Administering Avaya Communicator on IP Office

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Contents

Chapter 1: Introduction

Intended audience

This guide is for system administrators to understand the deployment options and licensing requirements for Avaya Communicator in IP Office system. In addition, this guide provides information about how to use IP Office Manager with Avaya Communicator.

The information in this guide also applies to the users of Avaya Communicator for Windows and iPad.

Related documentation

The following documents are also about Avaya Communicator for IP Office:

- *Using Avaya Communicator for iPad on IP Office™ Platform*
- *Using Avaya Communicator for Windows on IP Office™ Platform*

You can download these documents from the Avaya website at http://www.avaya.com/support.

Chapter 2: Getting started

About Avaya Communicator

Avaya Communicator for IP Office is an application that works with the IP Office suite. Using this product, you can access enterprise communications using an iPad , a laptop or a desktop running Windows.

Using Avaya Communicator you can make and receive voice and video calls using an iPad or a laptop or a desktop running Windows, through the extension number of the deskphone. Avaya Communicator supports audio and video over Secure Real-time Transfer Protocol (SRTP). Using Avaya Communicator you can also access the following communications tools through a single interface:

- Email messages
- Instant messages
- Call history
- Contact lists (system and personal contacts)
- Enterprise contacts search
- Presence and on-call status.

Related Links

Supported platforms and devices

Supported IP Office platforms

Avaya Communicator is supported on the following IP Office systems:

- IP Office Essential Edition systems (IP500v2 only)
- IP Office Server Edition systems

Supported devices and operating systems

The following operating systems on devices running Windows (32-bit and 64–bit) support Avaya Communicator :

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

Avaya Communicator is supported on iPad 2,3 and 4, iPad mini, and iPad air devices running on iOS 7.0 or later.

Supported video clients

Avaya Communicator supports the following video clients:

- IP Office Video Softphone
- Radvision XT 5000
- Radvision XT 4200
- Radvision Elite MCU (Supported by Avaya Communicator for iPad only)
- Radvision XT 6000 series
- Radvision XT 7000 series
- Radvision XT 1000 (optional)
- Polycom VVX 1500
- Grandstream GXV3140 (optional)

Related Links

Certificate distribution and management

Before you deploy Avaya Communicator, determine whether the servers in the Unified Communication (UC) infrastructure use certificates signed by a certificate authority that the device operating system trusts. If the servers are using trusted certificates, you do not need to take further action.

Follow the standard operating system procedures to distribute and manage certificates. Upload the certificates to a location, usually a website, from where the user can download and install the certificates. Avaya is not responsible for distribution of certificates to the device. Avaya Communicator validates the server identity certificate during the TLS connection establishment process. If the application cannot establish a TLS connection because of an inability of the device to validate the certificate, the application displays an error message " Security certificate required for login is not installed. Please contact your support team".

Certificate requirements

You require the following certificates to

- A commercial certificate and the CA certificates that are already available on the operating system of the device.

- An enterprise server certificate and its matching CA certificate on the devices.
- A demonstration Avaya Certificate, and the matching Avaya demonstration CA certificate that you must distribute to each device.

  Get the Avaya demonstration CA certificate.

Certificate distribution

Use any one of the following methods to distribute certificates.

- Make the Avaya demonstration CA certificate available on an internal web site and tell the users to download and install the certificate on the device.
- Send the Avaya demonstration CA certificate through email to users and tell the users to install the certificate on the device.
- Use a Mobile Device Management (MDM) solution to deploy the Avaya demonstration CA certificate to enrolled user devices.
- Use iPhone configuration utility to deploy the CA certificate to iPad.

Related Links

Deployment options

Avaya Communicator for IP Office is available in two modes:

- Avaya Communicator
- Avaya Communicator with telephony-only features

The feature set available in each mode depends on your network configuration and the licensing options that you choose.

The following sections describe the network requirements for each mode and the features that they support:

Avaya Communicator

When you deploy IP Office and Avaya one-X® Portal in your network, you can use Avaya Communicator. In this configuration, Avaya Communicator uses the features of both IP Office and Avaya one-X® Portal to extend enterprise communications to the device of the user. For example, Avaya Communicator can reach the telephony features of IP Office and obtain the presence information, call history logs, and instant messaging functions of Avaya one-X® Portal. This deployment also provides access to the list of Team (XMPP group) and Personal contacts and the ability to search contacts.

