



Using Avaya VDI Communicator

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Chapter 1: Introduction

Overview

Avaya VDI Communicator is a Virtual Desktop Infrastructure (VDI) softclient that enhances the audio and video quality of calls by processing the audio and video locally on your VDI endpoint (a thin client or a Windows personal computer). The controlling clients such as Avaya one-X[®] Communicator is deployed on virtual desktops running in the data center and provides the user interface for unified communications. You are required to use the controlling clients through virtual desktops. In normal operation, you do not need to use the Avaya VDI Communicator user interface to make or handle calls. To connect with a VDI endpoint, you must use the controlling clients in the Desk Phone mode. The following call features are available through Avaya one-X[®] Communicator in a virtualized environment:

- Make a call
- Answer a call
- Transfer a call
- Make a conference call
- Place a call on hold
- Resume a call on hold

Though in normal operation you do not need to use Avaya VDI Communicator for making or handling calls, you can use the Avaya VDI Communicator user interface installed on your thin client or Windows PC to make and handle voice calls when you do not have access to Avaya one-X[®] Communicator. The following features are available through Avaya VDI Communicator installed on your VDI thin client:

- Make a call
- Answer a call
- Mute and unmute a call
- Place a call on hold
- Pause video during a video call

Avaya VDI Communicator delivers the following features and environmental support:

- Paired signon feature supports logging in to Avaya VDI Communicator using Avaya one-X[®] Communicator. For more information, see [Logging in using paired signon](#) on page 20
- Support for SIP video calls using video SRTP (Secured Real-Time Protocol)

- Support for USB headset and handset
- Avaya Aura Multiple Device Access / Dual Registration compatibility (with the restriction of allowing only one VDI client)
- Failover support for Avaya Aura® Session Manager
- Certificate management
- Additional thin clients with Windows 10 Operating System
- New Hardware platforms from HP, Dell, and IGEL
- Additional virtual desktop platforms such as HP Remote Graphics Software (RGS) and Microsoft Remote Desktop Server (RDS)

Button descriptions

You can use Avaya VDI Communicator for making and receiving calls.













Button	Name	Description
Avaya VDI Communicator buttons.		
	Call	Use the Call button to make a voice call.
	Settings	Use the Settings button to open a dialog box where you can configure application settings such as server settings, audio settings, and log management settings.
	Dialpad	Use the Dialpad button to open the dialpad.
	Answer	Use the Answer button to answer an incoming voice call. The call timer starts after you click the Answer button.
	End and Ignore	Use this button for any one of the following: <ul style="list-style-type: none"> • Ending an active voice call. • Ignoring an incoming voice call. Avaya VDI Communicator stops ringing when you ignore an incoming call.
	Mute	Use the Mute button to put an active call on mute.

Table continues...

Button	Name	Description
	Unmute	Use the Unmute button to unmute an active call.
	Hold	Use the Hold button to place the current call on hold.
	Make a video call	Use the button to make a video call.
	End call	Use the button to end a video call.
	Hold call	Use the button to put a call on hold or resume a call that is on hold.
	Pause video	Use the button to stop transmitting video to the far end.

Related documents

Additional documentation includes:

Avaya VDI Communicator documents:

- *Avaya VDI Communicator Overview and Planning*
- *Implementing, administering, and troubleshooting Avaya VDI Communicator*
- *Avaya VDI Communicator Online Help* (Integrated with the application)
- *Using Avaya VDI Communicator*

Avaya one-X[®] Communicator documents:

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

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

Chapter 2: Configuring Avaya VDI Communicator

Configuring server settings

Use the Server Settings screen to configure the Avaya Aura® Session Manager server settings.

Procedure

1. In the left pane of the General Settings window, click **Server**.
2. Double-click the **Address** field and enter the IP address or the name of the Avaya Aura® Session Manager server.
3. Double-click the **Port** field and enter the port number.
Avaya VDI Communicator uses 5061 as the default port number.
4. To add details of another Avaya Aura® Session Manager server, click **Add**.

