Using Avaya Communicator for Windows on IP Office

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Chapter 1: About Avaya Communicator

About Avaya Communicator

Avaya Communicator for Windows provides enterprise users with simple access to all the communication channels in a single interface.

Avaya Communicator enables you to log into your company IP Office server and make and receive, voice and video calls from your deskphone extension using your PC. Avaya Communicator supports audio over Secure Real-time Transfer Protocol (SRTP). You can also:

- send email messages
- send instant messages
- view the presence status of other users
- access your call history
- access your system and enterprise contacts, as well as your personal contacts and Microsoft® Office® contacts
- manage your presence status

You must have access to your company network to use Avaya Communicator.

Avaya Communicator is available in two modes:

- Avaya Communicator
- Avaya Communicator with telephony-only features

You can confirm which mode you are using by contacting your system administrator.

Related Links

Main window

This section provides information about the layout of the Avaya Communicator for Windows interface and its controls.

The following figure shows the components of the main window of Avaya Communicator for
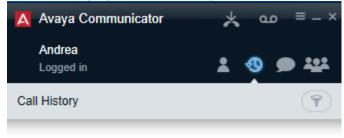

Windows.

| No.	Name	Description
1	Presence area	Displays your presence setting and enables you to log into and out of the server.
2	**Features** button	Gives the option to enable and disable the auto-answer feature.
3	**Message Waiting Indicator**	Displays the number of unread voicemails when you have new voicemails in a badge over the Message Waiting Indicator. You can click the Message Waiting Indicator to listen to the voicemail messages.
		✴ **Note:**
		When you have more than *99* messages in your inbox the system displays the number of unread messages as *99+*
4	**Options and Settings** button	You can adjust the volume from **Volume**. Displays the **Settings** dialog box where you configure your servers, dialing rules, enterprise directory search settings, contacts search settings, audio, video, conference server, language, and window. You can also see information about the version of the software and report a problem with Avaya Communicator to support personnel.
5	**History List** tab	Displays the Call History fan and the call history tab buttons. The Call History fan displays cards for the calls you made and received using the Avaya Communicator client or missed using the Avaya Communicator. The call history tab buttons enable you to sort the call history cards in the Call History fan. Using the call history tab buttons, you can view all calls that you made, received or missed using the Avaya Communicator client. A number appears on the Call History tab to indicate the number of calls you missed since the last time you viewed the Call History fan.
6	**Conference** tab	Displays the conference tab buttons. The conference fan displays cards for the participants in the conference. You can sort the cards in the Conference fan by most recent or alphabetically (that is, from A to Z). The conference tab buttons enable you to sort the conference participants in the Conference fan. Using the conference tab buttons, you can view: • all participants in the conference

Table continues…
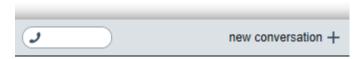
No.	Name	Description
		• the participants who dropped from the call
7	**IM** tab	Displays the Instant Messaging fan. The Instant Messaging fan displays cards for all of your instant messaging sessions (or "chats").
8	**New Conversation + button**	Expands the list of contacts and displays the conversation area for you to start a new conversation.
9	**Contact List** button	Displays the Contacts fan. The Contacts fan provides the following options: System contacts, Personal contacts, Local contacts, or Enterprise search. The Contacts fan displays the contacts for the option that you select.
		The Contacts fan can also display cards for your Microsoft® Outlook® contacts in your Personal contacts list. To use this feature, you must enable Microsoft Outlook contacts in the **Settings > Contacts** panel. For more information about including Microsoft Outlook contacts in your Contacts fan, see Contact types on page 26.
		✱ **Note:**
		You must be logged into the server to view your IP Office contacts.
10	**Dialpad** field	Gives you the option to dial a number for audio or video call.

Avaya Communicator uses the conversation setup stage to manage calls.

The following figure shows Avaya Communicator with the user logged in and no calls present.

Related Links

About Avaya Communicator on page 8

Button descriptions

The following table describes the icons and buttons on the Avaya Communicator client interface.

Button	Name	Description
	Call button	Enables you to make a voice call.
	Video button	Enables you to make video call.
	Instant Message button	Enables you to send an instant message.
	More button	Enables you to access the conversation setup stage and moderator controls.
	Options and Settings button	Opens a dialog box where you can configure application settings such as server settings, Enterprise search settings, and dialing rules.
	End button	Hangs up a voice call.
	Answer button	If there is an active call that has not been answered by the Avaya Communicator client, the call appears in a conversation setup stage where you can answer or join the call by clicking this button.
	Mute button	Mutes or unmutes the audio. When the call is muted, the button is blue.
	Dialpad button	Opens the dialpad. You can enter touch-tone digits during a call from the dialpad.
	Hold button	Places the current call on hold or resumes a call on hold. When the call is on hold, the button is blue.
	Ignore button	Cancels the incoming call.

When you receive a call, the incoming call panel appears, displaying the **Answer** and the **Ignore** buttons. The panel displays the extension number of the caller, along with an image of the caller, if one is available.

Depending on the connectivity between the Avaya Communicator client and Avaya one-X® Portal for IP Office the incoming call toast differs.

Related Links

About Avaya Communicator on page 8

Chapter 2: Getting started

Getting started

Use the information in this section to verify that your computer system meets the minimum requirements, and to install the application.

Related Links

System requirements

Make sure that the computer meets all of the hardware, software, and connectivity requirements described in this chapter.

Related Links

Computer hardware requirements

Use the information in this chapter to ensure that your computer meets the requirements for Avaya Communicator for Windows.

The computer must have network connectivity and meet the following minimum hardware requirements:

- Dual-core 2.4 GHz processor
- 2 GB of RAM
- 1.5 GB of free hard disk space

- Keyboard
- Mouse or other compatible pointing device
- Network interface card
- USB camera

Related Links

System requirements on page 12

Computer operating system requirements

> ⊛ **Note:**
>
> A virtual machine environment does not support Avaya Communicator for Windows.

The computer must have one of the following 32-bit or 64-bit operating systems:

- Microsoft® Windows 7 Enterprise, Ultimate, or Professional Edition
- Microsoft® Windows 8.1 Enterprise, Ultimate, or Professional Edition

Related Links

System requirements on page 12

Computer software requirements

The computer must have the following software installed:

- Microsoft .NET Framework 4 Extended
- Microsoft .NET Framework 4 Client Profile

If your system does not have the requirements listed above, an error message prompts you to install them when you begin the installation.

To use the email features of Avaya Communicator for Windows, you must install Microsoft Outlook.

Related Links

System requirements on page 12

Installing the application

Use this procedure to install Avaya Communicator on a Windows machine.

Before you begin

Ensure that the Microsoft .NET Framework 4 Extended is installed on your computer. If the application is not already installed on your computer, you must install them before you install the Avaya Communicator client. These applications are included with Avaya Communicator and are located in the Prerequisites folder.

About this task

The Avaya Communicator client is available from the Avaya support web site at http://www.avaya.com/support.

Procedure

1. Using Windows Explorer, go to the folder to which you saved the Avaya Communicator for Windows Installer, and double-click on the installer.

2. In the Welcome to the Avaya Communicator Setup Wizard dialog box, select the language you want to use from the Select language box.

3. Click the **Next** button.

4. In the End-User License Agreement dialog box, read the license agreement.

5. Click the **I accept the terms in the License Agreement** check box to accept the license agreement.

6. Click the **Next** button.

7. In the Destination Folder dialog box, click the **Change** button if you want to change the folder to which the software will be installed. By default, the software will be installed in C:\Program Files (x86)\Avaya\Avaya Communicator or C:\Program Files\Avaya\Avaya Communicator for a 32 bit machine.

8. Click the **Next** button.

9. In the Ready to install Avaya Communicator dialog box, click the **Install** button.

   The Installing Avaya Communicatormessage box appears, showing the status of the install. When the install is complete, the Avaya Communicator Setup Wizard dialog box appears.

