Using Avaya one-X® Communicator Release 6.1

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Introduction

Avaya one-X® Communicator 6.1 is Avaya's next generation softphone that supports both H.323 and SIP audio, video, instant messaging, and presence services. It provides enterprise users with simple access to all the communication tools in a single interface. Avaya one-X® Communicator enables you to log into your company's server remotely and make and receive telephone calls from your telephone extension.

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

- [Use Avaya one-X® Communicator with Client Enablement Services](#).

- [Make calls](#).

- [Make conference calls](#).

- [Use bridge conferencing](#).

- [Use contacts](#).

- [Use Call Log](#).

- [Use Instant Messaging](#).

- [Use Directories](#).

- [Use Voice Messaging](#).

- [Use Visual Voice Mail](#).

- [Enable/disable the Click-to-Dial feature](#).

- [Use Video](#).

Logging in to the server

To log in to the server:

1. Start Avaya one-X® Communicator to display 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** box, enter your user name on the server.

- If Avaya one-X® Communicator is not integrated with Client Enablement Services, in the **Extension** box, enter your extension.

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

4. Click **Log On**.

You can set up your Avaya one-X® Communicator account to use it with other applications.

Logging out of the server

To log out of the server and close Avaya one-X® Communicator, perform one of the following steps:

- Click and select **Exit**.

- Right-click the Avaya one-X® Communicator icon in the System Tray, and select **Exit**.

To log out of the server without closing Avaya one-X® Communicator:

Click , and select **Log Off**.

To close the Avaya one-X® Communicator window and remain logged into the server:

Click **X** at the top of the window. The Avaya one-X® Communicator window closes, but Avaya one-X® Communicator continues to run and is still logged in to the server. The Avaya one-X® Communicator icon () appears in the System Tray. The Avaya one-X® Communicator window opens when you:

- Receive a call.

- Double-click the Avaya one-X® Communicator icon in the System Tray.

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 [icon]. If you do not see some of these feature buttons in your Dialpad window, contact your system administrator.

The following advanced telephony feature buttons are available for both H.323 and SIP:

- Automatic Call Back

- Call Forwarding All Calls

- Call Forwarding Busy/Don't Answer

- Call Park and Call Retrieve

- Calling Party Number Blocking

- Calling Party Number Unblocking

- Call Pickup (Group, Directed, and Extended Group)

- Malicious Call Trace

- One-Step Recording

- Priority Calling

- Send All Calls

- Transfer to Voicemail

- Whisper Page

- EC500

- Team button

- Enhanced Call Pickup with Alerting

- Enhanced Call Forwarding

To access your feature buttons:

1.   Click ⌨.

The Dialpad window displays the advanced SIP telephony (AST) features that are programmed for your extension.

2.   Click the appropriate feature button.

Using Avaya one-X® Communicator Icons

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

Icon	Icon name	Icon description
	Call button	Dials a number.
	Call answer button	Answers an incoming call.
	Call drop and call reject button	Ends an ongoing call and rejects an incoming call.
	Transfer call button	Forwards an ongoing call to another telephone number.
	Call hold	Places the current call on hold
	Ongoing call button	Places the current call on hold and dials another number.
	Mute button	Mutes the audio.
	Unmute button	Unmutes the audio.
	Speaker phone button	Changes speakerphone mode to headset mode.
	Headset button	Changes headset mode to speakerphone mode.
	Call log button (Toggle)	Opens or closes the call log pane.
	Contacts button (Toggle)	Opens or closes the contacts pane.

	Redial button	Redials the last dialled number.
	Call resume button	Resumes the on-hold call.
	Call from log button	Dials the selected number from the call log pane.
	Voice mail button (Toggle)	Notifies and gives access to new voicemails.
	Dial pad button (Toggle)	Opens or closes the dial pad.

Using Avaya one-X® Communicator with other applications

You must have a Avaya one-X® Client Enablement Services account if you want to integrate Avaya one-X® Communicator with 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.

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 OUTLOOK

You can easily make and log calls from Microsoft Outlook using Avaya one-X® Communicator. You can make calls from any Microsoft Outlook contact and also from the journal entry which exists for Microsoft Outlook contact. You can even set Avaya one-X® Communicator to try and match the caller ID for an incoming call with the telephone numbers in your Microsoft Outlook contacts, giving you the

opportunity to know who is calling before you answer the call. If a match is found, the information for that contact is *popped* to the screen.

For information on how to use Avaya one-X® Communicator with Microsoft Outlook, select **Help** from the **Avaya** menu in Microsoft Outlook.

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

Configuring Avaya one-X® Communicator

USING A HEADSET WITH AVAYA ONE-X® COMMUNICATOR

Before you can use a headset, you need to tune your headset with Avaya one-X® Communicator.

When using a headset with Avaya one-X® Communicator, place the microphone of the headset directly in front of your mouth. This helps ensure that the other party on a call will hear you when you speak.

For a list of supported headsets, see "End user requirements" in Chapter 6, "Deployment Planning," in the Overview and Planning for Avaya one-X® Communicator guide.

