the Call Retrieve feature enables the user to retrieve the parked call. In H.323 mode, the Call Park button enables call parking as well as call retrieving.
Calling Party Number Blocking	Enables a user to block the sending of the calling party number for a call.
Calling Party Number Unblocking	Enables a user to deactivate the Calling Party Number Blocking feature and allows the calling party number to be sent for a single call.
Call Pickup (Group, Directed, and Extended Group)	<p>With Call Pickup, a user creates a call pickup group. All group members can answer a call during ringing state in the group from their own telephones. The Call Pickup button is highlighted and by clicking this button group members can answer the call.</p> <p>With Directed Call Pickup, a user specifies which ringing telephone a user want to answer from your telephone. A call pickup group is not required.</p> <p>With Extended Call Pickup Group, Avaya one-X[®] Communicator prompts for a group number. Users within an "extended" group can then answer calls outside of their immediate group by entering a feature access code (FAC) followed by the one-digit or two-digit pickup (index) number. However, the users need not enter FAC if it is administered on the telephone.</p>
Limit Number of Concurrent Calls	With the Limit Number of Concurrent Calls feature, users can have only one call at a time. When a call is in progress and the Limit Number of Concurrent Calls feature is active, Avaya one-X [®] Communicator does not display any other incoming call until Avaya one-X [®] Communicator goes into an idle state. Users can see the Limit Number of Concurrent Calls feature button only if the feature has been administered for their extension.
Malicious Call Trace	Enables a user to send a message to the MCT control extensions that the user wants to trace a malicious call.
One-step Recording	Enables a user to activate and deactivate the recording of active calls to Audix.
Priority Calling	Enables a user to dial a feature access code or use the Priority feature button (if administered on your call server) to originate a priority call. Priority calls ring differently and override the Send All Calls feature, if active.
Send All Calls	Enables a user to direct all incoming calls to coverage.
Transfer to Voicemail	Enables a user to transfer the caller to Audix mail where the caller can leave a message.
Whisper Page	Enables a user to make and receive whisper pages. A whisper page is an announcement that is sent to another extension that is active on a call. Only the party on the extension hears the announcement. No other parties on the call hear the announcement.

Table continues...

Feature	Description
EC500	Enables a user to divert calls to its office phone to other phones. Using this feature incoming calls to your office number reach you on the road, at another location, or even walking around the workplace. When you cannot respond, your voice mail picks up your messages.
Team Button	Enables a user to monitor the members of a team of stations. Members of a team can be of any station type with multiple call appearance displays and administrable feature buttons. Team button constitutes of Speed Dial, Pickup, Busy Indicator and Override Send All Calls/Call Forward (SAC/CFWD) features in one button. The Speed Dial, Pickup, Busy Indicator features are enabled by default. The Override SAC/CFWD feature is enabled by your administrator.
Enhanced Call Pickup with Alerting	Enables users to answer calls for one another if the users are members of the same pickup group. The feature has been enhanced to provide display of calling and called party information. You can get the enhanced features if you are using Communication Manager Release 5.2 or later.
Enhanced Call Forwarding	Enables a user to set up forwarding of incoming calls to different destinations depending on whether the incoming calls are from internal or external sources.

Login dialog box

The Login dialog box enables you to log into Avaya one-X[®] Communicator.

Setting	Description
User Name	If Avaya one-X [®] Communicator is integrated with Avaya one-X [®] Client Enablement Services, enter your user name on the server in this box.
Extension	If it is not integrated with Client Enablement Services, enter your extension in this box.
Password	Enter your password.
Place and receive calls using	Select a login mode for placing and receiving calls.
Log In	Click to log in to the server.

Phone Number List Dialog Box

The Phone Number List dialog box displays the devices and telephone numbers you have specified for Avaya one-X[®] Communicator.

Use this dialog box to:

- Add a device or a telephone number

- Modify an existing device or a telephone number
- Delete a device or a telephone number

Field	Description
Add	Enables you to add a device or telephone number on which you want to make and receive calls.
Edit	Enables you to modify the selected device or telephone number in list box.
Remove	Enables you to delete the selected device or telephone number in the list box.

Add Phone dialog box

Use the Add Phone dialog box to add a device or a telephone number on which you want to make and receive calls.

Field Name	Description
Number	Telephone number you want to use.
Name	The label for the telephone number. This label is displayed as an option in the Place and receive calls using box in the Welcome dialog box.
Type	Category for this telephone number. Your choices are: <ul style="list-style-type: none"> • Home • Work • Mobile • Pager
Format	Format in which the entered phone number is dialled. The telephone number you specified will be dialled according to your dialing rules.

Edit Phone dialog box

Use the Edit Phone dialog box to edit the details of a device or a telephone number on which you want to make and receive calls.

Field Name	Description
Number	Telephone number you want to use.

Table continues...

Field Name	Description
Name	The label for the telephone number. This label is displayed as an option in the Place and receive calls using box in the Welcome dialog box.
Type	Category for this telephone number. Your choices are: <ul style="list-style-type: none"> • Home • Work • Mobile • Pager
Format	Format in which the entered phone number is dialled. The telephone number you specified will be dialed according to your dialing rules.

Audio statistics field descriptions

While a call is in progress, you can view the following statistics in the Audio Statistics window:

Volume:

Name	Description
Microphone	Volume of the microphone while on a call.
Speaker	Volume of the speaker while on a call.

VOIP Traffic Information:

This section displays the characteristics of the current voice connection.

Name	Description
Destination Address	IP address of the destination that is receiving the voice packets.
Codec sent	Type of codec that Avaya one-X [®] Communicator sends for this login session.
Codec received	Type of codec that Avaya one-X [®] Communicator receives for this login session.
Local Encryption	Indicates whether the local audio stream is using encryption.
Traffic	Status of the audio stream (for example, receive only, transmit only, or receive and transmit both).
Packet loss	The number of packets lost during the call.

Table continues...

Name	Description
Jitter	Displays the size of the jitter buffer, which stores packets to ensure a consistent delivery of voice to your speakers or headset so the voice stream you hear does not contain gaps. The larger the jitter buffer, the longer the delay in receiving audio from the other party.
Perceived Delay	The amount of time taken for the audio to reach you from the other party on the call (that is, the time that elapses between the other party speaking and you hearing that person's words).
Quality	The level of audio quality for the current call.

Audio Status:

Name	Description
Silence Suppression Enabled	Displays whether the Suppress Silence setting is enabled during the call. Whether this setting is enabled for the current call depends on the server you are logged into. When this setting is enabled, "Silence Suppression" is displayed when you do not speak.

Chapter 3: Using Avaya one-X[®] Communicator with other applications

Using Avaya one-X[®] Communicator with Avaya one-X[®] Client Enablement Services

You must have an Avaya one-X[®] Client Enablement Services account if you want to integrate Avaya one-X[®] Communicator with Avaya one-X[®] Client Enablement Services. Contact your system administrator for more information.

When you integrate Avaya one-X[®] Communicator with Avaya one-X[®] Client Enablement Services, you can:

- Access your contacts in Client Enablement Services;
- Access Client Enablement Services-based call history;
- Use bridge conferencing;
- Access your visual voice mail messages;
- Change your personal message;
- Manage ring phones;
- Select block calls or allow VIP calls option;

Refer to [Configuring login settings](#) on page 32 chapter for the login configuration details.

Using Avaya one-X[®] Communicator in the Citrix Environment

If you are using Avaya one-X[®] Communicator in the Citrix environment, the Avaya one-X[®] Communicator files reside on the Citrix server. You can set your dialing rules using Avaya one-X[®] Communicator.

The following features are not supported in the Citrix environment:

- Video

- This Computer mode (Road Warrior configuration)
- Click-to-Dial feature

 **Note:**

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

Using Avaya one-X[®] Communicator with Microsoft Office Communicator

Before you begin

If you install Avaya one-X[®] Communicator with Microsoft Office Communicator, you can send instant messages from one communicator to the other.

About this task

To send a message from Avaya one-X[®] Communicator to Microsoft Office Communicator:

Procedure

1. Click the **Show Contacts** button to display your contacts.
2. Click the **Launch IM** button for a contact, and select Microsoft Office Communicator.
The chat window appears.
3. Use the chat window to enter your message.
4. Click **Send**.

Using Avaya one-X[®] Communicator with Microsoft Outlook

Avaya one-X[®] Communicator supports integration with Microsoft Outlook 2007 SP1 and SP2, Microsoft Outlook 2010, and Microsoft Outlook 2013. To integrate Avaya one-X[®] Communicator with Microsoft Outlook, you need the Avaya Collaboration Services application installed with Avaya one-X[®] Communicator. Avaya Collaboration Services is installed by default when you install Avaya one-X[®] Communicator on Windows 7, Windows 8, and Windows 10 operating systems. For more information on installation, see the *Implementing Avaya one-X Communicator* guide. You must update your antivirus regularly to avoid any issues related to Microsoft Outlook integration.

You can use the following Avaya one-X[®] Communicator features from your Microsoft Outlook client:

- Making and logging calls from Microsoft Outlook.
- Making calls from Microsoft Outlook contacts and from Journal entries.
- Viewing the presence status of your favorite contacts in a federated environment when the contacts are in “To”, “From”, or “CC” fields in the Outlook email. The presence status of federated users not included in your favorites list is shown as unknown.

- Sending instant messages to your favorite federated contacts.
- Viewing the presence note of the users in the Microsoft Outlook contact card. If you use Microsoft Outlook 2013, you can see the presence note of your favorite contact only if the contact card is pinned.
- Viewing the available channels of communication of a favorite contact through a Contact card and making calls to a contact.
- Matching the telephone numbers of incoming calls with your Microsoft Outlook contacts and displaying the contact names.

Using Avaya one-X® Communicator with web browsers

Avaya one-X® Communicator supports integration with web browsers — Internet Explorer, Mozilla Firefox, and Google Chrome. To integrate Avaya one-X® Communicator with these browsers, you need the Avaya Collaboration Services application installed with Avaya one-X® Communicator. Avaya Collaboration Services is installed by default when you install Avaya one-X® Communicator on Windows 7, Windows 8, and Windows 10 operating systems. For more information on installation, see the *Implementing Avaya one-X Communicator* guide.

You can use the following Avaya one-X® Communicator features from your web browser:

- Making and logging calls from web browsers.
- Making calls from web browsers.
- Viewing the presence status of your favorite contacts in a federated environment when the contacts appear on the browsers. The presence status of federated users not included in your favorites list is shown as unknown.
- Sending instant messages to your favorite federated contacts.
- Viewing the presence note of the users.
- Viewing the available channels of communication of a favorite contact and making calls to a contact.
- Matching the telephone numbers of incoming calls with your Microsoft Outlook contacts and displaying the contact names.

Chapter 4: Configuring Avaya one-X[®] Communicator

Auto-configuring Avaya one-X[®] Communicator

Use the Avaya one-X[®] Communicator Centralized Administration Tool to create a `discover.xml` file before you start auto-configuring Avaya one-X[®] Communicator . You can also create the `discover.xml` manually. Contact your system administrator for more information on creating and using the `discover.xml` file.

Before you begin

Ensure that your system administrator has configured automatic discovery settings in the `46xxsettings.txt` file that is hosted on your `http` or `https` server.

About this task

You can use the Auto-configuration feature to pre-populate some of your configuration fields in Avaya one-X[®] Communicator. To use the Auto-configuration feature, perform the following steps:

Procedure

1. In the Avaya one-X[®] Communicator Login window, click **Menu > Settings**.
Avaya one-X[®] Communicator displays the General Settings window with the list of configuration tabs in the left navigation pane.
2. If you want to apply auto-configuration only to a specific group of settings, click the required configuration tab in the left navigation pane.
3. Click **Auto-configure** .
4. In the Auto-configure dialog box, perform any one of the following:
 - Click **All** to apply the auto-configuration feature to all Avaya one-X[®] Communicator settings.
 - Click **This screen only** to apply the auto-configuration feature to the current configuration tab only.

The system displays a message indicating the progress of the auto-configure operation. If the retrieval is successful, the system displays the Login dialog box. If the retrieval is unsuccessful, the system displays a message indicating that you must configure Avaya one-X[®] Communicator manually before you can log in.

Configuring the general settings manually

Configuring telephony settings

Procedure

Click **Telephony** in the left pane of the General Settings window.

The system displays the settings in the right pane of the General Settings window. This pane displays different fields depending on whether you select **H.323** or **SIP** protocol after installation.

Configuring for H.323 protocol

Procedure

1. Select **H.323** as the telephony protocol.
2. Enter the **Extension** and the **Password**.
3. To specify the IP address of your server, click **Add** below the **Server List** field.
4. In the Add Server dialog box, enter the IP address of the proxy server.
5. Click **OK**.
6. Repeat Steps 3 to 5 for each server address you want to specify.
7. If you want to use video, ensure that the **Enable Video Calls** check box is selected.

Configuring for SIP protocol

Procedure

1. Select **SIP** as the telephony protocol.
2. Enter the **Extension** and the **Password**.
3. To specify the IP address of your server, click **Add** below the **Server List** field.
4. In the Add Server dialog box:
 - a. Enter the IP address of the proxy server or Session Border Controller .

 **Note:**

Session Border Controller provides your Avaya one-X® Communicator a remote access to Avaya Aura® without a VPN connection. The Session Border Controller feature is available only if configured on the Avaya Aura® system. Refer to Avaya Aura® administrator for more information.

- b. Select a **Transport Type**.

 **Note:**

Telephony in the Deskphone mode, and IM and Presence are not available with Transport Control Protocol (TCP).

- c. Enter a port number for the selected Transport Type.
5. (Optional) Enter the **Port**.
6. Click **OK**.
7. Repeat Steps 3 to 5 for each server address you want to specify.
8. In the **Domain** field, enter the domain name.
9. In the **Failback Policy** field, select **Auto** or **Admin**.
10. Select a **Registration Policy** from the drop-down menu.

*** Note:**

The **Mode**, **Avaya Environment** field is read only.

11. If you want to use video, ensure that the **Enable Video Calls** check box is selected.

Telephony screen field descriptions

Field Name (for H.323 protocol)	Description
Extension	The extension number of your phone
Password	The password for your phone.
Server List	The IP address of the Communication Manager server.
Enable Video Calls	The check box to enable video sharing. For this your administrator must configure your extension on the server.