10. In the Completed the Avaya Communicator Setup Wizard dialog box, make sure the **Launch Avaya Communicator when setup exits** check box is selected.

11. Click the **Finish** button.

   Avaya Communicator starts and displays the **General Settings** dialog box.

12. Enter the server settings described in the table below.

13. Click the **OK** button.

Related Links

Server settings

Use the information in the following table to configure the server settings for Avaya Communicator for Windows.

Name	Description
Server IP Address	The IP address of the IP Office system.
Server Port	The port number of the IP Office system. The Avaya Communicator client uses port 5060 as the default setting for TCP.

Table continues…

Name	Description
Transport Type	The transport method used for connection to the IP Office system. ⊛ **Note:** TLS is supported between Avaya Session Border Controller for Enterprise (ASBCE) and Avaya Communicator client with the following limitations: • When you enable TLS on Avaya Communicator client, the SIP signalling between ASBCE and Avaya Communicator client is encrypted. • In IP Office when you enable TLS on Avaya Communicator client, the Avaya Communicator client does not authenticate the certificate that ASBCE provides. For the audio communication to start in SRTP mode, log into Avaya Communicator using the TLS mode.
Domain	The IP address of your IP Office system.
Presence Server IP Address	This field does not apply when Avaya Communicator connects to an IP Office system. Leave this field blank.

Related Links

[Installing the application](#) on page 13

Installing certificates

If your administrator decides to use a customized trusted root certificate, you must install the certificate using your browser. Request your administrator to share the trusted root certificate with you.

Installing a trusted root certificate in Chrome

Before you begin

Get the trusted root certificate from your administrator.

Procedure

1. On Google Chrome, navigate to **Customize and control Google Chrome** > **Settings**.

2. On the Settings window, navigate to **Show advanced settings** > **Manage Certificates**.

3. In the Certificates dialog box, click **Trusted Root Certification Authorities**.

4. Click **Import**, and select the trusted root certificate that your administrator has shared with you.

Installing a trusted root certificate in Firefox

Before you begin

Get the trusted root certificate from your administrator.

Procedure

1. On Firefox, navigate to the menu and click **Options**.

2. In the Options dialog box, navigate to **Advanced** > **Certificates**.

3. In the Certificate Manager dialog box, click **Import** and select the trusted root certificate that your administrator has shared with you.

Installing a trusted root certificate in Internet Explorer

Before you begin

Get the trusted root certificate from your administrator.

Procedure

1. On Internet Explorer, navigate to **Tools** > **Internet Options**.

2. In the Internet Options dialog box, navigate to **Content** > **Certificates**.

3. In the Certificates dialog box, click **Trusted Root Certification Authorities**.

4. Click **Import**, and select the trusted root certificate that your administrator has shared with you.

Browser support for certificates

	Firefox		Chrome		Internet Explorer		Safari	
	Collab	Upload	Collab	Upload	Collab	Upload	Collab	Upload
Hostname + Without Trusted CA	Yes	No	Yes	Yes	Yes	Yes	Yes	No
Hostname + With Trusted CA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
IP Address + Without Trusted CA	Yes	No	Yes	Yes	Yes	Yes	Yes	No
IP Address + With Trusted CA	Yes	No	Yes	Yes	Yes	Yes	Yes	No

Legend:

• Hostname: Hostname to access Web Collaboration

• IP Address: IP address to access Web Collaboration

- Without Trusted CA: Self Signed or Avaya provided certificate
- With Trusted CA: Certificate from a trusted signing authority
- Collab: Using Collaboration
- Upload: Using document sharing services

About upgrade

You can use Avaya Communicator Release 1.1 Service Pack 4 even if you are configured as a user on IP Office Release 8.1 or IP Office 8.1 Feature Pack 1. However, to use the latest features and capabilities of Avaya Communicator Release 1.1 Service Pack 4 you should upgrade IP Office Release 8.1 or IP Office 8.1 Feature Pack 1 to IP Office Release 9.1.

Related Links

Logging into the server

Use this procedure to log in to the Avaya Communicator client.

When you log into the Avaya Communicator client, you can be logged into other Avaya applications that use the same extension number as the Avaya Communicator client, such as a SoftPhone. Although you can log into multiple applications at the same time, doing so affects the availability of voice devices.

Before you begin

You must log into the IP Office system to use the Avaya Communicator client using the following credentials:

- your extension number
- your password

  > **Note:**
  >
  > Your password is assigned by your system administrator for use with Avaya Communicator and is not the same as the login code that you use to access your deskphone. You cannot log into Avaya Communicator.
  >
  > After you login

Contact your system administrator for your login credentials.

Procedure

1. Launch the Avaya Communicator client.

   The login dialog box displays.

2. In the **Extension** field, enter your extension number.

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

4. Click **Log in**.

Related Links

[Getting started](#) on page 12

Changing the password at first login

When you log into the Avaya Communicator client for the first time, the Avaya Communicator displays a message for you to change the password.

About this task

Do the following to change the password when you log into Avaya Communicator for the first time:

Procedure

1. Log into Avaya Communicator.

   The Avaya Communicator client displays a message for the user to change the password.

2. Click **Change Password**.

   Avaya Communicator displays the password change screen.

3. In the **Current Password** field enter the current password.

4. In the **New Password** field, enter the new password.

5. In the **Confirm Password** field, enter the new password to confirm.

6. Click **Confirm**.

   If the password is changed successfully, then Avaya Communicator displays the message:

   ```
   Your password is changed successfully. Please login again with the
   new password.
   ```

Related Links

[Getting started](#) on page 12

Changing the password

You can change the password for Avaya Communicator.

About this task

Do the following to change the password:

Procedure

1. Log into Avaya Communicator.

2. Click **Options and Settings> Settings.**

3. Click **Change Password**.

Avaya Communicator displays the password change screen.

4. In the **Current Password** field enter the current password.

5. In the **New Password** field, enter the new password.

6. In the **Confirm Password** field, enter the new password to confirm.

7. Click **Confirm**.

If the password is changed successfully, then Avaya Communicator displays the message:

```
Your password is changed successfully. Please login again with the
new password.
```

Related Links

Password security rules

Avaya communicator follows certain rules to set a password based on the low, medium, or high level of security settings.

Password security rules for Avaya Communicator for Windows

Security Level	Password Rules
Low	1. Password length must be between 6 to 31 characters.
Medium	1. Password length must be between 6 to 31 characters. 2. The password characters used must include characters from at least 2 of the code point sets listed below. In addition, there should not be any adjacent repeated characters. • Lower case alphabetical characters • Upper case alphabetical characters • Numeric characters • Non-alphanumeric characters, for example # or *.
High	1. Password length must be between 6 to 31 characters. 2. The password characters used must include characters from at least 3 of the code point sets listed below. In addition, there should not be any adjacent repeated characters. • Lower case alphabetical characters • Upper case alphabetical characters • Numeric characters • Non-alphanumeric characters, for example # or *.

Insert content for the first section.

Related Links

Configuring the application

Use the information in this section to configure the settings for Avaya Communicator.

Related Links

Modifying the dialing rules

Procedure

1. Click the **Settings** icon in the Avaya Communicator for Windows main screen.

2. In the left pane of the General Settings dialog box, click **Dialing Rules**.

3. In the Dialing Rules dialog box, complete the fields as appropriate.

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

Related Links

Dialing Rules field descriptions

Use the information in the table below to configure the dialing rules.

Field Name	Description
Apply Dialing Rules	When you select this field, the Avaya Communicator client applies the specified dialing rules for the calls.
Number to dial to access an outside line	Digits 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 telephone server is located.
PBX main prefix	This field does not apply when Avaya Communicator connects to an IP Office system. Leave this field blank.