The system displays a new row under Server Settings and populates the Transport field with `tls`. Follow the instructions on steps 3 and 4 to add the details of another Avaya Aura® Session Manager server.

5. In the **Domain** field, enter the domain name of the Avaya Aura® Session Manager server.
For more information about the fields, see [Server settings screen field descriptions](#) on page 9.
6. Click **OK**.

Server settings screen field descriptions

Field name	Description
Transport	The transport protocol.
Address	The IP address or name of the Avaya Aura® Session Manager server.
Port	The port number of the server. Avaya VDI Communicator uses 5061 as the default port number.

Table continues...

Field name	Description
Domain	The domain name of your Avaya Aura® Session Manager server.

Configuring audio general settings

Procedure

1. Click **Audio General** in the left pane of the General Settings window.
2. Select a **Microphone** from the drop-down menu and set the microphone volume.
3. Select a **Speaker** from the drop-down menu and set the speaker volume.
4. Select a **Ringer** from the drop-down menu and set the ringer volume.
5. Select the **Ring on incoming calls** check box, if required.
6. Set the **Volume** for ringing.

For more information about the fields, see [Audio General Settings screen field descriptions](#) on page 10.

7. Click **OK**.

Audio General Settings screen field descriptions

Field Name	Description
Microphone	The microphone to be used with Avaya VDI Communicator.
Test	The field to start testing the microphone level. Select the check box to start the test.
Speaker	The speaker for Avaya VDI Communicator.
Play	The field to test your speaker. Click the button to test your speaker. Use the slider to adjust the volume.
Ringer	The field to select a device for incoming call ringing using a drop-down menu.
Play	The field to test the selected ringer for incoming calls. Click the button to test your ringer. Use the slider to adjust the volume. Select the Ring on incoming calls check box before you start testing the ringer.
Ring on incoming calls	The field to enable ringing for incoming calls using a check box.

Configuring audio advanced settings

Procedure

1. Click **Audio Advanced** in the left pane of the General Settings window.
2. Select an option from the **Automatic Gain Control** drop-down menu.
3. Select an option from the **Echo Cancellation** drop-down menu.
4. Select an option from the **Noise Suppression** drop-down menu.
5. Select the **Enable DSCP** check box and enter the Differentiated Services Code Point (DSCP) value, as required.
6. Select the **Enable 802.1p** check box and specify the 802.1p prioritization for audio.

For more information about the fields, see [Audio Advanced Settings screen field descriptions](#) on page 11.

7. Click **OK**.

Audio Advanced Settings screen field descriptions

Field Name	Description
Automatic Gain Control	The field to enable or disable automatic gain control using a drop-down menu. If you enable the Automatic Gain Control, the microphone adjustment is handled automatically. The available options are: <ul style="list-style-type: none"> • Disabled • Enabled
Echo Cancellation	The field to select an echo control mode using a drop-down menu. With the echo control mode, you can improve the audio quality through echo cancellation over the telephony network. The available options are: <ul style="list-style-type: none"> • Disabled • Enabled
Noise Suppression	The field to select a noise suppression mode using a drop-down menu. The available options are: <ul style="list-style-type: none"> • Disabled • Conference • Low • Moderate • High

Table continues...

Field Name	Description
	• Very High
Enable DSCP	A check box to indicate Avaya VDI Communicator is to use Differentiated Services Code Point (DSCP). If you select the check box, enter the applicable DSCP value.
Enable 802.1p	A check box to indicate if Avaya VDI Communicator is to use 802.1p prioritization for audio. If you select the check box, enter the applicable 802.1p value.

Configuring video settings

Using Avaya VDI Communicator, you can set up your camera and select video bit rate for video calls.

Procedure

1. Click **Video** in the left pane of the General Settings window.
2. Select a **Video device** from the drop-down menu.
3. Use the slider to select **Max video bitrate (kbps)**.
4. Click **OK**.