Field Name (for SIP protocol)	Description
Extension	The extension number of your phone.
Password	The password for your phone.
Server List	The IP address of the proxy server.
Port	The port number of the server. If you do not enter the port number, Avaya one-X [®] Communicator uses port 5061 as the default setting.
Domain	The domain of your Avaya Aura [®] Session Manager server. This field is case sensitive.
Mode	The mode of use.
Avaya Environment	The field indicates if Avaya one-X [®] Communicator is connected to Avaya network.
Failback Policy	The field to select if Avaya one-X [®] Communicator automatically recovers after a failback. Your options are: <ul style="list-style-type: none"> • Auto

Table continues...

Field Name (for SIP protocol)	Description
	<ul style="list-style-type: none"> • Admin
Registration Policy	The drop-down menu to specify how your extension manages proxies. Your options are: <ul style="list-style-type: none"> • Alternate • Simultaneous
Enable Video Calls	The check box to enable video sharing. For using video calls, your system administrator must configure your extension on the server.

Configuring login settings

Procedure

1. Click **Login** in the left of the General Settings window.
 The login settings appear in the right pane of the General Settings window.
2. Ensure that the **Use Avaya one-X® Client Enablement Services account** check box is selected.
3. In the **URL**, enter the Web page address of the Avaya one-X® CES server.
4. In the **User name**, enter your user name.
5. In the **Password**, enter the password.
6. Click **OK**.

Login screen field descriptions

Field name	Description
Use Avaya one-X® Client Enablement Services account	Check box to select if you want to integrate with Avaya one-X® Client Enablement Services account.
URL	Fully qualified domain name for the Client Enablement Services server.
User Name	Your user name for the Client Enablement Services server.
Password	Your password for the Client Enablement Services server.

Configuring personal call feature

The Personal call page is displayed on the Avaya one-X® Communicator user interface only if you have enabled the feature using the Avaya one-X® Communicator Admin Control Tool.

Procedure

1. Click **Personal call** in the left pane of the General Settings window.
2. Enter the **Feature Code**.
3. Enter the **Account Code**.
4. Click **OK**.

Personal call screen field descriptions

Name	Description
Feature code	Code that is used to access the personal call feature on the call servers. The default value is *75.
Account code	Code that is used to authenticate outgoing personal calls.

Configuring messaging settings

About this task

Set Avaya one-X[®] Communicator to access your messaging system when you click the message waiting indicator on the Avaya one-X[®] Communicator window.

Procedure

1. Click **Messaging** in the left pane of the General Settings window.
2. Select the **Enable Message Access** check box.
3. Perform one of the following:
 - Select **Dial this number** or enter the telephone number you want to dial to access the messaging system.
 - Select the **Start This Application** option or click **Browse** to select the application you want to run.
 - Select the **Open Webpage** option or enter the Web URL for the messaging system.
4. Click **OK**.

Messaging screen field descriptions

Field Name	Description
Enable Message Access	Check box to enable access to the messaging system.
Dial this number	Number to be dialed to access the messaging system.

Table continues...

Field Name	Description
Start This Application	Application to be opened to access the messaging system.
Open Webpage	Web browser to be opened to access the messaging system.

The following fields are displayed if you integrate Avaya one-X® Communicator with Avaya one-X® Client Enablement Services:

Field Name	Description
Messaging Server	Name of the Messaging server.
Display Name	Display name of the Messaging server.
Mailbox	Your Mailbox number.
Password	Password to access your Mailbox number.
Web Subscriber Options URL	URL to be opened to access your messages.

Configuring conference settings

You can view and modify the bridge conference settings on this screen if you have integrated Avaya one-X® Communicator with Avaya one-X® Client Enablement Services. System populates the fields in the Conference screen with bridge conference attributes from Avaya Meeting Exchange.

Procedure

1. Click **Conference** in the left pane of the General Settings window.
The Conference screen appears in the right pane of the General Settings window.
2. Ensure that the values in the fields are accurate and modify, if required.

Conference screen field descriptions

Field name	Description
Bridge Conference Server	Name of bridge conference server.
Display Name	Display Name of the user.
Primary Phone Number	Primary phone number to be used for bridge conferencing.
Alternate Phone Number	Alternate phone number to be used for bridge conferencing.
Moderator Code	Moderator code to be used for bridge conferencing.
Participant Code	Participant code to be used for bridge conferencing.
PIN	PIN number for the conference.

Configuring mobile account settings

If your system administrator has configured your account for Avaya one-X[®] Mobile, you can update your mobile number and SMS address in this screen. Mobile account configuration is available only if you have integrated Avaya one-X[®] Communicator with Avaya one-X[®] Client Enablement Services by configuring Login settings. For more information, see [Configuring login settings](#) on page 32.

Procedure

1. Click **Mobile** in the left pane of the General Settings window.
The Mobile Account screen appears in the right pane of the General Settings window.
2. Enter a **Phone Number**, if required.
3. Enter an **SMS Address**, if required.
4. (Optional) To remove the mobile phone from your account, click **Block This Phone**.
5. Click **OK**.

Mobile Account screen field descriptions

Field name	Description
Phone Number	Mobile phone number.
SMS Address	SMS address.
Block This Phone	The button to remove the mobile phone from your account.

Configuring instant messaging and presence settings

Using this window, you can activate the Avaya one-X[®] Communicator Instant Messaging functionality.

Procedure

1. Click **IM and Presence** in the left pane of the General Settings window.
2. To enable IM and Presence, select the **Enable Instant Messaging and Presence** check box.
3. In the **Server** field, enter the IP address of IM and Presence server.
4. In the **Domain** field, enter the domain name of the Presence server.
5. Perform any one of the following actions:
 - For SIP protocol, select the **Automatically discover my IM login information** option.
 - For H.323 protocol, select the **Manually specify my IM login information** and enter the **IM username** and **IM password** in the respective fields.

6. To store instant messages on your hard disk drive, select the **Enable Local Message Archiving** check box.
7. Click the **Preferences** tab and select the options as appropriate.

*** Note:**

The check box, **Activate the "Send all calls" feature (if available) when presence is set to "Do not disturb"**, is open for selection only if the feature is available for the extension and has been activated using the Centralized Administration Tool.

8. Click the **Access Control** tab and select **Allow** or **Deny** for a contact depending on whether you want to provide your presence to that contact.
9. Click **OK**.

IM and Presence screen field descriptions

Field Name	Description
Enable Instant Messaging and Presence Settings	Check box to indicate if instant messaging and presence functionality is to be used.
Server	IP address of the instant messaging and presence server.
Domain	Domain of the presence server. In SIP protocol mode, if you do not specify the domain name or specify an incorrect domain name, Avaya one-X® Communicator fetches and populates the associated domain name.
Automatically discover my IM login information	Check box to select if you are opting for automatically discovering an IM login.
Manually specify my IM login information	Check box to select if you are opting for manually specifying an IM login.
IM username	User name to be used for instant messaging.
IM Password	Password required for using instant messaging.
Enable Local Message Archiving	Check box to indicate if IM messages are to be archived in the local drive.
Set Away when I've been inactive for ... minutes	Check box to select if you want the presence status to be changed to Away when you are inactive for a certain period of time (The default value is 10 minutes). You can set the value from 5 to 100 minutes.
Activate the "Send all calls" feature (if available) when presence is set to "Do not disturb"	Check box to select if you want to activate the "Send all calls" feature when presence is set to "Do not disturb". The check box is open for selection only if the feature is available for the extension and has been activated through the Centralized Administration Tool.

Table continues...

Field Name	Description
Enable dialable number parsing in message text	Check box to enable dialable number parsing in message text.
Enable hyperlink parsing in message text	Check box to enable hyperlink parsing in message text.
Store Instant Message History for the last ... days	Drop-down menu to indicate the number of days for which the IM messages should be stored.
Open History Folder	Field to open the IM history folder.
Name	Name of your Favorite contact.
Access	Drop-down menu to indicate if you want to provide your presence access to the contact.

Configure security settings

Avaya one-X[®] Communicator supports the following certificates:

- Avaya Product Root Certificate Authority (CA): Embedded in Avaya one-X[®] Communicator.
- Certificate issued by the Trusted Third Party Certificate Authority (TTP CA) and stored in the system certificate store: X.509 certificates other than the Avaya Root certificate that are loaded to your computer.

Avaya one-X[®] Communicator supports certificates with 2048-bit RSA keys and SHA-256 digests and uses the selected certificate for two-way Transport Layer Security (TLS) authentication during the handshake stage of establishing secure connections with:

- SIP
- Extensible Messaging and Presence Protocol (XMPP)
- HTTPS
- Session Border Controller
- Avaya one-X[®] Client Enablement Services
- Lightweight Directory Access Protocol (LDAP)

The client identity certificate is distributed by administrators and must be installed on Avaya one-X[®] Communicator.

Note:

If you install Avaya one-X[®] Communicator in the Silent mode, you must enable the Avaya Product Root Certificate Authority (CA). The Avaya CA certificate is installed and configured on Session Manager and Avaya one-X[®] Communicator uses the Avaya CA client identity certificate by default, unless you configure certificates issued by a Trusted Third Party Certificate Authority (TTP CA).

Related links

[Checking the certificate details](#) on page 38

[Selecting the client identity certificate](#) on page 38

Checking the certificate details

If you are going to use client identity certificate issued by TTP CA, ensure the certificate is available in the Personal Certificates store and is valid.

About this task

To check the client identity certificate details, perform the following steps:

Procedure

1. Log on to the system as an administrator.
2. From the command prompt, run the `mmc` command.
3. Click **File > Add/Remove Snap-in**, and then click **Add**.
4. Under **Snap-in**, double-click **Certificates**, click **Computer account**, and then click **Next**.
5. Click **Local computer**, and then click **Finish**. Click **Close**.

The Certificates (Computer Name) snap-in appears on the list of selected snap-ins for the new console.

6. Browse to **Certificates > Personal > Certificates**.
7. Double-click the client identity certificate and verify the following certificate information:
 - The value for **KeyUsage** extension field is **Digital Signature** and **keyEncipherment bits** set to **1**.
 - The **EnhancedKeyUsage** extension includes object identifiers either for the **Server Authentication (1.3.6.1.5.5.7.3.1)** or the **Client Authentication (1.3.6.1.5.5.7.3.2)** or both.
 - The certificate and the trust chain is valid and does not have any errors such as incorrect signature, and expired validity period.
 - The certificate has passed through revocation checking.
 - The certificate is trusted. The client non-default identity certificate is validated against the Trusted Root Certification Authorities system certificate store.
 - The private key of the certificate is marked as exportable.

Related links

[Configure security settings](#) on page 37

Selecting the client identity certificate

Use the Security settings tab to enable your client certificate issued by the Trusted Third Party Certificate Authority (TTP CA) in Avaya one-X® Communicator.

Before you begin

Verify your client identity certificate is installed on your computer and is valid. Refer to [Checking the certificate details](#) on page 38

About this task

To select the client identity certificate in Avaya one-X[®] Communicator, perform the following steps:

Procedure

1. Click **Security** in the left pane of the General Settings window.
2. Click **Browse** to select a certificate from the Certificate store in your computer.
3. Click **OK**.

Related links

[Configure security settings](#) on page 37

Security screen field descriptions

Name	Description
Identity Certificate	Check box to select a client identity certificate issued by the Trusted Third Party Certificate Authority (TTP CA) and stored in the system certificate store.

Configuring offline call journaling settings

About this task

The Call Journaling feature provides the Avaya one-X[®] Communicator users a consistent and continuous view of call logs generated when a device is logged in or not logged in. The Offline Call Journaling feature is available to users in H.323 mode as well as SIP mode. In H.323 mode, users need to configure Offline Call Journaling through the Avaya one-X[®] Communicator user interface. The following settings are applicable only to Avaya one-X[®] Communicator in H.323 mode.

Procedure

1. Click **Offline Call Journaling** in the left pane of the General Settings window.
2. Select the **Enable Offline Call Journaling** check box.
3. In the **Backup server URL** field, enter the Web page address of the Backup and Restore server.
4. In the **Login** field, enter the user name, used for accessing the Backup and Restore server.
5. In the **Password** field, enter the password for accessing the Backup and Restore server.

Related links

[Offline call journaling screen field descriptions](#) on page 40

Offline call journaling screen field descriptions

Name	Description
Enable Offline Call Journaling	Check box to indicate if Offline Call Journaling functionality is to be used.
Backup server URL	Web page address of the Backup and Restore server. Avaya one-X® Communicator supports both HTTP and HTTPS connections to backup/restore server.
Login	User name to be used for accessing the Backup and Restore server. The Login field is optional and depends on the configuration of the backup/restore server.
Password	Password required for accessing the Backup and Restore server. The Password field is optional and depends on the configuration of the backup/restore server.

Related links

[Configuring offline call journaling settings](#) on page 39

Configuring outgoing call settings

Procedure

1. Click **Outgoing Calls** on the left pane of the General Settings window.
2. From the **Place and receive calls using** drop-down menu, select an option.

The **Other Phone** mode is enabled only when you add numbers using the **Phone Numbers** screen.

3. For H.323 protocol, ensure that the **Enable Emergency Call Handling Feature** check box is selected and perform any one of the following actions:
 - Select **Your extension number**.
 - Select **Telephone number** and type the phone number to be used during an emergency.

Contact your system administrator for more details on Emergency number administration for your extension with the H.323 protocol.

4. Click **OK**.

 **Note:**

This feature is not supported when you are using Avaya one-X® Communicator through a remote desktop connection or a virtual computer.

Outgoing Calls screen field descriptions


Field Name	Description
Place and receive calls using	<p>Avaya one-X[®] Communicator uses the option selected here to place and receive calls. The available options are:</p> <ul style="list-style-type: none"> • This Computer: This mode enables you to use the full feature set of your company telephone system from temporary locations anywhere in the world (such as a hotel room). This mode is configured for voice over IP (VoIP). Make and handle calls through the Avaya one-X[®] Communicator interface on your computer, and use the inbuilt microphone and speakers of the computer or an externally connected headset to speak and listen. • Desk Phone: Using this mode, you can log in to the server and control your Avaya telephone from Avaya one-X[®] Communicator. You can make and handle calls from both the Avaya one-X[®] Communicator interface and your Avaya telephone. Use your Avaya telephone to speak and listen. When the connection to the phone is lost and can't be established after several attempts, a warning message is thrown to inform the customer. • Other Phone: With this mode, you can use the full feature set of your company telephone system from a location other than your office. You place and handle calls through the Avaya one-X[®] Communicator interface, and you use a separate telephone line at your remote location to speak and listen. Unlike This Computer mode, this mode is configured for toll-quality audio and optimizes audio through the other phone. To use this mode, you must have a separate telephone line available at your remote location. <p> Note: In the DeskPhone mode and Other Phone mode, Avaya one-X[®] Communicator does not display numbers (DTMF) dialed from a hard phone during an active call.</p>
Enable Emergency Call Handling Feature (For H.323 protocol only)	Check box to enable Emergency Call Handling.
Your extension number (For H.323 protocol only)	Check box to select if you want Avaya one-X [®] Communicator to use your extension number during an emergency call.