Table continues…

Field Name	Description
Number to dial for long distance calls	Digits to dial to make a long distance call.
Number to dial for international calls	International prefix for dialing an international telephone number. For example, in Canada and the United States, the international prefix for dialing international telephone numbers is 011.
Length of internal extensions	Number of digits that comprise an internal extension.
Length of national phone numbers (including area/city code)	It is either: • number of digits to dial (including area/city code) for a call within your country. • supported telephone number lengths separated by a comma for countries with multiple telephone number lengths.

Related Links

Modifying the dialing rules on page 20

Modifying the Enterprise search settings

About this task

Use this procedure to configure the Avaya Communicator client to search an Enterprise directory.

Procedure

1. Click the **Settings** button on the Top bar of the Avaya Communicator client window.

2. In the left navigation pane of the Settings dialog box, click **Enterprise Search**.

3. On the Enterprise Search page, enter the appropriate information to configure the Avaya Communicator client to search an enterprise directory.

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

Related Links

Configuring the application on page 20
Enterprise search settings on page 21

Enterprise search settings

Use the information in the table below to configure Enterprise search settings for Avaya Communicator for Windows.

Name	Description
Directory type	Type of enterprise directory. IP Office supports the following option: • **Active Directory**
Directory name	Name of the enterprise directory.

Table continues…

Name	Description
Server address	The server address of the enterprise directory.
User name	Your user name.
Password	Your password.
Search root	The search root for the enterprise directory. An example is **ou=people, o=company**.
Server port	The port number. The default value is 389.
Timeout	The search time out interval (in seconds). The default value is 100 seconds.
Max entries	The maximum number of matching entries to display. The default value is 50.
Active directory GSS bind	Indicates whether Avaya Communicator client uses the login and password of the current user to bind with the Active Directory LDAP server.

Related Links

[Modifying the Enterprise search settings](#) on page 21

Modifying the Contacts settings

Use this procedure to include your Microsoft Outlook contacts in your Personal contacts fan.

Procedure

1. Click the **Settings** button on the Top bar of the Avaya Communicator client window.

2. In the left navigation pane of the **Settings** dialog box, click **Contacts**.

3. On the **Contacts** page, select **Use Microsoft® Outlook® contacts** to display your Microsoft Outlook contacts in your Personal contacts fan.

4. Click the **OK** button.

Related Links

[Configuring the application](#) on page 20

Modifying the audio settings

About this task

Use this procedure to specify the following settings:

- the microphone the Avaya Communicator client uses.
- the speaker the Avaya Communicator client uses.
- whether the Avaya Communicator client provides ringing on the selected speaker when you receive an incoming call.
- whether the Avaya Communicator client provides ringing on an additional device.

Procedure

1. Click the **Settings** button on the Top bar of the Avaya Communicator client for windows.

2. In the left navigation pane of the Settings dialog box, click **Audio**.

3. On the Audio page, complete the fields as appropriate. See Audio page field descriptions on page 23 for more information.

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

Related Links

Configuring the application on page 20
Audio page field descriptions on page 23

Audio page field descriptions

Name	Description
Microphone	Microphone to be used for a call.
Speaker	Speaker to be used for ringing and calls.
Ring on incoming calls	Must be checked to enable ringing on incoming calls. When an incoming call arrives, the device you selected in the Speaker drop-down list box rings.
Ring additional device	Additional device to be used for ringing.

Related Links

Modifying the audio settings on page 22

Modifying the video settings

Before you begin

You must be logged out of the server to modify the video settings.

About this task

Use this procedure to specify whether you want to make and handle video calls.

Procedure

1. Log out of the server.

2. Click the **Settings** button on the Top bar of the Avaya Communicator client window.

3. In the left navigation pane of the Settings dialog box, click **Video**.

4. On the Video Settings page, complete the fields as appropriate. See Video Settings page field descriptions on page 24 for more information.

5. When finished, click the **OK** button.

Related Links

Configuring the application on page 20
Video settings page field descriptions on page 24

Video settings page field descriptions

Name	Description
Enable video	Must be checked if you want to make and handle video calls.
Available camera	Camera to be used for video calls.

Related Links

[Modifying the video settings](#) on page 23

Modifying the language settings

You can modify the language settings in Avaya Communicator under **Options and Settings**

Before you begin

Make sure that you are logged out of Avaya Communicator.

About this task

Use the following procedure to modify the language settings for Avaya Communicator.

Procedure

1. On the Avaya Communicator window, click **Options and Settings**.

2. Click **Settings**>**Language**.

3. From the list of languages, click the language of your choice.

4. Click **OK**.

   The system displays a pop-up window.

5. Do one of the following:

   • Click **Restart Now**.

   • Click **Restart Later**.

   The language settings apply after you restart Avaya Communicator.

Related Links

[Configuring the application](#) on page 20

Application Modes

You can use Avaya Communicator for Windows in hidden mode or in agent mode. To use Avaya Communicator for Windows in agent mode, you must log in to Avaya Communicator for Windows.

Related Links

[Getting started](#) on page 12

Activating Agent Mode

Before you begin

Log in to Avaya Communicator.

Procedure

1. In settings, click **Window**.

2. In the **Window** area, select the **Enable Agent Mode** check box.

   When you activate the Agent Mode, Avaya Communicator selects the **Minimize Communicator to the notification area** option by default. You cannot edit the setting when the agent mode is active.

3. Click **OK**.

   The system displays an **Agent mode is enabled** pop-up window in the notification area.

   ✳ **Note:**

   When the agent mode is active, the system displays the Avaya Communicator (🔴) icon, which is slightly cut at the top left. When the agent mode is inactive, the system displays the Avaya Communicator (🔺) icon.

4. **(Optional)** To change the settings, in the **Agent mode is enabled** pop-up window, click **Settings**.

Related Links

[Getting started](#) on page 12

Activating Hidden Mode

Procedure

1. In settings, click **Window**.

2. In the **Window** area, select one of the following options:

   • **Quit Communicator**: The system closes Avaya Communicator.

   • **Minimize Communicator to the task bar**: The system minimizes Avaya Communicator to the task bar.

   • **Minimize Communicator to the notification area**: The system minimizes Avaya Communicator to the notification area.

3. Click **OK**.

4. To maximize Avaya Communicator, in the notification area, right-click the Avaya Communicator icon (🔺) and click **Open Avaya Communicator**. Alternatively, double-click the Avaya Communicator icon (🔺) in the notification area.

Related Links

[Getting started](#) on page 12

Chapter 3: Managing contacts

Contact types

Avaya Communicator for IP Office uses the contacts from Avaya one-X® Portal for IP Office server. It supports the following types of contacts:

System contacts

System contacts in Avaya Communicator for IP Office are the contacts stored in the system directory of Avaya one-X® Portal for IP Office. Hunt Group entries are included in the System contacts. These contacts are configured by your system administrator and they appear in your contacts fan after you log in to Avaya Communicator. You cannot edit, modify, or delete the contacts in the system directory. However, you can copy a contact from the system directory to your personal directory.

If a connection to Avaya one-X® Portal for IP Office is not available, the System contacts list contains only the names and extensions of IP Office users. Personal contact, presence information, and instant messaging are not available.

Personal contacts

Personal contacts in Avaya Communicator for IP Office are the contacts stored in the personal directory. This is your own directory of names and numbers. You can add a Personal contact from the System contacts list, and you can delete Personal contacts from the Contacts fan in Avaya Communicator. You can edit or modify your Personal contacts from Avaya one-X® Portal for IP Office application.

You can also display your Microsoft Outlook contacts in your Personal contacts list. Microsoft Outlook contacts are listed on their own cards in the Personal contacts fan. If you have the same person listed in both your Microsoft Outlook contact list and your personal directory on Avaya one-X® Portal server, there will be one card for each entry. For example, if you have the home address of a person in your Microsoft Outlook contacts, and the work address of the same person on the Avaya one-X® Portal server, Avaya Communicator will display two cards for that person. To use this feature, you must enable Microsoft Outlook contacts in the **Settings > Contacts** panel.

If you are using Avaya Communicator in telephony-only mode, personal contacts will list only the Microsoft Outlook contacts if it is enabled.

