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Introduction

Avaya one-X Communicator is a software application that enables you to control telephone calls (both incoming and outgoing) directly from your PC. 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 PC, you may be able to:

- integrate Avaya one-X Communicator with your Avaya one-X Portal account (if administered)
- send and receive video during calls you handle with Avaya one-X Communicator
- integrate Avaya one-X Communicator with Lenovo
- use Avaya one-X Communicator in the Citrix environment
- use Avaya one-X Communicator to make calls from IBM Lotus Sametime Connect
- use Avaya one-X Communicator to make and answer calls from Microsoft Office Communicator
- use Avaya one-X Communicator with Microsoft Outlook
- dial telephone numbers directly from Microsoft Internet Explorer Web pages and/or Mozilla Firefox Web pages
Log into the server

To log into the server:

1. In the **User name** box, enter your user name on the server.
   
   **NOTE**: If your Avaya one-X Communicator is not integrated with one-X Portal, enter your **Extension** instead of the user name.

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

3. Click **Log On**.
   
   The **Welcome to Avaya one-X™ Communicator** dialog box appears.

4. Click the **Change your login mode** button to select the login mode you want to use.
   
   You can select one of the following modes:
   
   - Office
   - Home
   - Mobile
   - Traveling

5. Click the **Enter Message** text adjacent to the **Change your login mode** button to add a presence note.
   
   **NOTE**: This feature is available only when your one-X Communicator is integrated with one-X Portal.

6. From the **Place and receive calls using** box, select the endpoint you want to use to make and receive calls. Your choices are:

   - **My Computer** (Road Warrior mode)
     
     Use this mode when you are out of the office (for example, traveling). This mode enables you to use the full feature set of your company's telephone system from temporary locations anywhere in the world (such as a hotel room). This mode is configured for voice over IP (VoIP). You place and handle calls via the Avaya one-X Communicator interface on your Computer and you use a headset connected to the Computer (or the Computer's microphone and speakers) to speak and listen.

   - **Desk Phone** (Shared mode)
     
     Use this mode when you are at the office. This mode enables you to log into the server and control your Avaya telephone from Avaya one-X Communicator. You can make and handle calls from both the Avaya one-X Communicator
interface and your Avaya telephone. You use your Avaya telephone to speak and listen.

- **another telephone number** (Telecommuter mode)
  Use this mode when you are telecommuting (for example, working from your home office or another off-site location). This mode enables you to use the full feature set of your company's telephone system from a location other than your office. You place and handle calls via the Avaya one-X Communicator interface, and you use a separate telephone line at your remote location to speak and listen. Unlike My Computer mode, this mode is configured for toll-quality audio and optimizes audio through the other phone. To use this mode, you must have a separate telephone line available at your remote location.

  **NOTE:**
  To be able to select another telephone number, you must specify that number using the **Specify Other** button.

7. Click **Login and save settings.**
   The Avaya one-X Communicator window appears.
Log 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 the 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 into 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
Use your feature buttons

Depending on how your extension on the Avaya Communication Manager system is administered, you may be able to use the following advanced SIP telephony (AST) feature buttons, which are available for both H.323 and SIP:

- Automatic Call Back
- Bridged Call appearances
- Call Forwarding All Calls
- Call Forwarding Busy/Don't Answer
- Call Park
- Calling Party Number Blocking
- Calling Party Number Unblocking
- Call Pickup
- Call Pickup (Pickup Group, Directed Call Pickup, and Extended Group Call Pickup)
- Call Retrieve
- EC500
- Malicious Call Trace
- One-Step Recording
- Priority Calling
- Send All Calls
- Six-party adhoc conferencing
- Transfer to Voicemail
- Whisper Page

**NOTE:** If you do not see some of these feature buttons in your Dialpad window, contact your system administrator.

**To access your feature buttons:**

1. Click 📞.
   The Dialpad window appears and displays the advanced SIP telephony (AST) features that are programmed for your extension.
2. Click the appropriate feature button.
Use Avaya one-X Communicator with other Applications

**USING AVAYA one-X COMMUNICATOR with AVAYA one-X PORTAL**

Use this procedure to integrate Avaya one-X Communicator with Avaya one-X Portal.

When you integrate Avaya one-X Communicator with Avaya one-X Portal, you are able to:

- access your Avaya one-X Portal contacts
- send and receive instant messages to and from your contacts
- track the presence of your contacts
- access your visual voice mail messages
- change your presence status
- change your personal message

**NOTE:**

You must have an Avaya one-X Portal account if you want to integrate Avaya one-X Communicator with Avaya one-X Portal. Contact your system administrator for more information.