Table continues...

Field Name	Description
Telephone number (For H.323 protocol only)	Check box to select if you want Avaya one-X® Communicator to use any other phone during an emergency call. Use the text field to enter the telephone number to be used during an emergency call.

Configuring phone number settings

About this task

Use the screen to add phone numbers that you plan to use through Avaya one-X® Communicator.

Procedure

1. Click **Phone Numbers** on the left pane of the General Settings window.
2. Click **Add**.
 - a. Enter a **Name**.
 - b. Enter a **Number**.
 - c. Click **OK**.
3. Click **Format** to view the specified number with the dialing rules applied to it.
4. Click **OK**.

Phone Numbers screen field descriptions

Field Name	Description
Phone Numbers	List of phone numbers added through this screen.
Name	Name assigned to a number.
Number	Telephone number added.
Format	Displays the selected phone number with the dialing rule applied to it.

Configuring call handling settings

About this task

Use the screen to block or allow incoming calls and select telephones to ring for incoming calls. Call Handling configuration is available only if you have integrated Avaya one-X® Communicator with Avaya one-X® Client Enablement Services by configuring the Login settings.

Procedure

1. Click **Call Handling** in the left pane of the General Settings window.

2. Select an option from the **Call Handling** drop-down menu. Your options are:

- **Block All calls**
- **Allow VIP calls**
- **Do not block**

3. Select the phones from the list of phones appearing under **Ring Phones**.

The list of phones contains phone numbers that you have added using the **Phone Numbers** screen.

4. Click **OK**.

Call Handling screen field descriptions

Field Name	Description
Call Handling	Drop-down menu to block or allow calls. Your options are: <ul style="list-style-type: none"> • Block All calls: Blocks all incoming calls • Allow VIP Calls: Allows calls from the contacts that are added to your VIP list. • Do not block: Allows all incoming calls
Ring Phones	Check boxes against telephone numbers to indicate which telephones to ring for incoming calls. The list of telephone numbers contains telephone numbers that you have added using the Phone Numbers screen.

Configuring dialing rules settings

Procedure

1. Click **Dialing Rules** on the left pane of the General Settings window.
2. In the General Settings window, enter the number to dial in the **Number to dial to access an outside line** field
3. Enter values in the **Your country code**, **Your area/city code**, **PBX Main Prefix**, **Number to dial for long distance calls**, and **Extension length for internal extensions calls** fields.

For example, if your internal extensions consist of five digits, you would enter 5. In this example, any number that consists of five digits or less would be treated as an internal extension. If your company supports internal extensions of varying lengths, for example, three-digit, five-digit, and seven-digit extensions, you must separate these lengths by commas and enter 3, 5, 7.

*** Note:**

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

4. Enter a value in the **Number to dial for international calls** field.
5. Enter a value in the **Length of national phone numbers (including area/city code)** field.
6. If you entered an area or city code in Step 4, select the **Include area/city code when making a local call** check box.

For example, for Lincroft area in the U.S., entering an area code is mandatory. Therefore, you must select the check box. However, for Basking Ridge area in the U.S., entering an area code is not mandatory, so you need not select the check box.

7. Select the **Display confirmation window before dialing a number** check box.

This ensures that you can check whether the number to be dialed conforms to the dialing rules you set. If not, you can update the number. Avaya one-X® Communicator then uses the updated number to make calls.

8. Click **OK**.

Dialing Rules screen field descriptions

Field Name	Description
Number to dial to access an outside line	Number to dial to access an outside line.
Your country code	Your country code.
Your area/city code	Area code or the city code where your phone server is located. You can enter multiple codes and separate them with commas. For example, if you enter code as 406 or 208, Avaya one-X® Communicator treats every call made to a region matching with either 406 or 208 as a local call.
PBX Main Prefix	Main prefix of your PBX.
Number to dial for long distance calls	Number to dial before you make a long distance call.
Number to dial for international calls	International country code for dialing an international phone number.
Extension length for internal extensions calls	Number of digits that comprise an internal extension.
Length of national phone numbers (including area/city code)	It is either: <ul style="list-style-type: none"> • the number of digits to dial (including area/city code) for a call within your country.

Table continues...

Field Name	Description
	<ul style="list-style-type: none"> the supported phone number lengths separated by a comma for countries with multiple phone number lengths.
Apply dialing rules for outgoing calls	Avaya one-X [®] Communicator applies the specified dialing rules to outgoing calls.
Include area/city code when making a local call	Check box to indicate if the area/city code must be included in the number for making a local call.
Display confirmation window before dialing a number	Application displays a confirmation window before it dials a number.

Configuring audio settings

Procedure

1. Click **Audio** in the left pane of the General Settings window.
2. On the General Settings window, select the **Basic** tab.
3. Select a **Microphone** from the drop-down menu.
4. Select a **Speaker** from the drop-down menu.
5. Select the **Ring on incoming calls** check box, if required.
6. Select the **Ring additional device** check box, if required, and select a device from the drop-down menu.
7. Click **OK**.

 **Note:**

Audio feature is not supported when you are using Avaya one-X[®] Communicator through a remote desktop connection or a virtual computer. For more information on audio settings, see *Using Avaya one-X[®] Communicator* on the Avaya Support Web site <http://www.avaya.com/support>.

Audio screen field descriptions

Field Name	Description
Microphone	Microphone to be used for a call.
Speaker	Speaker to be used for ringing and calls.
Ring on incoming calls	Check box for selecting if ringing for incoming calls must be enabled.
Ring additional device	Additional audio device for ringing.
Mute ringing for incoming calls	Check box for selecting if ringing for incoming calls must be muted.

Audio Advanced screen field descriptions

Field Name	Description
Microphone	Microphone to select from a list.
Speaker	Speaker to select from a list. Click the Up or Down arrow keys to move the device up or down respectively.

Configuring video settings

Procedure

1. Click **Video** in the left pane of the General Settings window.
2. Select the **Send your video image automatically when you answer or join a video call** check box, if required.
3. To enable Picture in Picture (PIP) and configure the PIP settings, select the **Display a picture-in-picture window** check box and select one of the following options:
 - Select **Small picture-in-picture window** check box.
 - Select **Medium picture-in-picture window** check box.
 - Select **Large picture-in-picture window** check box.
4. To keep the PIP window fixed at a location, select the **Fixed picture-in-picture window** check box.
5. Select the **Stretch video to fit screen** check box, if required.
6. Select the **Display warning before entering Full Screen mode** check box, if required.
7. Select the **Automatically disable screen saver and monitor power saving mode during a call** check box, if required.
8. Click the **Advanced** tab and configure the following:
 - a. Select a camera from the **Preferred Camera** drop-down menu.
 - b. Select a preferred bit rate from the **User Session Maximum Bit Rate** drop-down menu.
 For video conference in SIP mode using Avaya Aura® Conferencing, you must set the User Session Maximum bit rate to at least 384 kbps.
 - c. Select the **Show the video window automatically on login with video capabilities** check box, if required.
9. Click the **Administration** tab and select the Codecs.
10. Click **OK**.

*** Note:**

Video feature is not supported when you are using Avaya one-X[®] Communicator through a remote desktop connection or a virtual computer. For more information on video settings, see *Using Avaya one-X[®] Communicator* on the Avaya Support Web site <http://www.avaya.com/support>.

Video screen field descriptions

Field Name	Description
Open Video Window	Opens the video window if it is not opened.
Send your video image automatically when you answer or join a video call	The check box to indicate your video image is automatically sent when you answer or join a video call.
PIP Settings	Picture in Picture settings. The options are: <ul style="list-style-type: none"> • Display a picture-in-picture window: Displays the near-end video and the far-end video in the same window. • Small picture-in-picture window: Provides a small picture-in-picture window • Medium picture-in-picture window: Provides a medium size picture-in-picture window. • Large picture-in-picture window: Provides a large picture-in-picture window • Fixed picture-in-picture window location: Provides the picture-in-picture window at a fixed location
Stretch video to fit screen	The check box to indicate if the video is to be stretched to fit the screen on a full screen video mode.
Display warning before entering Full Screen mode	The check box to indicate if a warning must be displayed when you click the icon on the video window to display the video in the full screen mode.
Automatically disable screen saver and monitor power saving mode during a call	The check box to specify if the following be disabled: <ul style="list-style-type: none"> • screen saver to become active during an active video call. • the monitor to switch to the power saving mode during an active video call.
Preferred Camera	The drop-down menu to select a preferred camera.
User Session Maximum Bit Rate	The drop-down menu to select the maximum bit rate.
Show the video window automatically on login with video capabilities	The check box to indicate your preference for displaying the video window at login.

Table continues...

Field Name	Description
Codec Preferences	<p>The check boxes to select video codecs. The supported codecs are:</p> <ul style="list-style-type: none"> • H.263 • H.263–1998 • H.264 <p>You can select the codecs only if you have enabled video calls from the Telephony screen. For more information, see Configuring telephony settings on page 30.</p>

Configuring public directory settings

Before you begin

Before you gain access a public directory, you must select the **Public Directory** check box in the Preferences screen. For the procedure, see [Configuring preferences settings](#) on page 50.

Procedure

1. Click **Public Directory** in the left pane of the General Settings window.
2. From the **Directory Type** drop-down menu, select one of the following types of directories:
 - **Active Directory**
 - **Domino**
 - **Novell**
 - **Sun One Directory**
3. Enter appropriate information in the **Directory Name**, **Server Address**, **User name**, **Password**, **Search Root**, **Transport Type**, **Server Port**, **Time out**, and **Max Entries** fields.
4. If you are using H.323 protocol, select an option from the **IM Handle Mapping** drop-down menu.
5. Select the **Use Active Directory GSS Bind** check box, if required.

For information on the fields, see [Public Directory screen field descriptions](#) on page 48.
6. Click **OK**.

Public Directory screen field descriptions

Field Name	Description
Directory Type	The type of public directory.
Directory Name	The name of the directory server.

Table continues...

Field Name	Description
Server Address	The IP address of the directory server.
User Name	Your user name.
Password	Your password.
Search Root	The search root. An example is ou=people, o=company .
IM Handle Mapping (H.323 mode)	<p>The Instant Messaging (IM) handle to be used in H.323 mode. Avaya one-X[®] Communicator maps the IM handles with LDAP attributes to retrieve contact information for Enterprise users when they are added as Favorites. The retrieved LDAP value is then converted to make it the Presence handle. Your IM handle options are:</p> <ul style="list-style-type: none"> • Email Address • Work Number • Mobile Number • Home Number • Pager Number • Other
Attribute Name (H.323 mode)	<p>The Attribute Name field displays the name of the attribute in LDAP that stores the Extensible Messaging and Presence Protocol (XMPP) IM handle. Avaya one-X[®] Communicator maps the IM handle with the Attribute Name in directory lookup. Hence, all LDAP users must have the Attribute Name that is specified on the screen. If you select Other as the IM handle, Avaya one-X[®] Communicator displays the Attribute Name field. The default value of the attribute name is Extensionattribute14. However, administrators can modify the value using the Centralized Administration Tool.</p>
Domain Substitution	<p>The Domain Substitution check box indicates if contacts in search results of public directory must have their presence domain substituted with the presence domain specified in Avaya one-X[®] Communicator. The field cannot be modified from the user interface.</p>
Transport Type	The protocol to be used. The available options are TLS and TCP.
Server Port	The port number of the server. The default value for TLS is 636 and for TCP is 389.

Table continues...

Field Name	Description
Time out	The time out interval. The default value is 100 seconds.
Max Entries	The maximum number of matching entries to display when you enter a search. The default value is 25.
Use Active Directory GSS Bind	The check box to indicate that Avaya one-X® Communicator uses the login and password of the current user to bind with the Active Directory LDAP server.

Configuring preferences settings

Procedure

1. Click **Preferences** in the left pane of the General Settings window.
2. Enter a display name in the **My display name** field.
3. Select a **Language for the interface** from the drop-down menu.
4. Select the **Display alerts for incoming calls** check box if required.
The Show Details check box is enabled.
5. Select the **Show details** check box if required.
6. Select the **Automatically login if possible when application restarts** check box if required.
7. Select the **Run Avaya one-X Communicator automatically when I log on to Windows** check box if required.
8. Select the **Display DTMF digits for active call** check box if you want DTMF digits to appear on the User Interface when you are on an active call.
9. Select the **Minimize Avaya one-X Communicator to the task tray** check box if required.
10. Select a **Display Name** format.
11. Click **Sound Settings**
 - a. On the Sound settings window, select a **Sound Scheme**.
 - b. On the Program Events, scroll down to Avaya one-X Communicator and select a type of alert.
 - c. From the **Sounds** drop-down menu, select a ring tone.
12. Click **OK**.

Preferences screen field descriptions

Field Name	Description
My display name	The text box to enter your display name. The text box is displayed only when you are using Avaya one-X [®] Communicator with Avaya one-X [®] Client Enablement Services.
Language for the interface	The display language for the Avaya one-X [®] Communicator interface.
Display alerts for incoming calls	The check box to enable alerts for incoming calls.
Show details	The check box to indicate if the details of an incoming call must be displayed to the user. You can select the check box only if you select the Display alerts for incoming calls check box.
Automatically login if possible when application restarts	The check box to indicate if Avaya one-X [®] Communicator must automatically log in when the application restarts.
Run Avaya one-X Communicator automatically when I log on to Windows	The check box to indicate if Avaya one-X [®] Communicator must automatically run when you log in to your system.
Display DTMF digits for active call	The check box to indicate if DTMF digits entered during an active call must be displayed on the user interface.
Minimize Avaya one-X Communicator to the task tray	The check box to indicate if Avaya one-X [®] Communicator can be minimized to the task tray
Display Name	The format for displaying the names of your contacts.
Sound Settings	<p>The Sound Settings button helps you configure customized ring tones for call and instant messaging alerts on Avaya one-X[®] Communicator. You can configure customized ring tones for the following alerts in SIP mode:</p> <ul style="list-style-type: none"> • Incoming Call • Incoming Bridged Call • Incoming Call Pickup Group Call • Incoming Team Call • Incoming IM <p>You can configure customized ring tones for the following alerts in H.323 mode:</p> <ul style="list-style-type: none"> • Incoming Call • Incoming IM

Configuring desktop integration settings

Procedure

1. Click **Desktop Integration** in the left pane of the General Settings window.
2. Select the **Enable Avaya Collaboration Services** check box, if required.
3. For Name Look-Up, select from the options, as required:

- **Microsoft Outlook Contacts**
- **Enable Name Look-Up for incoming and outgoing calls**
- **Minimum number of digits to match:**
- **IBM Lotus Notes Contacts**
- **Public Directory**

*** Note:**

If you have logged in to Avaya one-X® Communicator in the standalone mode with H.323 protocol, you must configure the LDAP server and select Public Directory for Name Look-Up to use the Presence feature. For more information on configuring Public Directory settings, see [Configuring public directory settings](#) on page 48.