Enterprise contacts

Enterprise contacts are the contacts in the Enterprise directory that you configured in Avaya Communicator. You can perform an Enterprise search from Avaya Communicator and then add an Enterprise contact to your Personal contact list by clicking the **+** button on the contact card.

Selecting contacts from the Contact fan

You can select system, personal, local, or enterprise contacts from the contact fan.

Procedure

1. To select a contact from **Contact List**, click **All Contacts**.

2. Select **System Contacts**, **Personal Contacts**, **Local Contacts**, or **Search Enterprise Directory**.

   If you select **Search Enterprise Directory**, type the contact name and press **Enter**.

Filtering contacts

You can filter the contacts based on the following categories:

- System contacts
- Personal contacts
- Local contacts
- Enterprise directory contacts

About this task

Use the following procedure to filter contacts.

Procedure

1. Click **Contact List**. The contact list expands.

2. Click **All Contacts**.

3. You can filter the contacts in one of the following ways:

   - Click **System Contacts** to filter system contacts.

     The system displays a list of system contacts.

   - Click **Personal Contacts** to filter personal contacts.

     The system displays a list of personal contacts.

   - Click **Local Contacts** to filter local contacts.

     The system displays a list of local contacts.

   - Click **Search Enterprise Directory** to filter enterprise directory contacts.

     The system displays the search field to search for enterprise directory contacts.

Example

Next steps

Adding a contact to Communicator contacts

You can search for a contact and add it to the Communicator contacts.

About this task

Do the following to add a contact to Communicator Contacts.

Procedure

1. Click **Search** to search for the contact that you want to add to the Communicator contacts.

2. In the search field, enter the name or number of the contact.

3. Hover the mouse on the contact that you want to add to the communicator contacts

4. Click **Add to Communicator contacts**.

    The contact is added to Communicator contacts.

Locating Enterprise contacts

Before you begin

You must configure the search settings for enterprise contacts. See Configuring the application on page 20 for more information.

Procedure

1. Click **Contact List**.

2. Click **Search Enterprise Directory**.

    The system displays an empty contact fan with a text box.

3. To start the search, in the text box, type the name of the contact and press **Enter**.

    Avaya Communicator searches the enterprise database for the surname, common name, and given name of the contact. The contact card displays the surname and given name of the contact.

Chapter 4: Managing status information

Managing status information

The Avaya Communicator client allows you to set information about your own availability and view information about the availability of your contacts.

Status indicators

Contact status:

When your contacts log in to your corporate network, they can set their status and enter a status message. The contact card displays the Presence states along with other options available for user.

Number	Description
1	Presence icon
2	Voice Call icon
3	Video Call icon
4	Instant Messaging icon
5	More icon

Instant messaging status:

The contact card uses the following icons to indicate the instant messaging status of the selected contact. The icons show a federated presence status from other instant messaging systems, such as Google Talk or Pidgin. Avaya Communicator updates the status shown on the contact card whenever there are status changes in these clients. The length of time it takes for the updated status to display on Avaya Communicator depends on the client that you use, and the speed of the network connection. Status changes can take from 3 seconds to 60 seconds to display.

Presence icon	State
	Available

Table continues…

Presence icon	State
	Busy
	Unavailable When users of other instant messaging systems, such as Pidgin, set their presence to Away, Avaya Communicator displays this icon with the status of Unavailable.
	Offline

Related Links

Setting your availability

Use this procedure to set your presence status (availability). Your presence status is displayed to other users who track your presence.

About this task

When you set your presence to Offline, you do not receive updated instant messaging and XMPP presence status updates from your contacts. To receive these updates, you must set your presence to Available, Busy, or Unavailable.

Procedure

On the Top bar, click in the presence area and choose a setting:

• **Available**

• **Busy** — When you select Busy, your phone is automatically set to Do Not Disturb (DND).

• **Unavailable** — This status corresponds to the Away status in other Avaya clients, such as Avaya one-X® Portal.

• **Offline**.

Related Links

Changing your status message

About this task

Use this procedure to specify a custom presence status message. For example, if you are busy until 2 pm and do not want to be disturbed, you can enter the custom presence status message `Busy until 2 pm`. If you specify a custom presence status message and set your presence to be automatically updated, the custom presence status message will be displayed.

Your presence status message is displayed to other users who track your presence.

Procedure

1. Click your extension number on the Top bar.

   The Presence panel appears.

2. To clear the contents of the Status Message box, click **X**.

3. Enter your new message in the Status Message box.

4. When finished, press the **ENTER** key on your PC keyboard.

Related Links

Chapter 5: Making calls

Authorization code and Account code

Authorization code

If you are an authorized user, then you can make a restricted call from any extension without first having to log in to that extension and then log out after the call. Contact your system administrator for an authorization code.

Example

If you are an authorized user, dial the number of the person you want to call, when the system plays a tone, enter the authorization code followed by #. The system establishes a call between you and the contact only if the authorization code is valid.

Account code

The administrator of IP Office system sets an account code to control cost allocation and restrict out-going call. You may be prompted to enter the account code even for an incoming call, the system triggers account code automatically by matching the Caller ID stored with the account code. Contact your system administrator for an account code.

Example

Dial the number of the person you want to call, when the system plays a tone enter the account code followed by #. The system establishes a call between you and the contact only if the account code is valid.

> **❋ Note:**
>
> If your system administrator has set both authorization code and account code for you to make an external call, then after you dial the external number, you must enter the authorization code and then the account code.

Voice calls

This section provides information about making voice calls using the Avaya Communicator client.

Related Links

Making a voice call using the dialpad

Procedure

1. To open the dialpad, click **Call** on the conversation setup stage.

2. Using the dialpad, enter the telephone number.

3. Click the green **Call** button on the dialpad.

   The call appears in the conversation setup stage. A card displaying the name or telephone number of the caller and picture (if available) appears in the conversation setup stage. When the call is answered, the top of the conversation setup stage displays the call timer.

Related Links

[Voice calls](#) on page 32

Making a call from a contact card

Before you begin

Open the Avaya Communicator for Windows client.

Procedure

1. On the top bar, click **Contact List**.

2. From the contacts fan, select the contact card.

3. Drag the contact card onto the conversation setup stage and release it.

4. Click **Call**.

   The system dials the primary number for this contact.

   The call displays in the conversation setup stage. The system also displays a card with the contact name or telephone number and picture , if available, in the conversation setup stage. When the call is answered, the top of the conversation setup stage displays the call timer.

Related Links

[Voice calls](#) on page 32

Making a call from a call history record

Before you begin

Open the Avaya Communicator for Windows client.

Procedure

1. On the top bar, click **History List**.
2. From the History fan, select the history card of the contact that you want to call.
3. Drag the history card onto the conversation setup stage and release it.
4. Click **Call**.

The system dials the previously dialed telephone number for this contact.

Related Links

Making a voice call from an instant message

Procedure

To make a voice call from an existing instant messaging session, perform one of the following steps:

- On the instant messaging panel, click **Call**.
- Click **IM** on the top bar, and then click **Call** on the appropriate instant messaging card.
- Click **IM** on the top bar, drag the appropriate instant messaging card onto the conversation setup stage, release it, and then click **Call**.
- Click **IM** on the top bar, drag the appropriate instant messaging card onto the conversation setup stage, release it, right-click on the card and select **Call**. To display the contact telephone numbers, click the telephone number you want to dial, and then click **Call**.
- Click **IM** on the top bar, right-click **Call** on the appropriate instant messaging card to display the associated telephone numbers, and then select the telephone number you want to dial.

The call appears in the conversation setup stage. A card displaying the caller name or telephone number and picture, if available, appears in the conversation setup stage. When the call is answered, the top of the conversation setup stage displays the call timer.

Related Links

Video calls

This section provides information about making video calls using the Avaya Communicator client.

Related Links

Making a video call from the dialpad or number input field

About this task

You can make video calls to any contact.

