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</tr>
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Comments on this document? infodev@avaya.com
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Chapter 1: Introduction

Purpose

This document describes how to set up and use Avaya Equinox™ for Android, iOS, Mac, and Windows.

Change history

The following table describes the major changes made in this document for each release:

<table>
<thead>
<tr>
<th>Issue</th>
<th>Date</th>
<th>Summary of changes</th>
</tr>
</thead>
</table>
| 2, Release 3.0 SP1 | January 2017 | • Added information on the Bridged Line Appearance (BLA) feature. Currently, only Avaya Equinox™ for Mac supports the BLA feature.  
• Added information on the shortcut keys for Avaya Equinox™ for Mac and Windows. |
| 1, Release 3.0   | December 2016 | • Consolidated all existing user guide content into this document. In previous releases, there were separate user guides for each platform.  
• Added content related to Avaya Equinox™ for Mac.  
• Changed product name from Avaya Communicator to Avaya Equinox™. |
Chapter 2: Avaya Equinox™ overview

Avaya Equinox™ client is a soft phone application that provides users with access to unified communications (UC) services. You can access the Avaya Equinox™ client on the following platforms:

• Mobile platforms: Android and iOS. You can use the:
  - Android platform from a mobile phone or tablet
  - iOS platform from an iPad, iPhone, or iPod Touch
• Desktop platforms: Mac and Windows.

With Avaya Equinox™ client, you can use the following functionality:

• Make point-to-point audio and video calls.
• Listen to your voice mail messages. You can view voice mail messages only on mobile clients.
• Join and host conference calls with moderator control features.
• Use point-to-point and conference call control functionality. You can also add participants to a conference.
• Answer calls, send calls to voice mail, forward calls, and extend calls to your mobile phone if EC500 is configured.
• Share a portion of the screen, your whole desktop, an application, or a whiteboard while on a conference call on desktop platforms.
• View a portion of the screen, the whole desktop, an application, or a whiteboard shared by another conference participant.
• View your call history.
• Perform an enterprisewide search using Avaya Aura® Device Services or Client Enablement Services on mobile clients and using Avaya Aura® Device Services or LDAP on desktop clients.
• Access your Avaya Aura® and local contacts.
• Send instant messages.
• Capture photo, audio, video files, and send generic file attachments in an IM conversation.
• Manage your presence status and presence status message.
• Log in to your extension and join calls with multiple devices if Multiple Device Access (MDA) is configured.
Dual registration is also supported as MDA.

**Note:**

Some Avaya Equinox™ features must be configured for your enterprise before you can use them.

---

### Multiple Device Access overview

Avaya Equinox™ supports Multiple Device Access (MDA), which you can use to:

- Log on to the same extension from multiple devices, including mobile EC500 devices.
- Answer a call from multiple devices.
- Join an existing call from other logged in devices.
- Hear simultaneous ringing on all logged in devices when a call is made to your extension.

The Avaya Aura® network configuration, which your administrator configures, determines:

- The number of devices that you can log in to at the same time.
- Whether the first or last logged in device is denied login access when you reach the maximum simultaneous device limit.

For more information, see *Planning for and Administering Avaya Equinox™ for Android, iOS, Mac, and Windows*.

---

### MDA limitations

#### Support on other devices

- Some devices do not support MDA. You might be able to log in to these devices using the same extension that you used to log in to your Avaya Equinox™ client. However, other MDA functionality, such as the ability to answer a new call or join an existing call might not work properly.

#### Video escalation

- When more than one device is on a call, you cannot escalate the call to video. If additional devices drop from the call and only one device remains on the call, you can escalate that call to a video call.
- When a second device joins a video call, the video screen becomes blank.
- An EC500 device cannot escalate to a video call at any time even if the EC500 device is the only device on the call.

#### Joining calls

If one of the devices on a call is on hold, another device cannot join the call.
Bridged Line Appearance overview

Use the Bridged Line Appearance (BLA) feature to give single-line and multi-appearance telephones an appearance of another telephone number. With BLA, the user can make, answer, and bridge onto calls to or from the telephone number of another user.

The terms primary number, primary telephone, and primary station all mean the same thing.

The primary number is the extension that you want other extensions to bridge onto. For example, if you want extension A as the primary number to also have call appearances on extensions B, C, and D, the administrator must access extensions B, C, and D using the Station screen, and bridge each extension to extension A.

A typical use case for the BLA feature is a boss and secretary scenario, where primary number is of the boss and BLA number is of the secretary. When someone calls the boss, either the boss or secretary can answer the call. If a call is initiated to a secretary, the boss cannot see this call or bridge onto it. Boss can bridge onto a call only after the call is answered by the secretary.

Currently, only Avaya Equinox™ for Mac supports the BLA feature. For the BLA feature to be available, the administrator must provision the BLA feature for your extension.

To make a call using the BLA extension, you need to first select the primary extension appearance and then dial on behalf of the primary extension. Avaya Equinox™ for Mac displays whether an incoming call is to your primary extension or a BLA extension. Call notifications for BLA calls include the called party information. To join a call, you need to just select the call. Avaya Equinox™ for Mac displays whether a call is active on your primary extension or BLA.

Interactions for Bridged Line Appearance

This section provides information about how the BLA feature interacts with other features on the system. Use this information to ensure that you receive the maximum benefits of BLA in any feature configuration. For complete information, see Avaya Aura® Communication Manager Feature Description and Implementation.

Automatic Callback

Automatic Callback calls cannot originate from a BLA. However, when Automatic Callback is activated from the primary telephone, the callback call rings at all bridged appearances of the extension and at the primary telephone. This ring is set with priority call distinctive ringing signal.

Call Forwarding All Calls, Call Forward Busy, and No Answer

Call Forwarding can be activated or canceled for the primary extension from any BLA of that extension using a feature access code. When activated, calls to the primary extension do not terminate at the BLAs, but go to the designated forwarding destination.

Call Park

When a call is parked from a BLA, it is parked on the primary extension associated with the BLA.
Call Pickup

Calls that are made to a primary telephone, with alerting at bridged appearances of the primary telephone, can only be answered by pickup group members of the primary number.

- If the Temporary Bridged Appearance on Call Pickup? field on the Feature-Related System Parameters screen is set to \( n \), the primary appearance and all bridged appearances of the call are dropped after Call Pickup is used to answer the call.
- If the Temporary Bridged Appearance on Call Pickup? field on the Feature-Related System Parameters screen is set to \( y \), the primary and bridged call appearance lamps stay lit after Call Pickup is used to answer the call.
- If the primary telephone and the BLA are both in the same pickup group, members in the pickup group can answer a call that is made to the primary telephone that is ringing at the bridging user’s telephone. This can be done instead of selecting the BLA button.
- If the primary telephone and the BLA are not in the same pickup group, members in the same pickup group as the BLA telephone cannot answer a call that is made to the primary telephone.

When a user dials the Call Pickup FAC on a BLA, the system interprets the action as an attempt to answer a call from the call pickup group of the primary telephone. When operating this way, the covering user can act as the primary user and provide the same call pickup coverage if required.

