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Avaya Equinox® for Web is an extension to Google’s Chrome Web Browser. It can also be installed as a plug-in to the Salesforce CRM program. This document provides installation instructions, and a User Guide to aid in getting the most from the extension.

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This product requires an Internet connection for license verification and authentication. Without this connection, the program can be installed but it will fail to authenticate on launch.

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Avaya is aware of this limitation and is working to find an alternative solution. Should there be any customer opportunities in the restricted regions, please contact your account manager first to discuss the possibilities.
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Chapter 1: Chrome - Client Installation

Download and Installation Procedure

Avaya Equinox for Web is installed as an extension to Google’s Chrome web browser. It integrates with Avaya’s Aura Server. The Avaya software must be configured and operating before attempting to install the extension.

The extension is installed from the Chrome Web Store.

Tip:
The site administrator can setup user or company profiles to automatically install (push) and configure program. Refer to Google’s documentation at the address below for further details:
https://support.google.com/chrome/a/answer/1375694?hl=en

1. Open the Chrome web browser and go to the Chrome Web Store at https://chrome.google.com/webstore.

2. In Search the store, type avaya and hit enter. Click on Extensions.

3. Click + beside Avaya Equinox for Web to launch the installer.
Chapter 1: Chrome - Client Installation

4. When prompted, click **Add extension** to confirm the installation of the extension.

The installation is complete. Proceed to the chapter **Chapter 6: Logging Into the Client**.

**Note:**
Esna iLink for Avaya Scopia Desktop or Esna iLink for WebEx extensions must also be installed if Equinox Conferencing/WebEx meeting support is required.

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**Limitations in Office 365 and Salesforce**

Microsoft’s Office 365 and Salesforce do not support Collaboration and its icon has been removed.
Salesforce Integration

Avaya Equinox for Web can be installed as a plug-in to the Salesforce CRM program. This provides users with contact, presence, and call management functions directly within Salesforce.

**Note:**
Salesforce must be accessed through Google Chrome web browser for the plug-in to work.

**Note:**
Avaya Equinox for Web provides support for both the Salesforce Classic view and the Lightning user interface. This chapter is for users of the Salesforce Classic interface. If you are using Salesforce Lightning, refer to page 27.

⚠️ **CAUTION:**
Salesforce and Avaya Equinox for Web must both be installed and operating correctly before proceeding.

Open CTI Integration

**Note:**
By default, Chrome will block pop-ups while browsing. Avaya Equinox for Web, when used as a plug-in with Salesforce, requires pop-ups to access advanced searches to identify incoming callers and access records. To ensure complete functionality, enable pop-ups when using the Salesforce plug-in.

Adding the Avaya Equinox for Web plug-in to Salesforce requires the server to be configured for OpenCTI integration. This configuration is performed by the administrator before the plug-in will work correctly for clients.

Follow these steps to ensure the proper integration of Salesforce with Avaya Equinox for Web.
Chapter 2: SalesForce Classic Integration

⚠️ WARNING:
OpenCTI integration with Avaya Equinox for Web is only possible with Salesforce version 13+.

⚠️ WARNING:
The required Call Center adapter for Salesforce is only available with the Enterprise edition and higher.

1. Using Notepad, or a similar text editor program, create the Call Center Definition File.
2. Login to Salesforce using an account with site administrator credentials.
3. Go to the Setup page.
4. Go to **App Setup > Customize > Call Center > Call Centers** and click **Continue**.

5. In the **All Call Centers** window, click **Import**.
6. Click Choose File, and select the Call Center Definition file created in step 1. With that file selected, click Import.

7. Returning to the All Call Centers window, choose the newly created Call Center and click Edit.
8. Click **Manage Call Center Users** to add clients to the new call center.

9. Click **Add More Users**.
10. Add all of the required users to the list. Once all of the users have been added, click **Add to Call Center**.

11. Integration is now complete. Once it becomes available, clients will need to go to the Chrome web store (https://chrome.google.com/webstore) to download the Avaya Equinox for Web plug-in. Once that has been installed, you will have UC functionality available within Salesforce.
Call Center Definition File

The following file will be imported into Salesforce to setup the integration. Use any text editor (e.g. Notepad) to create the file. When ready, save it in the XML format.

Tip:
In Notepad, save the file normally in the TXT format. Then, in Windows, rename the file, replacing the TXT extension with XML. For example, rename FILE.TXT to FILE.XML.

<callCenter>
  <section sortOrder="0" name="reqGeneralInfo" label="General Information">
    <item sortOrder="0" name="reqInternalName" label="InternalName">iLinkCTI115</item>
    <item sortOrder="1" name="reqDisplayName" label="Display Name">iLink Call Center Adapter v.11.5</item>
    <item sortOrder="2" name="reqAdapterUrl" label="CTI Adapter URL">https://manage1.esna.com/sfcti/cti.bridge.v2.html</item>
    <item sortOrder="3" name="reqUseApi" label="Use CTI API">true</item>
    <item sortOrder="4" name="reqSoftphoneHeight" label="Softphone Height">500</item>
    <item sortOrder="5" name="reqSoftphoneWidth" label="Softphone Width">250</item>
    <item sortOrder="6" name="reqSalesforceCompatibilityMode" label="Salesforce Compatibility Mode">Classic_and_Lightning</item>
  </section>
  <section sortOrder="1" name="reqDialingOptions" label="Dialing Options">
    <item sortOrder="0" name="reqOutsidePrefix" label="Outside Prefix"></item>
    <item sortOrder="1" name="reqLongDistPrefix" label="Long Distance Prefix"></item>
    <item sortOrder="2" name="reqInternationalPrefix" label="International Prefix"></item>
  </section>
  <section sortOrder="2" name="CallResults" label="Call Results">
    <item sortOrder="0" name="Results" label="Result codes (comma separated list)"></item>
  </section>
  <section sortOrder="3" name="Matching" label="Phone matching options">
    <item sortOrder="0" name="SearchTemplates" label="Search templates (comma separated list)"></item>
    <item sortOrder="1" name="FormatTemplates" label="Format templates (comma separated list)"></item>
  </section>
  <section sortOrder="4" name="Experimental" label="Experimental options">
    <item sortOrder="0" name="ActivitySubtype" label="Apply activity subtype"></item>
  </section>
</callCenter>
Logging in to Avaya Equinox for Web

Using the extension with Salesforce requires the user to login using only Salesforce credentials.