To integrate Avaya one-X Communicator with Avaya one-X Portal:

1. Click and select **Settings > General Settings**. The **General Settings** dialog box appears.
2. Click **Account**.
3. Perform one of the following steps:
   - If you want Avaya one-X Communicator to try to discover your Avaya one-X Portal settings automatically:
     **NOTE:**
     The Discover feature does not work properly if you are using Avaya one-X Communicator through a VPN connection.
     a. Click **Discover**.
        Avaya one-X Communicator retrieves the fully-qualified domain name for the Avaya one-X Portal server and displays this information in the URL box.
     b. Make sure the **Use one-X Portal account** check box is selected.
     c. In the **User name** field, enter your user name for Avaya one-X Portal.
     d. In the **Password** field, enter your password for Avaya one-X Portal.
Use Avaya one-X Communicator with other Applications

1. Click OK.
   The user name and password you specified are displayed in the Avaya one-X Communicator Login dialog box.

2. If you want to set your Avaya one-X Portal settings manually:
   a. Make sure the **Use one-X Portal account** check box is selected.
   b. In the **URL** field, enter the URL for the Avaya one-X Portal server.
   c. In the **User name** field, enter your user name for Avaya one-X Portal.
   d. In the **Password** field, enter your password for Avaya one-X Portal.
   e. Click **OK**.
      The user name and password you specified are displayed in the Avaya one-X Communicator Login dialog box.

4. To complete the integration process, exit and restart Avaya one-X Communicator.

**USING AVAYA ONE-X COMMUNICATOR WITH LENOVO**

Use this procedure to integrate Avaya one-X Communicator with Lenovo.

**To integrate Avaya one-X Communicator with Lenovo:**

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

2. Click **Lenovo**.
   The Lenovo page appears.

3. If you want to integrate Avaya one-X Communicator with Thinklight, select the **Enable Thinklight integration** check box.

4. If you want to integrate Avaya one-X Communicator with Biometric, select the **Enable Biometric integration** check box.

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

**USING AVAYA ONE-X COMMUNICATOR IN THE CITRIX ENVIRONMENT**

If you are using Avaya one-X Communicator in the Citrix environment:

- You can set your dialing rules in Avaya one-X Communicator.
- All Avaya one-X Communicator files reside on the Citrix server.
- Video is not supported.
• My Computer mode (Road Warrior configuration) is not supported.

• The Click-to-Dial feature works only if the following conditions exist:
  o Microsoft Internet Explorer or Mozilla Firefox is a published application on
    the Citrix server.
  o You are using the installation of Microsoft Internet Explorer or Mozilla
    Firefox on the Citrix server. (The Click-to-Dial feature does not work with
    the local installation of Microsoft Internet Explorer or Mozilla Firefox on
    your PC.)

• 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 IBM LOTUS SAMETIME CONNECT**

You can make calls from IBM Lotus Sametime Connect using Avaya one-X Communicator. To
make a call from IBM Lotus Sametime Connect, right-click on the contact you want to call, and
then select **Avaya one-X Communicator Start Call**.

**Things to Keep in Mind**

When using Avaya one-X Communicator with IBM Sametime Connect integration:

• You must be logged into Avaya one-X Communicator to make calls.

• Avaya one-X Communicator dials the telephone number that is administered in the
  Office Phone field in IBM Domino for the selected user.

• Avaya one-X Communicator does not provide a call appearance for the calls you make.

• You can only make outgoing calls.

• If you restart Avaya one-X Communicator, you must restart IBM Lotus Sametime
  Connect.

• If you receive the message "Unable to place call. Avaya one-X Communicator is not
  logged in," Avaya one-X Communicator is not running. Start Avaya one-X
  Communicator and log into the server.

• The Business Card information for a contact must display a dialable telephone number
  for Avaya one-X Communicator to be able to place a call.
**Using Avaya one-X Communicator with Microsoft Office Communicator**

If you installed Avaya one-X Communicator with Microsoft Office Communicator integration, you can make and handle calls from Microsoft Office Communicator. Using the Avaya tab provided in the Microsoft Office Communicator window, you can also access and use the first 12 feature buttons administered on your telephone.