Send All Calls

Single-line device: When a single-line device is administered as a BLA, the user cannot invoke Send All Calls for the extension of their device. The user does not have a send all calls button, and the call appearance is associated with another extension, that is, primary. When the user dials a FAC, Send All Calls is activated for the extension associated with the call appearance.

Multiappearance telephones: A user with BLAs can activate or deactivate Send All Calls for a primary telephone from the bridged appearance.

New in this release

Avaya Communicator is now renamed to Avaya Equinox™. You can use Avaya Equinox™ Release 3.0 to:

- Use the updated and improved user interface.
- Support the Mac operating system.
  
  Avaya Equinox™ is now available across a full range of platforms, such as Android, iOS, Mac, and Windows.
- Tag any contact as favorite.
  
  If you tag a local contact as a favorite, the contact is copied to the central contact store so that all favorite contacts are available on any device.
- Edit non-local contacts and add new external contacts without the limitation to add contacts only from directory search.
- Link the Do not disturb feature to the Send All Calls feature. This enables a single action to:
  - Notify presence watchers that you do not want to be disturbed.
- Prevent incoming instant message notifications.
- Prevent incoming calls from disrupting you. Calls are sent to voice mail or other coverage path.

- Integrate natively into Avaya Aura® Conferencing and Avaya Scopia® to provide conferencing features across all clients.
- Make and receive point-to-point video calls.
- Escalate from an audio call to a video call, a point-to-point call to a conference call, or an IM session to a call.
- Perform shared control with deskphone on desktop clients.
- Work with voice features such as:
  - Unattended transfer.
  - Enhanced call forward.
  - Call park or unpark: Only on desktop clients.
  - Call pickup.
  - Communication Manager adhoc conferences, that is, consultative conference with up to 6 parties.
  - Exclusion.
  - Auto callback: Only on desktop clients.

- Work with Avaya Aura® Device Services.

Avaya Aura® Device Services integrates with existing sources of contacts, such as Avaya Aura®, Microsoft Exchange, local contacts, and enterprise directory. Avaya Aura® Device Services consolidates contacts on the server so that Avaya Equinox™ clients access a common source.

- Use enhanced Auto-Configuration and Unified Login with Avaya Aura® Device Services.
- Perform an unified search.
- Support Microsoft Outlook plugin on Avaya Equinox™ for Windows.
- Perform most of your daily activities in the enterprise from the home screen. For example:
  - Join meetings with one touch and view your meeting calendar. You can view the calendars available in the native calendar application.
  - Return important missed calls and view your call activity.
  - Respond to the latest messages and view your active conversations.

- Benefit from security enhancements including:
  - Private trust store and certification distribution.
  - AES-256 cipher support for encrypted media streams.
  - TLS version 1.2.
  - Enhanced Hostname Validation.
New features specific to Android and iOS platforms

• Universal application adapts to your phone or tablet device to optimize the user experience.
• Point-to-Point Video Calling.
• Avaya Aura® PPM contacts for SIP VoIP configuration. Contacts are synchronized with other clients and SIP deskphones.
• Contact photos with Avaya Aura® Device Services.
• SIP-based Presence, that is, Presence without Client Enablement Services.
• VoIP Call Recovery between internal and external networks.
• Integrate natively into Avaya Aura® Conferencing and Avaya Scopia® to provide conferencing features.
• Cellular Direct: Managed list of phone numbers, which will only be dialed over cellular voice.

New features specific to Mac and Windows platforms

• Voice Features:
  - Send All Calls.
  - Call Park or Unpark.
  - Simple Call Pickup: Answer a call using your telephone for another extension in your call pickup group.
  - Directed Call Pickup: Users can specify what other telephone they want to answer. Pickup groups are not needed with Directed Call Pickup.
  - Extended Call Pickup: Users in one pickup group can answer the telephones for users in another pickup group.
  - Autodials: If the administrator configures one or more autodial buttons for your extension in Communication Manager, you can configure the label and number associated with each button in Avaya Equinox™. You can use these buttons as shortcuts to initiate calls to the numbers that you have configured.
  - Busy Lines: On Communication Manager, the administrator can assign one or more busy indicators to the station. When one or more busy indicators are configured against the station, the list of busy lines is accessible from the Avaya Equinox™ client. Users can initiate audio or video calls to the number configured against the busy indicator.
  - Extend Call to Cellular.
  - Call Forwarding.
• Integrate natively into Avaya Aura® Conferencing and Avaya Scopia® to provide conferencing features.
• Automatic software updates for desktop application with Avaya Aura® Device Services.
• Deskphone audio path mode.
• BFCP sharing while on a P2P video call on Avaya Equinox™ for Mac clients.
• Currently, only Avaya Equinox™ for Mac supports the Bridged Line Appearance (BLA) feature. Use the BLA feature to give single-line and multi-appearance telephones an appearance of
another telephone number. With BLA, the user can make, answer, and bridge onto calls to or from the telephone number of another user.
Chapter 3: Avaya Equinox™ navigation

The following images display the home screen of the Avaya Equinox™ client on mobile and desktop devices. You can access the various settings of Avaya Equinox™ through the home screen as mentioned in the table following the images.

**Mobile client**

1. **History**
   - SIP 5380417, Sam TODAY 2:43 PM
   - SIP 5380417, Sam TODAY 2:40 PM
   - SIP 5380417, Sam TODAY 2:38 PM

2. **Top Of Mind**
   - find someone

3. **Next Meetings**
   - 3:30 PM weekly meeting
     - Dee Kal + 2 others
   - 5:30 PM Sprint Closure
     - Pati, Son (Son) + 3 others
   - 6:30 PM Dev Review
     - Sard, Roy (Roy) + 47 others

4. **More**
   - 3 More Today...

5. **Search**
   - find someone

6. **History**
   - SIP 5380417, Sam TODAY 2:43 PM
   - SIP 5380417, Sam TODAY 2:40 PM
   - SIP 5380417, Sam TODAY 2:38 PM
Avaya Equinox™ navigation

No. | Name | Description
---|------|----------------------------------
1  | Dialpad | Access the dialpad to make an audio or video call.
2  | Menu   | Access the following screens from the Avaya Equinox™ menu:  
  |       | - Top of Mind  
  |       | - Favorites  
  |       | - Contacts  
  |       | - History  
  |       | - Messages  
  |       | - Meetings  
  |       | - Features: Only on mobile clients.

Table continues…
Viewing the Avaya Equinox™ tutorial

Procedure

1. In the Avaya Equinox™ settings, select **Support**.
2. Select **Tutorial** or **Open Tutorial**.
3. Select any of the following:
   - **Skip** or **Skip Tutorial**: To exit the tutorial.
   - **Next**: To view the next screen.
   - **Back** or **Previous**: To view the previous screen.
   - **Done**: To finish viewing and exit the tutorial.