ENABLING OR DISABLING THE CLICK-TO-DIAL FEATURE

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

To disable the Click-to-Dial feature:

1. Click and select **Settings > General Settings**.
The **General Settings** dialog box appears.

2. Under Devices and Services, click **Preferences**.
The **Preferences** settings appear.

3. In the **Click-to-Dial** area, clear the check box for **Microsoft Internet Explorer** or **Mozilla Firefox**.

4. Click **OK**.

NOTE:

You must restart the respective browser to view the change.

CONFIGURING YOUR DIALING RULES

Use this procedure to specify the rules that Avaya one-X® Communicator must follow to dial telephone numbers.

You can either use Auto-configure or set the dialing rules manually. The Auto-configure feature does not work properly if you are using Avaya one-X® Communicator through a VPN connection. However, the Auto-configure feature may work if configured by a system administrator.

To use Auto-configure to set your dialing rules:

1. Click [icon] and select **Settings > General Settings**
The **General Settings** dialog box appears.

2. Under Devices and Services, click **Dialing Rules**.
The **Dialing Rules** settings appear.

3. Click **Auto-configure**.
Avaya one-X® Communicator retrieves information for all of the boxes except the **Display confirmation window before dialing a number** check box.

4. If you want Avaya one-X® Communicator to display a confirmation window before it dials a number, select the **Display confirmation window before dialing a number** check box.

5. Click **OK**.

To manually set up your dialing rules:

1. In the **Number to Dial to access an outside line** field, enter the digit(s) you must dial to access an outside line.

2. In the **Your country code** field, enter the code for your country.

3. In the **Your area/city code** field, enter the area code or the city code where your phone server is located. It can be a comma separated code. If you enter this code, Avaya one-X® Communicator treats every call made to a region matching with this area or city code as a local call.

4. In the **PBX Main Prefix** field, enter the main prefix of your enterprise PBX.

5. In the **Number to dial for long distance calls** field, enter the digit(s) you must dial to make a long distance call.

6. In the **Number to dial for international calls** field, enter the digit(s) you must dial to make an international call.

7.   In the **Extension length for internal extensions calls** field, enter the number of digits that comprise an internal extension. 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 can specify the different supported extension lengths. For example, if your company supports three-digit, five-digit, and seven-digit extensions, you would enter **3, 5, 7**. You must use a comma to separate the values.

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 as internal extensions.

8.   In the **Length of national phone numbers** field,

o   Enter the number of digits you must dial (including area/city code) for a call within your country.

o   For countries with multiple phone number length, enter all supported phone number length separated by a comma.

9.   If you entered an area or city code in Step 3, select the **Include area/city code when making a local call** check box if you intend to enter that area or city code while making a call. This ensures that Avaya one-X® Communicator treats the calls as local calls. For example, if you entered the code as 234 and if you select the check box, you need to prefix the number to be called with 234.

10.   If you want Avaya one-X® Communicator to display a confirmation window before it dials a number, select the **Display confirmation window before dialing a number** check box.

11.   Click **OK**.

ENABLING/DISABLING THE DIALING CONFIRMATION WINDOW

Use this procedure to specify whether Avaya one-X® Communicator displays a confirmation window before it dials a number.

To enable the dialing confirmation window:

1.   Click and select **Settings > General Settings**.
The **General Settings** dialog box appears.

2.　　Click **Dialing Rules**.

The **Dialing Rules** settings appear.

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

Avaya one-X® Communicator displays the dialing confirmation window before it dials a telephone number.

4.　　Click **OK**.

VIEWING THE LINE DISPLAY INFORMATION FOR A CALL

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

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:

Click [icon] and select **View > Show Line Display**.

NOTE:

A check mark indicates that this setting is enabled.

TURNING OFF RINGING FOR ALL INCOMING CALLS

To turn off ringing for all incoming calls:

1.　　Click [icon] and select **Settings > General Settings**.

The **General Settings** dialog box appears.

2.　　Click **Audio**.

The **Audio** page appears.

3.　　Clear the **Ring on incoming calls** check box.

4.　　Click **OK**.

Handling Calls

ANSWERING A CALL

An incoming call appears in the call appearance area of the Avaya one-X® Communicator window.

When you answer a call, the active call timer starts. The active call timer keeps track of the duration of the call.

To answer a call:

Click for the incoming call.

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

IGNORING AN INCOMING CALL

Use this procedure to disable ringing for an incoming call. You can also turn off ringing for all incoming calls (works only in This Computer mode).

NOTE:
You cannot disable ringing for an incoming call if you are using Avaya one-X® Communicator in Telecommuter mode.

To disable ringing for the call:

Click for the call.

PLACING A CALL ON HOLD

When you place a call on hold, the hold timer starts. The hold timer keeps track of how long the call is on hold. The hold timer restarts every time the call is placed on hold.

To place a call on hold:

Click for the active call.

The call is placed on hold.

If the call is video enabled, Avaya one-X® Communicator stops sending video to the other party. When you resume the call, Avaya one-X® Communicator resumes sending video to the other party.

RESUMING A CALL ON HOLD

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

To resume a call that is on hold:

Click for the held call.