⊛ **Note:**

> You can make a video call to a contact even if that contact is not logged in on a video enabled device. However, the system does not provide a video path in such calls.

Procedure

1. In the conversation setup stage, click **New conversation +**.

2. Place your cursor in the **Dialpad** field and type the telephone number.

3. On the conversation setup stage, click **Video**.

   The call appears in the conversation setup stage. A card displaying the caller name or telephone number and picture (if available) appears in the center conversation setup stage. When the call is answered, a call timer displays at the top of the conversation setup stage.

   The Video window also appears. If the caller is transmitting a video, the Video window displays a video when the call is answered. The Video window also displays the caller name, number, and call timer.

   If you were active on a call when you clicked the **Video** button, the system places your existing call on hold and moves it off the conversation setup stage.

Related Links

Making a video call from a contact card

Use this procedure to initiate a video call from a contact card.

About this task

If the contact information does not include a phone number, the **Video** button on the contact's card is disabled.

Procedure

1. On the top bar, click **Contacts**.

2. From the Contacts fan, select the appropriate contact card.

3. Perform one of the following steps:

   • To dial the primary telephone number for a contact, on the contact card, click **Video**.

   • Drag the contact card onto the conversation setup stage, release it, and click **Video**. The primary telephone number for this contact is dialed.

- Drag the contact card onto the conversation setup stage, release it, right-click the card and select **Call**. To display the contact telephone numbers, click the telephone number you want to dial, and then click **Video**.

- On the contact card, right-click **Video** to display the contact telephone numbers, and then click the telephone number you want to dial.

The call appears in the conversation setup stage. A card displaying the caller name or telephone number and picture, if available, appears in the conversation setup stage. The top of the conversation setup stage displays the call timer.

The Video window also appears. When the caller answers, the Video window displays a video from the calling party (if that party is transmitting a video).

If you were active on a call when you clicked **Video**, the system places your existing call on hold and moves it off the conversation setup stage.

Related Links

Making a video call from a history record

About this task

You can make video calls to any contact in the history record.

Procedure

1. On the top bar, click **History**.

2. From the History fan, select the appropriate history card of the person you want to call.

3. Perform one of the following steps:

   - To dial the previously dialed telephone number for a contact, on the selected history card, click **Video**.

   - To dial the previously dialed telephone number for a contact, drag the history card onto the conversation setup stage, release it, and click **Video**.

   - To display the contact telephone numbers, including the previously dialed telephone number, drag the history card onto the conversation setup stage, release it, right-click the card and select **Call**. Click the telephone number you want to dial, and then click **Video**.

   - To display the contact telephone numbers, including the previously dialed telephone number, on the history card, right-click **Video**, and then click the telephone number you want to dial.

The call appears in the conversation setup stage. A card displaying the caller name or telephone number and picture, if available, appears in the conversation setup stage. The top of the conversation setup stage displays the call timer.

The Video window also appears. When the call is answered, the Video window displays video from the calling party (if that party is transmitting a video).

If you were active on a call when you clicked **Video**, the system places your existing call on hold and moves it off the conversation setup stage.

Related Links

Video calls on page 34

Making a video call from an instant message

About this task

You can make video calls to any contact from an instant message session.

Procedure

To make a video call from an existing instant messaging session, perform one of the following steps:

- To dial the primary telephone number for a contact, on the appropriate instant messaging card in the Instant Messaging fan, click **Video**.

  ⊛ **Note:**

     If there are no existing conversations, click the dialpad and type the number.

- To dial the primary telephone number for a contact, drag the appropriate instant messaging card onto the conversation setup stage, release it, and then click **Video** in the conversation setup stage.

- To display the contact telephone numbers, drag the appropriate instant messaging card onto the conversation setup stage, release it, right-click the card and select **Call**. Click the telephone number you want to dial, and then click **Video** in the conversation setup stage.

- To display the associated telephone numbers, right-click **Video** on the appropriate instant messaging card, and then select the telephone number you want to dial.

The call appears in the conversation setup stage. A card displaying the name or telephone number of the caller and a picture, if available, appears in the conversation setup stage. The call timer displays at the top of the conversation setup stage.

The Video window also appears. When the caller answers, the Video window displays the video from the calling party (if that party is transmitting video).

If you were active on a call when you clicked the **Video** button, the system places your existing call on hold and moves it off the conversation setup stage.

Related Links

Video calls on page 34

Chapter 6: Handling calls

About handling calls

This section provides information about the call controls available in Avaya Communicator. Use the procedures in this section to handle active calls.

When you log into Avaya Communicator, you can be logged into other Avaya applications that use the same extension number as the Avaya Communicator client, such as a softphone or Avaya one-X® Portal. If you are logged into Avaya one-X® Portal while you are logged into Avaya Communicator from the same extension number, the status of an active call may not be shown in both applications. For example, if you use Avaya Communicator to answer a call and then place the call on hold, Avaya one-X® Portal may not indicate that the current call is on hold.

Related Links

Answering a call

About this task

When you receive a call, the incoming call panel appears, displaying the **Answer** and **Ignore** buttons with an image of the caller, if one is available. The panel shows the extension number of the caller, along with an image of the caller, if one is available.

If you are already active on a call, and you answer an incoming call, the current call is put on hold. The call that you just answered appears in the conversation setup stage.

⊛ **Note:**

If there is an active call that you have not answered in the Avaya Communicator client, that call appears in the conversation setup stage. You can answer or join the call by clicking **Answer** in the conversation setup stage. See Button descriptions on page 11 for more information.

Procedure

To answer a call, click **Answer**.

The call appears in the conversation setup stage. A card displaying the caller name or telephone number and picture (if available) appears in the conversation setup stage. The top of the conversation setup stage displays the call timer.

Related Links

About handling calls on page 38

Enabling the auto-answer feature

Avaya Communicator supports an auto-answer feature. You can enable or disable the auto-answer feature.

About this task

Use the following procedure to enable the auto-answer feature.

Procedure

1. On the Avaya Communicator window, click **Features**.

2. In the **Features** call out, click **Auto-answer**.

   ⊛ **Note:**

   To disable the auto-answer feature, clear the **Auto-answer** check box.

   The **Features** icon glows and Avaya Communicator displays a message:

   ```
   Auto-answer is ON.
   ```

Related Links

About handling calls on page 38

Ignoring an incoming call

About this task

Use this procedure to disable ringing for an incoming call.

Procedure

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

Ringing stops for this call.

Related Links

[About handling calls](#) on page 38

Placing a call on hold

Procedure

To place a call on hold, click **Hold** for the call.

The **Hold** button turns blue.

> **Note:**
>
> The Avaya Communicator for Windows client disables the **End**, **Mute**, and dialpad buttons when you place a call on hold. Click **||** to enable these buttons and resume the call.
>
> Avaya Communicator for Windows does not support the call hold timeout feature.

Related Links

[About handling calls](#) on page 38

Resuming a call that is on hold

Procedure

To resume a call that is on hold, perform one of the following steps:

- If the call you want to resume is already in the conversation setup stage, click **Hold**.
- If the call you want to resume is not in the conversation setup stage, click the conversation setup stage for that call. Click **Hold**.

> **Note:**
>
> The system does not display an incoming call alert until you are on another call. The system does not forward the call to a different destination or to your voicemail.

Related Links

[About handling calls](#) on page 38

Muting a call

Procedure

To mute a call, click **Mute** for the call.

The **Mute** button turns blue.

Related Links

Unmuting a call

Procedure

The **Mute** button works as a toggle. To unmute a call that is on mute, click the **Mute** button.

Related Links

Entering digits during a call

Procedure

1. To select the keypad, click **Keypad**.

   😊 **Note:**

   When a call is on hold, the system disables the keypad.

2. Click the digits you require to enter.

3. When finished, click **Close** at the top of the keypad.

Related Links

Hanging up a call

Procedure

To hang up a call, click the **End** button for the call.