Icons

Avaya Equinox™ displays the following icons on the various screens:

**Presence status**

<table>
<thead>
<tr>
<th>Button</th>
<th>Name</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Available" /></td>
<td>Available</td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Away" /></td>
<td>Away</td>
<td></td>
</tr>
</tbody>
</table>

Table continues…
### History screen

<table>
<thead>
<tr>
<th>Button</th>
<th>Name</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>All History</td>
<td>Complete call history.</td>
</tr>
<tr>
<td></td>
<td>Incoming Calls</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Missed Calls</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Outgoing Calls</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Voicemail</td>
<td>View your voice mail messages.</td>
</tr>
</tbody>
</table>

### Incoming Calls screen

<table>
<thead>
<tr>
<th>Button</th>
<th>Name</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Forward Calls or</td>
<td>Forward calls to another telephone number of your choice.</td>
</tr>
<tr>
<td></td>
<td>Forward Calls Busy/No</td>
<td>Forward calls when you are busy or do not answer.</td>
</tr>
<tr>
<td></td>
<td>Answer</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Send All Calls</td>
<td>Send all calls to voice mail.</td>
</tr>
<tr>
<td></td>
<td>EC500</td>
<td>Activate simultaneous ringing on your deskphone and device for a call that arrives on your deskphone.</td>
</tr>
</tbody>
</table>

### Outgoing Calls screen

<table>
<thead>
<tr>
<th>Button</th>
<th>Name</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>VoIP Call</td>
<td>Calls are made using Wi-Fi or your cellular data.</td>
</tr>
<tr>
<td></td>
<td>EC500 Call</td>
<td>Calls are made using your cellular minutes.</td>
</tr>
<tr>
<td></td>
<td>Call Using Mobile</td>
<td>Mobile number is called back when you make a call.</td>
</tr>
<tr>
<td>Button</td>
<td>Name</td>
<td>Notes</td>
</tr>
<tr>
<td>--------</td>
<td>-------------------------------</td>
<td>----------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td><strong>Call Using Work phone</strong></td>
<td>Work number is called back when you make a call.</td>
</tr>
<tr>
<td></td>
<td><strong>Call Using My Phone</strong></td>
<td>Configured number is called back when you make a call.</td>
</tr>
</tbody>
</table>

**Dialpad icons**

<table>
<thead>
<tr>
<th>Button</th>
<th>Name</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Dialpad</strong></td>
<td>Opens the Dialpad.</td>
</tr>
<tr>
<td></td>
<td><strong>Redial</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Audio Call</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Video Call</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Clear</strong></td>
<td></td>
</tr>
</tbody>
</table>

**Conference screen**

<table>
<thead>
<tr>
<th>Button</th>
<th>Name</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Recording</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Lecture Mode</strong></td>
<td>Mute audio and video of all participants in the conference.</td>
</tr>
<tr>
<td></td>
<td><strong>Entry Tones</strong></td>
<td>When a participant joins or leaves the conference, the application generates a tone.</td>
</tr>
<tr>
<td></td>
<td><strong>Continuation</strong></td>
<td>When the Conference Continuation feature is enabled, the conference remains active after the moderator drops unless the moderator chooses to end the conference for everyone. When the Conference Continuation feature is disabled, the conference ends automatically two minutes after the moderator drops.</td>
</tr>
<tr>
<td></td>
<td><strong>Presentation Mode</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>or</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Start Sharing</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Lock Meeting</strong></td>
<td>Moderator can lock the conference to prevent new participants from joining the call. However, the moderator can continue to add participants to the conference.</td>
</tr>
<tr>
<td></td>
<td><strong>Mute Everyone</strong></td>
<td></td>
</tr>
</tbody>
</table>

*Table continues...*
<table>
<thead>
<tr>
<th>Button</th>
<th>Name</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Unmute Everyone</td>
<td></td>
</tr>
<tr>
<td></td>
<td>End Meeting</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Add participant</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Conference Participants</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Transfer</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Controls</td>
<td></td>
</tr>
</tbody>
</table>

**General icons**

<table>
<thead>
<tr>
<th>Button</th>
<th>Name</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Settings</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Menu</td>
<td></td>
</tr>
<tr>
<td></td>
<td>More</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Audio Call</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mute Audio Call</td>
<td>Audio is muted during the call.</td>
</tr>
<tr>
<td></td>
<td>Speaker</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Video Call</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Stop Video Call</td>
<td>Video is stopped during the call.</td>
</tr>
<tr>
<td></td>
<td>Pause Video</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Resume Call</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Hold Call</td>
<td>Call is placed on hold.</td>
</tr>
<tr>
<td></td>
<td>Instant Messaging</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Email</td>
<td>Send an email to a contact using the native email application.</td>
</tr>
<tr>
<td></td>
<td>Add</td>
<td></td>
</tr>
<tr>
<td></td>
<td>End Call</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Merge Call</td>
<td>Merge the active call with the held call.</td>
</tr>
</tbody>
</table>

*Table continues…*
<table>
<thead>
<tr>
<th>Button</th>
<th>Name</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Handoff to Cellular</td>
<td>Extend call to your EC500 device.</td>
</tr>
<tr>
<td></td>
<td>Search</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Warning</td>
<td></td>
</tr>
</tbody>
</table>

### Shortcut keys for Avaya Equinox™ for Mac and Windows

You can access the following functionality in the desktop clients using keyboard shortcut keys:

<table>
<thead>
<tr>
<th>Function</th>
<th>Avaya Equinox™ for Mac</th>
<th>Avaya Equinox™ for Mac</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dialpad</td>
<td>command + D</td>
<td>Ctrl + D</td>
</tr>
<tr>
<td>Keypad</td>
<td>command + D</td>
<td>Ctrl + D</td>
</tr>
<tr>
<td>Dial from clipboard</td>
<td>option + W</td>
<td>Alt + W</td>
</tr>
<tr>
<td>Answer call</td>
<td>option + command + A</td>
<td>Alt + Ctrl + A</td>
</tr>
<tr>
<td>End call</td>
<td>option + command + E</td>
<td>Alt + Ctrl + E</td>
</tr>
<tr>
<td>Mute toggle</td>
<td>control + M</td>
<td>Ctrl + M</td>
</tr>
<tr>
<td>Hold toggle</td>
<td>shift + control + H</td>
<td>Ctrl + H</td>
</tr>
<tr>
<td>Transfer</td>
<td>option + command + T</td>
<td>Ctrl + T</td>
</tr>
<tr>
<td>Navigation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Select Top of Mind tab</td>
<td>shift + command + T</td>
<td>Alt + T</td>
</tr>
<tr>
<td>Select Favorites tab</td>
<td>shift + command + F</td>
<td>Alt + F</td>
</tr>
<tr>
<td>Select Contacts tab</td>
<td>shift + command + C</td>
<td>Alt + C</td>
</tr>
<tr>
<td>Select History tab</td>
<td>shift + command + H</td>
<td>Alt + H</td>
</tr>
<tr>
<td>Select Messages tab</td>
<td>shift + command + I</td>
<td>Alt + I</td>
</tr>
<tr>
<td>Select Meetings tab</td>
<td>shift + command + M</td>
<td>Alt + M</td>
</tr>
</tbody>
</table>
Chapter 4: Setting up Avaya Equinox

System requirements and interoperability

For the latest and most accurate compatibility information for Avaya Equinox™, use the Compatibility Matrix tool on the Avaya Support website at https://support.avaya.com/CompatibilityMatrix/Index.aspx.