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

USING DIALPAD TO ENTER DIGITS DURING A CALL

Use the Dialpad to enter digits during an active call.

To enter digits from the Dialpad during an active call:

1.   Click to access the Dialpad.

2.   Click the appropriate buttons on the Dialpad.

To close the Dialpad:

Click **X** in the Dialpad.

TRANSFERRING A CALL

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

To transfer a call to another number:

1.   While you are active on a call, click .
The **Transfer** dialog box appears.

2.   In the **To** field, enter the number to which you want to transfer the call.

3.   Click **OK**.
The call disappears from the Avaya one-X® Communicator window, indicating that the transfer was successful.

NOTE:

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

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

To transfer a call to another active call:

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

The **Transfer** dialog box appears. By default, the **To** field displays the number of the other call, which is on hold.

2. Perform one of the following:

- If you want to transfer the call to the other call, which is on hold, click **Transfer**.

The call disappears from the Avaya one-X® Communicator window, indicating that the transfer was successful.

- If you want to transfer the call to another number, click **Other Number**.

3. In the **To** field, enter the number to which you want to transfer the call.

4. Click **OK**.

The call disappears from the Avaya one-X® Communicator window, indicating that the transfer was successful.

NOTE:

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

HANGING UP A CALL

To hang up a call:

Click for the call.

MUTING THE MICROPHONE

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

To mute the microphone:

Click .

UNMUTING THE MICROPHONE

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

To unmute the microphone:

Click .

Making Calls

To make a call from the main window:

1.   In the **Enter name or number** field, enter the telephone number you want to dial.
NOTE:
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 need to enter +911234567890.

2.   Click .

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

A call appearance is displayed for the call.

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.

To make a call from the main window:

1.   In the drop-down list box adjacent to the **Enter name or number** field, click the bridged extension that you want to use for making the call.

2.   Click .

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

A call appearance is displayed for the call.

To make a call from the Dialpad:

1.   Click to access the Dialpad.

2.   Perform one of the following steps:

- •   Click each digit you want to dial.

- Press each digit on your keyboard**.**

NOTE:

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 need to press the digits +911234567890.

A call appearance is displayed.

To close the Dialpad:

Click **X** in the Dialpad.

MAKING A CALL FROM A CONTACT

To make a call from a contact:

1. Click to display your contacts.

2. From the **Show** drop-down list, select the appropriate contact list.

3. For the contact you want to call, click .

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

A call appearance is displayed for the call.

DIALING A NUMBER FROM MICROSOFT INTERNET EXPLORER

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

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

To dial a number that is highlighted automatically:

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

NOTE:

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

2. Click the number.

A call appearance is displayed for the call.

To dial a number that is not highlighted automatically:

1. In the browser window, select the number you want to dial.

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

A call appearance is displayed for the call.

DIALING A NUMBER FROM MOZILLA FIREFOX

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

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

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

A telephone icon appears.

NOTE:

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

2.   Click the number.

A call appearance is displayed for the call.

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

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

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

A call appearance is displayed for the call.

REDIALING THE LAST NUMBER DIALED

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

To redial the last number dialed:

Click .

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

A call appearance is displayed for the call.

USING DIALPAD TO ENTER DIGITS DURING A CALL

Use the Dialpad to enter digits during an active call.

To enter digits from the Dialpad during an active call:

1.   Click to access the Dialpad.

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2.   Click the appropriate buttons on the Dialpad.

To close the Dialpad:

Click **X** in the Dialpad.

MUTING THE MICROPHONE

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

To mute the microphone:

Click .

UNMUTING THE MICROPHONE

When you <u>mute the microphone</u>, your microphone is muted for all calls. To use your microphone for another call, you must unmute the microphone.

To unmute the microphone:

Click .

Making Conference Calls

STARTING A CONFERENCE

Depending on your telephone system, you may have up to six participants (including yourself) in a conference. To start a conference, you must have at least one call in the Avaya one-X® Communicator window.

To start a conference:

1. Make sure there are at least one call in the Avaya one-X® Communicator window.

2. Click **Conference**.
    The Conference dialog box appears.

3. In the **With** field, enter the number with which you want to have the conference call.

4. Click **OK**.
    One call is displayed for the conference.

5. The dialed number gets connected to the conference call.

ADDING A PARTICIPANT TO A CONFERENCE

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

To add a participant to a conference:

1. Perform one of the following steps:

    -   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

To place a conference on hold:

Click .

The conference call is placed on hold.

RESUMING A CONFERENCE ON HOLD

To resume a conference that is on hold:

Click .

HANGING UP A CONFERENCE

To hang up a conference:

Click for the active conference call.

DROPPING THE LAST CALL FROM A CONFERENCE

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

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

To drop the last call from a conference:

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

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

Using Bridge Conferencing

CALLING INTO A BRIDGE CONFERENCE

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

To call into a bridge conference:

1.   Click .

The Bridge Conference window appears.

2.   Enter your conference bridge number in the box, and click .

3.   Log into the bridge. You can use the [Avaya one-X® Communicator Dialpad](#) to enter your access code.

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.

HOST TASKS

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.