You must select **Public Directory** if you want to add Contacts through the Avaya one-X® Communicator user interface.

*** Note:**

Avaya Collaboration Services does not support secure LDAP connections.

- **Avaya SIP Personal Profile Manager (PPM) Contacts** (only with SIP protocol)
- **Avaya one-X® Client Enablement Contacts**

4. Select **Enable wipe-to-dial (clipboard dialing)**.

In any application, if you select a number that can be dialed, you can dial that number from the Avaya one-X® Communicator icon in the system tray.

5. Click **OK**.

Related links

[Desktop Integration screen field descriptions](#) on page 52

Desktop Integration screen field descriptions

Field Name	Description
Enable Avaya Collaboration Services	The check box to select if you want to enable Avaya Collaboration Services. Avaya Collaboration

Table continues...


Field Name	Description
	<p>Services integrates Avaya one-X[®] Communicator with the following applications:</p> <ul style="list-style-type: none"> • Microsoft Internet Explorer • Google Chrome • Mozilla Firefox • Microsoft Office applications • Microsoft Office 365
Microsoft Outlook Contacts	The check box to select if you want Avaya one-X [®] Communicator to search for contacts in Microsoft Outlook when you use the Name Look-Up feature. Microsoft Outlook must be installed and running on your computer.
Enable Name Look-Up for Incoming and Outgoing calls	The check box to select if you want to enable name look-up for incoming and outgoing calls in Outlook contacts.
Minimum number of digits to match	The field to enter minimum number of digits to match with the contacts. You must select the Enable Name Look-Up for Incoming and Outgoing calls check box to activate this field.
IBM Lotus Notes Contacts	The check box to indicate if Avaya one-X [®] Communicator must search for contacts from Lotus Notes Address Book when you use the Name Look-Up feature. Lotus Notes Address Book must be installed and running on your computer.
Public Directory	The check box to indicate if Avaya one-X [®] Communicator must search for contacts in a public directory when you use the Name Look-Up feature. Public Directory must be configured using the Public Directory settings.
Avaya SIP Personal Profile Manager (PPM) Contacts (SIP mode only)	The check box to select if you want Avaya one-X [®] Communicator to search for contacts in Avaya SIP Personal Profile Manager (PPM) Contacts when you use the Name Look-Up feature.
Avaya one-X[®] Client Enablement Contacts (Avaya one-X [®] Client Enablement Services mode only)	<p>The check box to select if you want Avaya one-X[®] Communicator to search for contacts in the Avaya one-X[®] Client Enablement Contacts directory when you use the Name Look-Up feature.</p> <p> Note:</p> <p>You must use Avaya one-X[®] Client Enablement Services account in Login settings to use this feature</p>

Table continues...

Field Name	Description
Enable wipe-to-dial (clipboard dialing)	The check box to enable the Wipe-to-dial feature.
SMS Gateway	The administered gateway for sending and receiving Short Message Service (SMS) transmissions. This is a read-only field and you can view the gateway only if your administrator has enabled the service using the Avaya one-X® Communicator Centralized Administration Tool.
SMS Prefix	The prefix number to be used before the phone number for sending an SMS. This is a read-only field and you can view the gateway only if your administrator has enabled the service using the Avaya one-X® Communicator Centralized Administration Tool.
FAX Gateway	The administered gateway for sending faxes using Avaya one-X® Communicator. This is a read-only field and you can view the gateway only if your administrator has enabled the service using the Avaya one-X® Communicator Centralized Administration Tool.
FAX Prefix	The prefix number to be used before the phone number for sending a FAX. This is a read-only field and you can view the gateway only if your administrator has enabled the service using the Avaya one-X® Communicator Centralized Administration Tool.

Related links

[Configuring desktop integration settings](#) on page 52

Configuring Hot Keys

Procedure

1. Click **Hot Keys** in the left pane of the General Settings window.
2. Select a hot key from the existing list.
3. In the **Press a new shortcut key**, enter the keys you want to assign. The hot key must contain one or more modifier key (Ctrl, Alt, Shift, Win) otherwise it will not be saved and applied.
4. Select the **Global hot key** check box, if required.
5. Click **OK**.

Related links

[Hot keys screen field descriptions](#) on page 55

Hot keys screen field descriptions

Name	Description
Name	Name of the Hot key. The name also indicates the function of the Hot key.
Hot key	Keys assigned to a particular function.
Press a new shortcut key	Shortcut keys that you want to assign it to a function. A hot key must contain one or more modifier key (Ctrl, Alt, Shift, Win) otherwise it will not be saved and applied.
Global Hot key	Hot keys that work even when Avaya one-X [®] Communicator is not in focus on your computer.
Assign	The field to assign Hot keys to a function using a button.
Remove	The field to remove assigned Hot keys from the list using a button.

Related links

[Configuring Hot Keys](#) on page 54

Configuring network settings

About this task

You need to change the default settings on this screen only if you experience problems logging in to the server in a VPN and/or firewall environment.

Procedure

1. If you installed Avaya one-X[®] Communicator in H.323 mode, select the **Specify local UDP/TCP port range preference** check box to configure Avaya one-X[®] Communicator for use with a firewall using UDP port restrictions.
2. If you selected the check box in Step 1, complete the **Low** and **High** fields.
3. Select the **Use Differentiated Services for Audio** check box and enter a **DSCP** value.
4. Select the **Use 802.1p prioritization for Audio** check box and enter a **Priority** value.
5. Click **OK**.

Network screen field descriptions

Field Name	Description
Specify local UDP/TCP port range preference	The option to select if you want to specify you port range preferences.

Table continues...

Field Name	Description
Low	Number of the lowest port you want Avaya one-X® Communicator to use. This number must be greater than 1023 and less than 65472.
High	Number of the highest port you want Avaya one-X® Communicator to use. This number must be less than 65536.
Use Differentiated Services for Audio	Indicates if differentiated audio services are enabled.
DSCP	Specifies DSCP value in the range from 0 to 63.
Use 802.1p prioritization for Audio	Indicates if Avaya one-X® Communicator is to use 802.1p prioritization for Audio.
Priority	Specifies the priority value in the range of 0 to 7.

Configuring advanced settings

About this task

Using the Diagnostic Logging feature, you can report a problem you are facing and send the log files to the Avaya one-X® Communicator technical support team. The technical support team uses these log files to find the cause of the problem.

Procedure

1. Click **Advanced** in the left pane of the General Settings window.
2. Click **Diagnostic Logging**.
Avaya one-X® Communicator displays the Diagnostic Logging dialog box.
3. Select the **Enable Diagnostic Logging** check box.
4. Execute the scenario where you have observed the problem and try to reproduce it.
5. Click **Send log files now**.

Your default e-mail client opens. The log files are embedded as an attachment in the mail.

6. Enter the e-mail address of the support team, and fill in the following details in the e-mail message body:
 - Description of the problem
 - Steps to reproduce the issue
 - Frequency of the problem
7. Click **OK**.

Advanced screen field descriptions

Field Name	Description
Diagnostic Logging	Option to send the log files of the technical problems you are facing to the technical support team using a button. The technical support team uses these log files to find the cause of the problem.
Enable Diagnostic Logging	Check box to select if you want to enable diagnostic logging.
Send log files now	Option to send the log files to the technical support team using a button. The log files are sent through your default e-mail client.

Chapter 5: Making Calls

Making a call from the main window

About this task

To make a call from the main window:

Procedure

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

To make an international call, prefix your number with "+" sign and then the country code. For example, you want to make a call to 1234567890 in India. The country code for India is 91. Therefore, you must enter +911234567890. For making calls to numbers with the "+" sign, you must enable the **Apply dialing rules for outgoing calls** check box in the Dialing Rules screen. For more information, see [Configuring dialing rules settings](#) on page 43.

2. Click the **Place Call** icon.

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

A call appearance is displayed for the call. You can view the contact name in the call appearance.

Making a personal call from the contacts List

Procedure

1. Click the **Show Contacts** icon to display your contacts.
2. From the **View** drop-down menu, select the appropriate contact list.
3. For the contact you want to call, click **Call > Personal Call** and select the number from the list.

Making a call from the instant messaging window

Apart from using the instant messaging window to send and receive messages, you can also call the contact from the window.

Procedure

1. Click the **Show Contacts** icon to display your contacts.
2. From the **View** drop-down menu, select **Favorites** to display your Favorites list.
3. Click the **Launch IM** icon to view the Instant Messaging window.
4. Click the **Call** icon at the top of the Instant Messaging window.

Making a call from Microsoft Internet Explorer

If you have installed and configured Avaya Collaboration Services with Avaya one-X[®] Communicator, dialable numbers from your Microsoft Internet Explorer Web browser are highlighted. You can dial these numbers using Avaya one-X[®] Communicator. Avaya one-X[®] Communicator follows the dialing rules set by you to dial the number.

Before you begin

Before you can dial a telephone number from Internet Explorer, you must install and configure Avaya Collaboration Services.

About this task

Avaya Collaboration Services Web browser Add-in searches the displayed page and highlights the valid numbers. Avaya Collaboration Services Web Browser Add-in applies enterprise, national, and international dialing rules to ensure that you can dial highlighted numbers from your Web browser. To start a call from Microsoft Internet Explorer:

Procedure

1. In the browser window, move the cursor on the highlighted telephone number that you want to dial.
2. Click **Call**.
Avaya one-X[®] Communicator initiates a call to the highlighted number.

Dialing a number from Google Chrome

If you have installed and configured Avaya Collaboration Services with Avaya one-X[®] Communicator, dialable numbers from your Chrome Web browser are highlighted. You can dial these numbers using Avaya one-X[®] Communicator. Avaya one-X[®] Communicator follows the dialing rules set by you to dial the number.

Before you begin

Before you can dial a telephone number from Google Chrome, you must install and configure Avaya Collaboration Services.

About this task

Avaya Collaboration Services Web browser Add-in searches the displayed page and highlights the valid numbers. Avaya Collaboration Services Web Browser Add-in applies enterprise, national, and international dialing rules to ensure that you can dial highlighted numbers from your Web browser. To start a call from Google Chrome:

Procedure

1. In the browser window, move the cursor on the highlighted telephone number that you want to dial. When the cursor is moved on the highlighted telephone number and the number belongs to a user from the Favorites list the contact card will be shown
2. Click **Call**.

Avaya one-X[®] Communicator initiates a call to the highlighted number.

Dialing a number from Mozilla Firefox

If you have installed and configured Avaya Collaboration Services with Avaya one-X[®] Communicator, dialable numbers from your Firefox Web browser are highlighted. You can dial these numbers using Avaya one-X[®] Communicator. Avaya one-X[®] Communicator follows the dialing rules set by you to dial the number.

Before you begin

Before you can dial a telephone number from Mozilla Firefox, you must install and configure Avaya Collaboration Services.

About this task

Avaya Collaboration Services Web browser Add-in searches the displayed page and highlights the valid numbers. Avaya Collaboration Services Web Browser Add-in applies enterprise, national, and international dialing rules to ensure that you can dial highlighted numbers from your Web browser. To start a call from Mozilla Firefox:

Procedure

1. In the browser window, move the cursor on the highlighted telephone number that you want to dial. When the cursor is moved on the highlighted telephone number and the number belongs to a user from the Favorites list the contact card will be shown
2. Click **Call**.

Avaya one-X[®] Communicator initiates a call to the highlighted number.

Using Wipe-to-dial to make a call

Use this feature to dial a phone number from any application on your computer through Avaya one-X[®] Communicator.

Before you begin

Ensure that you have enabled the Wipe-to-dial feature from the Preferences dialog box.

About this task

To dial a number:

Procedure

1. Select a phone number in any application on your computer.
2. Right-click the Avaya one-X[®] Communicator icon on your system tray.

The selected number appears as an option to make a call.

3. Select the phone number to start the call.

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

About this task

To make a call using a Bridged Extension:

Procedure

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 the **Place Call** icon.

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

A call appearance is displayed for the call.

Redialing the last number dialed

About this task

The **Redial** icon dials the last telephone number that you dialed from Avaya one-X[®] Communicator during the current session.

Procedure

Click the **Redial** icon.

If you are in Other Phone mode, answer the call from the phone. A call appearance is displayed for the call.

Sending tones during an active call

When you are on an active call in This Computer mode or Desk Phone mode, you can send any contact number or digits pasted in the search field as tones to the call. You can use this feature to send tones such as conference codes during a call.

Procedure

1. When you have an active call, perform any one of the following, as appropriate:
 - To send a number as a tone, enter the number in the **Enter name or number** field, and click the menu button near the **Place Call** icon.
 - To send a contact number as a tone, right-click the contact.

System displays the option to send entered digits or selected contact numbers as tones to the active call.

2. Click **Send Tones**.

Entering digits during a call

In This Computer mode use the Dialpad to enter digits during an active call.

* Note:

In the Desk Phone mode and the Other Phone mode Avaya one-X[®] Communicator doesn't show numbers dialed from a hard phone during an active call.

Procedure

1. Perform any one of the following:
 - Press the digits on the keyboard of your computer.

- Click the **Show Dialpad** icon to access the Dialpad and click the appropriate digits.

The dialed digits are shown on the call bar. The digits are cleared from the call bar when you end an active call or put the call on hold.

2. Click **X** to close the Dialpad.

Making a personal call from the main Window

About this task

To make a personal call from the main window

Procedure

1. In the **Enter name or number** field, enter the telephone number you want to dial.
2. Click the arrow icon that appears next to the **Place Call** icon on the **Action** bar.
The arrow icon appears only if your administrator has activated the Personal Call feature.
3. Select **Personal Call**.