Related links

[Video settings screen field descriptions](#) on page 12

Video settings screen field descriptions

Field	Description
Video device	Displays all the cameras integrated with your computer. You can select a camera you want to use with VDI Communicator.
Max video bitrate (kbps)	Maximum bitrate for your video calls. The application recommends a bitrate depending on your system settings.

Related links

[Configuring video settings](#) on page 12

Viewing audio and video statistics

Use the statistics pages to analyze Voice Over Internet Protocol (VoIP) call quality.

Before you begin

Ensure that you are on a call.

Procedure

- Click the gear icon on the user interface and select **Statistics** from the menu.
Avaya VDI Communicator displays the audio and video statistics for the current call in the Media statistics window. To view the statistics, click **Audio** or **Video**.
- To close the window, click **X** that appears at the top right corner of the Media statistics window.
 - For more information about the audio statistics fields, see [Audio Statistics screen field descriptions](#) on page 13.
 - For more information about the video statistics fields, see [Video Statistics screen field descriptions](#) on page 14.

Audio statistics screen field descriptions

Field Name	Description
Destination IP	The IP address of the destination computer.
Port	The Port number of the destination computer.
Encrypted	The field to show if the active call is encrypted or not.
Rx codec	The type of codec for received data.
Tx codec	The type of codec for transferred data.
Fraction lost	The fraction of packets lost in Q8 (a fixed-point arithmetic domain).
RTT Last (Ms)	The last Round-Trip Time in milliseconds.
RTT Max (Ms)	The maximum Round-Trip Time in milliseconds.
RTT Min (Ms)	The minimum Round-Trip Time in milliseconds.
RTT Avg (Ms)	The average Round-Trip Time in milliseconds.
Cumulative Lost (packets)	The total number of lost packets.
Jitter (samples)	Jitter in samples.
Jitter Avg (Ms)	Short-time average jitter in milliseconds.
Jitter Max (Ms)	The maximum short-time jitter in milliseconds.
Number of dead detections	The total number of "dead connection" detections.

Table continues...

Field Name	Description
Number of alive detections	The total number of “alive connection” detections.
Discarded packets	The total number of discarded packets.
Tx (bytes)	The amount of data transferred in bytes.
Tx (packets)	The number of sent packets.
Rx (bytes)	The amount of data received in bytes.
Rx (packets)	The number of received packets.

Video statistics screen field descriptions

Field Name	Description
Destination IP	The IP address of the destination computer.
Port	The Port number of the destination computer.
Encrypted	The field to show if the active call is encrypted or not.
Rx codec	The type of codec for received data.
Tx codec	The type of codec for transferred data.
RX resolution	The resolution of received frames.
RX frame per second	The rate of received frames per second.
TX resolution	The resolution of transmitted frames.
TX frames per second	The rate of transmitted frames per second.
Average CPU usage	The average CPU usage during a video call.
Fraction lost	The fraction of packets lost in Q8 (a fixed-point arithmetic domain).
RTT Last (Ms)	The last Round-Trip Time in milliseconds.
RTT Max (Ms)	The maximum Round-Trip Time in milliseconds.
RTT Min (Ms)	The minimum Round-Trip Time in milliseconds.
RTT Avg (Ms)	The average Round-Trip Time in milliseconds.
Cumulative Lost (packets)	The total number of lost packets.
Jitter (samples)	Jitter in samples.
Jitter Avg (Ms)	Short-time average jitter in milliseconds.
Jitter Max (Ms)	The maximum short-time jitter in milliseconds.
Discarded packets	The total number of discarded packets.
Tx (bytes)	The amount of data transferred in bytes.
Tx (packets)	The number of sent packets.
Rx (bytes)	The amount of data received in bytes.
Rx (packets)	The number of received packets.