1. At the login window, choose Salesforce credentials.

2. A browser page will open to the Salesforce login screen.

   Enter your Salesforce username and password in the spaces provided.

   Click **Log in to Salesforce**.

   If prompted to grant Avaya Equinox for Web the necessary permissions, click **Allow**.

   ![Salesforce login screen]

   **Note:**
   An active Salesforce account is required to use this option.
3. Enter the server and user details.
   Click **Connect** when ready.

4. The extension has been added to Salesforce and appears in the left-hand pane.

**Using Salesforce**

When using the Salesforce plug-in with Avaya Equinox for Web, the interface works in the same fashion as it does when installed into a browser with the following additional integrations.
Inbound and Outbound Calling

When Avaya Equinox for Web places or receives telephone calls, the program performs several functions within Salesforce to improve work flow. Instant access to contact records, and automatically creating activity log entries improves the usability of the plug-in.

Note:
Video calling is not available within Salesforce.

Configuring Call Behavior

When receiving a telephone call, Avaya Equinox for Web will extract the caller ID, if present, and pass this information to Salesforce. Settings made within Salesforce determine whether a pop-up is seen, if the matching client record is opened automatically, or if nothing at all occurs. This behavior can be changed by the administrator.

1. While logged into Salesforce using an administrator account, click Setup.

2. In the left-hand pane, go to Build > Customize > Call Center > SoftPhone Layouts.
3. Select a layout and click **Edit**.

![SoftPhone Layouts](image)

4. Under the dropdown menu for **Select Call Type**, choose **Inbound**, **Outbound**, or **Internal**.

![Select Call Type](image)

5. Edit the settings to change the behavior of the program during a call.

Please refer to the Salesforce documentation for more details on these options.
Chapter 2: SalesForce Classic Integration

**On Inbound Calls**

Upon receiving a call, Avaya Equinox for Web will read the caller ID information, if present, and will pass the details to Salesforce to handle according to the behaviors configured above.

**For Outgoing Calls**

When placing a call, Avaya Equinox for Web does not open a contact record. When the number is clicked within Salesforce, Avaya Equinox for Web will use that information to locate the contact record and add an activity report to the database with the call details.

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**Click-to-Dial**

The Click-to-Dial feature is active within Salesforce. Any contact telephone numbers the plug-in finds will have the click-to-dial icon placed beside them for quick and easy dialing.
Calling from Chatter

From the Chatter tab within Salesforce, contacts that you are following are displayed. Moving the mouse over a contact’s name pops-up the Hovercard. If a telephone number is present on the Hovercard, the Click-to-Dial feature will be available for that number too. Click the program icon to place the call.

Creating a Filter

Salesforce provides the ability to collect similar items together for easier processing. To find all of the calls received from unknown contacts, build a filter that will search the database looking for the name “-“ (hyphen), which Avaya Equinox for Web adds as the default when receiving unidentified calls.

To create a filter:

1. Open Salesforce and go to the Contacts tab.
Chapter 2: SalesForce Classic Integration

2. Click **Create New View**.

3. Give the filter a name. Choose to search all contacts.

   Set **First Name equals** the hyphen character `-`.

   The remaining fields can be left at their default values.

4. Click **Save**.
Run the filter when necessary to see a list of all calls received from contacts whose details could not be matched with an entry in the database.
Chapter 3: Installation Guide for Salesforce Lightning

Salesforce Integration

Avaya Equinox for Web can be installed as a plug-in to the Salesforce CRM program. This provides users with contact, presence, and call management functions directly within Salesforce.

**Note:**
Salesforce must be accessed through Google Chrome web browser for the plug-in to work.

**Note:**
Avaya Equinox for Web provides support for both the Salesforce Classic view and the Lightning user interface. This chapter is for users of the Salesforce Lightning interface. If you are using Salesforce Classic, refer to page 11.

⚠️ **CAUTION:**
Salesforce and Avaya Equinox for Web must both be installed and operating correctly before proceeding.
Call Center Definition File

The following file will be imported into Salesforce to setup the integration. Use any text editor (e.g. Notepad) to create the file. When ready, save it in the XML format.

**Tip:**
In Notepad, save the file normally in the TXT format. Then, in Windows, rename the file, replacing the TXT extension with XML. For example, rename FILE.TXT to FILE.XML.

```xml
<callCenter>
  <section sortOrder="0" name="reqGeneralInfo" label="General Information">
    <item sortOrder="0" name="reqInternalName" label="InternalName">iLinkCTI115</item>
    <item sortOrder="1" name="reqDisplayName" label="Display Name">iLink Call Center Adapter v.11.5</item>
    <item sortOrder="2" name="reqAdapterUrl" label="CTI Adapter URL">https://manage1.esna.com/sfcti/ctl.bridge.v2.html</item>
    <item sortOrder="3" name="reqUseApi" label="Use CTI API">true</item>
    <item sortOrder="4" name="reqSoftphoneHeight" label="Softphone Height">500</item>
    <item sortOrder="5" name="reqSoftphoneWidth" label="Softphone Width">250</item>
    <item sortOrder="6" name="reqSalesforceCompatibilityMode" label="Salesforce Compatibility Mode">Classic_and_Lightning</item>
  </section>
  <section sortOrder="1" name="reqDialingOptions" label="Dialing Options">
    <item sortOrder="0" name="reqOutsidePrefix" label="Outside Prefix"></item>
    <item sortOrder="1" name="reqLongDistPrefix" label="Long Distance Prefix"></item>
    <item sortOrder="2" name="reqInternationalPrefix" label="International Prefix"></item>
  </section>
  <section sortOrder="2" name="CallResults" label="Call Results">
    <item sortOrder="0" name="Results" label="Result codes (comma separated list)"></item>
  </section>
  <section sortOrder="3" name="Matching" label="Phone matching options">
    <item sortOrder="0" name="SearchTemplates" label="Search templates (comma separated list)"></item>
    <item sortOrder="1" name="FormatTemplates" label="Format templates (comma separated list)"></item>
  </section>
  <section sortOrder="4" name="Experimental" label="Experimental options">
    <item sortOrder="0" name="ActivitySubtype" label="Apply activity subtype"></item>
  </section>
</callCenter>
```
Open CTI Integration

Note:
By default, Chrome will block pop-ups while browsing. Avaya Equinox for Web, when used as a plug-in with Salesforce, requires pop-ups to access advanced searches to identify incoming callers and access records. To ensure complete functionality, enable pop-ups when using the Salesforce plug-in.