Making a personal call from call logs

Procedure

1. Click the **Show Call Log** button to access the Call Log.
2. For the contact you want to call, click the **Call** button > **Personal Call** and select the number from the list.

Making calls from MS Office applications

This feature provides callers with a simple way to make calls using contact information in the following Microsoft Office applications:

- Microsoft Office Outlook items such as email, contact, calendar, task, journal
- Microsoft Office Word documents
- Microsoft Office Excel spread sheets
- Microsoft Office PowerPoint presentations

Office Add-in highlights telephone numbers with Smart Tags or dotted underlines or both.

Contact your system administrator to ensure this feature is available for your configuration.

Related links

[Making a call from Microsoft Outlook](#) on page 64

[Making a call from MS Excel](#) on page 64

[Making a call from MS Power Point presentation](#) on page 65

Making a call from Microsoft Outlook

Procedure

1. Open any e-mail in Microsoft Office Outlook.
Office Add-in highlights telephone numbers with Smart Tags or dotted underlines or both.
2. Move the insertion point on the text with a Smart Tag indicator until **Smart Tag Actions** appears.
3. Click **Smart Tag Actions** to open the drop-down menu, and scroll down to **Additional Actions** to access the Call functions
4. Click a number to initiate the call.

Smart Tag normalizes the highlighted number into a format based on the default locale settings of the e-mail.

For example: if the document is originated in the UK, the number is marked and then normalized to the E.164 format.

 **Note:**

Contact your system administrator to ensure that required rules for Enterprise Dial plan identification are enabled in Office Add-in..

Related links

[Making calls from MS Office applications](#) on page 63

Making a call from MS Excel

Before you begin

 **Note:**

Numbers in the Excel spread sheet cell must be prefixed by a + sign and be in a text format, for it to be distinct from regular numbers.

Procedure

1. Open an excel spread sheet with telephone numbers and hover your cursor over the underlined number until the **Smart Tag Actions** button appears.
2. Click the **Smart Tag Actions** icon to open the drop-down menu and scroll down to the **Additional Actions** option to access the Call functions.

3. Select a number and initiate the call.

Related links

[Making calls from MS Office applications](#) on page 63

Making a call from MS Power Point presentation

Before you begin

Note:

The numbers in Power Point document must be prefixed by a + sign and be in text format, for it to be distinct from regular numbers

About this task

To make a quick call:

Procedure

1. Open a Power Point document with a telephone number, and hover over an underlined number until the **Smart Tag Actions** button appears.
2. Click the **Smart Tag Actions** icon to open the drop-down menu, and scroll down to the **Additional Actions** option to access the Call functions.
3. Select a number and initiate the call.

Related links

[Making calls from MS Office applications](#) on page 63

Chapter 6: Handling Calls

Call overview

Avaya one-X[®] Communicator provides you voice and video call facility with option to escalate or de-escalate a voice call to video call and video call to voice call depending on your endpoint. you can make and handle voice calls without making changes to the settings. However, perform the following before using Avaya one-X[®] Communicator for video calls:

- To enable video, select the **Enable video calls** check box from the Telephony screen. See [Configuring telephony settings](#) on page 30.
- Select a preferred camera. See [Selecting preferred camera](#) on page 19.
- Enable sending your video image automatically. See [Configuring video settings](#) on page 46. If you enable this feature, Avaya one-X[®] Communicator initiates all your calls as video calls.

For more information on video calls, see [Using video with Avaya one-X Communicator](#) on page 72.

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. If you are part of a call pickup group, the system displays the calls and call pickup related information when any member in the pick up group has an incoming call.

Procedure

Click the **Accept** 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.

Hanging up a call

Procedure

Click the **Hang Up** icon for the call or press the keyboard shortcuts assigned for ending a call.

Rejecting an incoming call

Use this procedure to reject an incoming call.

Procedure

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

Blocking and unblocking calls

Use this feature to block or allow all incoming calls on your Avaya one-X[®] Communicator. The feature is available when you integrate Avaya one-X[®] Communicator with Avaya one-X[®] Client Enablement Services .

Procedure

1. Click the **Mode settings** icon on the Avaya one-X[®] Communicator user interface.
2. From the **Block Calls** drop-down menu, select **Block all calls**.

After you select this option, Avaya one-X[®] Communicator does not receive or display any incoming calls.

Next steps

To allow calls, select **Do not block** from the drop-down menu.

Allowing only VIP calls

Use this feature to allow incoming calls only from VIP contacts. Avaya one-X[®] Communicator blocks all other incoming calls when you use this feature. The feature is available when you integrate Avaya one-X[®] Communicator with Avaya one-X[®] Client Enablement Services. For more information on VIP contacts, see [Marking a contact as a VIP](#) on page 104.

Procedure

1. Click the **Mode settings** icon on the Avaya one-X[®] Communicator user interface.
2. From the **Block Calls** drop-down menu, select **Allow VIP calls**.

Viewing the call details (H.323 mode)

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

About this task

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

To view the line display information for the active call:

Procedure

1. Click the **Menu** icon.
2. Select **View > Show Line Display**.

Muting the microphone

About this task

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

Procedure

Click the **Mute** icon.

If you need to unmute the call, click the **Unmute** icon.

Transferring a call to another number

About this task

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

Procedure

1. While you are active on a call, click the **Transfer** icon to open the Transfer dialog box.
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** icon that appears on the respective call log entry or the contact entry.

Transferring a call to another active call

About this task

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.

Procedure

1. While you are active on a call, click the **Transfer** icon

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** icon that appears in the held call appearance, or the respective call log entry, or the contact entry.

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.

About this task

To place a call on hold:

Procedure

Click the **Hold** icon 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

About this task

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

Procedure

Click the **Resume** icon for the held call.

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

Turning off ringing for all incoming calls

About this task

To turn off ringing for all incoming calls, perform the following steps:

Procedure

1. Click the **Menu** icon and select **Settings > General Settings** .
The General Settings dialog box appears.
 2. Click **Audio** to open the Audio page.
 3. Clear the **Ring on incoming calls** check box.
 4. Click **OK**.
-

Call confirmation dialog box

The Call Confirmation dialog prompts you to confirm that you want Avaya one-X[®] Communicator to dial the displayed number. Click **OK** to dial the number.

Dialpad

The Dialpad dialog box displays the digits that are on a telephone dial pad and the feature buttons administered for your extension. Use the Dialpad to:

- Click the digits you want to dial (You can also dial the digits using the keyboard of your computer)
 - Use the feature buttons
-

Procedure

1. To access the Dialpad, click the Dialpad icon.
2. To hide the Dialpad, click the Dialpad icon again.

Alternatively, you can click the X button available at the top right corner of the Dialpad dialog box.


Chapter 7: Handling Video Calls

Using video with Avaya one-X[®] Communicator

For video calls, ensure that the **Enable Video Calls** check box in the General Settings window is selected.

Using the video integration feature, you can make and handle video calls using 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.

Note:

The **Video** icon  is displayed for users that avail IM and Presence services and are added as Favorites.

When video is available during a call, you can:

- Send video to the other party.
- Receive video from the other party.
- [Mute video \(temporarily stop sending video to the other party\)](#) on page 75.
- [Stop the video](#) on page 75.
- [View statistics for the call](#) on page 75.
- [View full screen video](#) on page 77.
- [Keep video window always on top](#) on page 74.

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](#) on page 73.

Opening the Video Window

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

Procedure

1. Click the **Menu** icon and select **Settings > General Settings > Video**.
2. Click **Open Video Window**.

Setting the video window to appear automatically on login

Procedure

1. Click the **Menu** icon and select **Settings > General Settings**.
The General Settings window appears.
2. Click **Video**.
3. Click **Advanced**.
4. Make sure the **Show the video window automatically on login with video capabilities** check box is selected.
5. Click **OK**.

Displaying the video window in optimal size

Procedure

Click the **Video Optimize Window** icon in the video window.

Changing your video settings

About this task

To change your video settings:

Procedure

1. Click the **Menu** icon and select **Settings > General Settings**.

The General Settings window appears.

2. Click **Video**.

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
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 icon is displayed. To start sending video to the other party on the call, you must click the Video Umute icon.
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

About this task

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

Procedure

1. Select the Display a picture-in-picture window check box, see [Changing your video settings](#) on page 73.
2. Ensure that the video window is open on your end and the other party's window.
3. Click the **Place Call** icon.

Two pictures appear in the video window.

Muting the Video

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

Procedure

1. Click the **Video Mute** icon.

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

2. To resume sending video to the other party, click the **Video Active: click to mute** icon.

Stopping the video

About this task

Use this procedure to stop the video call and continue the call only in audio mode. Stopping the video during a call does not disconnect the call.

Procedure

During an active video call, click the **Stop Video** icon.

If an Avaya one-X[®] Communicator user stops a SIP video call, the video call window at the far-end user closes. However, if an Avaya one-X[®] Communicator user stops an H.323 video call, the video call window at the far-end user does not close . The far-end user sees a black video window.

Viewing the statistics for a video call

Procedure

1. Click the **Menu** icon and select **Settings > Statistics > Video**.
2. In the Video window, click the **Menu** icon and select **Video Statistics**.

The Video Statistics dialog box appears.

Parameter Name	Description
Video Information	
Camera	Name of the camera supporting the call
Destination Address	IP address of the destination that is receiving the voice and video packets.
Resolution	Resolution of the video call

Table continues...

Parameter Name	Description
Local Encryption	The field indicates if the video call is encrypted locally.
Traffic	Status of the video traffic (for example, receive only, transmit only, or receive and transmit both)
Transmit and Receive Statistics	
Bit Rate	Rate at which data in a video is being processed and streamed. Bit rate is measured in kilobits per second (kbps).
Frame Rate	Number of displayed frames per second
Jitter	Displays the size of the jitter buffer, which stores packets to ensure a consistent delivery of video to your system, so the video you see does not contain gaps. The larger the jitter buffer, the longer the delay in receiving video from the other party.
Packet Loss	Displays the number of video packets lost during the transfer
Quality	The level of video quality for the current call
Rx	Shows statistics of the called party
Tx	Shows statistics of the calling party

- When finished, click **Close**.

Video statistics window

When a call is in progress, you can view the following statistics in the **Video Statistics** window:

Video Information

Parameter name	Description
Camera	Name of the camera supporting the call.
Destination Address	IP address of the destination that is receiving the voice and video packets.
Resolution	Resolution of the video call.
Local Encryption	Indicates if the video call is encrypted locally.
Traffic	Status of the video traffic (for example, receive only, transmit only, or receive and transmit both)

Transmit and Receive Statistics

Parameter name	Description
Bit Rate	Rate at which data in a video is being processed and streamed. Bit rate is measured in kilobits per second (kbps).
Frame Rate	Number of displayed frames per second
Jitter	Displays the size of the jitter buffer, which stores packets to ensure a consistent delivery of video to your system, so the video you see does not contain gaps. The larger the jitter buffer, the longer the delay in receiving video from the other party.
Packet Loss	Displays the number of video packets lost during the transfer
Quality	The level of video quality for the current call.
Rx	Shows statistics of the called party.
Tx	Shows statistics of the calling party.

Viewing full screen video window

Procedure

1. Click the **Full Video Window** icon on the video window to open the full screen video.
You get a warning that you can press the **Escape** key anytime to return to normal mode.
2. Select the **Do not display this warning in future** check box, if you do not want to see this warning next time.
3. Press the **Escape** key to return to the normal mode from the full screen mode.

Keeping the video window always on top

About this task

To keep the video window always on top of other applications:

Procedure

1. Click the **Menu** icon in the video window.
2. Click **Settings > General Settings** and select **Video**.
3. Click **Open Video Window**.
4. Click the **Menu** icon and select the **Always on Top** option.

Video - General tab

Enables you to configure the following video options:

- whether you want video calls to start automatically
- whether you want Avaya one-X[®] Communicator to display the near-end video and the far-end video in the same window (Picture-in-Picture) or in individual windows
- whether video window should stretch to fit the screen
- enable or disable screen saver and monitor power saving mode during a call


Video option	Description
Open Video Window	Click this icon to open your video window (if it is closed).
Send your video image automatically when you answer or join a video call	Select this check box if you want Avaya one-X [®] Communicator to send your video image automatically when you answer or join a video call.
Use PIP Settings to configure the picture-in-picture settings	
Display a picture-in-picture window	Select this check box if you want to view the near-end video and the far-end video in the same window.
Small picture-in-picture window	Select this option if you want Avaya one-X [®] Communicator to provide a small picture-in-picture window.
Medium picture-in-picture window	Select this option if you want Avaya one-X [®] Communicator to provide a medium size picture-in-picture window.
Large picture-in-picture window	Select this option if you want Avaya one-X [®] Communicator to provide a large picture-in-picture window.
Fixed picture-in-picture window location	Select this check box if you want Avaya one-X [®] Communicator to display the picture-in-picture window in a fixed location.
Full Screen Video	
Stretch video to fit screen	Select this check box if you want the video window to stretch to fit the screen on a full screen video mode. This may make the image look a little distorted.
Display warning before entering Full Screen mode	Select this check box if you want Avaya one-X [®] Communicator to display a warning when you click the  icon on the video window to display the video window in the full screen mode.
Screen Saver and Monitor Power Saving	Automatically disable screen saver and monitor power saving mode during a call.

Table continues...

	<p>Select this check box if you do not want:</p> <ul style="list-style-type: none"> • the screen saver to become active during an active video call. • the monitor to switch to the power saving mode during an active video call.
--	--

Video - Administration tab

Enables you to optimize your video codec selection for each call.

Codec Preferences

Select the check box corresponding to the listed codec. The codecs available for selection are:

- **H.263**
- **H.263-1998**
- **H.264**

Video - Advanced tab

Enables you to configure the following video options:

- the camera you want to use
- whether you want to manually release/acquire the camera
- maximum bit rate for video calls
- performance
- whether you want the video window to appear in the optimal size supported by the graphics card in your computer. Optimizing the video window may decrease CPU usage on your computer and increase performance.

Setting	Description
Preferred Camera	Select the camera you want to use.
User Session Maximum Bit Rate	Select the maximum bit rate for each video call you make or receive with Avaya one-X [®] Communicator.
Optimize Video Window Size	Select the Optimize button if you want the video window to appear in the optimal size supported by the graphics card in your computer. Optimizing the video window may decrease CPU usage on your computer and increase performance.

Table continues...

Setting	Description
Show the video window automatically on login with video capabilities	Select this check box if you want the video window to appear automatically when you log into the server.

Video window

Video window displays the near-end and far-end video for your call.