Mobile clients

Installing security certificates on mobile devices

Avaya Equinox™ requires security certificates to establish connections with various servers. If you are using a certificate signed by one of the major certificate authorities such as Verisign, you do not need to install anything as the built-in system certificates are enough. However, the administrator must include the certificate in the private trust store.

The administrator might provide a web address, send you an email, or provide the certificate using other mechanisms. Install the certificates on your device using the procedure specified by your device manufacturer.

⚠️ Note:

If you manually install the certificates, you must enable a screen lock on your device so that the device has a minimal level of security.

For the Avaya strategy on server certificates, see Updating server certificates to improve end-user security and client user experience at https://downloads.avaya.com/css/P8/documents/100180626.

Installing Avaya Equinox™ on mobile devices

Procedure

1. On the mobile device for:
   - Android: Open the Play Store application.
• iOS: Open the App Store application.
2. Search for Avaya Equinoxtm.
3. Select the entry for Avaya Equinoxtm Release 3.0.
4. Install Avaya Equinoxtm.
5. After the installation process is complete, select Open.
6. Accept the terms of the license agreement and the message to not use Avaya Equinoxtm to make emergency calls.

Desktop clients

Installing security certificates on desktops

Avaya Equinoxtm requires security certificates to establish connections with various servers. If you are using a certificate signed by one of the major certificate authorities such as Verisign, you do not need to install anything as the built-in system certificates are enough. However, the administrator must include the certificate in the private trust store.

The administrator might provide a web address, send you an email, or provide the certificate using other mechanisms. Install the certificates on your desktop using the procedure specified by your desktop manufacturer.

For the Avaya strategy on server certificates, see Updating server certificates to improve end-user security and client user experience at https://downloads.avaya.com/css/P8/documents/100180626.

Installing Avaya Equinoxtm on desktops

About this task

Use this procedure to install Avaya Equinoxtm desktop clients. The administrator can also install Avaya Equinoxtm desktop clients using a command line option.

The administrator can deploy Avaya Equinoxtm for Windows to work in a Citrix, XenApp, or VMWare environment. For more information, see Planning for and Administering Avaya Equinoxtm for Android, iOS, Mac, and Windows.

Before you begin

• Get the location of the Avaya Equinoxtm build for Windows or Mac from your administrator.
• Download the build to your desktop.
• For Avaya Equinoxtm for Windows, ensure that a:
  - Windows 7 computer has Microsoft .NET Framework 3.5 or a later version.
Setting up Avaya Equinox

- Windows 8 computer, Windows 10 computer, Windows 2008 Server, or Windows 2012 Server has Microsoft .NET Framework 4.5.2 or a later version.

**Procedure**

1. On the desktop for:
   - Windows: Double-click the Avaya Equinox Setup 3.0.0.XXX.msi file.
   - Mac: Double-click the Avaya Equinox-XX.dmg file.

2. Accept the terms of the license agreement, select the default values, and complete the installation.
   The Windows installer additionally includes the Avaya Outlook Plugin and Web Extension.

---

**Using the Avaya Equinox™ menu**

**Procedure**

1. On mobile clients, on the home screen, select Menu (≡).

2. To view a screen, select the corresponding option:
   - Top of Mind
   - Favorites
   - Contacts
   - History
   - Messages
   - Meetings
   - Features: Only on mobile clients.

3. On Avaya Equinox™ for Android, to exit from Avaya Equinox™, select Exit.

---

**Configuring Avaya Equinox™ settings automatically**

**About this task**

Use this procedure to configure the Avaya Equinox™ settings automatically using your email address or the automatic configuration web address.

For automatic configuration of the Avaya Equinox™ clients, the administrator can also choose Avaya Aura® Device Services or any other web server.
Before you begin

If the administrator has set up the correct DNS records, you can automatically configure Avaya Equinox™ using your email address. Else, you can get the automatic configuration web address from the administrator.

Procedure

1. In the Avaya Equinox™ settings, select Services.

2. Select Auto Configure and do one of the following for auto discovery:
   - To use your work email address, perform only Step 3 on page 29.
   - To use the automatic configuration web address, perform only Step 4 on page 29.

3. Do the following:
   a. On desktop clients, select Use email address.
   b. In the Email field, type your email address and select Next.
   c. Choose the enterprise environment that you want to use.
      Avaya Equinox™ configures the settings automatically.

4. Do the following:
   a. On mobile clients, select Settings (⚙️).
   b. Select Use a web address.
   c. In the URL or Web Address field, type the web address and select Next.
      Avaya Equinox™ configures the settings automatically.

Manual configuration of Avaya Equinox™ settings

You must configure the Avaya Equinox™ settings in the Services screen manually if you are not using automatic configuration. For more information, see Services settings on page 34.

The following sections describe how to manually configure and update all client settings.

Avaya Equinox™ home screen

Avaya Equinox™ displays the Top of Mind screen as the home screen. You can use the Top of Mind screen to:

• Join meetings with one touch and view your meeting calendar.
• View the last three call logs and return important missed calls.
• Respond to the latest messages and view your active conversations.
• Join the Avaya Scopia® or Avaya Aura® Conferencing conference bridge.
Configuring the layout of the home screen

About this task
Use this procedure to configure what you want to view on the Top of Mind screen. For example, you might choose to view the meeting calendar, but hide call history and messages.

Procedure
1. On the home screen, select the Top of Mind filter.
   Avaya Equinox™ displays the Top of Mind Layout screen.
2. If you do not want to view your meetings, in the Next Meetings area, select Hide.
3. To configure the number of meetings to be displayed on the Top of Mind screen, select one of the following:
   • Auto: The number of meetings displayed depends on the Avaya Equinox™ logic.
   • Full Day: Avaya Equinox™ displays the meetings for the current day.
4. To configure the calendars that you want to display, select Calendars to show and do the following:
   a. To view only the accepted meetings, select Show only accepted meetings.
   b. For the calendars that you want to display, select the option for the corresponding account.
5. If you do not want to view your call history, in the History area, select Hide.
6. If you do not want to view your messages, in the Messages area, select Hide.
7. To view the default layout on the Top of Mind screen, select Reset Layout to Default or Restore default Top of Mind layout.

Using the home screen

About this task
Use this procedure to perform most of your daily activities in the enterprise.

Procedure
• In the find someone or name or number field, start typing the name of the contact or the contact details that you want to look for.
  Avaya Equinox™ displays the contacts that match the search text.
• In the Next Meetings area, you can select the following:
  - More: To view additional meetings. Only on mobile clients.
  - A meeting: To view more information about the meeting.
  - Call ( or ✉): To join the meeting. Only on mobile clients.
• In the History area, you can select the following:
  - More: To view the complete call history. Only on mobile clients.
- A call: To view more information about the call.
- Call (📞 or ☑️): To call the number.
- In the Messages area, you can select the following:
  - More: To view all your active conversations. Only on mobile clients.
  - A conversation: To view more information about the conversation.
  - Instant Messaging (💬): To continue the conversation.