To lock the bridge conference:

In the Bridge Conference window, click . The conference security icon appears at the top of the window.

To unlock the bridge conference:

In the Bridge Conference window, click .

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.

To put the bridge conference on the lecture mode:

In the Bridge Conference window, click .

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Unmuting a bridge conference
To bring the bridge conference out of the lecture mode:

In the Bridge Conference window, click .

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

To mute a participant:

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

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

Unmuting a participant
To unmute a participant:

In the Bridge Conference window, click for the participant you want to unmute.

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

To place a bridge conference on hold:

In the Bridge Conference window, click .

Resuming a bridge conference on hold
To resume a bridge conference that is on hold:

In the Bridge Conference window, click .

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

To place a participant on hold:

In the Bridge Conference window, click 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

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

To retrieve a participant who is on hold:

In the Bridge Conference window, click [icon] and select **Unhold** for the participant who is on hold.

Renaming a bridge conference

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

To rename a bridge conference:

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

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 by name or the order in which they joined the conference:

1. In the Bridge Conference window, click [icon] and select **Sort Participants by**.

2. Perform one of the following steps:

   o   If you want sort by name, click **Name**.

   o   If you want to sort by the order in which the participants joined the conference, click **Join Order**.

To sort participants in ascending order or descending order:

1. In the Bridge Conference window, click [icon] and select **Sort Participants by**.

2. Perform one of the following steps:

   o   If you want to sort by ascending order, click **Ascending**.

   o   If you want to sort by descending order, click **Descending**.

Adding a participant to a bridge conference

Only the host can add a participant to a bridge conference.

To add a participant:

1.	In the text box at the top of the Bridge Conference window, enter the telephone number of the party you want to add.

2.	Click .

Dropping a participant from a bridge conference

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

To drop a participant from the bridge conference:

1.	In the Bridge Conference window, click for the participant you want to drop.

2.	Select **Remove from Conference**.

The participant is dropped from the bridge conference.

Ending a bridge conference

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.

To end a bridge conference:

In the Bridge Conference window, click .

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.

To put your bridge conference line on mute:

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

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

Unmuting your bridge conference line

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

To unmute your bridge conference line:

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

Leaving a bridge conference

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

To leave a bridge conference:

1.   In the Bridge Conference window, click for your entry.

2.   Select **Exit Conference**.

Using Contacts

SEARCHING FOR A CONTACT (SIP MODE)

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

To search for a contact:

1. Click ![icon] to display your contacts.

2. In the Enter name or number box, enter the name you want to find.

3. Click ![icon].
The contacts that match your search criteria are displayed. (The **Show** drop-down list displays **Search Results**.)

NOTE:

- When you enter the first few characters of a enterprise contact's first name or last name, all matching names are displayed in the search results. As you type in more characters, the search results filter to match the new characters. These search results are populated from your Microsoft Outlook, 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 a enterprise contact. Enter your Lotus Notes password to continue the search.

SEARCHING FOR A CONTACT (H.323 MODE)

When you search for a contact, Avaya one-X® Communicator searches the contacts in all My Contacts, Favorites (only when Avaya one-X® Communicator is integrated with Avaya one-X® Client Enablement Services), enterprise contacts, and Search Results.

To search for a contact:

1. Click ![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 contacts that match your search criteria are displayed. (The **Show** drop-down list displays **Search Results**.)

NOTE:

- When you enter the first few characters of a enterprise contact's first name or last name, all matching names are displayed in the search results. As you type in more characters, the search results filter to match the new characters. These search results are populated from your Microsoft Outlook, 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 a enterprise contact. Enter your Lotus Notes password to continue the search.

USING ADVANCED SEARCH

Use this feature to search for contacts in a specific directory and organise the search results.

To search for a contact:

1.   Click to display your contacts.

2.   Click **Advanced Search**.

3.   From the **Search** drop-down, select the directory type.

4.   From the **Field** drop-down, 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.

6.   Click **Search**.

The contacts that match your search criteria are displayed. (The **Show** drop-down list displays **Search Results**.)

NOTE:

- 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 a enterprise contact. Enter your Lotus Notes password to continue the search.

To organize the search results:

1. Click **Field Organizer**.

The Field Organizer dialog box for the selected directory type appears.

2. Select a field from the **Available fields.**

3. Click [ ] to move the selected field under **Show in this order.**

To move the field back to **Available fields**, click [ ].

4. To change the order of the fields, select the field listed under **Show in this order and**

click [ ] or [ ] to move the field up or down respectively.

5. Click **Save**.

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

ADDING A CONTACT

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

To add a contact:

1. Click [ ] to display your contacts.

2. Click [ ], and select **Contacts > Add Contact**.

The **Add Contact** dialog box appears.

3. Enter appropriate information for this contact.

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

NOTE:

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 Client Enablement Services.

MODIFYING A CONTACT

You cannot modify details of a Favorite contact.

To modify the details of a contact:

1.   Click to display your contacts.

2.   Right-click the contact you want to modify, and select **Show Details**.

OR

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 A CONTACT

Use this procedure to delete a contact.