From this window, you can do the following:

- [Stop sending video to the other party for the remainder of the call](#) on page 75
- [View statistics for a call](#) on page 75
- [Display video in optimal size](#) on page 73
- [View full screen video](#) on page 77
- [Keep video always on top](#) on page 77

Video statistics signalling window

The Signalling window displays the signalling information (transmit and receive) for the current video call.

Transmit and Receive Statistics

Parameter name	Description
Bit Rate	Rate at which data in a video is being processed and streamed. Bit rate is measured in kilobits per second (kbps).
Frame Rate	Number of displayed frames per second
Jitter	Displays the size of the jitter buffer, which stores packets to ensure a consistent delivery of video to your system, so the video you see does not contain gaps. The larger the jitter buffer, the longer the delay in receiving video from the other party.
Packet Loss	Displays the number of video packets lost during the transfer
Quality	The level of video quality for the current call
Rx	Shows statistics of the called party
Tx	Shows statistics of the calling party

Video statistics capabilities window

The Capabilities window displays the supported Codecs.

Chapter 8: Handling Conference Calls

Starting a conference

About this task

Depending on the telephone system in use, up to six participants (including the chairperson) can join a conference. To start a conference, at least one call should be active in the Avaya one-X[®] Communicator window.

To start a conference:

Procedure

1. Make sure there is at least one active call in the Avaya one-X[®] Communicator window.
2. Click **Conference** to open Conference dialog box.
3. In the **With** field, enter the contact number to join to the conference call.
4. Click **OK**.

The dialed number gets connected to the conference call.

* Note:

Even if the connection to the server is lost, Avaya one-X[®] Communicator still support a local conference for 3-6 parties.

Adding a Participant to a conference

About this task

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

Procedure

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

The Conference dialog box appears.

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

Placing a conference on hold

Procedure

Click the **Hold** icon to place a conference on hold.

Resuming a conference on hold

Procedure

Click the **Unhold** icon to resume a conference that is on hold.

Hanging up a conference

About this task

To end a conference call:

Procedure

Click the **Hang Up** icon for the active conference call.

Ending the last call from a conference

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

Before you begin

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

About this task

To end the last call from a conference:

Procedure

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

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

Adding Personal Calls to a Conference

About this task

Before you can start a conference between Personal calls you must initiate separate calls to the required parties and then add them to a conference. To add Personal calls to a conference, perform the following steps:

Procedure

1. Perform a Personal call to the first party you want to add to the conference. Refer to [Making a personal call from the main window](#) on page 63 for details.
2. Perform a new Personal call to the other party you want to add to the conference.
3. Click **Conference**.

Conference dialog box

Use the Conference dialog box to:

- Start a new conference
- Add a participant to a conference

To add a call to a conference, click **Conference**.

Chapter 9: Using Bridge Conferencing

Calling into a bridge conference

About this task

* Note:

The **Bridge Conference** icon is available only when Avaya one-X[®] Communicator is integrated with Avaya one-X[®] Client Enablement Services.

To call into a bridge conference, perform the following steps:

Procedure

1. Click the **Bridge Conference** button to open the Bridge Conference window.
2. Enter the conference bridge number in the box, and click the **Place Call** button.
3. Use the Avaya one-X[®] Communicator Dialpad to enter the access code and log into the bridge.

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

Related links

[Bridge Conference window](#) on page 85

Bridge Conference window

Enables you to call into a bridge conference and view the participants in the bridge conference. The actions you can perform from this window depend on your whether you are a host or a participant.

If you are a conference host (that is, you enter the host login code), you can:

- add new participants
- mute the entire conference or individual participants
- lock the conference to prevent new participants from dialing in

If you are a conference participant (that is, you enter the participant login code), you can:

- mute yourself

- put yourself on hold
- drop yourself from the conference

Related links

[Calling into a bridge conference](#) on page 85

Host tasks for bridge conferencing

Using Click to Join or Host a conference call feature

Click to Join or Host a conference call feature allows launching a conference call and / or a web collaboration session. The Office Add-in will determine if the user is the Host or a Participant to this call, and use the appropriate access passwords to access this call.

Before you begin

 **Note:**

On entering Outlook for the first time after the Office Add-in is installed, a Conference Bridge Wizard will be launched. It will scan the users existing meetings and extract the conference details needed to join the meeting invitations

Procedure

1. To join or host a conference, perform one of the following:
 - Open the Microsoft Outlook meeting reminder and click the **Join Conference** icon in the meeting window bar, and select the bridge number.
 - Right-click the meeting in the Outlook Calendar > select **Host Conference** > click the bridge number.
2. To open the Web Collaboration, run one of the following:
 - Open the Microsoft Outlook meeting reminder and click the **Join Conference** button in the meeting window bar, and select the **Launch Web Collaboration** option
 - OR right-click the meeting in the Outlook Calendar > select **Host Conference** > click **Launch Web Collaboration**.

Web collaboration window will open.

Next steps

To create a meeting invitation using the Click to Join or Host a conference call feature, add a new meeting invitation in the MS Outlook and add the bridge details to the meeting Location field by clicking the **Add Conference Details** button.

Locking or unlocking a bridge conference

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

About this task

To lock the bridge conference:

Procedure

1. In the Bridge Conference window, click the **Bridge Conference Lock** icon.
The conference **Security** icon appears at the top of the window.
2. To unlock the bridge conference click the **Bridge Conference Unlock** icon in the **Bridge Conference** window.

Muting a bridge conference (Lecture mode)

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

About this task

To put the bridge conference on the lecture mode, perform the following step:

Procedure

In the Bridge Conference window, click the **Bridge Conference Lecture On** icon.

Unmuting a bridge conference

Procedure

In the Bridge Conference window, click the **Bridge Conference Lecture Off** button.

Muting a participant

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

About this task

To mute a participant:

Procedure

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

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

Unmuting a participant

Procedure

In the Bridge Conference window, click the **Unmute** button.

Placing a bridge conference on hold

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

About this task

To place a bridge conference on hold:

Procedure

In the Bridge Conference window, click the **Bridge Conference Hold** button.

Resuming a bridge conference on hold

Procedure

In the Bridge Conference window, click the **Resume** button.

Placing a participant on hold

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

About this task

To place a participant on hold:

Procedure

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

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

Retrieving a participant from hold

About this task

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

Procedure

1. In the Bridge Conference window, click the **Menu** button.
2. Select **Unhold** for the participant who is on hold.

Renaming a bridge conference

About this task

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

Procedure

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

Sorting participants in a bridge conference

About this task

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

To sort participants in a bridge conference, run the following steps:

Procedure

1. In the Bridge Conference window, click the **Menu** button and select **Sort Participants by**.
2. Select one of the following sorting options:
 - Click **Name** to sort the participants by name.
 - Click **Join Order** to sort by the order in which the participants joined the conference.
 - Click **Ascending** to sort the participants in an ascending order.
 - Click **Descending** to sort the participants in a descending order.

Adding a Participant to a conference

About this task

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

Procedure

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

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

Dropping a participant from a bridge conference

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

About this task

To drop a participant from the bridge conference:

Procedure

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

The participant is dropped from the bridge conference.

Ending a Bridge Conference Call

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

About this task

To end a bridge conference:

Procedure

In the Bridge Conference window, click the **Bridge Conference End** button.

Participant tasks for bridge conferencing

Leaving a bridge conference

About this task

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

Procedure

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

Unmuting your bridge conference line

About this task

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

Procedure

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

Muting your bridge conference line

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

About this task

To put your bridge conference line on mute:

Procedure

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

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









Chapter 10: Using Contacts

Contacts overview

The Contacts screen displays your contacts. In standalone mode, you can choose to view All, My Contacts, and Search Results. When Avaya one-X[®] Communicator integrates with Avaya one-X[®] Client Enablement Services, you can choose to view All, My Contacts, VIP, Favorites, and Search Results.

From the Contacts screen, you can:

- View the presence status of a Favorite contact and set your presence status.

Presence State	Description
	When you select presence state Automatic, Avaya one-X [®] Communicator automatically changes your presence according to your current status. For example, if you make or answer a call, your presence status automatically changes to On a call .
	Available
	Away
	Busy
	Do not disturb
	Out of office
	Offline
	On a call

 **Note:**

If the contact status is unknown no icon is shown against the contact.

- View the presence note of a contact.
- Add, modify, or delete a contact.
- Search for a contact.

- View the details of a contact.
- Make a call to a contact.
- Send an e-mail to a contact.
- Send an instant message to a Favorite contact.
- View the video status of a contact.
- Sort contacts by first name or last name.

You can add a maximum of 250 contacts in SIP mode and 1000 contacts in H.323 mode. Avaya one-X[®] Communicator displays an error message if you try to add more contacts. The default limit for adding Favorite contacts is 50 but your administrator can enhance this limit up to 100. For more on Favorite contacts, see [Favorite contacts](#) on page 102.

Adding a contact

About this task

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

Procedure

1. Click the **Show Contacts** icon to display your contacts.
2. Click the **Menu** icon and select **Contacts > Add Contact**.

The Add Contact dialog box appears.

3. Enter appropriate information for this contact.

 **Note:**

You should always enter a E.164 handle to the contact located on different Communication Manager servers, otherwise you can't see its presence status or exchange instant messages with it.

4. When finished, click **OK**.

Example

For SIP protocol:

- Contacts that are added when Avaya one-X[®] Communicator is integrated with Avaya one-X[®] Client Enablement Services can also be used in the standalone mode of Avaya one-X[®] Communicator.
- However, contacts added in the standalone mode of Avaya one-X[®] Communicator cannot be viewed or used when you integrate Avaya one-X[®] Communicator with Avaya one-X[®] Client Enablement Services.

Modifying a contact

About this task

To modify the details of a contact:

Procedure

1. Click the **Show Contacts** icon to display your contacts.
2. Double-click the contact you want to modify.
The Contact Details dialog box displays the information for the selected contact.
3. Make changes to the contact details as required.
4. When finished, click **OK**.

Deleting contacts

About this task

To delete contacts:

Procedure

1. Click the **Show Contacts** icon to display your contacts.
2. Select the contacts you want to delete.
3. Right-click and select **Delete Selected from Contacts**.
A dialog box prompts you to confirm your action.
4. Click **Yes**.
The selected contacts are deleted.

Viewing contact details

Procedure

1. Click the **Show Contacts** icon to display your contacts.
2. Find the concerned contact.
3. For the selected contact, perform either one of the following:
 - Click the **Menu** icon, and select **Show Details**.
 - Right-click the contact and select **Show Details**;
 - Double-click the contact.

From the Contact Details dialog box, you can:

- View the presence information of the selected contact (only if it has been added as Favorite).
 - View the status message of the selected contact.
 - Modify the selected contact details.
 - Make a call to the selected contact.
 - Send an e-mail to the selected contact.
 - Send an instant message to the selected contact (only if it has been added as Favorite).
 - View the video status of the selected contact.
4. Perform a required action or click **OK** to close the dialog box.

Sending an email to a contact

About this task

To send an email to a contact, perform the following actions:

Procedure

1. Click the **Show Contacts** icon to display your contacts.
2. From the **View** drop-down menu, select the appropriate contact list.
3. Select a contact and click the **Email** icon.

The default email application opens with the email address of the contact in the To field.

4. Compose and send your email message.

Sending a Fax or SMS to a contact

About this task

To send a fax or a short message service (SMS) to a contact, perform the following actions:

Procedure

1. Click the **Show Contacts** icon to display your contacts.
2. From the **View** drop-down menu, select the appropriate contact list.
3. Select a contact and click the **Email** icon.

System displays the SMS or Fax addresses if the services are available for the selected contact.

4. Select an option from the drop-down menu.

The default email application opens with the Fax or SMS address of the contact in the To field.

5. Compose and send your message.

Importing and exporting contacts

Importing Contacts from Microsoft Outlook

Use this procedure to import contacts from Microsoft Outlook to your Avaya one-X[®] Communicator contacts list. You can import a maximum of 250 contacts in SIP mode and 1000 contacts in H.323 mode.

Before you begin

- Ensure that you have selected Microsoft Outlook Contacts for Name Look-Up. For the procedure, see [Configuring preferences settings](#) on page 50.
- Ensure that you are using any of the following Microsoft Outlook versions and the e-mail client is open:
 - Outlook 2007 SP1
 - Outlook 2007 SP2
 - Outlook 2010
 - Outlook 2013

About this task

To import contacts from Microsoft Outlook:

Procedure

1. Click the **Contacts** icon to display your contacts.
2. Click the **Menu** icon and select **Contacts > Import Contacts from Microsoft Outlook**.
Microsoft Outlook prompts you to Allow or Deny access to e-mail address information.
3. Select the time duration for access from the **Allow access for** drop-down menu.
The time duration can be between 1 minute to 10 minutes.
4. Click **Allow**.

Avaya one-X[®] Communicator displays the imported contacts in the contacts list. If the parameters in any of the fields for a contact in Outlook matches with the parameters for a contact in Avaya one-X[®] Communicator, the contact does not get imported. Sometimes, importing a contact from Outlook takes several minutes.

Importing contacts

Use this procedure to import contacts that are saved in vCard (.vcf) format to your Avaya one-X[®] Communicator Contacts list. This feature is available only in H.323 mode.

Procedure

1. Click the **Contacts** icon to display your contacts.
2. Click the **Menu** icon and select **Contacts > Import Contacts**.
3. Browse to the location where the contacts file (.vcf) is stored and select the file. When finished, click **Open**.

The existing contacts in the contacts file (.vcf) get added to Avaya one-X[®] Communicator contacts. However, if any information of a contact you want to import matches the information of an existing contact in Avaya one-X[®] Communicator, system identifies the contact as a duplicate contact and does not add the contact to My contact list.

4. On the Contacts Notification dialog box, click **OK**.

Exporting contacts

Use this procedure to export contacts from your Avaya one-X[®] Communicator Contacts list to your computer. The exported contacts are saved in vCard (.vcf) format. You can import these contacts back to Avaya one-X[®] Communicator using Importing Contacts procedure, see [Importing contacts](#) on page 97.

* Note:

You can export or import contacts in VCard (.vcf format) only when you are using Avaya one-X[®] Communicator with H.323 protocol.

Procedure

1. Click the **Contacts** icon to display your contacts.
2. Click the **Menu** icon, and select **Contacts > Export**.
3. Browse to the location where you want to save the contacts file (.vcf).
4. Enter the file name and click **Save**.

The existing contacts in the contacts file (.vcf) gets saved at the selected location.