Avaya Communicator with telephony-only features

You can use Avaya Communicator with telephony-only features when Avaya one-X® Portal is not part of your network or when you do not have Power User or Office Worker licenses. In this configuration, you can use Avaya Communicator with telephony-only to gain access to the features of IP Office only. You can access the system contacts from IP Office, and can access local call logs only.

Features

The following table lists the features available in each mode of Avaya Communicator:

Feature	Avaya Communicator for Windows	Avaya Communicator for Windows with telephony-only features	Avaya Communicator for iPad	Avaya Communicator for iPad with telephony-only features
Make and receive voice calls	✔	✔	✔	✔
Make and receive video calls	✔	—	✔	—
Mute and Unmute	✔	✔	✔	✔
DTMF	✔	✔	✔	✔
MWI	✔	✔	✔	✔
System contacts	✔	✔	✔	✔ ✳ **Note:** When you upgrade from Avaya Communicator for iPad with telephony-only features to Avaya Communicator for iPad, the system does not display the System contacts dynamically. The users have to log out and login again to view the system contacts.
Personal Contacts	✔	—	✔	—

Feature	Avaya Communicator for Windows	Avaya Communicator for Windows with telephony-only features	Avaya Communicator for iPad	Avaya Communicator for iPad with telephony-only features
Enterprise contact search	✔	✔	✔	✔
Call history logs	✔ ✳ **Note:** Stored on the Avaya one-X® Portal server.	✔ ✳ **Note:** Stored locally.	✔ ✳ **Note:** Stored locally.	✔ ✳ **Note:** Stored locally for the iPad client.
Dialing rules	✔	✔	✔	✔
Instant messaging	✔	—	✔	—
Presence	✔	—	✔	—
Simultaneous mode	✔	—	✔	—
Email			✔	✔
Team Contacts			✔	✔ ✳ **Note:** IP Office contacts are listed under Team contacts only in telephony mode.
System search			✔	—

Licensing

The following table lists the licensing requirements for each version of Avaya Communicator:

Edition	Add-on license	Mode
IP Office Essential Edition	Avaya Softphone License	Avaya Communicator with telephony-only features

Edition	Add-on license	Mode
IP Office Preferred or Advanced Edition (without user packages)	Avaya Softphone License	Avaya Communicator with telephony-only features
IP Office Preferred or Advanced Edition (without user packages)	Power User or Office Worker	Avaya Communicator
IP Office Server Edition	Power User or Office Worker	Avaya Communicator

Installer for Avaya Communicator for Windows supports silent mode of installation. Using the silent installer, the administrator can install Avaya Communicator on the personal computer of the user without any pop-up dialog box during installation.

For silent installation the administrator must run the `Msiexec.exe/i<install package name>/qn` command in the command prompt.

Related Links

Server requirements

Ports

Avaya Communicator establishes voice , video, and instant messaging sessions using Transmission Control Protocol (TCP) or Transport Layer Security (TLS) to provide a communication channel. The following table lists the ports that each protocol uses to support a connection between the Avaya Communicator client and the IP Office system.

Protocol	Port	Description
TCP	5060	Avaya Communicator uses this port on IP Office server for call control functions.
TCP	8069	Avaya Communicator uses a WebSocket mechanism to provide a communication channel over a TCP connection. Using this channel Avaya Communicator receives contact information, call logs, and presence information from Avaya one-X® Portal. You must open port 8069 on the Avaya one-X® Portal server for use by WebSocket.
TCP	5222	Avaya Communicator uses this port on the Avaya one-X® Portal server for XMPP functions. Using this port Avaya Communicator receives instant messages, presence, and contact information that uses XMPP.
TCP	5269	Avaya Communicator uses this port on Avaya one-X® Portal server for XMPP server-to-server federation.
RTP	Dynamic	Avaya Communicator uses this port on the IP Office server. The RTP port number is dynamic. IP Office generates these ports during a call.
TLS	5061	For Avaya Communicator to support SRTP , log into Avaya Communicator with the TLS option.