Adding the Avaya Equinox for Web plug-in to Salesforce requires the server to be configured for OpenCTI integration. This configuration is performed by the administrator before the plug-in will work correctly for clients.

Follow these steps to ensure the proper integration of Salesforce with Avaya Equinox for Web.

⚠️ WARNING:
OpenCTI integration with Avaya Equinox for Web is only possible with Salesforce version 13+.

⚠️ WARNING:
The required Call Center adapter for Salesforce is only available with the Enterprise edition and higher.

1. If you have not done so already, create the Call Center Definition XML File as outlined above.
2. Login to Salesforce Lightning using an account with site administrator credentials.
3. Click the Setup icon, and choose Setup Home from the dropdown list.
4. Go to **Platform Tools > Feature Settings > Service > Call Center > Call Centers**. Click **Import**.

5. Click **Choose File**, and select the Call Center Definition file. With that file selected, click **Import**.
6. Returning to the All Call Centers window and click the newly created **Call Center**.
7. Click **Manage Call Center Users** to add clients to the new call center.

8. Click **Add More Users**.
9. Add all of the required users to the list. When finished, click **Add to Call Center**.

![iLink Call Center Adapter v.11.0: Search for New Users](image)

10. Integration is now complete. Once it becomes available, clients will need to go to the Chrome web store at [https://chrome.google.com/webstore](https://chrome.google.com/webstore) to download the Avaya Equinox for Web plug-in. Once that has been installed, you will have UC functionality available within Salesforce.

![Salesforce interface](image)

---

**Logging in to Avaya Equinox for Web**

Using the extension with Salesforce requires the user to login using only Salesforce credentials.
1. At the login window, choose Salesforce credentials.

![Login window with Salesforce option]

2. A browser page will open to the Salesforce login screen.

Enter your Salesforce username and password in the spaces provided.

Click **Log in to Salesforce**.

If prompted to grant Avaya Equinox for Web the necessary permissions, click **Allow**.

![Login screen with Salesforce option]

**Note:**
An active Salesforce account is required to use this option.
3. Enter the server and user details.

Click **Connect** when ready.

4. The extension has been added and the user has logged in to Salesforce. All phone numbers displayed on screen have a Click-to-Dial icon beside them. Click to place a call to that contact. A button in the bottom left corner of the window, when clicked, will open the iLink for Cisco plug-in.
5. The extension has been added and the user has logged in to Salesforce. All phone numbers displayed on screen have a Click-to-Dial icon beside them. Click to place a call to that contact. A button in the bottom left corner of the window, when clicked, will open the Avaya Equinox for Web plug-in.

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**Using Salesforce**

When using the Salesforce plug-in with Avaya Equinox for Web, the interface works in the same fashion as it does when installed into a browser with the following additional integrations.

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**Inbound and Outbound Calling**

When Avaya Equinox for Web places or receives telephone calls, the program performs several functions within Salesforce to improve work flow. Instant access to contact records, and automatically creating activity log entries improves the usability of the plug-in.

**Note:**

Video calling is not available within Salesforce.

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**Configuring Call Behavior**

When receiving a telephone call, Avaya Equinox for Web will extract the caller ID, if present, and pass this information to Salesforce. Settings made within Salesforce determine whether a pop-up is seen, if the matching client record is opened automatically, or if nothing at all occurs. This behavior can be changed by the administrator.

1. Login to Salesforce Lightning using an account with site administrator credentials.
2. Click the Setup icon, and select Setup Home from the dropdown list.

3. Go to Platform Tools > Feature Settings > Service > Call Center > SoftPhone Layouts.

4. Select a layout and click **Edit**.
5. Under the dropdown menu for **Select Call Type**, choose **Inbound**, **Outbound**, or **Internal**.

6. Edit the settings to change the behavior of the program during a call.

Please refer to the Salesforce documentation for more details on these options.

### On Inbound Calls

Upon receiving a call, Avaya Equinox for Web will read the caller ID information, if present, and will pass the details to Salesforce to handle according to the behaviors configured above.

### For Outgoing Calls

When placing a call, Avaya Equinox for Web does not open a contact record. When the number is clicked within Salesforce, Avaya Equinox for Web will use that information to locate the contact record and add an activity report to the database with the call details.
The Click-to-Dial feature is active within Salesforce. Any contact telephone numbers the plug-in finds will have the click-to-dial icon placed beside them for quick and easy dialing.

Click the icon or the number to place a telephone call to that contact using your currently selected telephone device.
Calling from Chatter

From the Chatter tab within Salesforce, contacts that you are following are displayed. Moving the mouse over a contact’s name pops-up the Hovercard. If a telephone number is present on the Hovercard, the Click-to-Dial feature will be available for that number too. Click the program icon to place the call.

Creating a Filter

Salesforce provides the ability to collect similar items together for easier processing.

**Tip:**
To find all of the calls received from unknown contacts, build a filter that will search the database looking for the name “-” (hyphen), which Avaya Equinox for Web adds as the default when receiving unidentifiable calls.

To create a filter:

1. Open Salesforce and go to the **Contacts** tab.
2. Under the List View Controls icon, select New.

3. On the **New List View** window, give the filter a name. Select which people can access this filter. When ready, click **Save**.
4. Click Add Filter.

5. Choose Show me All Contacts.
   Set the Field and Operator entries to specify where to search and the logic to apply. Enter the string to search for in the Value field.
   Click Done.
6. Click Save. The filter will be created, and then applied to the contact list.

Run the filter when necessary to see a list contacts specified. Click the current view name on the Contacts tab and select a filter from those available.
Introduction

Jabra® make a series of USB and wireless telephony devices which are supported using Avaya Equinox for Web. The Jabra hardware can be configured as the default device for Equinox for Web, so when making a call, the Jabra device will be used to place the call instead of the Avaya default. This allows the use of VoIP where available.

The configuration uses the Jabra Web Socket Service.