Configuring preferences settings

Procedure

1. Click **Preferences** in the left pane of the General Settings window.
2. Select a **Language** for the user interface.
3. From the **Log level** drop-down menu, select a log level.
4. To enable logging to the Syslog server:
 - a. Select the **Enable sys log** check box.
 - b. In the **Server Address** field, enter the IP address or the name of the server.
 - c. Select a **Syslog log level** from the drop-down menu.
5. To enable auto start of the application, select the **Enable auto-start of the application** check box.
6. To enable auto-login at start up, select the **auto-login on startup** check box.

For more information about the fields, see [Preferences screen field descriptions](#) on page 15

7. Click **OK**.

Preferences screen field descriptions

Field name	Description
Language	The field to select a language for the user interface using a drop-down menu.
Log level	The field to select the level of logs at the application level using a drop-down menu. The available options are: <ul style="list-style-type: none"> • Emergency • Alert • Critical • Error • Warning • Notice • Info • Debug
Enable Syslog	The field to enable system logging using a check box.

Table continues...

Field name	Description
Server Address	The IP address or the name of the syslog server.
Syslog level	The field to select the level of logs using a drop-down menu. The available options are: <ul style="list-style-type: none"> • Emergency • Alert • Critical • Error • Warning • Notice • Info • Debug
Enable auto-start of the application	A check box to enable start of Avaya VDI Communicator at startup automatically.
Enable auto-login on startup	A check box to enable auto-login to Avaya VDI Communicator at startup.

Configuring log management settings

Procedure

1. Click **Log Management** in the left pane of the General Settings window.
2. To archive logs to your desktop, click **Archive**.
3. To upload logs to an FTP server:
 - a. In the **Address** field, enter the IP address or the name of the FTP server.
 - b. In the **Port** field, enter the port number of the FTP server.
 - c. In the **Path** field, enter the path of the FTP server where the logs must be uploaded to.
 - d. In the **Login** field, enter your login id.
 - e. In the **Password** field, enter your password.
 - f. Click **Upload**.

For information about the fields, see [Log Management screen field descriptions](#) on page 17.

4. Click **OK**.

Log Management screen field descriptions

Field name	Description
Archive	The field to archive Avaya VDI Communicator logs on your desktop using a button.
Upload	The field to start uploading logs to the FTP server using a button.
Address	The IP address of the FTP server.
Port	The port number of the FTP server.
Path	The path on the FTP server where Avaya VDI Communicator uploads the logs.
Login	The login ID of the FTP server.
Password	The password for the login ID.

Configuring security settings

Use the Security settings page to select any one of the following:

- Avaya Product Root Certificate Authority (CA): Embedded in Avaya VDI Communicator client.
- Identity certificates issued by your system administrator stored in the system certificate store: X.509 certificates other than the Avaya Root certificate that is loaded to your computer.

Before you begin

Ensure that your client identity certificate is installed on your computer and is valid.

About this task

To configure the client identity certificate, preform the following steps:

Procedure

1. Click **Security** in the left pane of the General Settings window.
2. Perform any of the following actions:
 - Select **Don't send client certificate**
 - Select **Use default certificate**
 - Select **Use selected certificate** and click **Browse** to select a certificate from the Certificate store in your computer.
3. Select renewal announce interval from the **Renewal announce interval** drop-down menu.
4. Click **OK**.

For more information about the fields, see [Security screen field descriptions](#) on page 18.

Security screen field descriptions

Name	Description
Don't send client certificates	The check box to select if you do not want to send Avaya VDI Communicator client certificate.
Use default certificate	The check box to select if you want to use a the default security certificate.
Use selected certificate	The check box to select if you want to specify a certificate from the certificate store in your computer.
Renewal announce interval	<p>The drop-down menu to select renewal announce interval. Avaya VDI Communicator notifies for a renewal of the certificates these many days before the expiry of the current certificate. The available options are:</p> <ul style="list-style-type: none"> • 30 days • 60 days

Chapter 3: Logging in to Avaya VDI Communicator

Starting the application

Procedure

To start the application, double-click the Avaya VDI Communicator icon on your desktop.