Related Links

Adjusting the volume

About this task

Use this procedure to adjust the volume of the audio device you are using with the Avaya Communicator for Windows client.

✳ Note:

You can also adjust the volume from your PC. However, when you adjust the volume from your PC, the volume change is not reflected accurately on the volume slider in the Avaya Communicator for Windows client.

Procedure

1. To adjust the volume, on the top bar, click **Options and Settings**.

2. On **Volume**, perform one of the following steps:

   • Move the slider to the right to increase the volume.

   • Move the slider to the left to decrease the volume.

Related Links

[About handling calls](#) on page 38

Turning off ringing for all incoming calls

About this task

If you turn off ringing, the Avaya Communicator for Windows client will not provide an audible "ringing" alert when you receive calls.

Procedure

1. On the top bar, click **Options and Settings**.

2. In the left pane of the **Settings** dialog box, click **Audio**.

3. Clear the **Ring on incoming calls** check box to mute ringing on all incoming calls. By default, this check box is selected so that Avaya Communicator for Windows client provides an audible "ringing" alert when you receive calls.

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

Related Links

[About handling calls](#) on page 38

Transferring a call

You can transfer a voice call to another contact after consulting the contact.

✳ Note:

IP Office release 8.1 FP1, 8.1 FP1 service pack and 9.0 releases do not support transfer of a video call.

About this task

Do the following when you receive or make a voice call to a contact and if you want to transfer the call to a different contact:

Procedure

1. Call the contact to whom you want to transfer the call.

2. Drag the contact card of the contact over the contact card to whom you want to transfer the call.

   The system displays a pop up screen with a message asking if you would like to transfer the call.

3. Click **Transfer**.

   ✳ **Note:**

   To cancel the transfer process, click **Cancel**.

   The system displays the transfer of the call in process.

Related Links

About handling calls on page 38
Placing a call on hold on page 40

Pausing a video call

About this task

When you pause a video call, the Avaya Communicator client stops transmitting your video to the other party.

✳ **Note:**

When a video call is paused, the other party can still hear audio from you.

Procedure

To pause a video call, click the **Hold** button at the bottom of the Video window for the call.

The **Hold** button turns blue. The **mute** and **camera** buttons are unavailable.

Related Links

About handling calls on page 38

Resuming a paused video call

Use this procedure when you want to resume a video call that is paused.

Procedure

To resume transmitting a video for a paused video call, click the blue **Hold** button at the bottom of the Video window.

Related Links
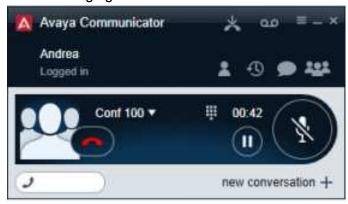
About handling calls on page 38

Chapter 7: Conferencing
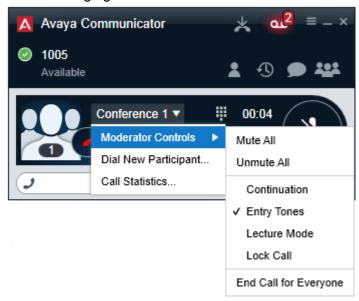
You can initiate the following types of audio conference call:

- Meet Me conference — To initiate a Meet Me conference you need a Meet Me conference short code.
- Adhoc conference — To initiate an Adhoc conference you need to establish two calls.

The following figure shows an active conference call with two contacts:

The following figure shows the moderator controls:

Related Links

Conference tab

The following figure shows the components of the Conference tab of Avaya Communicator for Windows.

Name	Description
Filter button	Allows you to switch participant views. The options are: • All participants currently in the conference. • Participants in collaboration. • Users dropped from the call.
Sort button	Click this button to rearrange the organization of participants listed.
List of participants	Shows the list of participants in the conference. You can use the **Sort** button to reorganize the list, and the **Filter** button to view a specific group of participants.
Moderator button	This symbol appears next to the moderator of the conference.

Table continues…

Name	Description
Conference card button	Contact card for the conference. The name of the active talker is listed on this card.

Related Links

[Conferencing](#) on page 44

Merging two existing calls into a conference

Before you begin

The service URI to access an Adhoc conference must be configured.

Procedure

1. Make sure the two calls you want to merge are in the Avaya Communicator for Windows client.

2. Drag the card of the active call and drop it over the held call, or drag the card of the held call and drop it on the active call.

3. Click the **Merge** button.

Related Links

[Conferencing](#) on page 44

Starting an Adhoc conference

Before you begin

The server certificates must be installed in Trusted Root Certification Authority. The Conference Factory URI must be set properly for the Avaya Communicator for Windows client.

Procedure

1. Make a call to a contact.

2. Place the call on hold.

3. Make a call to another contact.

4. Drag the card of the contact you want to include in the conference and drop it onto the conversation setup stage.

   The system displays the following options:

   • **Merge**

   • **Transfer**

• **Cancel**

5. Click **Merge**.

   Repeat Step 4 for each contact you want to include in the conference.

Result

The system merges the calls into an adhoc conference.

Related Links

[Conferencing](#) on page 44

Adding an existing call to an Adhoc conference

Before you begin

Make sure the two calls you want to merge are in Avaya Communicator client.

Procedure

1. Drag the card of the active call and drop it on the conversation setup stage of the call on hold.

   You can also drag the card of the call on hold and drop it on the conversation setup stage of the active call.

2. Click the **Merge** button.

Result

The system adds the participants of the existing call in the conference.

Related Links

[Conferencing](#) on page 44

Starting a Meet Me conference

You can initiate or join a specific conference by using a conference ID number.

⊛ **Note:**

The extension number of the user is the Conference ID number in a Meet Me conference.

Before you begin

• You need to have a Meet Me conference short code. Contact your system administrator to get the short code that is configured on your communication system. For example, if the short code is *66*N# , where N is the extension number of the user.

• The server certificates must be installed in Trusted Root Certification Authority.

Procedure

1. Click **Call** under the conversation setup stage to open the dialpad.

2. In the dialpad, enter your extension number and #

3. Click the **Call** button on the dialpad.

Result

The system displays the participants who have called into the conference in the conversation setup stage.

Related Links

Conferencing on page 44

Accessing Web Collaboration through Avaya Communicator for Windows

Before you begin

Your administrator must enable Web Collaboration for you..

Procedure

In the Avaya Communicator window:

- To start a web collaboration session as the conference owner, click the Web Collaboration icon.

- To join web collaboration session as a participant, click the Collaboration is available pop-up window.

> ✱ **Note:**
>
> The Collaboration is available pop-up window is displayed only when the conference owner starts a web collaboration session.

The Web Collaboration session starts in a separate window.

Related Links

Adding a participant to a conference

Before you begin

Start a Meet Me conference.

Procedure

Perform one of the following steps:

- To add one of your contacts to the conference:

  a. Click the **Contacts** tab on the top bar.

  b. From the Contacts fan, drag the card of the contact you want to add in the conference and drop the card onto the conversation setup stage of the conference.

- To dial the number of the person you want to add to the conference:

  a. Click the **More** button for this call to access the Moderator Controls tab.

  b. On the Moderator Controls tab, click the **Add** button.

  c. Use the dialpad to enter the telephone number.

  d. Click the **Call** button on the dialpad.

- To add a participant from a history card to the conference:

  a. Click the **History** tab on the top bar.

  b. From the History fan, drag the history card of the person you want to add to the conference and drop the card onto the conversation setup stage of the conference.

- To add a participant from an instant messaging card to the conference:

  a. Click the **IM** tab on the top bar.

  b. From the IM fan, drag the instant messaging card of the person you want to add to the conference and drop the card onto the conversation setup stage of the conference.

Result

The system adds the person to the conference and displays the contact card of the person you added in the conversation setup stage.

Related Links

Dropping a participant from a conference

About this task

You cannot drop a participant who is yet to join the conference. You can drop a participant from a conference only if the participant has already joined the conference or the call of the participant into the conference is in progress.