**Things to Keep in Mind**

When using Avaya one-X Communicator with Microsoft Office Communicator integration:

- Before you can make calls from Microsoft Office Communicator, you must configure the dialing properties in Avaya one-X Communicator.
- Whenever you make or answer a call from Microsoft Office Communicator, the Avaya one-X Communicator window displays a call appearance for that call.
- For incoming calls, the caller name is not displayed in Microsoft Office Communicator.
- Incoming calls are not associated with a contact.
- Avaya one-X Communicator supports the following Microsoft Office Communicator phone features:
  - Call
  - Hang up
  - Hold
  - Retrieve Call from Hold
  - Unannounced Transfer
  - Announced Transfer
  - Conference
  - Dialpad (for dialing DTMF on an existing call)

**Make a Call**

To make a call:

1. Right-click the contact you want to call.
2. Select **Call** and the telephone number you want to dial.
   A conversation window appears for the call.

**Hang up a Call**

To hang up a call:

Click the **Hang Up** button in the conversation window.
Answer a Call
To answer a call:

Click **Accept Call** in the incoming call window.
A conversation window appears for the call.

Place a Call on Hold
To place a call on hold:

Click the **Hold** button in the conversation window.

Answer a Call on Hold
To answer a call that is on hold:

Click the **Retrieve Call From Hold** button in the conversation window.

Transfer a Call (Unannounced)
To transfer a call:

1. Click the **Unannounced Transfer** button in the conversation window.
   The **Transfer Voice Call** dialog box appears.
2. Select the contact to which you want to transfer the call.
3. Click **OK**.

Transfer a Call (Announced)
To transfer a call:

1. Click the **Announced Transfer** button in the conversation window.
   The **Announced Transfer** dialog box appears.
2. Select the contact to which you want to transfer the call.
3. Click **OK**.
   The **Transfer Call** dialog box appears.
4. Click the **Call button**.
   The call is placed to the contact.
5. To complete the transfer, click **Transfer Now**.
Start a Conference
To start a conference:

1. Click the **Add a person to the call** button in the conversation window.
   The **Invite Someone to Join This Conference** dialog box appears.

2. Select the contact you want to add to the active call.

3. Click **OK**.
   The **Add a Person to the Call** dialog box appears.

4. Click the **Call** button.
   The call is placed to the contact.

5. To add the call to the conference, click **Add**.

Use Feature Buttons
To use a feature button:

1. Click the Avaya tab in the Microsoft Office Communicator window.

2. Click on the appropriate feature button.

3. Use the dialpad to enter the feature access code or digits (if necessary).

**Using Avaya One-X Communicator with Microsoft Outlook**
If you selected Microsoft Outlook Integration during installation, you can easily make and log calls from Microsoft Outlook via Avaya one-X Communicator. You can make calls from any Microsoft Outlook contact or Journal entry. You can even set Avaya one-X Communicator to try to 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.
Configure Avaya one-X Communicator

**Using a 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, go to [http://avaya.com/support](http://avaya.com/support).

**Run the Audio Tuning Wizard**

Before running the Audio Tuning Wizard, make sure your audio applications are closed.

**To run the Audio Tuning Wizard:**

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

2. Click **Audio**.
   The **Audio** page appears.

3. Click the **Advanced** tab, and then click **Audio Tuning Wizard**.
   The **Audio Tuning Wizard** dialog box appears. This dialog box enables you to select the devices you want to use to record and play back sound during your calls.

4. From the **Select a playback device** box, select the device you want to use to play sound on your PC during calls.

5. From the **Select a recording device** box, select the device you want to use to record sound on your PC during calls.

6. Click **Next**.
   The next Audio Tuning Wizard dialog box appears. This dialog box enables you to verify that your PC speakers or headset are operating properly and to adjust the volume of the speakers or headset.

7. Click **Test**.
   If your speakers or headset are operating properly, you hear a sample sound file. Move the slider to adjust the volume. Moving the slider to the right increases the volume. When finished, click **Stop**.
   If you do not hear the sample sound file, verify the connections between your PC and the speakers/headset, and verify that your speakers are turned on.

8. Click **Next**.
   The next Audio Tuning Wizard dialog box appears. This dialog box enables you to
verify that your microphone is operating properly and to adjust the recording level (that is, volume) of the microphone.

9. Speak into your microphone to set the recording level.

10. When finished, click **Next**.
    The next Audio Tuning Wizard dialog box appears. This dialog box enables the Audio Tuning Wizard to determine the level of background noise at your current location. This prevents Avaya one-X Communicator from transmitting the background noise at your location when you are not speaking during a call.