---

### Configuring the display preferences

**About this task**

Use this procedure only on desktop clients to configure the functionality of the Avaya Equinox™ main window when you select X on the main window.

**Procedure**

1. In the Avaya Equinox™ settings, select User Preferences.
2. Select Display.
3. In the Main Window X Preferences field, select one of the following:
   - Minimize to the taskbar
   - Exit application
   - Minimize to the notification area: Only on Avaya Equinox™ for Windows.
4. Save the changes.

---

### Configuring the contact search settings

**About this task**

Use this procedure only on Avaya Equinox™ for Android and desktop clients. For iOS, you must use the local OS setting.

You can configure the contact search settings so that Avaya Equinox™ arranges the contacts list and displays the list of names by first name or last name.

**Procedure**

1. In the Avaya Equinox™ settings, select User Preferences.
2. On Avaya Equinox™ for Android, select Contacts and in the Display Preferences area, do the following:
   a. Select Name Display Preferences and select one of the following:
      - First Name First
      - Last Name First
b. Select **Name Sort Preferences** and select one of the following:
   - **First Name**
   - **Last Name**

3. On desktop clients, select **Contacts** and do the following:
   a. In the Name Sort Preferences area, select one of the following:
      - **First Name**
      - **Last Name**
   b. In the Name Display Preferences area, select one of the following:
      - **First, Last**
      - **Last, First**
   c. To view local contacts, select **Show Local Contacts**.

4. Save the changes.
   Avaya Equinox™ displays the contact search results according to the selected criteria the next time you perform a search.

---

**Modifying contact settings**

**About this task**

Use this procedure to enable Avaya Equinox™ to access your Contacts list.

For example, before you send an instant message, Avaya Equinox™ can check your contacts on the Avaya Multimedia Messaging server to ensure that you can send a message to a contact. If the contact does not exist on the Avaya Multimedia Messaging server, you cannot use Avaya Equinox™ to send an instant message to that contact.

**Note:**
Avaya collects data for quality improvement purposes. No personal identity information is tracked.

**Procedure**

1. In the Avaya Equinox™ settings, select **User Preferences**.
2. If available on the Avaya Equinox™ platform, select **Contacts**.
3. Select **Messaging Address Validation**.
4. Save the changes.
Modifying audio settings

About this task
Use this procedure only on Avaya Equinox™ for Android to change the default ringtone for incoming calls. For iOS, you must use the local OS setting.

Procedure
1. In the Avaya Equinox™ settings, select User Preferences.
2. Select Audio / Video.
3. In the Ring Preferences area, select Ringtone
4. Select the new ringtone, and save the changes.

Modifying audio and video settings

About this task
Use this procedure only on desktop clients.

Procedure
1. In the Avaya Equinox™ settings, select User Preferences > Audio / Video.
   The application displays the audio and video settings.
2. Do the following:
   a. Select the microphone, speaker, and camera that you want to use.
   b. To have video on a call, select Video Calling.
3. Save the changes.

Modifying the voice quality setting

About this task
Use this procedure only on Avaya Equinox™ for Android to configure the Echo Cancellation setting. Echo Cancellation is a process that removes echo from a voice communication to improve voice quality on a telephone call.

If you face double-talk issues during a conference call, that is, issues when more than one person is speaking simultaneously, you must select Acoustic Echo Cancellation (AEC).

Note:
For Bluetooth audio outputs, Avaya Equinox™ disables the AEC and Acoustic Echo Cancellation Mobile (AECM) options.
Procedure
1. In the Avaya Equinox™ settings, select **Advanced**.
2. Select **Echo Cancellation**.
3. In the Echo Cancellation dialog box, select one of the following:
   - AECM
   - AEC
   - Off
4. Save the changes.

Services settings
You can manually configure the settings for the following services in Avaya Equinox™ if you are not using automatic configuration:

- VoIP
- Avaya Multimedia Messaging
- Avaya Aura® Device Services
- Client Enablement Services: Only on mobile clients.
- EC500: Only on mobile clients.
- Voice mail
- Enterprise Directory: Only on desktop clients.
- Meetings
- Unified login

Modifying VoIP settings

About this task
Use this procedure to enable VoIP interoperability with Avaya Equinox™.

Procedure
1. In the Avaya Equinox™ settings, select **Services**.
2. Select **Phone Service**.
3. **(Optional)** If the Phone Service switch is disabled, select **Phone Service**.
4. In the **Server Address** field, type the IP address or the FQDN of the VoIP server.
5. In the **Domain** field, type the SIP domain to which Avaya Equinox™ must register.
6. To use a secure connection to the VoIP server, select **Use TLS**.
By default, Avaya Equinox™ supports TLS and the port number for it is 5061. If you clear this setting, the port defaults to 5060. You can also manually configure the port value.

7. In the **Server Port** field, type the VoIP server port number.

8. On mobile clients, select **Use VoIP for calls** and in the Use VoIP for calls dialog box, select one of the following:

- **Always**: You can view the VoIP option in the Outgoing Calls screen if you log in to the VoIP service. This is the default option.

- **Only over WiFi**: If you are using Wi-Fi and if you log in to the VoIP service, Avaya Equinox™ displays the VoIP option in the Outgoing Calls screen. If not, Avaya Equinox™ removes the VoIP option from the Outgoing Calls screen.

- **Never**: Avaya Equinox™ removes the VoIP option from the Outgoing Calls screen.

9. On mobile clients, to enable video calling, select **Video Calling**.

10. On mobile clients, to enable video calling only over the cellular data network, select **Video calling over cellular**.

11. Save the changes.

**VoIP calls**

Avaya Equinox™ maintains an internal variable to represent user preferences for the **Use VoIP for calls** setting:

- 0: Never
- 1: Always
- 2: Only over WiFi

<table>
<thead>
<tr>
<th>Variable</th>
<th>Use VoIP for calls = Never</th>
<th>Use VoIP for calls = Always</th>
<th>Use VoIP for calls = Only over WiFi</th>
</tr>
</thead>
<tbody>
<tr>
<td>VOIPCALLINGENABLED = 0</td>
<td>Avaya Equinox™ displays this option as selected by the administrator. The user cannot edit the setting in Avaya Equinox™.</td>
<td>The user cannot select this option in Avaya Equinox™.</td>
<td>The user cannot select this option in Avaya Equinox™.</td>
</tr>
<tr>
<td>VOIPCALLINGENABLED = 1</td>
<td>The user can select this option in Avaya Equinox™.</td>
<td>The user can select this option in Avaya Equinox™. This value is the default value for a new installation.</td>
<td>The user can select this option in Avaya Equinox™.</td>
</tr>
<tr>
<td>VOIPCALLINGENABLED = 2</td>
<td>The user can select this option in Avaya Equinox™.</td>
<td>The user cannot select this option in Avaya Equinox™.</td>
<td>The user can select this option in Avaya Equinox™.</td>
</tr>
</tbody>
</table>
Modifying messaging settings

About this task
Use this procedure to enable Avaya Multimedia Messaging interoperability with Avaya Equinox™.