5. On the Contacts Notification dialog box, click **OK**.

Searching for a contact

Searching a contact (SIP mode)

About this task

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

Procedure

1. Click the **Show Contacts** icon to display your contacts.
2. In the **Enter name or number**, enter the name you want to find.
3. Click the **Search** icon to start searching.

The View drop-down menu displays contacts that match your search criteria in Search Results.

Note:

- When you enter the first few characters of an enterprise contact's first name or last name, all matching names are displayed in the search results. As you type in more characters, the search results filter to match the new characters. These search results are populated from your Microsoft Outlook, IBM Lotus Notes, Avaya SIP Personal Profile Manager (PPM), and Public Directory only if you have selected either or all of these in the Desktop Integration - General Settings dialog box. However, the search results are not populated when you type a few characters of first name and last name under My Contacts.
- If you have configured Novell directory as a Public Directory, you can search a Novell directory enterprise contact only if you are an authenticated user.
- If you have integrated Avaya one-X[®] Communicator with Lotus Notes, Lotus Notes prompts you for a password when you search for an enterprise contact. Enter your Lotus Notes password to continue the search.

Searching a contact (H.323 mode)

About this task

When you search a contact, Avaya one-X[®] Communicator, in standalone mode, searches the contact in:

- All Contacts
- My Contacts
- Enterprise Contacts

Avaya one-X® Communicator when integrated with Avaya one-X® Client Enablement Services, searches contacts in:

- All Contacts
- My Contacts
- Enterprise Contacts
- Favorites
- VIP contacts

Avaya one-X® Client Enablement Services.

Procedure

1. Click the **Show Contacts** icon 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 **Search** icon.

The View drop-down list displays contacts that match your search criteria in Search Results.

Note:

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

Organizing search results

About this task

Use the Field Organizer dialog box to organize search results after searching contacts.





Button	Description
	Moves an entry from Available fields to Show in this order window.
	Moves an entry from Show in this order to Available fields window.

Table continues...

	Changes the order by moving each entry one step upwards within the list
	Changes the order by moving each entry one step downwards within the list

Procedure

1. Click **Field Organizer** to open the Field Organizer dialog box for the selected directory type.
2. Select a field from the Available fields.
3. Click the **Move Right** icon to move the selected field under Show in this order.

Click the **Move Left** icon to move the field back to Available fields.

4. To change the order of the fields, select the field listed under Show in this order and click the **Up Field** icon or the **Down Field** icon to move the field up or down respectively.
5. Click **Save**.

The selected fields are displayed in the selected order in the Advanced Search dialog box.

Using advanced search

About this task

Use this feature to search for contacts in a specific directory.

Procedure

1. Click the **Show Contacts** icon to display your contacts.
2. Click **Advanced Search**.
3. From the **Search** drop-down menu, select the directory type.
4. From the **Field** drop-down menu, select the name of a field by which you are making the search.
5. Enter a search criteria in the box adjacent to the **Field** drop-down menu.
6. Click **Search**.

The contacts that match the criteria are listed in the **Search Results**.

Note:

- If Novell directory is configured as a Public Directory, you can search a Novell directory enterprise contact only if you are an authenticated user.
- If Avaya one-X[®] Communicator is configured with Lotus Notes, Lotus Notes prompts you for a password when you search for an enterprise contact. Enter your Lotus Notes password to continue the search.

Sorting contacts

About this task

Contacts can be sorted by first name or last name, and type.

Procedure

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





Advanced Search dialog box

Use the Advanced Search dialog box to search for contacts in a specific directory and organise the search results.

Field Name	Description
Field	Type of field. The available options are: <ul style="list-style-type: none"> • Last Name • First Name • Work Number • IM Address • City • Email Address • Department • Mobile Number • Home Number • Display Name
Search	The field to enter a search criteria.
Field Organizer	The field to organize the search results. For more information, see Field organizer dialog box on page 101.

Field Organizer dialog Box

You can use Field Organizer dialog box to organize the fields for Advance Search dialog box.

User Interface Control	Description
Available fields	List of available fields for a Public Directory that can be organized using this dialog box. Click a field to select it.
	Click this icon to move a selected field from Available fields to Show in this order .
	Click this icon to move a selected field from Show in this order .
Show in this order	The order of the fields in the Advanced Search dialog box are displayed according to the order set here. Click a field to select it.
	Click this icon to move the field up in the Show in this order list.
	Click this icon to move the field down in the Show in this order list.
Save	Click to save the settings.

Favorite contacts

Use this feature to add your contacts in Avaya one-X[®] Communicator as your Favorites. The Favorite contact feature is available to you with H.323 as well as SIP protocol. To track the presence status of a contact, you must add a contact as your Favorite. You can add a maximum of 50 contacts as your Favorites. However, you can enhance this limit up to 100 by modifying the `config.xml` file. Contact your system administrator to enhance the limit.

Related links

[Adding a contact to favorites](#) on page 102

[Removing a contact from list of favorites](#) on page 103

Adding a contact to favorites

About this task

Use this procedure to add a contact to your list of favorite contacts. By default Avaya one-X[®] Communicator lets you add up to 50 contacts as your Favorites. However, you can increase the limit to 100 using the `config.xml` file. Contact your system administrator for increasing the limit to 100.

Procedure

1. Click the **Show Contacts** icon to display your contacts or search for the contact.
2. Find the contact you want to add to your Favorites.

3. Right-click the contact and perform any one of the following:
 - Select **Add to Favorites**.
 - Select **Show Details**, select the **Favorite** check box in the Contact Details dialog box, and click **OK**.

Related links

[Favorite contacts](#) on page 102

Removing a contact from list of favorites

About this task

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

To remove a contact from Favorites, perform the following steps:

Procedure

1. Click the **Show Contacts** icon to display your contacts.
2. From the **View** drop-down menu, select **Favorites** to display your Favorites contact list.
3. Perform one of the following:
 - Right-click the contact you want to remove from the Favorites list, and select **Show Details**
 - In the Contact Details dialog box, clear the **Favorite** check box and click **OK**.OR
 - Right-click the contact you want to remove, and select **Remove from Favorites**.

The contact is removed from your Favorites.

Related links

[Favorite contacts](#) on page 102

VIP contacts

The VIP contacts feature is available to you when you integrate Avaya one-X[®] Communicator with Avaya one-X[®] Client Enablement Services. Using this feature you can allow only VIP contacts to call you when you are busy Avaya one-X[®] Communicator does not allow any other incoming calls during this period. For detailed procedure, see:

- [Marking a contact as a VIP](#) on page 104.
- [Removing a contact from VIP list](#) on page 104.
- [Allowing only VIP calls](#) on page 67.

Related links

[Marking a contact as a VIP](#) on page 104

[Removing a contact from VIP list](#) on page 104

Marking a contact as a VIP

About this task

Use this procedure to add a contact to your list of VIP contacts in Avaya one-X[®] Communicator.

Procedure

1. Click the **Show Contacts** icon to display your contacts or search for the contact.
2. Find the contact you want to mark as a VIP contact.
3. Right-click the contact and perform any one of the following:
 - Select **Add to VIP**.
 - Select **Show Details**, select the **VIP** check box in the Contact Details dialog box, and click **OK**.

Related links

[VIP contacts](#) on page 103

Removing a contact from VIP list

About this task

Use this procedure to remove a contact from your list of VIP contacts in Avaya one-X[®] Communicator.

Procedure

1. Click the **Show Contacts** icon to display your contacts or search for the contact.
2. Find the contact you want to remove from list of VIP contacts.
3. Right-click the contact and perform any one of the following:
 - Select **Remove from VIP**.
 - Select **Show Details**, clear the **VIP** check box in the Contact Details dialog box, and click **OK**.

Related links

[VIP contacts](#) on page 103

Managing contacts group

Creating a group

Use this procedure to create groups for your contacts. You can classify your contacts into different groups for ease of use.

Procedure

1. Click the **Show Contacts** icon to display your contacts.
2. Right-click a contact and select **New Group**.
3. In the New Contacts Group dialog box, enter a name for the group.
4. Click **OK**.

The new group is created.

Renaming a group

About this task

To rename a group:

Procedure

1. Click the **Show Contacts** icon to display your contacts.
2. Right-click on the group you want to rename and select **Rename Group**. In the Rename Contacts Group dialog box, enter a new name for the group.
3. Click **OK**.

Deleting a group

Use this procedure to delete a group. When you delete a group, the existing contacts in the group are moved out to the default group.

Procedure

1. Click the **Show Contacts** icon to display your contacts.
2. Right-click a group and select **Delete Group**.

System prompts you with a message Are you sure you want to delete this group?.

3. Click **Yes**.

The group is deleted and the contacts from the group are moved to the default group.

Adding a favorite contact to a group

Procedure

1. Click the **Show Contacts** icon to display your contacts.
2. Find the Favorite contact you want to add to a group.
3. Right-click the contact, move your cursor over the **Move into Group** and select the group.

The Favorite contact is added to the selected group.

Removing a favorite contact from a group

About this task

To remove a Favorite contact from a group:

Procedure

1. Click the **Show Contacts** icon to display your contacts.
2. Click the group to expand and view the Favorite contacts in the group.
3. Right-click the Favorite contact you want to remove, and click **Remove from Group**. The Favorite contact is removed from the group.

You can view Favorite contact under **Other Contacts**.

Contact Details dialog box

Contact Details dialog box appears when you double-click a contact to view its details on the Contacts pane. From the Contact Details dialog box, you can:

- View the presence status of selected Favorite contact.
- View the status message of the selected contact.
- Modify the selected contact details.
- Make a call to the selected contact.
- Send an e-mail to the selected contact.
- Send an instant message to the selected Favorite contact.
- View the video status of the selected contact.

Chapter 11: Using Call logs

Viewing call log entries

Avaya one-X[®] Communicator displays call logs for Incoming, Outgoing, and Missed calls on the user interface. The maximum number of call logs displayed on the interface is 100. Use the following procedure to view the call logs.

 **Note:**

If the Call Journaling feature is available on your system, you have consistent view of call logs whether generated when Avaya one-X[®] Communicator is logged in, or generated when Avaya one-X[®] Communicator is not logged in.

Procedure

1. Click the **Show Call Log** icon to open the list of Call Log entries.
2. To view the details of a Call Log entry, right-click the contact and select **Show Details**.

Next steps

To view the name and number in the Call Log entries, click the **Menu** icon and select **Call Log > Show Name and Number**.

The name and number appear for all the entries in the Call Log.

Sorting call log entries by different parameters

About this task

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

Procedure

1. Click the **Show Call Log** icon to open the list of Call Log entries.
2. Click on one of the following columns:
 - **Name/Number**
 - **Time**
 - **Length**

The Call Log entries are displayed in an ascending order depending on the selected attribute.

To display the Call Log entries in a descending order, click on the column again.

Example




Sorting call log entries by type

About this task

You can sort Call Log entries by type of call (All, Incoming, Outgoing, or Missed).

Procedure

1. Click the **Show Call Log** icon to open the list of Call Log entries.
2. From the **View** drop-down menu, select one of the following call log entries types:
 - **All**
 - **Incoming**
 - **Outgoing**
 - **Missed**

Call Indicator	Description
	Outgoing call
	Incoming call
	Missed call

Deleting call log entries

About this task

To delete call log entries:

Procedure

1. Click the **Show Call Log** icon to access the Call Log.
2. Select the call log entries you want to delete.
3. Perform one of the following actions:
 - Right-click and select **Delete Selected**.

- Select **Settings > Call Log > Delete Selected**.

A dialog box prompts you to confirm your action.

4. Click **Yes**.

Adding a caller to contacts from a call log entry

About this task

If the call log entry is from an unknown number, you can add that entry to your contacts list. However, in SIP mode, you can only add the contact as a personal contact.

Procedure

1. Click **Show Call Log** icon to display your call log.
2. Select a contact you want to add to your Contacts.
3. Right-click the Contact and select **Add to Contacts**.
4. In the Contact Details dialog box, enter contact information as required.
5. Click **OK**.

Result

The contact is added to your Contacts list.

Note:

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

Call log dialog box







The Call Log dialog box displays information on incoming calls, outgoing calls, and missed calls. When you make or receive a call, Avaya one-X[®] Communicator automatically generates a one-line summary for that call. Avaya one-X[®] Communicator displays a maximum of 500 call logs in standalone mode and 200 call logs when integrated with Avaya one-X[®] Client Enablement Services. However, your administrator can modify the default settings by:

- Editing the `config.xml` file in standalone mode. The maximum number of call logs in standalone mode is 500.
- Modifying the settings in Avaya one-X[®] Client Enablement Services. The default limit can be increased up to 400 call logs.

From the Call Log screen, you can:

- View the name of the caller or called party.

- View the presence status of the caller or called party if it already exists in contacts (only if it has been added as Favorite). You can view the presence status of a contact by the following icons:

Presence State	Description
	Available
	Away
	Busy
	Do not disturb
	Offline or Out of office
	On a call

 **Note:**

If a contact status is unknown there is no icon against the contact.

- View the information of the caller or called party if it already exists in contacts.
- View the status message of the caller of the caller or called party if it already exists in contacts.
- View details about an entry.
- View information about the contact who called you or whom you called.
- Add an entry to a Personal contact in SIP mode and also Favorite contact in H.323 mode when integrated with Avaya one-X[®] Client Enablement Services.
- Delete the entry.
- Dial the selected number from the entry.
- Send an e-mail to the selected number from the entry.
- Send an instant message to the selected number from the entry (only if it has been added as Favorite).
- View the video status of the selected number from the entry.
- Sort the entries by type of call (that is, All, Incoming, Outgoing, or Missed), name/number, date/ time, and length of call.

To specify the type of call entries you want to view, select the appropriate call type from the **View** drop-down list.

The following icons are used for the Call Log entries:

- Incoming answered call
- Incoming missed call
- Outgoing call

Setting Log options

About this task

The Advanced Logging dialog box enables you to set log options for different components. Use the Set Log Options dialog box to set advanced logging. Log files are generated on the basis of the severity level assigned to a log component. The technical support team uses logs to find the cause of the encountered problem.

To set the log options:

Procedure

1. Select a severity level for each of the log components.
2. Click the **Log Category** button to expand the Log Category.
3. Select the check box for the log category you want to enable. Click **Select All** to select all the log categories.
4. Click **Export** to save the log settings in an `.xml` file.
5. Click **Reset UI Log Files** to reset UI Log Files.
6. Click **OK** to apply the log options.