11. Make sure there is no excessive noise.

12. Click **Test** and then do not speak.
    The **Test** button becomes disabled, and the Audio Tuning Wizard determines the background noise level. This test lasts for approximately 10 seconds. When the test is completed, the **Test** button becomes enabled.
    If there was excessive noise during the test, repeat Steps 13 and 14.

13. When the test is complete, click **Next**.
    The **Audio Tuning Wizard complete** dialog box appears.

14. Click **Finish**.

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

---

**Enable the Click-to-Dial Feature**

Use this procedure to enable dialing from Microsoft Internet Explorer, or Mozilla Firefox, or both browsers. When the Click-to-Dial feature is enabled, all dialable numbers displayed in Microsoft Internet Explorer or Mozilla Firefox browsers are highlighted automatically. You can dial these numbers with a click of the mouse.

**To enable the Click-to-Dial feature:**

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

2. Click Desktop Integration.
   The Desktop Integration settings appear.

3. In the **Click-to-Dial** area,

4. Select the Microsoft Internet Explorer check box.

5. Select the **Mozilla Firefox** check box.

6. Click **OK**.
Configure Avaya one-X Communicator

**NOTE:**
When you enable or disable the Click-to-Dial feature for Microsoft Internet Explorer or Mozilla Firefox, you must restart Microsoft Internet Explorer or Mozilla Firefox to view the change.

**CONFIGURE YOUR DIALING RULES**

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

To configure your dialing rules:

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

2. Click **Dialing Rules**.
   The **Dialing Rules** settings appear.

3. Perform one of the following steps:
   - If you want Avaya one-X Communicator to try to discover your dialing rules settings automatically:
     
     **NOTE:**
     The Discover feature does not work properly if you are using Avaya one-X Communicator through a VPN connection.
     
     i. Click **Discover**.
     
     Avaya one-X Communicator retrieves information for all of the boxes except the **Display confirmation window before dialing a number** check box.

     ii. 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.

     iii. Click **OK**.

   - If you want to set your dialing rules settings manually:
     
     i. In the **Number to Dial to access an outside line** field, enter the digit(s) you must dial to access an outside line.

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

     iii. In the **Your area/city code** field, enter the area code/city code where your phone server is located.

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

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

vii. In the **Length of national phone numbers** field,
viii. Enter the number of digits you must dial (including area/city code) for a call within your country.

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

x. If you must dial your area/city code when you make a local call, select the **Include area/city code when making a local call** check box. This check box is disabled when the **Your area/city code** box is empty.

xi. 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.

xii. Click **OK**.
**Enable 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**.

**Select a Language for Avaya one-X Communicator**

Use this procedure to select the language that you want Avaya one-X Communicator to use.

**To select the language:**

1. Click and select **Settings > General Settings**.
   The **General Settings** dialog box appears.
2. Click **Preferences**.
   The **Preferences** settings appear.
3. Under **Language**, select a language from the **Select a language** drop-down list.
4. Click **OK**.
   A message box appears stating that this change does not take effect until you restart Avaya one-X Communicator.
5. Click **OK**.
6. Exit and restart Avaya one-X Communicator.
**View the Line Display Information for a Call**

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.

**NOTE:**
Line display information feature is supported in Avaya one-X Communicator only with H.323.

**To view the line display information for the active call:**

Click and select **View > Show Line Display**.

**NOTE:**
A check mark indicates that this setting is enabled.

**Turn off Ringing for All Incoming Calls**

**To turn off ringing for all incoming calls:**

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

2. Click **Audio**.
   The **Audio** page appears.

3. Select the **Mute ringing for incoming calls** check box.

4. Click **OK**.
Handle Calls

**Answer a call**

An incoming call appears in the call appearance area of the Avaya one-X Communicator window. The call information (name and number) is displayed. When you answer a call, the active timer starts. The active timer keeps track of the duration of the call.

**To answer a call:**

Click 📞 for the incoming call.

If you are using a separate telephone line, answer the call from the phone.

**Ignore an incoming call**

Use this procedure to disable ringing for an incoming call. You can also turn off ringing for all incoming calls.

**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.

**Place 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.
**RESUME 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.

**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.

**TRANSFER 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 click 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:

3. 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.

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

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

6. 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 click the Transfer button that appears in the held call appearance, or the respective Call Log entry, or the Contact entry.

**Hang up a call**

**To hang up a call:**

Click 📞 for the call.