Procedure
1. In the Avaya Equinox™ settings, select Services.
2. Select Multimedia Messaging.
3. (Optional) If the Avaya Multimedia Messaging switch is disabled, select Multimedia Messaging.
4. In the Server Address field, type the IP address or the FQDN of the Avaya Multimedia Messaging server.
5. In the Server Port field, type the Avaya Multimedia Messaging port number.
6. In the Polling Interval field, select the interval at which you want to refresh information between Avaya Equinox™ and the Avaya Multimedia Messaging server.
   The default value is Continuous. Information between Avaya Equinox™ and the Avaya Multimedia Messaging server is refreshed immediately.
7. Save the changes.

Modifying Avaya Aura® Device Services settings

About this task
Use this procedure to enable Avaya Aura® Device Services interoperability with Avaya Equinox™.

Procedure
1. In the Avaya Equinox™ settings, select Services.
2. Select Device Services.
3. (Optional) If the Avaya Aura® Device Services switch is disabled, select Device Services.
4. In the Server Address field, type the IP address or the FQDN of the Avaya Aura® Device Services server.
5. In the Server Port field, type the Avaya Aura® Device Services port number.
6. Save the changes.

Modifying Client Enablement Services settings

About this task
Use this procedure only on mobile clients to enable Client Enablement Services interoperability with Avaya Equinox™.

Procedure
1. In the Avaya Equinox™ settings, select Services.
2. Select **Client Enablement (CES)**.

3. **(Optional)** If the Client Enablement Services switch is disabled, select **CES** or **Client Enablement Services**.

4. In the **Server Address** field, type the IP address or the FQDN of the Client Enablement Services server.

5. In the **Server Port** field, type the Client Enablement Services port number.

6. Select **Calls to My Phones**, and select one of the following:
   - **Primary**: Telephone numbers in the My Phones list ring for incoming calls to the primary extension.
   - **All Extensions**: Telephone numbers in the My Phones list ring for incoming calls to the primary extension or the bridged extension.

7. Save the changes.

**Modifying conference settings**

**About this task**

Use this procedure if you want to use the Adhoc conferencing features of Avaya Aura® Conferencing or Avaya Scopia®.

*Note:*

If you want to use only the Adhoc conferencing features of Communication Manager, you must clear the values from the fields in this procedure.

**Procedure**

1. In the Avaya Equinox™ settings, select **Services**.

2. Select **Meetings**.

3. Modify the values in the following fields as required:
   - **Server Address**: The service URI for the Adhoc conference factory. This is applicable to both Avaya Aura® Conferencing and Avaya Scopia®.
     
     For example, `<service_URI>@<domain_name>.com`.

   - **Portal** or **Portal Address**: Only on desktop clients. The URL used to access the conference using a web client. This is applicable to both Avaya Aura® Conferencing and Avaya Scopia®.
     
     For example, `https://<IP address or FQDN>:<port_number>/aacpa/` for Avaya Aura® Conferencing or `scopia.avaya.com/scopia/entry/index.jsp?ID=<Bridge_Number>` for Avaya Scopia®.

   - **Conference Access Number**: The bridge number used to access the conference. This is applicable to both Avaya Aura® Conferencing and Avaya Scopia®.

   - **Moderator Code**: The code needed to host a conference. This is applicable to both Avaya Aura® Conferencing and Avaya Scopia®.
- **Moderator URL**: Not used in Release 3.0.
- **Participant Code**: The code needed to participate in a conference. This is applicable to both Avaya Aura® Conferencing and Avaya Scopia®.
- **Participant URL**: Not used in Release 3.0.
- **Virtual Room ID**: Only on desktop clients. The Scopia Virtual Room ID for the virtual room number. This is applicable only to Avaya Scopia®.

4. Save the changes.

## Modifying enterprise directory settings

**About this task**

Use this procedure only on desktop clients to enable enterprise directory interoperability with Avaya Equinox™.

**Procedure**

1. In the Avaya Equinox™ settings, select **Services**.
2. Select **Enterprise Directory**.
3. (Optional) If the Enterprise Directory switch is disabled, select **Enterprise Directory**.
4. In the **Server Address** field, type the IP address or the FQDN of the Enterprise Directory server.
5. In the **Server Port** field, type the Enterprise Directory port number.
6. To use SSL, select **Use SSL** or **Use TLS**.
7. In the **Search Root** or **LDAP Search Base** field, type the Enterprise Directory search base. For example, `cn=users,dc=svucacloud,dc=com`.
8. Save the changes.

## EC500 settings

You can use EC 500 (Extension to Cellular) to integrate your mobile phone with your Avaya PBX number. With EC500, you can answer calls to your telephone number on your mobile phone and transfer them between your deskphone and mobile phone without interrupting the call.

**Note:**

Calls ring on your EC500 cellular number only when you do not log in to your Avaya Equinox™ client.

You can configure the following EC500 settings using Avaya Equinox™:

- **Idle Appearance Select**: To identify an idle line on your extension when you make a call.
- **Active Appearance Select**: To join a call on your deskphone using your mobile phone.
- **Off PBX Call Enable**: To enable your mobile phone to ring when you receive a call on your deskphone.
• Off PBX Call Disable: To disable your mobile phone from ringing when you receive a call on your deskphone.

• Call Forward All Enable: To activate call forwarding for all calls.

• Call Forward All Disable: To disable call forwarding.

• Send All Calls Enable: To send all calls to a predefined number set on the server by the administrator. The number is usually your corporate voice mail number.

• Send All Calls Disable: To disable the sending of all calls to a predefined number set on the server by the administrator.

**Note:**

To configure the Station Security feature, contact your administrator. The Station Security feature reduces the risk of toll fraud by appending a valid station security code with the EC500 FNE for all outgoing EC500 calls from Avaya Equinox™.

### Configuring the EC500 settings manually

**About this task**

Use this procedure only on mobile clients.

**Procedure**

1. In the Avaya Equinox™ settings, select **Services**.
2. Select **EC500 Calling**.
3. (Optional) If the EC500 calling switch is disabled, select **EC500 Calling**.
4. To configure or update the required EC500 setting, select the corresponding option.
5. Type the appropriate feature name extension (FNE).
6. Save the changes.

### Modifying voice mail settings

**About this task**

Use this procedure to change the voice mail PIN, voice mail number, and SMS notification setting in Avaya Equinox™. On desktop clients, you can only change the voice mail number.

To change the voice mail PIN on the voice mail server, you must make a call to the voice mail server and use the server menus. You must then use this procedure to set the new voice mail PIN in Avaya Equinox™.

**Before you begin**

Avaya Equinox™ displays, hides, or disables the voice mail settings depending on the services that you configure:

- If you configure Client Enablement Services, Avaya Equinox™ displays the **System Number** field as read-only.
- If you configure VoIP and not Client Enablement Services, Avaya Equinox™ does not display the Voicemail setting in Avaya Equinox™.
• If you do not configure VoIP and Client Enablement Services and configure EC500, Avaya Equinox™ displays the Voicemail setting and the **System Number** field is editable.