Codecs

Avaya Communicator supports the following audio and video codecs:

Codecs	Windows	iPad
Audio		
G.711 A-law (PCM-A)	✔	✔
G.711 U-law (PCM-U)	✔	✔
G.722	✔	✔
G.729a	✔	✔
Video		
H.263 (SQCIF, QCIF, CIF, and 4CIF resolutions)	✔	—
H.264 (AVC, and SVC) ✱ **Note:** The system uses the H.264 (SVC) for video conferences only and not for the point to point video calls.	✔	✔

For information about the bandwidth requirement for different codecs, see *Avaya IP Voice Quality Network Requirements* on the Avaya website at http://www.avaya.com/support.

Related Links

Corporate router configuration

Service	Port number	Transport protocol	Forward to	Comments
SIP	5060 5061	TCP or UDP TLS	IP Office	Port number depends on **IP Office Manager** > **LANx** > **VoIP** > **SIP Registrar Enable** > **Remote UDP/TCP/TLS Port**.
RTP	54000-54500	UDP	IP Office	Port number depends on **IP Office Manager** > **LANx** > **VoIP** > **Port Number Range (NAT)**.
H.323	1719-1720	TCP	IP Office	Port number depends on **IP Office Manager** > **LANx** > **VoIP** > **H.323 Gatekeeper Enable** > **H.323 Remote Extn Enable**.
HTTP	80	TCP	IP Office	

Service	Port number	Transport protocol	Forward to	Comments
Avaya one-X® Portal or XMPP	5222, 8080, 8063, 8443, and 9443	TCP	The Avaya one-X® Portal server	

Related Links

[Server requirements](#) on page 12

Chapter 3: Configuration

Configuring users

Use the procedures in this section to configure users for Avaya Communicator or Avaya Communicator with telephony-only features.

On Windows and iPad platforms, Avaya Communicator and Avaya Communicator with telephony-only features provide a message waiting indicator to alert users to new voicemail messages. You can configure a short code so that users can dial from within Avaya Communicator to collect new voicemail messages.

> ✱ **Note:**
>
> If you want the users to use one-X Portal functionality, then you must configure an associated SIP extension. When you configure an associated SIP extension the system uses an Avaya IP Endpoint license.

Related Links

Enabling the SIP registrar on page 15
Configuring users for Avaya Communicator on page 16
Configuring users for Avaya Communicator with telephony-only features on page 17
Configuring short codes on page 18

Enabling the SIP registrar

You must ensure that the SIP registrar is enabled before you configure users for Avaya Communicator.

Procedure

1. In the IP Office Manager navigation list, select **System**.

2. Select the LAN that is used to connect with Avaya Communicator:

   - **LAN1**
   - **LAN2**

3. Click the **VoIP** tab.

4. Select **SIP Registrar Enable**, and click **OK**.

5. Click the **SIP Registrar** tab.

6. Verify the **Domain Name** field:

   - The **Domain Name** field is blank by default. If you leave this field blank, SIP endpoints register with the LAN IP address.

   - If you enter a name in the **Domain Name** field, ensure that a DNS server can resolve the name, and the system can route the name to the IP Office system for Avaya Communicator users to connect with IP Office.

7. In the **Layer 4 Protocol** list, select **Both TCP & UDP** or **TCP only**.

8. Click **Save**.

Related Links

[Configuring users](#) on page 15

Configuring users for Avaya Communicator

Before you begin

You must enable the SIP registrar before you configure users for Avaya Communicator. For more information, see [Enabling the SIP registrar](#) on page 15.

Procedure

1. In the IP Office Manager navigation list, select **User** .

2. Enter the following user information:

   - **Name**

   - **Password**

   - **Confirm Password**

   - **Extension**

   * **Note:**

     If the user is already configured to use a deskphone, the user cannot use the deskphone login code for Avaya Communicator. Configure the extension that the user must enter to log into Avaya Communicator.