To delete a contact:

1.   Click to display your contacts.

2.   For the contact you want to delete, right-click the contact and select **Delete from Contacts**.

A dialog box appears prompting you to confirm your action.

3.   Click **Yes**.

The selected contact is deleted.

VIEWING THE INFORMATION FOR A CONTACT

To view the information for a contact:

1.   Click to display your contacts.

2.   Find the contact in which you are interested.

3.   For the contact, click , and select **Show Details**.

OR

Double-click the contact you want to modify.

The information for the selected contact appears.

4.   Click **OK**.

SORTING CONTACTS

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

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

MAKING A CALL FROM A CONTACT

To make a call from a contact:

1. Click to display your contacts.

2. From the **Show** drop-down list, select the appropriate contact list.

3. For the contact you want to call, click .

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

A call appearance is displayed for the call.

SENDING AN E-MAIL TO A CONTACT

To send an e-mail to a contact:

1. Click to display your contacts.

2. From the **Show** drop-down list, select the appropriate contact list.

3. For the appropriate contact, click .

   Your default e-mail application opens.

4. Compose and send your e-mail message.

SEARCHING FOR A CONTACT (SIP MODE)

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

To search for a contact:

1. Click to display your contacts.

2. In the Enter name or number box, enter the name you want to find.

3. Click .

   The contacts that match your search criteria are displayed. (The **Show** drop-down list displays **Search Results**.)

NOTE:

- When you enter the first few characters of a enterprise contact's first name or last name, all matching names are displayed in the search results. As you type in more characters, the search results filter to match the new characters. These search results are populated from your Microsoft Outlook, 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 a enterprise contact. Enter your Lotus Notes password to continue the search.

USING FAVORITES

Adding a contact to Favorites (SIP mode)

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

To add a contact to Favorites:

1. Click ![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 Favorite**.

- Select **Show Details**, select the **Favorite** check box in the Contact Details dialog box, and click **OK**.

Removing a contact from Favorites

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

To remove a contact from Favorites:

1. Click ![icon] to display your contacts.

2. From the View drop-down list, select **Favorites** to display your Favorites contact list.

3. Right-click the contact you want to remove from the Favorites list, and select **Show Details**.

4. In the Contact Details dialog box, clear the Favorite check box.

5. Click **OK**.

Using the Call Log

To view Call Log entries:

Click .

Your list of Call Log entries appear.

To view the details of a Call Log entry:

Right-click the contact, and select **Show Details**.

To view the name and number in the Call Log entries:

Click , 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

You can sort Call Log entries by type of call (that is, All, Incoming, Outgoing, or Missed), name/number, date/time, and length of call

To sort your Call Log entries by type:

1. Click .

    Your list of Call Log entries appear.

2. From the **Show** drop-down list, select the type of call log entries you want to view.
    Your choices are **All**, **Incoming**, **Outgoing**, or **Missed**.

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

1. Click .

    Your list of Call Log entries appear.

2. Click on the appropriate column (that is, **Name/Number**, **Time**, or **Length**).
    The Call Log entries are displayed in ascending order depending on the selected attribute.
    Click on the column again to display the Call Log entries in descending order.

MAKING A CALL FROM A CALL LOG ENTRY

To make a call from a Call Log entry:

1.   Click [icon] to access the Call Log.

2.   Right-click the contact, and click **Contact**>**Call.**

Alternatively, Click [icon]   for the contact you want to call.

DELETING A CALL LOG ENTRY

To delete a Call Log entry:

1.   Click [icon] to access the Call Log.

2.   Right-click the contact you want to delete, and select **Delete**.

Alternatively, select the contact from the Call Log, and click [icon]   >**Call Log > Delete Selected.**

A dialog box appears prompting you to confirm your action.

3.   Click **Yes**.

To delete multiple Call Log entries:

1.   Click [icon] to access the Call Log.

2.   Select all the entries that you want to delete.

3.   Click [icon], and select **Call Log > Delete Selected**.

A dialog box appears prompting you to confirm your action.

4.   Click **Yes**.

To delete all entries in the Call Log:

1.   Click [icon] to access the Call Log.

2.   Click [icon], and select **Call Log > Delete All**.

A dialog box appears prompting you to confirm your action.

3.   Click **Yes**.

ADDING A CALLER TO CONTACTS FROM A CALL LOG ENTRY

If the Call Log entry is from an unknown number, you can add that entry to your Contacts. However, in SIP mode, you can only add a Personal Contact from a Call Log entry.

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

1. Click 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**.

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.

Using Instant Messaging and Presence

SENDING AND RECEIVING INSTANT MESSAGES

You can use instant messaging in SIP mode as well as H.323 mode. This feature is available only when Avaya one-X® Communicator is integrated with Avaya Aura® Presence Services Release 6.1.

Avaya one-X® Communicator supports Unicode enabling to send and receive instant messages in any language.

You can also send and receive instant messages from Avaya one-X® Agent users if they are registered on the same presence server or a federated XMPP server.