Procedure

1. In the conversation setup stage of the conference, click the card of the participant you want to drop.

2. Perform one of the following:

   • Press **DELETE** on your keyboard.

   • Right-click the card, and select **Drop** from call.

   • Click the **More** button to access the Moderator controls tab, and then click the **Drop** button.

   • On the Conference fan, right-click the card of the participant you want to drop, and select **Drop**.

Result

The system drops the participant from the conference and does not display the contact card on the conversation setup stage of the conference.

Related Links

Conferencing on page 44

Calling a participant who dropped from the conference

About this task

Use this procedure to call a participant who dropped from the conference or never connected to the conference.

Procedure

1. Click the **Conference** tab on the top bar.

2. At the bottom of the Conference fan, click the **Disconnected Participants** button.

   The Conference fan displays a card for each participant who dropped from the conference or never connected to the conference.

3. On the Conference fan, right-click the card of the participant you want to call, click **Call** from the menu, and select the telephone number you want to dial.

Result

The system calls the selected participant and invites that person to join the conference.

Related Links

Conferencing on page 44

Ending a conference

About this task

If you are the moderator of a conference and you end a conference using the **End** button on the conversation setup stage of the conference, the conference does not end immediately for all participants. If you disable the Conference Continuation feature (the default setting), the system plays a hold tone for the participants of the conference after the moderator drops from the conference. If you enable the Conference Continuation feature, the conference continues indefinitely after the moderator drops. The system does not end the conference until all participants drop from the call. For more information about the Conference Continuation feature, see Turning the conference continuation feature on/off on page 55.

> **Note:**
>
> If you are the moderator of a conference and you end a conference using the **End Call for Everyone** button in the Moderator Controls panel, the conference ends immediately.

Procedure

Perform one of the following:

- To end the conference, click the **End** button for the call.

- To end the conference immediately, perform the following:

    a. Click **Conference** for the conference call to access the Moderator Controls panel.

    b. Click **Moderator Controls** > **End Call for Everyone**

Related Links

Conferencing on page 44

Muting a participant in a conference

Before you begin

You can mute a participant in a conference only if you are the moderator of the conference.

About this task

> **Note:**
>
> Even if the moderator mutes a participant in a conference, the participants can unmute themselves.

Procedure

Perform one of the following steps:

- On the Conference fan, right-click the card of the participant you want to mute, and select **Mute**.

- On the conversation setup stage of the conference, right-click the card of the participant you want to mute, and select **Mute**.

- Perform the following steps:

    a. On the conversation setup stage of the conference, click the card of each participant you want to mute.

    b. On the conversation setup stage of the conference, click **More**.

    c. On the **Moderator Controls** tab, click **Mute**.

To unmute a participant, click **Unmute**.

Result

The system displays a check to indicate that the audio is muted for a participant. The system also displays the mute icon on the card of the participant in both the conversation setup stage of the conference and the Conference fan to indicate that the audio is muted for this participant.

Related Links

Conferencing on page 44

Muting all participants in a conference call

Before you begin

You must be the moderator of the conference.

✳ Note:

If the conference is in lecture mode and all participants are muted, the participants can only listen to the moderator. They are cannot unmute themselves.

Procedure

1. On the conversation setup stage of the conference, click **Conference**.

2. Click **Moderator Control** > **Mute All**.

    To unmute the audio for the conference, click **Unmute All**.

Related Links

Conferencing on page 44

Viewing the participants who dropped from a conference

About this task

Use this procedure to view the list of participants who dropped from the conference, never connected to the conference, or failed to join the conference.

Procedure

1. Click **Conference** on the top bar.

2. At the bottom of the Conference fan, click **Disconnected Participants**.

Result

The Conference fan displays a card for each participant who dropped from the conference, never connected to the conference, or failed to join the conference.

Related Links

Promoting a participant as the moderator in a conference

Before you begin

You must be the moderator of the conference.

About this task

Use this procedure to promote a participant to moderator in a conference. There can only be one moderator in a conference. When you promote a participant to moderator, you lose your moderator privileges.

Procedure

Perform one of the following steps:

- On the Conference fan, right-click the card of the participant you want to promote to moderator, select **Moderator**, and click **OK**.

- On the conversation setup stage of the conference, right-click the card of the participant you want to promote to moderator, select **Moderator**, and click **OK**.

- Perform the following steps:

   a. On the conversation setup stage of the conference, click the card of the participant you want to promote.

   b. On the conversation setup stage of the conference, click **More**.

   c. On the Moderator Controls tab, click **Promote**.

   d. Click **OK**.

Result

The system displays the moderator icon on the card of the participant you selected.

Related Links

[Conferencing](#) on page 44

Locking a conference call

Before you begin

You must be the moderator of the conference.

You must be in a Meet Me conference.

About this task

If you are the moderator of a conference, you can lock the conference to prevent new participants from joining the call. When a conference is locked, the moderator can continue to add participants to the conference. After the you unlock the conference, the participants can join the call.

Procedure

1. On the conversation setup stage of the conference, click **Conference**.

2. Click **Moderator Controls** > **Lock Call** to lock the conference.

   Click **Lock Call** to unlock the conference.

Related Links

[Conferencing](#) on page 44

Turning the lecture mode on/off

Before you begin

You must be the moderator of the conference.

About this task

When the Lecture mode feature is enabled, all participants in the conference are muted. The participants can only listen to the moderator, and they cannot unmute themselves. The system also displays a badge to indicate lecture mode.

Procedure

1. On the conversation setup stage of the conference, click **Conference**.

2. Click **Moderator Controls** > **Lecture Mode** to toggle Lecture mode on and off.

Related Links

Turning the Conference Continuation feature on/off

Before you begin

You must be the moderator of the conference.

About this task

Use this procedure to determine what happens to the current conference when you are the moderator of the conference and you drop from the conference. When the Conference Continuation feature is enabled, the conference will remain active after the moderator drops. When the Conference Continuation feature is disabled, the system plays a hold tone after the moderator drops from the call.

Procedure

1. On the conversation setup stage of the conference, click **Conference**.

2. Click **Moderator Controls** > **Continuation** to toggle the Conference Continuation feature on and off.

Related Links

Turning the Entry and Exit Tones feature on/off

Before you begin

You must be the moderator of the conference.

About this task

If you enable the Entry and Exit Tones feature, the system plays a tone when a participant joins or leaves the conference.

Procedure

1. On the conversation setup stage of the conference, click **Conference**.

2. Click **Moderator Controls** > **Entry Tones** to toggle this feature on and off.

Related Links

Chapter 8: Voicemail

Accessing voicemail using short code

The system displays the number of unread voicemails when you have new voicemails in a badge over the Message Waiting Indicator. Use this procedure to collect voicemail messages by dialing a short code from the Avaya Communicator client dialpad.

Before you begin

This feature is available only if the system administrator has configured a short code on the IP Office system to enable this feature. Check with your system administrator to see if this feature is available. If so, your system administrator can provide the short code that you need.

Procedure

1. On the dialpad, enter the short code (for example, `*17`) to connect to the IP Office voicemail system.

2. Follow the prompts to hear your voicemail messages.

Related Links

[Entering digits during a call](#) on page 41

Accessing voicemail using Message Waiting Indicator

The system displays the number of unread voicemails when you have new voicemails in a badge over the Message Waiting Indicator. Use this procedure to listen to your voicemail messages.

About this task

To listen to your unread voicemail messages:

Procedure

1. Click **Message Waiting Indicator**.

   The system initiates a voice call.

2. Follow the prompts to listen to your voicemail messages.

Related Links

[Entering digits during a call](#) on page 41

Chapter 9: Using instant messaging

Starting a new Instant Messaging session

Before you begin

Open the Avaya Communicator for Windows client.

Procedure

1. Perform one of the following steps:

    • Drag the contact card onto the conversation setup stage, release it, and click **IM**.

    • On the contact card, click **IM**.