3. (Optional) You can configure the following settings or use the default values:

   - **Full name**

   - **Locale**

   - **Priority**

   - **System phone rights**

4. From the **Profile** list, select **Office Worker** or **Power User**.

5. Select **Enable Avaya Communicator**.

6. Click **OK**.

The system displays a dialog box and prompts you to add a new VoIP extension.

7. Select **None** as the extension type and click **OK**.

8. Click **Save** .

Related Links

[Configuring users](#) on page 15

Configuring users for Avaya Communicator with telephony-only features

For information about Avaya Communicator with telephony-only features, see [Deployment options](#) on page 9.

Before you begin

You must enable the SIP registrar before you configure users. For more information, see [Enabling the SIP registrar](#) on page 15.

Procedure

1. In the IP Office Manager navigation list, select **User**.

2. Enter the following user information:

   • **Name**

   • **Password**

   • **Confirm Password**

   • **Extension**

   * Note:

   If the user is already configured to use a deskphone, the login code configured for the deskphone cannot be used for Avaya Communicator. You must configure the extension for the user to enter when logging into Avaya Communicator.

3. The following settings are optional. You can configure these settings, or use the default values:

   • **Full name**

   • **Locale**

   • **Priority**

   • **System phone rights**

4. From the **Profile** list, select **Basic User**, **Mobile User**, or **Teleworker**.

5. Select **Enable Avaya Communicator**.

6. Click **OK**.

The system displays a dialog box and prompts you to add a new VoIP extension.

7. Select **None** as the extension type and click **OK**.

8. Click **Save** .

Related Links

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Configuring short codes

In the IP Office system, you can configure short codes. These short codes trigger a specific action when a user dials the short code on Avaya Communicator or an deskphone that is connected to the IP Office system.

Use the information in this section to configure short codes for Avaya Communicator users to collect voicemail and make external calls.

Related Links

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[Configuring external dialing](#) on page 19

Configuring voicemail collection

Avaya Communicator and Avaya Communicator with telephony-only features on Windows and iPad platforms, provide a message waiting indicator. The message waiting indicator alerts the users about the new voicemail messages. You can configure a short code that users can dial to collect their voicemail messages.

For more information about configuring short codes, see the *IP Office Manager* documentation on the Avaya website at http://www.avaya.com/support.

Procedure

1. In the IP Office Manager navigation list, select **Short Code**.

2. Right-click and select **New**.

   The system displays the Short Code tab.

3. In the **Code** field, enter `*17`.

4. In the **Feature** list, select **Voicemail Collect**.

5. In the **Telephone Number** field, enter the extension number in the format "`Extn xxx`", where *xxx* is the extension number of the user.

6. Click **OK**.

7. Click **Save**.

Related Links

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Configuring external dialing

As an administrator, you can configure a short code to allow users of Avaya Communicator to make external calls from the Avaya Communicator client. Use this procedure to configure a short code for external dialing.

For more information about configuring short codes, refer to the *IP Office Manager* documentation on the Avaya website at http://www.avaya.com/support.

Procedure

1. In the IP Office Manager navigation list, select **Short Code**.

2. From the list of short codes, select **9N**.

   The short code **9N** is the default setting for external dialing. If you accept the default, users must dial **9** to access an external line.

3. To configure a short code other than 9 for external dialing, replace the default value. In the **Code** field, enter *<number>*N, where *<number>* is the digit that the user must dial to access an external line. Do not enter **#** after *<number>*N in the **Code** field.

   If you enter any additional characters, such as **#**, the call will fail.

4. In the **Feature** list, ensure that **Dial** is selected.

5. In the **Telephone Number** field, enter N, where *N* represents any external phone number.

6. Click **OK**.

7. Click **Save**.

Related Links

Configuring short codes on page 18

Chapter 4: Troubleshooting

Accessing log files

You can use log files to help troubleshoot issues with Avaya Communicator.

Windows devices

For Windows 7, the log files are kept in `C:\Users\<user name>\AppData\Roaming\Avaya\Avaya Communicator Experience`

iPad devices

To obtain log files for iPad, the user must navigate to **Settings** > **Support** > **Report a problem**. You can also enter your own email address to receive a copy of the log file that you can include as part of a file set for support purposes.

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