**Mute the microphone**

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 📞.
**Unmute 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 🎤.
Make Calls

MAKE A CALL FROM THE MAIN WINDOW

To make a call from the main window:

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

2. Click 📞.

   If you are using a separate telephone line, answer the call from the phone.

A call appearance is displayed for the call.

MAKE A CALL FROM THE Dialpad

To make a call from the Dialpad:

1. Click 📞 to access the Dialpad.

2. Click each digit you want to dial.

A call appearance is displayed.

To close the Dialpad:

Click X in the Dialpad.

MAKE 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 using a separate telephone line, answer the call from the phone.

A call appearance is displayed for the call.
**Dial a number from Microsoft Internet Explorer**

Use this procedure to dial telephone numbers that are displayed on the pages in Microsoft Internet Explorer with a click of the mouse. Before you can dial a telephone number from Microsoft Internet Explorer, you must enable the Click-to-Dial feature. When the Click-to-Dial feature is enabled, all dialable numbers displayed in Microsoft Internet Explorer windows are highlighted automatically.

**NOTE:**
When you dial a telephone number from a Web page, the telephone number are processed according to how you configured Windows dialing.

**To dial a number that is highlighted automatically in Microsoft Internet Explorer:**

1. In the Microsoft Internet Explorer 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 mouse.
   If you are using a separate telephone line, answer the call from the phone.

A call appearance is displayed for the call.

**To dial a number that is not highlighted automatically in Microsoft Internet Explorer:**

1. In the Microsoft Internet Explorer window, select the number you want to dial.

2. Right-click and select **Click to Dial**.
   A call appearance is displayed for the call.

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**Dial a number from Mozilla Firefox**

Use this procedure to dial telephone numbers that are displayed on the pages in Mozilla Firefox with a click of the mouse. Before you can dial a telephone number from Mozilla Firefox, you must enable the Click-to-Dial feature. When the Click-to-Dial feature is enabled, all dialable numbers displayed in Mozilla Firefox windows are highlighted automatically.

**NOTE:**
When you dial a telephone number from a Web page, the telephone number are 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 mouse.
   If you are using a separate telephone line, answer the call from the phone.

   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.

**Redial 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 using a separate telephone line, answer the call from the phone.

A call appearance is displayed for the call.

**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.
Avaya one-X Communicator User Reference

**Mute the Microphone**
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 🎤.

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**Unmute 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 🎤.
Conference Calls

START 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 two calls in the Avaya one-X Communicator window.

To start a conference:

1. Make sure there are at least two calls in the Avaya one-X Communicator window.
2. Click Conference.
   The Conference dialog box appears.
3. Click Conference.
   One call is displayed for the conference.

ADD 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.

PLACE A CONFERENCE ON HOLD

To place a conference on hold:

Click .
The conference call is placed on hold.
**Resume a conference on hold**

To resume a conference that is on hold:

Click 📞.

**Hang up a conference**

Typically, when you hang up a conference, the call is disconnected. However, depending on how your company's voice system is configured, the call could continue for the other parties after you hang up.

To hang up a conference:

Click 📞 for the active conference call.

**Drop 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 was added to the conference.
Use Bridge Conferencing

CALL INTO A BRIDGE CONFERENCE

To call into a bridge conference:

1. Click 🔄.
   The Bridge Conference window appears.
   **NOTE:** The Bridge Conference icon is available only when Avaya one-X Communicator is integrated with one-X Portal.

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

Lock/Unlock a bridge conference
If you are logged in as a host, you can lock the bridge conference to new participants. After you lock the conference, 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 🛠️.

Mute a bridge conference (Lecture mode)
If you are logged in as a host, you can mute all lines in the bridge conference. In this mode, the participants can only listen to the host as their lines are on mute.

To put the bridge conference on the lecture mode:

In the Bridge Conference window, click 🎤.
Unmute a bridge conference
To bring the bridge conference out of the lecture mode:

In the Bridge Conference window, click .

Mute 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.

Unmute a participant
To unmute a participant:

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

Place 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 .

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

In the Bridge Conference window, click .

Place 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.
Retrieve 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 🔗 and select Unhold for the participant who is on hold.

Rename 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.

Sort 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 🔷 and select Sort Participants by.
2. Perform one of the following steps:
   • If you want sort by name, click Name.
   • 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 🔷 and select Sort Participants by.
2. Perform one of the following steps:
   • If you want to sort by ascending order, click Ascending.
   • If you want to sort by descending order, click Descending.
Add 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 🎤.

Drop 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.