    • To display the IM addresses of the contact, on the contact card, right-click **IM**, and then click the IM address you require to use.

2. In the Instant Messaging window, type your message and click **Send**.

3. Close the Instant Messaging window.

    The Instant Messaging window compresses to an instant messaging card that appears under the **IM** tab. The instant messaging card displays the last instant message you sent to that contact.

    ✱ **Note:**

    The system does not end the instant messaging session with the contact.

Resuming an Instant Messaging session

Before you begin

Open the Avaya Communicator for Windows client.

Procedure

Perform one of the following steps:

• Click the **IM** tab and then click the instant messaging card of the contact.

• Click the **Contacts** tab, select the contact, and then click **IM** on the contact card.

• Click the **Call History** tab, select the contact, and then click **IM** on the contact card.

Ending an Instant Messaging session

Procedure

To end an instant messaging session, click the **IM** tab and on the instant messaging card of that contact, click **Leave conversation**.

Sending an instant message to a contact on a call

Procedure

1. In the conversation setup stage, click **IM**.

   The system displays the instant messaging panel.

2. In the Instant Messaging window, type your message.

3. Click **Send**.

Viewing an instant message

About this task

IP Office An instant messaging card for this contact is also added to the Instant Message fan.

> ✱ **Note:**
>
> If you receive an instant message from an Enterprise contact who has added you to their contact list, but you have not added them to your contact list, the name of the contact does not display in the Instant Message window. The Instant Message window displays one of the following:
>
> - the instant message address of the contact
> - the Gtalk ID if the contact has a Gtalk address

Procedure

1. To view an instant message, click the **IM** tab on the Top bar, and then click on the appropriate instant messaging card.

   The instant messaging card displays the last message sent or received during this instant messaging session.

2. To view all of the messages in this instant messaging session, double-click on the instant messaging card.

   The Instant Message window appears and displays all of the messages in the selected instant messaging session.

3. To end this instant messaging session, click the **X** button on the instant messaging card, and then click the **OK** button.

Chapter 10: Managing history records

About history records

Avaya Communicator displays history records for calls and instant messaging sessions.

Call history records

A maximum number of 30 history records for each call type can be stored in the call history log. For example, the call history stores 30 missed calls, 30 incoming calls, and 30 outgoing calls.

Once the maximum number of history records are stored, the oldest history record is deleted to store a new history record. A history record is generated each time a call is made, received, or missed while you are logged into the server with Avaya Communicator client. A number appears on the Call History tab to indicate the number of missed calls.

Each history record displays the following:

- an image of the contact
- the name or number of the party
- the date and time
- the duration of the call
- missed calls, indicated by an x
- incoming calls, indicated by a down arrow
- outgoing calls, indicated by an up arrow

Call history records do not support the following functions:

- adding the contact from the Call History to the Personal directory
- deleting Call History records

Instant messaging history records

Avaya Communicator maintains a history of your instant messaging sessions while you are logged in. When you log out of Avaya Communicator, your instant messaging history is cleared. You can delete the history of individual sessions.

Each history record displays the following:

- an image of the contact
- the name of the contact
- the time of the last message

Icons in history records

The history records provide buttons that allow you to communicate with the selected contact. The table below lists the functions available.

Icon	Description
	Use this icon to initiate a voice call to the contact.
	When you click the icon,Avaya Communicator dials the primary number for the contact; the primary number is the work number configured in Avaya one-X® Portal.
	Right-click on the phone icon to see the telephone numbers for the contact. If the contact has multiple phone numbers, you can select which one you want to call.
	Use this icon to initiate a video call with the contact.
	Right-click the video icon in order to see the video call number for the contact. If the contact uses multiple video clients, the system displays a list of address and you can select which one you want to use.
	Use this icon to initiate a chat session with the contact.
	Right-click on the chat icon in order to see the instant messaging address for the contact. If the contact uses multiple instant messaging clients, a list of address displays and you can select which one you want to use.

Related Links

Viewing call history records on page 61
Viewing instant message history on page 62

Viewing call history records

You can use Avaya Communicator to view call history records. When you use Avaya Communicator, it accesses the call history records from Avaya one-X® Portal. If you are using Avaya Communicator with telephony-only features, application-level call logs are available.

Procedure

1. On the top bar, click **History List**.

   The system displays Call History and the history records of all your calls in a chronological order showing the most current record first.

   The call history panel displays the history records with details such as, the Avataar, Name, Number of Calls, Date of Call, Time of Call, and duration of call. You can filter the history records using **All Calls**, **Missed Calls**, **Incoming Calls** or **Outgoing Calls**.

2. To return a missed call, place the mouse pointer on the call record and click **Call** or **Video call**.

Related Links

About history records on page 60

Viewing instant message history

When you are logged in to Avaya Communicator, it maintains a history of your instant messaging sessions. Use this procedure to view your instant messaging history.

Procedure

1. On the top bar, click **Instant Message**.

   The system displays the Instant Message fan and the history of all your chat sessions in a chronological order showing the most current record first.

2. Choose one of the following options:

   • To resume the session, drag the history entry onto the conversation setup stage and release it.

   • To delete the selected history, click **X Cancel**.

   > **✱ Note:**
   >
   > When you log out of Avaya Communicator, history records for all instant messages are cleared.

Related Links

[About history records](#) on page 60

Chapter 11: Troubleshooting

Error messages

The table below lists the error messages that the system displays on the Avaya Communicator interface.

Error message	Description
Presence and IM will be unavailable.	Presence and instant messaging are not available due to an error connecting to Avaya one-X® Portal server. Click **OK** to continue using Avaya Communicator.
Unable to connect to Avaya one-X® Portalserver. Personal contacts, presence, and IM will be unavailable. • When you click the presence drop down, the system displays: The Presence Server is not responding. Please contact your support team.	A network or server error is preventing Avaya Communicator from connecting with the Avaya one-X® Portal server. Personal contacts, presence, and instant messaging are not available. Click **OK** to continue using Avaya Communicator.
Connectivity to Avaya one-X® Portal server has been restored. Personal contacts, presence, and IM are available.	Connectivity to the Avaya one-X® Portalserver has been restored.
Connectivity to Avaya one-X® Portal server has been lost. Personal contacts, presence, and IM are unavailable.	Avaya Communicator has lost its connection with the Avaya one-X® Portal server. Personal contacts, presence, and instant messaging are not available. Click **OK** to continue using Avaya Communicator.
Unable to add contact, phone number is missing.	If an Enterprise contact does not have a phone number, you cannot add that contact to your Personal contacts list.
Login error (licensing); contact Admin.	Please contact your system administrator. The correct licence to use for Avaya Communicator is not configured
Loading Contacts . . .	Avaya Communicator is attempting to load contacts.
Action cannot be completed.	Avaya Communicator is not able to transfer the call.
Failed to transfer calls	Avaya Communicator is not able to transfer the call.
Incorrect Extension or password	When you login to Avaya Communicator and logout, later when you login to Avaya Communicator within

Table continues…

Error message	Description
	five minutes after you logout, the system displays this error message.
	The system displays this message if you are configured as a user in a standalone mode. The system does not log you out of Avaya Communicator for approximately 5 minutes.
	To resolve: After you logout, login after 5 minutes.

Chapter 11: Keyboard shortcuts

Avaya Communicator has a set of keyboard shortcuts. You can use the following keyboard shortcuts.

Avaya Communicator for Windows keyboard shortcuts

Insert a section title

Heading for Column 1	Heading for Column 2
Alt + A	Display All contacts
Alt + L	Display Local contacts
Alt + S	Display System contacts
Alt + P	Display Personal contacts
F4	Opens the enterprise directory search text box
F3	Opens the local search
X	Clears the search field
ESC	Collapses the search text box
Ctrl + D	Opens the dial pad when a call is not active
Ctrl + K	Opens the dial pad when a call is active

Insert content for the first section.

Index

Comments on this document? infodev@avaya.com