Logging in to Avaya VDI Communicator

You must log in to Avaya Aura[®] Session Manager server through Avaya VDI Communicator to make and handle voice calls.

Before you begin

Use the General Settings window to configure Avaya VDI Communicator. Ensure that the extension you are using to log in to Avaya VDI Communicator is not in use anywhere else.

Procedure

1. Double-click the Avaya VDI Communicator icon on your desktop.
2. Enter the **Extension** number.
3. Enter the **Password**.
4. (Optional) Select the **Remember Password** check box if you want Avaya VDI Communicator to remember the password the next time you log in.
5. Click **Login**.

Logging out

Procedure

1. Click the gear icon on the top right of the Avaya VDI Communicator user interface.
2. Click **Log Out**.

Logging in using paired signon

Avaya one-X[®] Communicator supports paired sign on with Avaya VDI Communicator in DeskPhone (Shared control) user mode. Avaya one-X[®] Communicator sends user credentials to Avaya VDI Communicator that is running on a thin client connected virtually. Using these credentials and the Aura configuration information, Avaya VDI Communicator logs in. Logging out from Avaya one-X[®] Communicator also results in logging out from Avaya VDI Communicator even if the two were not connected using paired signon. In case of a connection failure at Avaya one-X[®] Communicator, users can still use Avaya VDI Communicator to make and handle calls.

*** Note:**

- Aura configuration parameters must be manually set by users prior to logging in.
- Paired signon feature is not supported when the controlling client is running on HP Remote Graphics Software (RGS) virtual platform.

Chapter 4: Managing calls

Call overview

After you have logged in to Avaya VDI Communicator from your thin client and logged in to Avaya one-X[®] Communicator on the virtualized desktop in the Desk Phone mode using the same SIP extensions, your VDI endpoint is in shared control operation. You can make and handle calls using the Avaya one-X[®] Communicator user interface. The audio and video streams of these calls are processed locally on your thin client or PC giving you a superior quality.

*** Note:**

For instructions on using Avaya one-X[®] Communicator features, access the Online Help by pressing the **F1** button.

You can use the Avaya VDI Communicator user interface on your thin client to make and handle audio and video calls when you do not have access to the controlling clients on the virtualized desktop. If you have connected a USB headset to the thin client, you can use the controls on the headset to answer or end a call, mute or unmute a call, and so on.

Making calls

Making a call using the keyboard

About this task

Use this procedure to make calls using Avaya VDI Communicator.

Procedure

1. Log in to the Avaya VDI Communicator user interface.
2. Place your cursor in the **Enter number to dial** field and type the extension number using your keyboard.
3. Perform any one of the following:
 - For audio call, click the call icon.
 - For video call, click the video call icon.

Making a call using the dialpad

About this task

Use this procedure to make calls using the dialpad on Avaya VDI Communicator.

Procedure

1. Log in to the Avaya VDI Communicator.
2. Click **Dialpad** to access the dialpad.
3. Using the dialpad, enter the telephone number.
4. Perform any one of the following:
 - For audio call, click the call icon.
 - For video call, click the video call icon.

Making a call to the last dialed number

About this task

Use this procedure to make calls to the last dialed telephone number using Avaya VDI Communicator.

Procedure

1. Log in to the Avaya VDI Communicator user interface.
2. Click **Dialpad** to access the dialpad.
3. Click **Redial** button on the dialpad.

The system displays the last dialed telephone number in the **Enter extension to dial** field.
4. Perform any one of the following:
 - For audio call, click the call icon.
 - For video call, click the video call icon.

Handling calls

Answering a call

Before you begin

Log in to Avaya VDI Communicator.

Procedure

When Avaya VDI Communicator displays an incoming call, click the Answer icon.

Ignoring an incoming call

Procedure

When Avaya VDI Communicator displays an incoming call, click **Ignore**.

Hanging up a call

Procedure

To hang up a call, click **End**.

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