**Procedure**

1. In the Avaya Equinox™ settings, select **Services**.
2. Select **Voicemail**.
3. If available on the Avaya Equinox™ platform, select **System Number**.
4. Change the voice mail number.
5. If available on the Avaya Equinox™ platform, select **Save**.
   Avaya Equinox™ verifies and saves the setting.
6. Select **PIN**.
7. Change the voice mail PIN.
8. If available on the Avaya Equinox™ platform, select **Save**.
   Avaya Equinox™ verifies and saves the setting.
9. Select **Voicemail SMS Notification**.
10. On Avaya Equinox™ for Android, in the Voicemail SMS Notification dialog box, select one of the following:
   • **Off**: The device does not receive any notification when a voice mail arrives on the Client Enablement Services server.
   • **Urgent Only**: The device receives an SMS notification only for those voice mails that the sender marks as urgent.
   • **All**: The device receives an SMS notification for all voice mails.
11. On Avaya Equinox™ for iOS, in the **E-mail to SMS address** field, type a valid SMS or email address.
12. On Avaya Equinox™ for iOS, select **Notify Me About** and select one of the following:
   • **All Messages**: The device receives an SMS notification for all voice mails.
   • **Urgent Messages Only**: The device receives an SMS notification only for those voice mails that the sender marks as urgent.
13. Save the changes.

**Configuring the single sign on setting**

**About this task**

Use this procedure to use the same set of credentials for accessing all services in Avaya Equinox™.

**+ Tip:**

Avaya recommends the use of unified login for all services to avoid potential issues with credentials management.
Procedure

1. In the Avaya Equinox™ settings, select **Services**.
2. Select **Unified Login**.
3. (Optional) If the Unified Login switch is disabled, select **Unified Login**.
4. In the Use Unified Login For area, select the service for which you want to use unified login:
   - **Multimedia Messaging**
   - **Enterprise Directory**: Only on desktop clients.
   - **Device Services**
   - **Client Enablement (CES)**: Only on mobile clients.
5. Save the changes.

Configuring the dialing rules manually

About this task

Avaya Equinox™ populates the dialing rules when you use automatic configuration. However, to manually configure or update the following dial rules, use this procedure:

- Number to dial to access an outside line
- Your country code
- Your area or city code
- PBX main prefix
- Number to dial for long distance calls
- Number to dial for international calls
- Length of internal extensions
- Length of national phone numbers
- Remove area or city code for local calls
- Apply dialing rules to plus sign (+) numbers

Procedure

1. In the Avaya Equinox™ settings, select **Advanced**.
2. Select **Dialing Rules**.
3. Select **Dialing Rules**.
4. Configure or update the required dialing rules setting.
5. Save the changes.
Viewing the pre-call features

Before you begin
The administrator must configure the pre-call features for your extension. Features might include Automatic Callback, Call Pickup, Call Pickup Directed, Call Pickup Extended, and Call Unpark.

Procedure

1. Do one of the following:
   • On mobile clients: On the Avaya Equinox™ menu, select Features > Pre-call Features.
   • On desktop clients: Select Features Manager (☎️) and then select Features.
   Avaya Equinox™ displays the pre-call features for your extension.

2. On desktop clients, if the administrator has configured one or more autodial buttons for your station in Communication Manager, you can configure the label and number against each button in the Autodials area.
   Use these Autodials buttons as shortcuts to initiate calls to the numbers that you have configured.

3. On desktop clients, if the administrator has configured one or more busy indicator buttons for your station in Communication Manager, you can initiate calls to the numbers associated with the busy indicator in the Busy Lines area.

4. If you have other extensions for which you want to enable the pre-configured features, do one of the following:
   • On mobile clients: On the Avaya Equinox™ menu, select Features and in the Features for Other Extensions area, select the extension and enable the feature.
   • On desktop clients: On the home screen, select the presence status indicator and in the Incoming Call Features field, enable the feature.

Enabling or disabling the EC500 features

About this task
Use this procedure only on mobile clients to enable or disable the following EC500 features:
   • Join Active Call: To join a call on your deskphone using your mobile device.
   • Simultaneous Ring: To activate simultaneous ringing on your deskphone and mobile device when a call arrives on your deskphone. You cannot select this option when you enable Client Enablement Services.
   • Call Forward: To forward all calls to another telephone number of your choice.
   • Send All Calls: To route all calls to your corporate voice mail number.
Procedure
1. On the Avaya Equinox™ menu, select Features > EC500 Features.
2. To enable or disable a specific EC500 feature, select that feature.

Avaya Equinox™ makes a cellular call to the FNE. You can then hear the confirmation tone.

Changing the time delay between the ringing of the feature name extension number and the destination number

About this task
Use this procedure only on mobile clients to configure the delay in seconds between the EC500 call being placed and the transmission of digits for EC500. The purpose of this setting is to address call setup delays with specific regions and trunk providers.

⚠️ Important:
Change this setting only on the instruction of your administrator.

Procedure
1. In the Avaya Equinox™ settings, select Advanced.
2. Select FNE Setup Delay.
3. In the FNE Setup Delay dialog box, select one of the following:
   - 3 Seconds
   - 6 Seconds
   - 9 Seconds
   - 12 Seconds
   - 15 Seconds

Avaya Equinox™ displays the new value.
4. Save the changes.

Pausing iTunes during calls

About this task
Use this procedure only on Avaya Equinox™ for Mac.

Procedure
1. In the Avaya Equinox™ settings, select User Preferences.
2. Select General > Pause iTunes during Calls.
Viewing release and version information

Procedure
In the Avaya Equinox™ settings, select **Support > About**.

Viewing the certificates that Avaya Equinox™ uses

About this task
Use this procedure only on mobile clients and Avaya Equinox™ for Mac. If you are using private trusted credentials, you can view a list of certificates that Avaya Equinox™ uses.

Procedure
1. In the Avaya Equinox™ settings, select **Advanced**.
2. Select **Certificates**.
3. To view the details of a particular certificate, select that certificate.

Viewing licensing information

Procedure
1. In the Avaya Equinox™ settings, select **Support**.
2. Select **Legal**.
3. Select what you want to view:
   - **EULA**
   - **Third Party Licensing**

Logging in and out of the Avaya Equinox™ services

About this task
If you enable unified login for Avaya Multimedia Messaging, Avaya Aura® Device Services, and Enterprise Directory or Client Enablement Services, Avaya Equinox™ displays the Equinox area.

Tip:
You can sign out from Avaya Equinox™ by selecting the presence status indicator and then selecting **Sign Out**.

Procedure
1. In the Avaya Equinox™ settings, select **Accounts**.
Avaya Equinox™ displays the Accounts screen.

2. To log in to the VoIP service, do the following:
   a. In the Phone Service area, type the VoIP extension and password.
   b. Select Connect or Done.

3. On mobile clients, to log in to Client Enablement Services, do the following:
   a. In the Client Enablement (CES) area, type the user name and password for Client Enablement Services.
   b. Select Connect.

4. To log in to the Avaya Multimedia Messaging service, do the following:
   a. In the Multimedia Messaging area, type the user name and password for Avaya Multimedia Messaging.
   b. Select Connect or Done.

5. To log in to Avaya Aura® Device Services, do the following:
   a. In the Device Services area, type the user name and password for Avaya Aura® Device Services.
   b. Select Connect or Done.