Diagnostic Logging dialog box

Use Diagnostic Logging to report an issue you are encountering and send the log files to the support team. The technical support team uses the log files to find the cause of the problem.

About this task

To send the log files to the support team, perform the following steps:

Procedure

1. To enable the diagnostic logging feature, select the **Enable Diagnostic Logging** check box.
2. Click **Send log files now** after you encounter a problem or you reproduce a problem that you have encountered earlier.

As soon as you click this button, your default e-mail client opens. The log files are embedded in the mail as an attachment.

3. Enter the e-mail id of the support team and fill in the following details in the e-mail: description of the problem, steps to reproduce the issue, frequency of the problem
4. Click **OK** in the Diagnostic Logging window to close the window.

Chapter 12: Using Instant Messaging and Presence

Configuring your access control list

Use this feature to allow or deny other users access to your presence status. Avaya one-X[®] Communicator lists your Favorite contacts in the Access Control List tab.

About this task

Use this feature to allow or deny a request from other users to view your presence status.

Procedure

1. Click the **Menu** icon and select **Settings > General Settings**.
Avaya one-X[®] Communicator displays the General Settings dialog box.
2. Click **IM and Presence**.
3. Click **Access Control**.
Avaya one-X[®] Communicator displays the list of favorite contacts.
4. Click **Allow** or **Deny** to change the setting for a contact.

Sending and receiving instant messages

Avaya one-X[®] Communicator provides you with the option of sending and receiving messages to your favorite contacts who are using Avaya one-X[®] Communicator R6.2.x. If the Avaya one-X[®] Communicator application is not in focus, system displays the messages in a toast window at the bottom right of your desktop. You can choose to view the message or ignore the message. The toast window displays a maximum of four new message notifications. If you have more than four new messages, the toast window displays a fifth message notification that aggregates the rest of the messages.

Avaya one-X[®] Communicator supports complete view of your conversations even if you are using multiple endpoints simultaneously. You can view all conversations including your own messages sent from other endpoints in Avaya one-X[®] Communicator instant messaging window. When you leave the conversation from other endpoints, Avaya one-X[®] Communicator displays a notification

and disables the controls. You can use a new Avaya one-X[®] Communicator instant messaging window to resume the conversation.

About this task

You can use instant messaging in SIP mode as well as in H.323 mode.

* Note:

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.

Procedure

1. Click the **Show Contacts** icon to display your contacts.
2. From the **View** drop-down menu, select **Favorites** to display your Favorites contact list.

Avaya one-X[®] Communicator displays the Launch IM icon in the following ways depending on availability:

- If a contact is not added as a Favorite contact, Avaya one-X[®] Communicator considers the contact as offline and displays an empty Launch IM icon.
- If your Favorite contact is available, Avaya one-X[®] Communicator displays the Launch IM icon.
- If your Favorite contact is not available on Avaya one-X[®] Communicator but is available on other devices, system displays the Launch IM icon with a cross mark.

3. Click the **Launch IM** icon for the contact to which you want to send instant messages.

The Instant Messaging dialog box appears.

4. Enter your message. You can enter a maximum of 500 characters in an instant message.
5. Click **Send** to send a message to the contact.

Next steps

* Note:

If the contact is offline, message `<Contact_name>` 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.

About this task

To insert an emoticon in an instant message:

Procedure

1. Click the **Contacts** icon to display your contacts.
2. From the **View** drop-down menu, select **Favorites** to display your Favorites list.
3. Click the **Launch IM** icon for the contact to which you want to send instant messages.

The Instant Messaging window appears.

4. Enter your message.
5. Click the **Send Emoticon** button to open the emoticons list.
6. In the emoticons list, select an emoticon.

The emoticon is added in the instant message.

Changing your presence status

About this task

You can set your IM Presence status from Avaya one-X[®] Communicator. To change your presence status:

Procedure

1. Click the **Presence status** icon (located next to your display name).

The list of Presence status icons appears.

2. Select the appropriate Presence status.

Your choices are:

- Automatic

When you select this presence state, Avaya one-X[®] Communicator automatically changes your presence according to your current status. For example, if you make or answer a call, your presence status automatically changes to On a call.

- Available
- Away
- Busy
- Do not disturb
- Out of office
- Offline

*** Note:**

If you set the presence status manually, “Away” note will be published anyway after Tn timer expires. (Tn timer is a timer configured using the check box “Set Away when I’ve been inactive for ... minutes” on the IM and Presence screen).

Changing the fonts of an instant message

About this task

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

Procedure

1. Click **Show Contacts** to display your contacts.
2. From the **View** drop-down menu, select Favorites to display your Favorites list.
3. Click **Launch IM** button for the contact to which you want to send instant messages.
The Instant Messaging window appears.
4. Click the **Change Font Settings** icon to display a font selection window.
5. Select a font, style, color, and size.
6. Click **Save**.
7. Enter your message.

The instant message appears in the new font.

Sending files through an Instant Message window

About this task

Apart from exchanging messages through the instant messaging window, you can also transfer files securely to your favorite contacts. However, you can send files to your favorite contacts who are using Avaya one-X[®] Communicator Release 6.2.6 or later versions and not any other interoperable soft clients including third-party products. Avaya one-X[®] Communicator encrypts the files while sending and decrypts the files while receiving. The file transfer feature is disabled by default. Contact your system administrator to enable the feature.

*** Note:**

Avaya one-X[®] Communicator does not support sending and receiving of files if you use an SBC server remote connection to connect to your Avaya Aura[®] system.

Procedure

1. Click the **Show Contacts** icon to display your contacts.

2. From the **View** drop-down menu, select **Favorites** to display your Favorites list.
3. Click the **Launch IM** icon for the contact to which you want to send instant messages.

The Instant Messaging window appears.

4. Click the **Send attachment** icon to send a file.

The Send attachment icon appears only if the file transfer feature is enabled. The feature is disabled by default. Contact your administrator to enable the file transfer feature.

5. In the Select Files to send dialog box, browse to the file location, select the file, and click **Open**.

The selected file is displayed in the message text box of the sender and receiver.

*** Note:**

You can send any type of file with a maximum size of 4-GB. The option to receive a file closes if the receiver does not receive the file within five minutes.

Receiving files through an instant message window

Avaya one-X[®] Communicator R6.2.6 and later versions decrypt the secured files when you opt to download the file from the instant messaging window.

About this task

You can use the Instant Messaging window to receive and save files from your Contacts.

*** Note:**

Sending and receiving files is not supported if you use an SBC server remote connection to your Avaya Aura[®] system.

Procedure

1. In the Instant Messaging window, click **Save as** to save a file.

*** Note:**

You can receive any type of file with a maximum size of the file you can receive is 4 GB. The option to receive a file closes if the receiver does not receive the file within five minutes.

2. In the Save a file dialog box, browse to the location where you want to save the file and click **Save**.

Making a call from the instant messaging window

Apart from using the instant messaging window to send and receive messages, you can also call the contact from the window.

Procedure

1. Click the **Show Contacts** icon to display your contacts.
2. From the **View** drop-down menu, select **Favorites** to display your Favorites list.
3. Click the **Launch IM** icon to view the Instant Messaging window.
4. Click the **Call** icon at the top of the Instant Messaging window.

Sending instant messages while on an active call

About this task

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

Procedure

1. Click the **Show Contacts** icon to display your contacts.
2. From the **View**, select **Favorites** to display your Favorites list.
3. Click the **Dial** button to initiate a call.
A call appearance is displayed
4. Click the **Launch IM** icon to view the Instant Messaging window.
5. Click **Send** to send your message to the contact.

Sending and receiving instant messages from call logs

About this task

To send and receive instant messages from **Call Log**:

Procedure

1. Click the **Show Call Log** icon to access the Call Log.
2. Perform one of the following:
 - Double-click an entry for which you want to send instant messages, and click the **Launch IM** icon in the Call Details window.
 - OR Click the **Launch IM** icon in the Call Log for the selected contact

The Call Details window appears.

3. Enter the message and click **Send** to send it to the contact.

IM and Presence - Access Control List tab

Use the Access Control List tab on your IM and Presence screen to allow or deny access to your Presence status for the listed users.

Setting	Description
Allow	Selecting this option from the drop-down menu enables the user to access your Presence status.
Deny	Selecting this option from the drop-down menu denies the user to access your Presence status.

IM and Presence - Preferences tab

Specify your preferences for Instant Messaging and Presence use according to the settings description below.

Setting	Description
Set Away when I've been inactive for ... minutes	Select the check box if you want the presence status to be changed to Away when you are inactive for a certain period of time (The default value is 10 minutes). You can set the value from 5 to 100 minutes.
Activate the "Send all calls" feature (if available) when presence is set to "Do not disturb"	Select the check box if you want to activate the "Send all calls" feature when presence is set to "Do not disturb". The check box is available for selection only if the feature has been activated using the Centralized Administration Tool.
Enable dialable number parsing in message text	Select the check box if you want the dialable number to be parsed in the message text.
Enable hyperlink parsing in messaging text	Select the check box if you want the hyperlink to be parsed in the message text.
Store Instant Message history for the last _ days	Select the number of days from the drop-down menu to store instant messages.
Open History Folder	Click to view the instant messages history folder.

Chapter 13: Using Voice Messaging

Configuring Avaya one-X[®] Communicator to access a messaging system

About this task

If you are using Avaya one-X[®] Client Enablement Services integration, and visual voice mail is administered for your Client Enablement Services account, you do not have to configure Avaya one-X[®] Communicator to access the messaging system. In this case, Avaya one-X[®] Communicator is already configured to [access your visual voice mail messages](#) on page 120.

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:

Procedure

1. Click the **Menu** icon and select **Settings > General Settings**.
The **General Settings** dialog box appears.
2. Click **Messaging**.
The **Messaging** page appears.
3. Select the **Enable Message Access** check box.

4. Perform one of the following:
 - If you want Avaya one-X[®] Communicator to dial a telephone number:
 - a. Select the **Dial this number** option.
 - ★ **Note:**
You can also use Auto-configure to configure this number.
 - b. In the text box, enter the telephone number you want to dial to access the messaging system.
 - c. Go to Step 5.
 - If you want Avaya one-X[®] Communicator to open another application to access the messaging system:
 - a. Select the **Start This Application** option.
 - b. Using the **Browse** icon, select the application you want to run.
 - c. 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:
 - a. Select the **Open Webpage** option.
 - b. In the text box, enter the Web page for the messaging system.
 - c. Go to Step 5.
5. Click **OK** to close the **General Settings** dialog box.

Accessing the voice messaging system

About this task

If you are using Avaya one-X[®] Client Enablement Services integration, and visual voice mail is administered for your Client Enablement Services account, go to [Accessing your visual voice mail messages](#) on page 122.

When you receive a voice mail message, the Message Waiting Indicator on your telephone is turned "on". When this occurs, the Voice Messages Status icon 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 icon. However, you must first configure Avaya one-X[®] Communicator to access your voice messaging system. If you click the Voice Messages Status icon 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).

Procedure

Click the **Voice Messages Status** icon located at the top-left corner of the Avaya one-X[®] Communicator main window. Avaya one-X[®] Communicator attempts to contact your voice messaging system.

Message Details Dialog Box

Use the Message Details dialog box to view the date, time, sender, and subject for the selected message, and to listen to/view the selected message and its attachment(s) (if available).

Field	Description
Voice	Enables you to play, pause, and stop the voice message.
Text	Displays the text message.
Attachments	Enables you to open and save the selected attachment(s).

Chapter 14: Using Visual Voice Mail

Accessing your visual voice mail messages

About this task

If you are using Avaya one-X[®] Client Enablement Services, you can access your Visual Voice Mail messages.

Procedure

1. Click the **Show Messages** icon.

Your list of messages appears. From the messages screen, you can:

- Listen to/view your messages
- Save your message attachments to a file
- Mark your messages as "unread"
- Sort the messages by type of message (that is, All, Read, or Unread)
- Name/number, and date/time

2. To listen to a voice mail message, do either of the following:

- Right-click a message and select **Listen**;
- Double click an entry.

The Message (Voice) window appears.

In the Voice area, use the controls to play the message.

3. Click the **Menu** button and select **Save** to save the message at a location of your choice.
4. Click the **Menu** button and select **Open** to play the message in another media player.

Example

Note:

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

Marking a message as Unread

About this task

To mark a visual voice mail message as Unread:

Procedure

1. Click the **Show Messages** icon.
Your list of messages appears.
2. Right-click the selected entry you want to mark as Unread, and then select **Mark as Unread**.

Deleting a visual voice mail message

About this task

To delete a visual voice mail message:

Procedure

1. Click the **Show Messages** icon.
Your list of messages appears.
2. Right-click the message you want to delete, and then select **Delete**.
The selected message is deleted.

Making a call from a visual voice mail Message

About this task

To make a call from a visual voice mail message:

Procedure

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

 **Note:**

The **Call** icon appears only when the voice mail includes a telephone number

Adding a number to contacts from visual voice mail messages

About this task

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

Procedure

1. Click the **Show Messages** icon to display your voice mail messages.
2. Select an entry you want to add to your contacts list.
3. Right-click the entry, and select **Add > Favorites**.

Result

The contact is added to contacts list.

Note:

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

Sending an e-mail to a contact from a visual voice mail message

About this task

This feature is available only when Avaya one-X[®] Communicator is integrated with Avaya one-X[®] Client Enablement Services. Also, you can send an e-mail to a contact only when the contact is added on the Client Enablement Services.

To send an e-mail to a contact from a Visual Voice Mail message, run the following actions::

Procedure

1. Click the **Show Messages** icon to display your voice mail messages.
2. Perform one of the following:
 - Click the **Send Email** icon adjacent to a contact you want to send an email.
 - Right-click the contact and select **Contact > Send Email**.

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

Sending an IM to a contact from a visual voice mail message

About this task

 **Note:**

This feature is available when Avaya one-X[®] Communicator is integrated with Avaya one-X[®] Client Enablement Services. You can send an instant message only if the contact is added to the Avaya one-X[®] Client Enablement Services server.

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

Procedure

1. Click the **Show Messages** icon to display your voice mail messages.
2. Perform one of the following:
 - Click the **Launch IM** icon adjacent to a contact you want to send an instant message
 - Right-click the contact, and select **Contact > Launch IM**.
3. Type your message and click **Send**.

Messages

The Messages pane displays your Visual Voice Mail messages. From the Messages window, you can:

- listen and view your messages
- save your message attachments to a file
- mark your messages as unread
- sort the messages by type of message (that is, All, Read, or Unread)
- name/number, and date/time

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