⚠️ CAUTION:
Jabra devices are only available when using the Google Chrome web browser.
Installation

Pre-requisites

Avaya Equinox for Web must be setup and operating before proceeding with the Jabra configuration.

The Jabra devices will only work using Avaya Communicator on the Windows operating system. Macintosh systems and Chromebooks are not supported.

An Internet connection is required.

Procedure

Before the Jabra device can be used with Equinox for Web, the Jabra Web Socket Service must be installed onto the computer.

1. From within Avaya Equinox for Web, go to Menu > Settings > Devices. Click Download under Jabra to download the Web Socket Service file to your computer. Double-click the file to install the service into Windows.

2. After the download has finished, double-click the file to install the service.
3. When it has finished installing, under Windows Control Panel > Programs and Features, the Jabra Web Socket Service will appear.

4. Reboot the computer to update the registry with the new program data.
Configuration

Once the Jabra drivers have been installed, Avaya Equinox for Web must be configured to use the Jabra device for both audio input, recording, and making calls.

1. Plug the Jabra device into the computer’s USB port.
2. Click the presence strip at the top of the window. Choose Softphone.
3. Go to Menu > Settings and open the Devices tab.

4. Enable the items for Jabra beneath both Playback devices and Recording devices.

5. Logout and login to have Avaya Equinox for Web make the changes operational.
All calls that are made or received to the local extension will be passed through the selected Jabra device.

Call Controls

Call controls from the device itself are limited.

Placing a call can be done either through the Avaya Equinox for Web dialer, or from the keypad of the device.

From the device, the Hold, Mute and Hangup functions are supported. When present on the device, the speakerphone option is also available and is controlled from the set.
The keypad within Avaya Equinox for Web also supports call transfer during the call.

While ringing

Call answered
Chapter 5: Using Avaya Equinox for Web with Plantronics Devices

Introduction

Plantronics® make a series of USB and wireless telephony devices which are supported using Avaya Equinox for Web. The Plantronics hardware can be configured as the default device for Avaya Equinox for Web, so the Plantronics device will be used to placing or receiving telephone calls instead of the Avaya default. This allows the use of VoIP where available.

The configuration uses the Plantronics Hub Software.

⚠️ CAUTION:
Plantronics devices are only available when using the Google Chrome web browser.
Chapter 5: Using Avaya Equinox for Web with Plantronics Devices

Installation

Pre-requisites

Avaya Equinox for Web must be setup and operating before proceeding with the Plantronics configuration.

An Internet connection is required. Plantronics integration is not supported on Chromebooks.

Procedure

Before the Plantronics device can be used with Equinox for Web, the Plantronics Hub Software must be installed onto the computer.

1. From Avaya Equinox for Web, go to Menu > Settings > Devices. Click Download under Plantronics to download the file to your computer.

   Double-click the downloaded file to install the application into Windows.

   ![Download Button](image)

   **Note:** When using Mac system, it is necessary to enable and change devices through the O/S System Settings.
2. When it has finished installing, under Windows Control Panel > Programs and Features, the Plantronics Hub Software should be present.

3. Reboot the computer to update the registry with the new program data.

⚠️ **Important:**

The Plantronics Hub Software must be installed and running or the device will not work properly. When the program is running, an icon appears in the system tray. If the icon is not present, launch the program from the Start menu.
Chapter 5: Using Avaya Equinox for Web with Plantronics Devices

Configuration

Once the Plantronics drivers have been installed, Avaya Equinox for Web must be configured to use the Plantronics device.

1. Plug the Plantronics device into the computer’s USB port.
2. To select Plantronics as the telephone device, click the Presence strip at the top of the window.

Choose Softphone as the Phone device.

![Configuration Image]
3. Go to Menu > Settings and open the Devices tab.

4. Enable the Plantronics device beneath Recording devices. Leave the Playback devices set to Default.

**Note:**
When using Mac system, it is necessary to enable and change devices through the O/S System Settings.

5. Logout and login to have Avaya Equinox for Web make the changes operational.
All calls that are made or received to the local extension will be passed through the selected Plantronics device.

## Call Controls

Call controls from the device itself are limited.

Placing a call can be done either through the Avaya Equinox for Web dialer, or from the keypad of the device.

From the device, the Hold, Mute and Hangup functions are supported. When present on the device, the speakerphone option is also available and is controlled from the set.
The keypad within Avaya Equinox for Web also supports call transfer during the call.

While ringing  Call answered
Chapter 6: Logging Into the Client

Launching the Extension / Add-On

The application should start automatically each time the browser is opened. If it does not, you can manually start the application by clicking on the Avaya Equinox for Web icon 🐐 to the right-hand side of the browser address bar.

If enabled, clicking on the slider will also start the program.
Logging In

When first launched, the application needs to know which security credentials to use.

1. At the login window, choose which set of credentials to login with.

- When selecting **Google** credentials, you will be asked which Google account to use to access the program. Choose an account, or enter the details for another.
● When using **Office 365** credentials, the browser will open the Office 365 login screen. Select this option, then sign-in with your Office 365 account.

![Office 365 login screen](image)

**Note:** An active Office 365 account is required.

● When selecting **Salesforce**, a browser page will open to the Salesforce.com login screen.

![Salesforce login screen](image)

Enter your Salesforce username and password in the spaces provided.

Click **Log in** to Salesforce.

**Note:** An active Salesforce account is required.
Chapter 6: Logging Into the Client

- Using **Email account** credentials provides a web-based authentication solution for sites where security profiles and other considerations make other login options impossible. A user account must be created before a login can proceed (see Creating an Account with Zang on page 65).

  When prompted, enter your Zang account username and password. Click **Login**.

2. The extension has been installed. The icon will be gray 🐾 when the program is not running, and it will be in color 🐾 after log in.

3. Click the Avaya Equinox for Web icon or the slider to launch the program.
Note:
The slider is an option that is enabled from the Settings > Options page. Enable the Embed to all opened pages item. The panel displayed when clicking on the slider is independent of the panel that is opened from the icon; each can be used to display different information. Once this setting has been changed, close and relaunch the browser.

Creating an Account with Zang

Zang account credentials provide a web-based solution for sites where Gmail, Office 365 and Salesforce authentication are not used. Before you can use email credentials to login, it is necessary to create an account with Zang.