End a bridge conference
If you logged into the bridge conference as a host, depending on your bridge configuration, the bridge conference may end when you exit the conference, 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 📞.

Participant Tasks

Mute 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.
**Unmute 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.

**Leave 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*. 
Use Contacts

**ADD A PERSONAL CONTACT**

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

**To add a personal contact:**

1. Click to display your contacts.
2. From the Show drop-down list, select Personal to display your personal contact list.
3. Click , and select Contacts > Add Personal Contact.
   The Add Personal Contact dialog box appears.
4. Enter the appropriate information for this contact.
5. When finished, click OK.

**MODIFY A PERSONAL CONTACT**

**To modify a personal contact:**

1. Click to display your contacts.
2. From the Show drop-down list, select Personal to display your personal contact list.
3. For the contact you want to modify, click , and select Show Details.
   The information for the selected contact appears.
4. Make your changes.
5. When finished, click OK.
**DELETE A PERSONAL CONTACT**

Use this procedure to delete a contact from your personal contact list.

**To delete a personal contact:**

1. Click \( \) to display your contacts.
2. From the **Show** drop-down list, select **Personal** to display your personal contact list.
3. For the contact you want to delete, click \( \), and select **Delete from Personal**.
   The selected contact is deleted.

**VIEW 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**.
   The information for the selected contact appears. If this is a personal contact, you can modify the information.
4. When finished, click **OK**.

**SORT CONTACTS**

You can sort contacts by first name or last name and type (that is, personal, favorites, or search results).

**To sort your contacts by name:**

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.

**To sort your contacts by type:**

From the **Show** drop-down list, select the type of contacts you want to view. Your choices are **Favorites**, **Personal**, and **Search Results**.
MAKE 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 using a separate telephone line, answer the call from the phone.
A call appearance is displayed for the call.

SEND 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.

SEND AN INSTANT MESSAGE

You can only establish an instant messaging session with a user who is online. To send an instant message, you must have an instant messaging application installed.

**NOTE:**
This feature is available only when Avaya one-X Communicator is integrated with one-X Portal.

To send an instant message 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 📩 to launch your instant messaging application.
   Your instant messaging application appears.
SEARCH FOR A CONTACT

When you search for a contact, Avaya one-X Communicator searches the contacts in all of your directories (that is, Personal, Favorites, and Corporate).

To search for a contact:

1. Click \[\text{Contacts}\] to display your contacts.
2. In the Enter name or number box, enter the name or telephone number you want to find.
3. Click \[\text{Search}\].

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 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 filters 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 Desktop Integration - General Settings dialog box.
- If you have integrated one-X Communicator with Lotus Notes, Lotus Notes prompts you for a password when you search for a contact. Enter your Lotus Notes password to continue the search.

ACCEPT PRESENCE ACCESS REQUESTS

When a Avaya one-X Communicator user adds you to their Favorites list, you receive a Presence Access request notification at the bottom of the Avaya one-X Communicator contacts list window and you also see a Presence Access request icon at the top left corner of the Contacts icon (\[\text{Contacts}\]).

To go to the Presence window, click the Review button. You can accept or deny access to your presence from here.
**Use Favorites**

**Add a contact to Favorites**
Use this procedure to add a contact to your Favorites contact list.

**To add a contact to Favorites:**

1. Click ![contacts icon] to display your contacts.
2. Find the contact you want to add to your Favorites.
3. For the selected contact, click ![add to favorites icon] and select **Add to Favorites**.
   **NOTE:** The contact is added to the Favorites list. The contact also receives a presence access request at the same time. You can view the presence status of the contact, only when the contact accepts your request.

**NOTE:**
The **Add to Favorites** menu is available only when Avaya one-X Communicator is integrated with one-X Portal.

**Remove 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 ![contacts icon] to display your contacts.
2. From the **Show** drop-down list, select **Favorites** to display your Favorites contact list.
3. For the contact you want to remove, click ![remove from favorites icon] and select **Remove from Favorites**. The selected contact is removed.
Use the Call Log

ADD A CALLER TO CONTACTS 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. Click and select Add to contacts.
   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.

VIEW CALL LOG ENTRIES

To view Call Log entries:

Click .

Your list of Call Log entries appears.

To view the details of a Call Log entry:

Click for the appropriate entry, and select Show Details.

SORT 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 appears.
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 appears.
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.