To send and receive instant messages:

1. Click ▢ to display your contacts.

2. From the **Show** drop-down list, select **Favorites** to display your Favorites contact list.

3. Click ▢ for the contact to which you want to send instant messages.
   The Instant Messaging window appears.

4. Enter your message. You can enter a maximum of 500 characters in an instant message.

5. Click **Send** to send your message to the contact.

NOTE:

If the contact is offline, a message *<DisplayName>* **is currently offline. Messages sent to offline users will be delivered when they come online.** appears in the Instant Messaging window.

INSERTING EMOTICONS IN AN INSTANT MESSAGE

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

To insert an emoticon in an instant message:

1. Click ▢ to display your contacts.

2. From the Show drop-down list, select Favorites to display your Favorites list.

3. Click ▢ for the contact to which you want to send instant messages.
   The Instant Messaging window appears.

4. Enter your message.

5. Click ☺ to open the emoticons list.

6.   In the emoticons list, select an emoticon.

The emoticon is added in the instant message.

CHANGING THE FONTS OF AN INSTANT MESSAGE

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

To change the font of an instant message:

1.   Click [icon] to display your contacts.

2.   From the Show drop-down list, select Favorites to display your Favorites list.

3.   Click [icon] for the contact to which you want to send instant messages.

The Instant Messaging window appears.

4.   Click [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.

CHANGING YOUR PRESENCE STATUS

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

- Auto-Manage

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 Busy [icon].

- Available [icon]

- Busy [icon]

- Unavailable [icon]

- Out of the Office [icon]

- Invisible [icon]

To change your presence status:

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.

MAKING A CALL FROM THE INSTANT MESSAGING WINDOW

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

To call the contact from the Instant Messaging window:

1. Click [ ] to display your contacts.

2. From the **Show** drop-down list, select **Favorites** to display your Favorites list.

3. Click [ ] to display the Instant Messaging window.

4. Click [ ] on the top of the Instant Messaging window.

SENDING INSTANT MESSAGES WHILE ON AN ACTIVE CALL

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

To send instant messages while on an active call:

1. Click [ ] to display your contacts.

2. From the **View** drop-down list, select **Favorites** to display your Favorites list.

3. Click [ ] to initiate a call.

A call appearance is displayed.

4. Click [ ] to display the Instant Messaging window.

5. Enter your message.

SENDING AND RECEIVING INSTANT MESSAGES FROM CALL LOG

To send and receive instant messages from Call Log:

1. Click [ ] to access the Call Log.

2. Double-click an entry for which you want to send instant messages.

The Call Details window appears.

3. In the Call Details window, click [ ] to open the messaging window.

Using Directories

If you are logged in to Avaya one-X® Communicator, you can set up access to a public directory only manually.

To configure the public directory settings:

You must know the following information for that directory:

- Server address for the directory

- Search root for the directory

- Login, if required

- Password, if required

1. In the **Directory Type** field, select a type of directory. Your options are:

   - Active Directory (LDAP)

   - Domino

   - Novell

   - Sun ONE Directory

2. In the **Directory Name** field, enter the name for the directory.

3. In the **Server Address** field, enter the IP address of the server for this directory.

4. In the **User name** field, enter the user name, if required.

5. In the **Password** field, enter the password, if required.

6. In the **Search Root** field, enter the search root. An example is **ou=people, o=<your_company_name>.com**.

7. In the **Server Port** field, enter the port. The default is 389.

8. In the **Timeout** field, enter the timeout interval. The default is 100 seconds.

9. In the **Max Entries** field, enter the maximum number of matching entries that you want Avaya one-X® Communicator to display. The default is 50.

10. Select the **Use Active Directory GSS Bind** check box if you want Avaya one-X® Communicator to use the current user's login and password to bind with the Active Directory LDAP server.

11. Click **Preferences**.
The **Preferences** page appears.

12.   Select the **Public Director**y check box if you want Avaya one-X® Communicator to search contacts in the public directory when you use the Name Look Up feature.

13.   Click **OK**.

SETTING UP ACCESS TO MICROSOFT OUTLOOK

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

To set up access to Microsoft Outlook:

1.   Click [icon] and select **Settings > General Settings**.
The **General Settings** dialog box appears.

2.   Click **Preferences**.
The **Preferences** page appears.

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

4.   Click **OK**.

SETTING UP ACCESS TO IBM LOTUS NOTES ADDRESS BOOK

Use this procedure to set Avaya one-X® Communicator to search contacts in Lotus Notes Address Book when you use the Name Look Up feature. Lotus Notes Address Book must be installed and running on your computer.

To set up access to Lotus Notes Address Book:

1.   Click [icon] and select **Settings > General Settings**.
The **General Settings** dialog box appears.

2.   Click **Preferences**.
The **Preferences** settings page appears.

3.   Select the **IBM Lotus Notes® Contacts** check box.

4.   Click **OK**.

Using Voice Messaging

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.

When you receive a voice mail message, the Message Waiting Indicator (MWI) icon, located in the top-left corner of the Avaya one-X® Communicator main window, is turned "on," indicating that you have one or more voice mail message. You can access your messaging system from Avaya one-X® Communicator by clicking on the Message Waiting Indicator icon. However, you must first configure Avaya one-X® Communicator to access your messaging system. If you click on the Message Waiting Indicator icon before configuring Avaya one-X® Communicator to access your messaging system, no action occurs (that is, Avaya one-X® Communicator does not access your messaging system).