1. Click Create account from the opening page of Avaya Equinox for Web.
Chapter 6: Logging Into the Client

2. At the Create an account screen, enter the email address you want to use with this account, then click **Confirm Address**.

3. If an account has already been created for that email, you will be asked to enter a different address. Click **Confirm Address** when ready.
4. Once you have an available address, a confirmation email will be sent to that address.

Click the **Confirm!** link in the email to validate your account.
5. On the My New Account screen, enter your first and last names, and the password you want to use with the account. Re-enter the password.

When finished, click **Create Account**.

6. Click **Accept** to give the program the necessary permissions.
7. Your new account has been created. You will be logged into the Dashboard.
Chapter 6: Logging Into the Client

Comments on this document? infodev@avaya.com
Chapter 7: Client End-User Guide

Introduction

Note:
By default, many web browsers block pop-ups automatically.

◦ Avaya Equinox for Web, when used as a plug-in with Salesforce, requires pop-ups to access advanced searches when identifying incoming callers and accessing records.

If this applies to you, ensure that pop-ups are permitted in your browser settings. Turn off any pop-up blocking options on your computer.

Tip:
Avaya Equinox for Web also works on Google Chromebooks.

Presence Management

The bar across the top throughout the application allows you to modify your current availability and default telephone device. Share with everyone in your contacts list your status and whether or not you are free.
Click in the presence bar at the top of any page.

**Presence**

From this pane, you can set your availability and enter a location.

**Presence label:** In the space provided, enter the text that you want to appear beside your availability tag in the presence bar. This value will be seen by other contacts using the extension.

- **Automatic:** Enabled by default, set this option to have your presence display dynamically change when you pick up the telephone receiver, go offline, or your system is flagged as idle by the server.
- **Available:** Click this icon to show other users that you are able to take calls and join chat sessions.
- **Away:** Select this option to show that you are away from your desk or on the phone.
Do not disturb: Enable this option to show others that you are unavailable at the moment, and that they should try again later.

CAUTION:
These settings affect the display of your status bar only. No additional call routing is provided.

Only one of these options can be enabled at one time.

Phone device

Use this field to set your current telephone device from the list of those available. Incoming and outgoing calls will be made through the selected device.

- Software enabled telephone that places calls through the computer and network/Internet connection.

Note:
These devices are configured by the administrator on the system hardware. All options may not be available at all sites.

Note:
When using Mac system, it is necessary to enable and change devices through the O/S System Settings.

Searching for Contacts

The search bar appears throughout the application just below the connection status bar. Use this field to look through the contact database to find the person you want to connect with. The results of a search will displace the current screen.

To search the company directory, and your client app (Gmail, Office 365, Salesforce) contacts, type the mailbox number, extension, email address, or the contact’s first or last name into the Search or dial field.
Chapter 7: Client End-User Guide

A search for john will find:

John Carter
Brian Johnson
it.guys@chrisjohn.com.

All contacts that match the entered parameters are displayed.

Click the phone icon beside a contact to place a call to their extension. Select the number to call. Your default device will ring, and you will be connected once you answer.
Click the arrow beside a contact to view their Actions page.

Click × to clear the search parameters and return to the previous page.
Phone

The Avaya Equinox for Web client includes a dialpad where you can manually place a call through your default device, or search the directory to call a specific contact. This tab also contains the history of your Active (ongoing) and Recent (completed) calls.

Use the dialpad to place a call to any number or extension.

Click the **Menu** icon and choose **Phone**.
Use the mouse to press the keys, or enter the numbers through the computer keyboard. When ready, click **Dial** to place the call through the currently selected telephone device.

You can also enter a number or a person’s name into the search field to find the contact, then click **Dial** to place the call automatically.

If multiple matches are found, an icon showing the number of matches appears. Click the icon, and when you select the contact you want to reach, the call will be placed immediately.
Incoming Notification

Whenever a message or telephone call has been received, a red light will flash in the menu bar to alert the user. There will also be a pop-up on your computer desktop if this option is enabled.

Call Controls

Call Controls are available whenever a call is made through the Avaya Equinox for Web dialer, from the dialpad of the device, and for all incoming calls received.
From the telephone, the Hold, Transfer and Hangup functions are supported. When present on the device, the Speakerphone is also available and is controlled from the set.

- **Put on hold** will pause the call, muting the microphone and allowing another call to be placed.
- Use **Transfer/Join** send the call to another number, or create a conference call between multiple contacts.

**Transfer**: Clicking the Transfer/Join button puts the caller on hold. Dial the extension to send the call to, then click Complete Transfer and hang up.

**Join**: Clicking the Transfer/Join button puts the caller on hold. Dial the extension of a contact to add to the conversation, then click Complete Join to conference all 3 callers together. Repeat to add as many contacts to the conference as required.

**First call answered**

- **Complete Transfer** and hang up or...

**Keypad/Dialpad** to bring up a number pad which will allow you to enter additional keystrokes for the call. If you need to enter a security code, a PIN, or a mailbox number, use this number pad.

- When sending a call to another number, click **Complete Transfer** to forward the call once the second number starts to ring.

- When creating a conference call, click **Complete Join** to bring all contacts into the conversation.
If both parties have video calling enabled and a webcam configured, clicking this button will change the telephone call into a video call. Click in the video window to expand the image to full screen. Click again to return to windowed mode. If no webcam is configured, this option will not appear.

Note:
The video calling feature must be configured by the administrator before this option will be available. Contact your admin for more information.

- Click **Hangup** to end the call, or to cancel a Transfer/Join.

Note:
If you click Hangup before completing a Transfer/Join, click **Resume** to reconnect with the caller on hold.

You can navigate away from the Call window without interrupting the call.
Active Calls

Displays all ongoing (Active) telephone conversations. Click on a call to view the Call Controls.
Recent Calls

The specifics for Recent telephone calls are kept here. The details of the call are shown.

Contact name (and # of calls)  Other contact numbers
Contact number or extension  Call duration
                                      or
Answered/Not Answered  Call not answered
Date and time of call

Click on any Recent entry to reconnect with that person. Click the contact to place a call back to the listed number, or click the arrow to choose the number to call for that contact.
Collaboration

A document that is stored on Google Drive, and that is shared with other people, can be used to start a meeting.