MAKE A CALL FROM A CALL LOG ENTRY

To make a call from a Call Log entry:

1. Click to access the Call Log.
2. Click for the entry you want to call.

DELETE A CALL LOG ENTRY

To delete a Call Log entry:

1. Click to access the Call Log.
2. Click for the entry you want to delete, and select Delete.
   A dialog box appears prompting you to confirm your action.
3. Click Yes.
Use Directories

**SET UP access to a public directory**

Avaya one-X Communicator has the ability to try to "discover" the settings for your public directory. If you want to manually configure a public directory, 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

**To set up access to a public directory:**

1. Click ![Settings](image) and select **Settings > General Settings**. The **General Settings** dialog box appears.
2. Click **Public Directory**. The **Public Directory settings** page appears.
3. Perform one of the following steps:
   - If you want Avaya one-X Communicator to try to discover the directory settings automatically:
     **NOTE:**
     The Discover feature does not work properly if you are using Avaya one-X Communicator through a VPN connection.
     i. Click **Discover**. Avaya one-X Communicator retrieves information for the Directory Type, Server Address, Search Root, and Server Port fields.
     ii. In the **Directory Name** field, enter the name for the directory.
     iii. In the **User name** field, enter the user name, if required.
     iv. In the **Password** field, enter the password, if required.
     v. In the **Timeout** field, enter the timeout interval. The default is 100 seconds.
     vi. 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.
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.

- If you want to configure the directory settings manually:
  - i. In the **Directory Type** field, select the type of directory (that is, Active Directory (LDAP), Domino, or Novell).
  - ii. In the **Directory Name** field, enter the name for the directory.
  - iii. In the **Server Address** field, enter the IP address of the server for this directory.
  - iv. In the **User name** field, enter the user name, if required.
  - v. In the **Password** field, enter the password, if required.
  - vi. In the **Search Root** field, enter the search root. An example is `ou=people, o=company.com`.
  - vii. In the **Server Port** field, enter the port. The default is 389.
  - viii. In the **Timeout** field, enter the timeout interval. The default is 100 seconds.
  - ix. 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.
  - x. 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.

4. Click **Desktop Integration**.
   The **Desktop Integration** settings appear.

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

6. Click **OK**.
**SET 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 PC.

**To set up access to Microsoft Outlook:**

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

2. Click Desktop Integration.
   
   The Desktop Integration settings page appears.

3. Select the Microsoft Outlook Contacts check box.

4. Click **OK**.

---

**SET 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 PC.

**To set up access to Lotus Notes Address Book:**

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

2. Click Desktop Integration.
   
   The Desktop Integration settings page appears.

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

4. Click **OK**.
Use Voice Messaging

Configure Avaya one-X Communicator to access a messaging system

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

**NOTE:**

If you are using Avaya one-X Portal integration, and Visual Voice Mail is administered for your one-X Portal 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.

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 Message Access.
   The Message Access 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:
     a. Select the Dial this number option.
     b. In the text box, enter the telephone number you want to dial to access the messaging system.
     c. Go to Step 5.
If you want Avaya one-X Communicator to open another application to access the messaging system:
   a. Select the Start This Application option.
   b. Using the **Browse** button, select the application you want to run.
   c. Go to Step 5.

If you want Avaya one-X Communicator to open a Web browser to access the Web page for the messaging system:
   a. Select the **Open Webpage** option.
   b. In the text box, enter the Web page for the messaging system.
   c. Go to Step 5.

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

**Access the voice messaging system**

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).

**NOTE:**

If you are using Avaya one-X Portal integration, and Visual Voice Mail is administered for your one-X Portal account, go to "Access your Visual Voice Mail messages."

**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.
Use Visual Voice Mail

ACCESS YOUR VISUAL VOICE MAIL MESSAGES

If you are using Avaya one-X Portal integration, you can access your Visual Voice Mail messages.

To access your Visual Voice Mail messages:

1. Click 📩.
   Your list of messages appears.

2. Do either of the following:

   • Click 📩 for the message you want to view, and then select Listen.
     The details of the message appear, and the voice mail message is attached.

   • Click 📩 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 📩 and select Save to save the message at a location of your choice.

5. Click 📩 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 ⏯️ to play it.

ADD A NUMBER TO CONTACTS FROM VISUAL VOICE MAIL MESSAGES

To add a number to your contacts list from the Visual Voice Mail message:

1. Click 📩 to display your voice mail messages.

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

3. Click 📩 and select Contact > Add to contacts.

4. 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.
MAKE A CALL FROM A VISUAL VOICE MAIL MESSAGE

To make a call from a Visual Voice Mail message:

1. Click 📞 to display your voice mail messages.
2. Select a number you want to call.
3. Perform one of the following:
   • Click 📞 and select Contact > Call.
   • Click 📞 for the entry you want to call.