You can set Avaya one-X® Communicator to access your messaging system in one of the following ways:

- Dial the access number of the messaging system.

- Open an application that accesses the messaging system.

- Open a Web browser and go to the Web page for the voice messaging system.

To configure Avaya one-X® Communicator to access your messaging system:

1. Click ⚙▾ and select **Settings > General Settings**.
The **General Settings** dialog box appears.

2. Click **Messaging**.
The **Messaging** page appears.

3. Select the **Enable Message Access** check box.

4. Perform one of the following steps:

- If you want Avaya one-X® Communicator to dial a telephone number:

  1. Select the **Dial this number** option.
  NOTE:
  You can also use Auto-configure to configure this number.

  2. In the text box, enter the telephone number you want to dial to access the messaging system.

  3. Go to Step 5.

- If you want Avaya one-X® Communicator to open another application to access the messaging system:

  1. Select the **Start This Application** option.

  2. Using the **Browse** button, select the application you want to run.

  3. Go to Step 5.

- If you want Avaya one-X® Communicator to open a Web browser to access the Web page for the messaging system:

  1. Select the **Open Webpage** option.

  2. In the text box, enter the Web page for the messaging system.

  3. Go to Step 5.

5. Click **OK** to close the **General Settings** dialog box.

ACCESSING THE VOICE MESSAGING SYSTEM

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 Access your visual voice mail messages.

When you receive a voice mail message, the Message Waiting Indicator on your telephone is turned "on". When this occurs, the Voice Messages Status button turns on in the Avaya one-X® Communicator window. You can access your voice messaging system from Avaya one-X® Communicator by clicking on the Voice Message Status button. However, you must first configure Avaya one-X® Communicator to access your voice messaging system. If you click on the Voice Messages Status button before configuring Avaya one-X® Communicator to access your voice messaging system, no action occurs (that is, Avaya one-X® Communicator does not access your voice messaging system).

To access your voice messaging system:

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

Using Visual Voice Mail

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

To access your Visual Voice Mail messages:

1.   Click ![icon].

Your list of messages appears.

2.   Do either of the following:

- Click ![icon] for the message you want to view, and then select **Listen**.

   The details of the message appear, and the voice mail message starts downloading.

- Click ![icon] on the message you want to view.

   The details of the message appear, and the voice mail message starts downloading.

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

4.   Click ![icon] and select **Save** to save the message at a location of your choice.

5.   Click ![icon] and select **Open** to play the message in another media player.

NOTE:

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

ADDING A NUMBER TO CONTACTS FROM VISUAL VOICE MAIL MESSAGES

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

To add a number to the Contacts from the visual voice mail message:

1.   Click ![icon] to display your voice mail messages.

2.   Select a number you want to add to your Contacts.

3.   Click ![icon] and select **Contact** > **Add Contact**.

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.

MAKING A CALL FROM A VISUAL VOICE MAIL MESSAGE

To make a call from a visual voice mail message:

1. Click ![icon] to display your voice mail messages.

2. Select a number you want to call.

3. Perform one of the following:

   - Click ![icon] and select **Contact** > **Call**.

   - Click ![icon] for the entry you want to call.

NOTE:

A phone icon (![icon]) appears only when the voice mail includes a telephone number.

MARKING A MESSAGE AS UNREAD

To mark a visual voice mail message as "unread":

1. Click ![icon].

   Your list of messages appears.

2. Click ![icon] for the message you want to mark as "unread," and then select **Mark as Unread**.

DELETING A MESSAGE

To delete a visual voice mail message:

1. Click ![icon].

   Your list of messages appears.

2. Click ![icon] for the message you want to delete, and then select **Delete**.

   The selected message is deleted.

To delete multiple visual voice mail messages:

1. Click .

Your list of messages appears.

2. Click the message you want to delete.

3. Press and hold down the **CTRL** key on your keyboard, and then click on each message you want to delete.

4. After you have selected the messages you want to delete, click the menu icon in the Avaya one-X® Communicator launch pad window and then select **Messages > Delete Selected**.

A confirmation dialog box appears.

5. Click **Yes**.

The selected messages are deleted.

SENDING AN E-MAIL TO A CONTACT FROM A VISUAL VOICE MAIL MESSAGE

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 server.

To send an e-mail to a contact from a Visual Voice Mail message:

1. Click to display your voice mail messages.

2. Perform one of the following:

   - Click adjacent to a contact you want to send an e-mail.

   - Click and select **Contact** > **Send Email >** *e-mail address of the contact*.

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

SENDING AN INSTANT MESSAGE TO A CONTACT FROM A VISUAL VOICE MAIL MESSAGE (H.323 MODE ONLY)

This feature is available only in H.323 mode and when Avaya one-X® Communicator is integrated with Avaya one-X® Client Enablement Services. In addition, you can send an instant message only if the contact is added on the Client Enablement Services server.

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

1. Click to display your voice mail messages.

2. Perform one of the following:

   - Click adjacent to a contact you want to send an instant message.