The document must be open in Google Docs, and not previewed directly from the drive, before it will appear on the Collaboration tab.
Click the document to invite everyone that it was shared with to a Equinox Conferencing meeting or a Google Hangout. Click on one of the Collaboration Actions options to start the event, with all contacts who had the document shared receiving an emailed invitation to join.
Conversations

The Conversations menu item shows all of your past chat session history.

Click on any entry to continue the conversation with that contact.
To start a new conversation, click **Start a conversation** and search for a contact.
**Open** - A conversation remains under the Open tab if there are unread messages present, either those you have sent out or those you have received. Once all messages in a conversation have been read, the item disappears from the Open tab.

**Recent** - All conversations that you have had appear here including those that are still Open. After a period of time configured in Avaya Multimedia Messaging, the messages are removed from the tab but are saved to an archive. When you return to a conversation with this contact, the older exchange will reappear.

**Note:**
Selecting **Leave Chat** from the Actions menu will delete the conversation from both tabs.

---

**Activities**

The lower portion of the window lists all unheard voice messages.
Click on an entry to play the message. Click the **Clear Alert** icon to remove all items from the list.
**Actions**

Use the Actions tab to interact with the contact in other ways. These options may require additional licensing, so contact your administrator for details.

A **Group chat** session occurs when more than 2 people are involved in the exchange. You will be asked to create the list of contacts to invite.
1. The current contact has already been added to the list. In the **Search** bar, enter the name of an additional contact to invite to the chat. The program will display all matching names. Click the plus sign to the right of the person’s name to include them in the session. To remove someone from the list, click the trash can beside their name.

2. Each invitee will notice a flag beside the extension icon in the address bar, and a flashing dot will appear in the program to alert them to the incoming message.

3. When all contacts have been added, click **OK** to start the meeting.

   **Note:**
   All participants to a group chat session can read all messages and post new messages to the group.
4. Once the group chat has begun, additional people can be brought in by clicking the Invite people icon.

WebEx / Equinox Conferencing / Hangout

Launch a WebEx meeting, a Google Hangout, or an Equinox Conferencing event from the Actions tab. If there is a chat session currently in-progress, it will continue during the event.

Cisco’s WebEx, Google’s Hangouts, and Avaya’s Equinox Conferencing are applications that can be used to setup larger meetings, and can include desktop and program sharing, whiteboards, and audio / video conferencing. Both applications are launched within a browser, but they may require some additional licensing, extensions or plug-ins to be installed.

**Note:**
The Esna iLink for WebEx application must also be installed if WebEx meeting support is required. Avaya Equinox Web Scheduling must be installed if Equinox Conferencing support is required. If these are not installed, then these icons will not appear in the program.

1. Search for a contact and select WebEx, Hangout, or Equinox Conferencing from their Actions tab.

**Note:**
Where appropriate, the necessary licenses for each program must be purchased separately.

2. For the person who started the event, Avaya Equinox for Web will automatically launch the chosen application to host the meeting.
● For Equinox Conferencing:
The iLink for Avaya Scopia Desktop Instant Meeting window appears. The selected contact is already included as an attendee, and additional people can be invited to the meeting using the Close and add another attendee button. There is also an option to add a PIN to provide secure access to the meeting if desired. Click Create meeting now to launch the Equinox Conferencing meeting in a browser and send each attendee an IM invitation which includes a link to join the meeting.

● For Google Hangouts:
Google Hangouts will launch in the browser window. Click Join to start the meeting. The contact will receive an IM invitation to join the event. The invitation includes a link to join the meeting. Additional contacts can be added by clicking Invite people once the event has started.

● For WebEx:
The iLink for WebEx Instant Meeting window appears which allows you to setup the meeting parameters (i.e. password access) and add additional participants. The selected contact is already included as an attendee. Click Create meeting now to
launch the WebEx meeting in a browser and send each attendee an invitation through their chat window. The invitation includes a link to join the meeting.

Tip:
Refer to the Equinox Conferencing, WebEx or Hangout documentation for details on available features for these applications.
Share location 📍

Select this item to send a Google Maps image through Chat that shows your location.

Click I'm at above the map to open Google Maps in a browser with a larger version of the map displayed.

Share document 📄

Use this option to share a document with the contact. The document must be stored on Google Drive, and you must have it open in Google Docs (or Sheets, etc.) before it will be available on the list to share.
Once shared, the contact will receive a link in their chat window that will take them to the document. The contact will also be added to the list of people authorized to view the document. Click the document to share to send a link to the document to the contact.
Share web page

The Share web page item will display a list of all pages open in the browser. Click on the desired page to send the contact a link to that site in the chat window.

Subscribe/Remove

Click this icon to add a contact (Subscribe) to your Favorites group. If they have previously been subscribed to, click Remove to delete them from your list. The contact’s details will remain in the database, but they will no longer appear in the extension except through a search. A contact can be subscribed to again at any time.

Leave chat

Use this item to leave the current chat session. The entry will be removed from both the Recent and Open lists.
The Menu button at the top of the screen provides instant access to your chat and telephone archives. It also gives access to program configuration items so you can customize your experience.
Settings

Use the options under **Settings** to configure the program to work the way that you do. Specify your default telephone device, and which audio and video hardware to route traffic through when using a softphone.

**Devices**

The **Devices** tab is where the various hardware devices are chosen. Enable one option from each listed category to configure your user experience.

**Note:**
Hardware devices must be installed and connected to the computer or they will not appear in the list.

**Note:**
When using Mac system, it is necessary to enable and change devices through the O/S System Settings.

**Playback devices**

Select which set of speakers to use when listening to telephone and video conversations (i.e. desktop speakers or headphones).

**Recording devices**

**Recording devices** allows you to pick the microphone to use when on a call (i.e. headset mic or built into a webcam).
Chapter 7: Client End-User Guide

Capture devices

This option shows the webcams currently connected to the computer. The chosen device will be used for all video functions.

Device control packages

If additional telephone hardware is available, specify here which set of controls you want to use to place and receive telephone calls.

**Jabra / Plantronics** is used if you have the appropriate telephone hardware attached to your device.

**None** is the default setting used when there is no additional hardware attached.

**Note:**
Additional drivers may be required to use the Jabra or Plantronics telephones.
Options

Configure your Options to have the application work the way you do. Each item on this list toggles on / off. All of these settings are optional. Although none are required, some are enabled by default.