NOTE: A phone icon (📞) appears only when the voice mail includes a telephone number.

MARK A MESSAGE AS UNREAD

To mark a Visual Voice Mail message as "unread":

1. Click 📞.
   Your list of messages appears.
2. Click 📞 for the message you want to mark as "unread," and then select Mark as Unread.

DELETE A MESSAGE

To delete a Visual Voice Mail message:

1. Click 📞.
   Your list of messages appears.
2. Click 📞 for the message you want to delete, and then select Delete.
   The selected message is deleted.
To delete multiple Visual Voice Mail message:

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 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.

Send an e-mail to a contact from a Visual Voice Mail message

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.

**NOTE:**
This feature is available only when Avaya one-X Communicator is integrated with one-X Portal. Also, you can send an e-mail to a contact, only when the contact is added on the one-X Portal server.
**Send an Instant Message to a Contact from a Visual Voice Mail Message**

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 or Lotus Sametime).

**NOTE:**

This feature is available only when Avaya one-X Communicator is integrated with one-X Portal. Also, you can send IM a contact, only when the contact is added on the one-X Portal server.
Use Video with Avaya one-X Communicator

**Keep Video Window always on top**

Enables you to keep the video window always on top of other applications.

1. Click the icon on the video window. This brings the video window on top of other applications.

2. Click the icon to return to normal mode.

**Using Video with Avaya one-X Communicator**

Video integration enables you to send and receive video during calls you handle with Avaya one-X Communicator. If your company's media server supports video, Avaya one-X Communicator attempts to "register" with the video feature on the media server.

When video is available during a call, you can:

- send video to the other party
- receive video from the other party
- **mute video (that is, temporarily stop sending video to the other party)**
- **stop sending video to the other party for the remainder of the call**
- **view statistics for the call**
- **view full screen video**
- **keep video always on top**

**NOTE:**

Avaya one-X Communicator supports video calls in the H.323 configuration only in the My Computer and Desk phone mode.

By default, Avaya one-X Communicator sends your video image automatically when you answer or join a video call. To change this setting, see "Change your video settings."
**Open 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 📹.
   - Click 📺 and select **Settings > Video Settings**.
2. Click **Open Video Window**.
3. Click **OK**.

**Display the video window in its optimal size**

To display the video window in its optimal size:

Click 📻 in the video window.

**Set 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. Perform one of the following steps:
   - Click 📹.
   - Click 📺 and select **Settings > Video Settings**.
     The General settings appear.
2. Click **Advanced**.
3. Make sure the **Show the video window automatically on login with video capabilities** check box is selected.
4. Click **OK**.
**Change your video settings**

Use this procedure to change the following video settings:

- whether you want Avaya one-X Communicator to start sending your video image automatically when you answer or join a call
- whether you want Avaya one-X Communicator to display the near-end video and the far-end video in the same window (Picture-in-Picture)
- whether you want the video window to stretch to fit the screen
- whether you want to enable or disable the screen saver and monitor power saving mode during a call

To change your video settings:

1. Perform one of the following steps:
   - Click 🎥.
   - Click 🎥 and select **Settings > Video Settings**.

2. 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 🎥.

3. 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.

4. 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.

5. 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.
6. 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.

7. Click **OK**.

**MUTE 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:**

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 Mute."

**To resume sending video to the other party:**

Click [ ] .

**STOP 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 [ ] .

**VIEW 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**.
   - In the **Video** window, click [ ].
     The **Statistics** dialog box appears.

2. When finished, click **Close**.
VIEW FULL SCREEN VIDEO WINDOW

Enables you to view full screen video.

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

2. Select the Do not display this warning in future check box, if you do not want to see this message next time.

3. Click OK.

**NOTE:** Press the Escape key to return to the normal mode from the full screen mode.
Troubleshooting

PRODUCT INTERACTIONS
Avaya one-X Communicator’s interaction 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.

IBM LOTUS SAMETIME CONNECT

**Problem**
When you select **Avaya one-X Communicator Start Call** in IBM Lotus Sametime Connect, nothing happens (that is, the call is not placed).

**Solution**
Verify that you are logged into Avaya one-X Communicator. If you are not logged in, log into Avaya one-X Communicator and try to place the call again.
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