- Click ⚙▾ and select **Contact** > **Launch IM**.

This displays your default Instant Message client (Microsoft Office Communicator).

Using Video with Avaya one-X® Communicator

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 after installation.

If Avaya one-X® Communicator cannot establish a video call with a particular contact, a red cross icon appears on the video status of that contact in Contacts and Call Log windows.

Video integration enables you to send and receive video during calls you handle with Avaya one-X® Communicator if the media server of your enterprise provides support and is configured for video. Avaya one-X® Communicator attempts to "register" with the video feature on the media server.

> **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).

- Stop the video.

- View statistics for the call.

- View full screen video.

- Keep video window always on top.

By default, Avaya one-X® Communicator sends your video image automatically when you answer or join a video call. To change this setting, see Changing your video settings.

OPENING THE VIDEO WINDOW

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

To open the video window:

1. Perform one of the following steps:

- Click ⬚ and select a **Preferred Camera**.

- Click ⬚ and select **Settings** > **General Settings** > **Video**.

2. Click **Open Video Window**.

DISPLAYING THE VIDEO WINDOW IN ITS OPTIMAL SIZE

To display the video window in its optimal size:

Click **General Settings**>**Video**>**Open Video Window>** ⬚ >**Optimize Video Window Size** in the video window.

SETTING THE VIDEO WINDOW TO APPEAR AUTOMATICALLY ON LOGIN

Use this procedure to set the video window to appear automatically when you log into the server.

To set the video window to appear automatically on login:

1. Click ⬚ and select **Settings** > **General Settings**
The General settings page 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**.

CHANGING YOUR VIDEO SETTINGS

You can change the following video settings:

- Whether to start sending your video images automatically when you answer or join a call

- Whether to display the near-end video and the far-end video in the same window (Picture-in-Picture)

- Whether to make the video picture to stretch to fit the screen in full-screen mode

- Whether to enable the screen saver and monitor power saving mode during a call

To change your video settings:

1. Click ⬚ and select **Settings** > **General Settings**
The General settings page appears.

2.   Click **Video**.

3.   If you want Avaya one-X® Communicator to start sending your video image automatically, make sure the **Send your video image automatically when you answer or join a video call** check box is selected.

NOTE:

If you disable this setting, Avaya one-X® Communicator does not send the video automatically when you answer or join a video call. The Video Umute button is displayed. To start sending video to the other party on the call, you must click .

4.   To set Avaya one-X® Communicator to display the near-end and far-end video in the same window, perform the following steps:

   a.   Select the **Display a picture-in-picture window** check box.

   b.   Select the appropriate option for the size of the picture-in-picture window (that is, small, medium, or large).

   c.   If you want the picture-in-picture window to remain in a fixed location in the video window, select the **Fixed picture-in-picture location** check box.

5.   If you want Avaya one-X® Communicator to stretch the video window to fit the screen on a full screen video mode, select the **Stretch video to fit screen** check box.

6.   If you want Avaya one-X® Communicator to display a warning before displaying the video window on a full screen mode, select the **Display warning before entering Full Screen mode** check box.

7.   If you want to disable the screen saver and do not want the monitor to switch to the power saving mode during an active video call, select the **Automatically disable screen saver and monitor power saving mode during a call** check box.

8.   Click **OK**.

VIEWING VIDEO IN PICTURE IN PICTURE (PIP) MODE

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

1.   Select the **Display a picture-in-picture window** check box, see <u>Changing your video settings</u>.

2.   Ensure that the video window is open on your end and the other party's window.

3.   Click .

Two pictures appear in your video window.

MUTING THE VIDEO

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

To temporarily stop sending video to the other party:

Disconnect the Web camera or click .

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."

To resume sending video to the other party:

Reconnect the Web camera or click .

STOPPING THE VIDEO

Use this procedure to stop sending video to the other party during a call. Stopping the video during a call does not disconnect the call.

NOTE:

When you stop the video during a call, you cannot restart the video during that call.

To stop sending video to the other party:

Click .

VIEWING STATISTICS FOR THE CURRENT VIDEO CALL

To view the statistics for the current video call:

1.   Perform one of the following steps:

   •   Click and select **Settings** > **Statistics** > **Video**.

   •   In the **Video** window, click > **Video Statistics**
          The **Video Statistics** dialog box appears.

2.   When finished, click **Close**.

VIEWING FULL SCREEN VIDEO WINDOW

Use this procedure to view full screen video.

1.   Click the icon on the video window to view the full screen video.
        You get a warning that you can press the Escape key anytime to return to normal mode. Press the Escape key to return to the normal mode from the full screen 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.   Click **OK**.

KEEPING VIDEO WINDOW ALWAYS ON TOP

Use this procedure to keep the video window always on top of other applications:

Click **General Settings**>**Video**>**Open Video Window>** >**Always on Top** in the video window

Troubleshooting

Avaya one-X® Communicator interacts with the following products:

- **Citrix**

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

- **Microsoft Alt-Tab Task Switcher Powertoy for Windows XP**

  Avaya one-X® Communicator does not work with Microsoft Alt-Tab Task Switcher Powertoy for Windows XP.

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