Calls

This section of Settings allows you to configure how the program handles incoming and outgoing telephone calls and alerts.
● **Autoanswer when available**, on incoming calls, will cause your default telephone device to answer the call, if possible, after several seconds if you are **Available**. On a desktop telephone, if the handset is still on the hook, the call will be answered by the speakerphone.

● When this option is enabled, **Start video automatically** will use your local capture device to transmit a video signal with the call. The call recipient will be able to see your video stream. If they also have video enabled, you will see their stream on your monitor.

![Image of a video call interface](image)

● The **Publish call status** option determines whether or not other people using Avaya Equinox for Web will see when you are on the phone. This appears beside your name in the **Favorites** list, and may be included with notifications.

● Enable the **E.164 dialing** option to have telephone calls formatted using this international system.

### Dialing rules

These values are added to outgoing calls in order to automate the process. They are typically drawn from the server, but can be modified by the user. This is helpful when traveling outside of the office environment to places that have different rules.

### Phone recognition

These settings control any additional numbers that are added to a dialed number.

● The administrator will configure the values for **Area code** and **Country code** on the server, and those values will be displayed here. Change these settings if you are out of the office and require different local dialing rules at your location.
● Always show all matches changes the manner in which search results are displayed. When enabled, the program will show all matches to a search, with multiple versions of the phone number parsed using the local dialing rules (e.g. enter 7079700, results are +1(905)707-9700 or 90 5 707 9700). When disabled, the phone number will not be parsed and will be shown and dialed as entered (e.g. 7079700).

Integration

Integration controls how Avaya Equinox for Web interacts with your other applications.

● When the Google Hangouts box is enabled, the presence bar will be updated whenever you join a Hangout.

● Embed to all opened pages will add the Avaya Equinox for Web slider to the browser window to make accessing the extension much easier. Reboot the browser after setting this option to complete the change.

Note:
Video calling is not available when launching the extension from the slider.
Chapter 7: Client End-User Guide

Tutorials

Turn on Show all tutorials to enable the in-program learning pop-ups that will help guide you through the application.

Alerts

This menu allows you to define how and when the program provides notifications regarding your contacts and calls.

- **Sounds**
  This section covers how the application alerts you to changes. Choose whether or not the application will play a sound when an alert is generated.
  - Enable **Use sounds** to play a sound effect when a notifiable event occurs. If this item is turned off, only on-screen prompts will be used for notifications.

- **Notifications**
  Specify if the application creates a pop-up alert in the Windows desktop.
  - **Online status change** - the contact logs in or out of Avaya Equinox for Web.
  - **Availability change** - an online contact becomes available / unavailable / away.
Chapter 7: Client End-User Guide

- **Incoming chat** - generates an alert whenever someone else wants to start a text chat session with you.

- **Active call** - an alert is generated when you receive an incoming telephone call.

![Notifications in Windows Desktop](image)

---

### Click-to-Dial

On web pages that contain telephone numbers, Avaya Equinox for Web will recognize the numbers and place a click-to-dial icon beside each one.

![Click-to-Dial](image)

Click the icon to place a call to that number through Avaya Equinox for Web.

![+1-908-953-6000](image)
Contact Cards

Once the extension has been installed into the browser, Avaya Equinox for Web functions can be accessed through Gmail or Office 365 interface.

Contact Cards are not supported in Salesforce.

Gmail

- From the main page in Gmail, hover the mouse over any listed contact in the From column. This will open the Contact Card for that person. Click the icon to open that person's page in Avaya Equinox for Web.
● Open an email and locate the sender's contact details in the upper left corner of the message.
Hover the mouse over the sender to open the Contact Card.
Click the Avaya Equinox for Web icon in the bottom right-hand corner of the Card.
The Avaya Equinox for Web page for that contact will open.

● Open an email and hover the mouse over the People Widget at the right side of the window.
Click the Avaya Equinox for Web icon.
The Avaya Equinox for Web page for that contact will open.
Office 365

1. Open Office 365 and select **Mail** from the main menu.

2. Open an email message, then click the contact’s name or picture in the right-hand pane. This opens the person’s contact card.
3. Click the Avaya Equinox for Web icon. The page for that contact will open.
Appendix A: Configuring Site Profile

Introduction

⚠️ **WARNING:**
The contents of this document are intended for advanced users only.

The Zang Inc. licensing engine enables provisioning of application settings on a per customer domain basis. This is termed the **Site Profile**. Once the parameters have been applied to a site, they are picked up by the client application at the next login.

The site profile is defined as a JSON object. The parameters that are available depend upon the application.

Not all applications are supported.

💡 **Tip:**
Please be aware that the settings names are case sensitive.
Appendix A: Configuring Site Profile

Configuring the Site Profile

The site profile is created and modified from the accounts.zang.io website. Profile changes are specific to each product; changes to one application will not affect another.

1. Open a web browser and go to accounts.zang.io. Login using administrator credentials.

2. From the dashboard, select Manage Companies from the left-hand pane. Click on the company (or use the Edit button) you wish to modify the profile for. If necessary, use the search field to locate the company.
3. On the **Company Profile** page, open the **Apps** tab. Click **Avaya Equinox for Web**.

   ![](image1.png)

4. Make the necessary changes to the script in the window. Refer to the **Programming Commands** section of this manual for complete details.

   ![](image2.png)

5. When all of the changes have been made, click **Save**.
   
   The next time a user logs into the application, the new profile settings will be used.
Programming Commands

The parameters available are specific to the application that they are to be applied to.

Parameters

Settings Object

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>iLinkServer</td>
<td>String. ACAL server name required if desk phones are to be controlled via Equinox for Web. Should be set to &quot;-&quot; if not used, or in the form server.domain.com if used.</td>
</tr>
<tr>
<td>JabberServer</td>
<td>String. Avaya Aura Device Services server name in the form server.domain.com</td>
</tr>
<tr>
<td>IM Server</td>
<td>String. Avaya Multimedia Messaging Server name in the form server.domain.com</td>
</tr>
<tr>
<td>MediaServer</td>
<td>String. Avaya Equinox Web Gateway Server in the form server.domain.com</td>
</tr>
<tr>
<td>Profiles</td>
<td>String. Avaya Equinox Web Gateway Server in the form server.domain.com</td>
</tr>
</tbody>
</table>

Example

```javascript
{
    "JabberServer": "something-aads.avaya.com",
    "IMServer": "myserver-amm.avaya.com",
    "iLinkServer": "-",
    "MediaServer": "gateway-aew.avaya.com",
}
```

The behavior described here is subject to change.
# Appendix B: Revision History

<table>
<thead>
<tr>
<th>Date</th>
<th>Issue</th>
<th>Change Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 November, 2015</td>
<td>1.0.0</td>
<td>(a) ● Initial Release, split Client from Admin guide.</td>
</tr>
<tr>
<td>3 December, 2015</td>
<td>1.0.0</td>
<td>(b) ● Revised OnEsna account creation.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● Updated iChrome screenshots to current.</td>
</tr>
<tr>
<td>4 December, 2015</td>
<td>1.0.0</td>
<td>(c) ● Change Call Control features to conform to what is available in the program.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● Updated all screenshots.</td>
</tr>
<tr>
<td>8 December, 2015</td>
<td>1.0.0</td>
<td>(d) ● Polish pass to correct language and outdated references to deleted features.</td>
</tr>
<tr>
<td>21 December, 2015</td>
<td>1.0.0</td>
<td>(e) ● Updated iChrome screenshot and text to reflect the addition of ACW-Aura, different from ACW.</td>
</tr>
<tr>
<td>6 January, 2016</td>
<td>1.0.0</td>
<td>(f) ● Changed caption on an image from &quot;ilink&quot; to &quot;avaya&quot;.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● Updated several references from IPO to Aura.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● Added note that collaboration is not supported under Salesforce.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● Added screenshot of Salesforce login to &quot;Allow access&quot;.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● Removed reference to IE limit on WebRTC and softphones. ACW-A does not support softphones.</td>
</tr>
<tr>
<td>19 January, 2016</td>
<td>1.0.0</td>
<td>(g) ● Changed call control images and text to refer to &quot;Dialpad&quot; instead of &quot;Keypad&quot;.</td>
</tr>
</tbody>
</table>
## Appendix B: Revision History

<table>
<thead>
<tr>
<th>Date</th>
<th>Issue</th>
<th>Change Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>26 January, 2016</td>
<td>1.0.0 (h)</td>
<td>• Changed pop-up notification and text to refer solely to incoming telephone calls to the user.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Restored the mute microphone button.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Remove incoming call notification from the browser address bar. Added the pop-up notification.</td>
</tr>
<tr>
<td>2 February, 2016</td>
<td>1.0.0 (i)</td>
<td>• Changed from alpha to Beta release.</td>
</tr>
<tr>
<td>4 February, 2016</td>
<td>1.0.0 (j)</td>
<td>• Added note regarding restricted access in China re: Google blockage.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Name changed from ACW-A to AACW. Updated screenshots.</td>
</tr>
<tr>
<td>25 February, 2016</td>
<td>1.0.0 (k)</td>
<td>• Expanded Searches.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Included Hover Cards.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Removed references to &quot;Cancel Transfer/Join&quot;.</td>
</tr>
<tr>
<td>21 March, 2016</td>
<td>1.0.0 (l)</td>
<td>• Removed Mute option from call controls.</td>
</tr>
<tr>
<td>21 April, 2016</td>
<td>1.0.0 (m)</td>
<td>• Added note regarding the need for .NET 4.0+ on the client computer to use iChrome (IE).</td>
</tr>
<tr>
<td>14 October, 2016</td>
<td>1.0.0 (1)</td>
<td>• Added Presence.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Added chapters on Jabra and Plantronics devices.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Added SalesForce integration notes.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Updated list of available Actions.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Added WebEx integration.</td>
</tr>
<tr>
<td>1 December, 2016</td>
<td>1.0.0 (2)</td>
<td>• Updated images and text to reflect rebranding.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Added video calling.</td>
</tr>
<tr>
<td>6 December, 2016</td>
<td>1.1.0 (3)</td>
<td>• Presence option for &quot;Automatic&quot; added.</td>
</tr>
<tr>
<td>8 December, 2016</td>
<td>1.1.0 (4)</td>
<td>• Removed Internet Explorer configuration.</td>
</tr>
<tr>
<td>9 December, 2016</td>
<td>1.1.0 (5)</td>
<td>• Added note stating the Plantronics s/w must be running.</td>
</tr>
<tr>
<td>Date</td>
<td>Issue</td>
<td>Change Summary</td>
</tr>
<tr>
<td>----------------------</td>
<td>---------</td>
<td>---------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>20 December, 2016</td>
<td>1.1.0 (6)</td>
<td>● Removed 'Clear History' option, and added 'Leave Chat'.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● Added Conversation menu item.</td>
</tr>
<tr>
<td>9 January, 2017</td>
<td>1.1.0 (7)</td>
<td>● Updated screenshots and out-of-date text.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● Corrected a tip regarding Chromebook support.</td>
</tr>
<tr>
<td>6 November, 2017</td>
<td>1.1.0 (8)</td>
<td>● Changes to devices on Mac require changes to the O/S System Settings.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● Creating a meeting sends and IM invitation rather than email.</td>
</tr>
<tr>
<td>13 November, 2017</td>
<td>1.1.0 (9)</td>
<td>● Corrected many small changes to screenshots and some minor procedural adjustments.</td>
</tr>
<tr>
<td>11 January, 2018</td>
<td>1.1.0 (10)</td>
<td>● Added Configuring Site Profiles chapter.</td>
</tr>
<tr>
<td>16 February, 2018</td>
<td>1.1.0 (11)</td>
<td>● Updated the Call Center configuration file.</td>
</tr>
</tbody>
</table>
Glossary

S
Slider - A Slider is a small tab that sticks out from the lower right-hand-side of a browser window and is linked to a specific application. Clicking on the slider will launch the extension/add-on associated with it.

Softphone - A softphone a computer program for placing and receiving telephone calls through a computer. It uses the computer’s microphone, speaker and video capabilities to establish a connection to your contacts through the Internet.

V
VoIP - Voice over Internet Protocol allows computers with Internet access to transmit and receive voice and video data over their connection. These calls are not subject to telephone fees or long distance charges as they make use of the existing Internet connection.
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