6. On desktop clients, to log in to enterprise directory, do the following:
   a. In the Enterprise Directory area, type the user name and password for enterprise directory.
   b. Select Done.

7. To log out of Avaya Equinox™, select Sign Out.

Maximizing the battery life of the device

About this task
Use this procedure only on Avaya Equinox™ for Android.
If you use a service, such as VoIP, the battery consumption on the device increases. If you do not use Avaya Equinox™ outside business hours, you can exit Avaya Equinox™ to maximize the battery life.

Procedure
Go to the Avaya Equinox™ menu and then select Exit.
You are signed out from Avaya Equinox™, and the Avaya Equinox™ application window is closed.
Configuring the setting to automatically start and log in to Avaya Equinox™

About this task
You cannot use this procedure on Avaya Equinox™ for iOS.
Use this procedure to configure the setting so that Avaya Equinox™ starts by default when the operating system starts and you are logged in automatically.

Before you begin
On the Accounts screen, select Remember passwords.

Procedure
1. In the Avaya Equinox™ settings, select User Preferences.
2. Select General > Auto Start/Login.
3. Save the changes.
Chapter 5: Making and handling calls

Using Avaya Equinox™, you can:

- Make audio or video calls.
- Access call control functionality, such as mute, hold, resume, or end calls.
- Merge or transfer calls.
- Answer calls on your mobile device if EC500 is configured. You can also choose to extend calls or send all calls to your EC500 device.
- Join or answer calls from multiple devices if MDA or Dual Registration is configured.
- Escalate from an audio call to a video call, a point-to-point call to a conference call, or an IM session to a call.

Making an audio or video call

About this task

In your Avaya Equinox™ client, you can make an audio or video call from:

- The dialpad
- A contact card
- An enterprise search card
- A call history record card
- An instant message card

Note:

You can use Avaya Equinox™ to make maximum 8 calls at a time. Consult your system administrator for this capability.

Procedure

1. Select one of the following:
   - Dialpad
   - Contacts screen
   - History screen
Making and handling calls

- Messages screen
- Enterprise user you want to call

2. If you are making a call from the dialpad:
   a. Enter the number to call.
   b. Select Audio Call (📞) or Video Call (派驻).

3. If you are making a call from an enterprise search result or an Avaya Equinox™ screen:
   a. Select the contact person or number.
   b. To dial the telephone number of the user, select Audio Call (📞) or Video Call (派驻).

---

### Selecting the configured service to make a call

**About this task**

On mobile clients, you can use Avaya Equinox™ to make calls using any service that you configured:

- VoIP
- EC500
- Client Enablement Services

With Client Enablement Services, you can use Avaya Equinox™ to select any off-pbx number that you configure in the My Phones list for call back.

**Procedure**

1. On the home screen, select the presence status indicator.
2. Go to the Outgoing Calls screen.
3. Select the option that you want to use for making calls.

   Avaya Equinox™ uses the option that you selected as the default option for all calls that originate from Avaya Equinox™.

---

### Selecting your primary extension or BLA

**About this task**

Use this procedure only on Avaya Equinox™ for Mac as currently only Avaya Equinox™ for Mac supports the Bridged Line Appearance (BLA) feature.

**Before you begin**

The administrator must provision the BLA feature for your extension.

**Procedure**

1. Select Features Manager (.stub) and then select Bridged Lines.
2. In the **Call as** field, select the primary extension or the BLA line that you want to use to make an outgoing call.

   If you select a BLA line, Avaya Equinox™ displays a BLA icon next to the presence status indicator on the home screen.

3. If you select a BLA line and you want the application to automatically default to your primary extension after a call, select **Auto-revert back to “Me” after one call**.

---

**Answering or ignoring a call**

**About this task**

If you are already on a call, Avaya Equinox™ alerts you with an audio beep for waiting calls.

You might use applications such as Skype or Viber for VoIP calls. If you are on such a VoIP call and use Avaya Equinox™ to answer an incoming call, Avaya Equinox™ might display an error message. You see the error message when Avaya Equinox™ cannot get audio resources to support the incoming call.

**Note:**

If you receive a video call in Avaya Equinox™ for iOS and your device is locked, you must unlock your iOS device to answer the call.

**Procedure**

For an incoming call:

- To receive the call, select **Answer**.
- To dismiss the call, select **Ignore**.

---

**Managing calls**

**Using Avaya Equinox™ as the default application for telephony services**

**About this task**

Use this procedure only on desktop clients to configure Avaya Equinox™ as the default application for telephony services.

**Procedure**

1. In the Avaya Equinox™ settings, select **User Preferences**.
2. Select **General**.

3. Select **Use Avaya Equinox as default application for telephony services**.

4. Save the changes.

---

**My Phones overview**

Use the My Phones feature on mobile clients to configure the phones associated with your account. Use the Ring Phones feature to configure which numbers must ring for an incoming call. If you cannot answer an incoming call, Avaya Equinox™ automatically sends the call to your office voice mail.

Your deskphone routes calls to the destination numbers that you specify in the Calls will ring on list. You can add, update, and delete the destination numbers in the My Phones list.

Avaya Equinox™ creates the deskphone and the mobile phone destinations automatically when you sign up for Avaya Equinox™. You must add your mobile phone number. If you do not want your mobile phone to ring, do not select the corresponding option in the Calls will ring on list.

**Note:**

The mobile phone number is mandatory and you cannot delete it. You also cannot delete or change the deskphone number.

You can add any number of telephones to the My Phones list. However, you can select only four telephones to ring simultaneously, including your mobile phone, when you receive a call on your deskphone.

**Limitations**

Features that you enabled when connected to VoIP, such as Send All Calls or Call Forward, interfere with the capability of call routing to your ring phones. If you enable such features using the Incoming Calls or Outgoing Calls screen and then lose connectivity to the VoIP server, Avaya Equinox™ does not display these configured features. If you then connect to Client Enablement Services, the Ring Phones feature of Client Enablement Services functions incorrectly. The reason is that ring phones have the lowest priority in terms of call routing features for your extension.

**Adding a telephone number to your phones list**

**About this task**

Use this procedure only on mobile clients.

**Procedure**

1. On the home screen, select the presence status indicator.

2. Go to the Incoming Calls or Outgoing Calls screen.

3. Select **Manage my phones**.

4. Select **Add Phone** (ypad).

   Avaya Equinox™ displays the Add Phone dialog box.
5. In the **Name** or **Label** field, type the name of the new telephone.
6. In the **Number** field, type the new telephone number.
7. Select **Save**.

Avaya Equinox™ displays the new name with the number in the My Phones list.

### Updating a telephone number in your phones list

**About this task**

Use this procedure only on mobile clients.

**Note:**

You cannot change the deskphone number.

**Procedure**

1. On the home screen, select the presence status indicator.
2. Go to the Incoming Calls or Outgoing Calls screen.
3. Select **Manage my phones**.
4. If available on the Avaya Equinox™ platform, select **Edit**.
5. Select the telephone number that you want to update.
6. In the Edit Phone dialog box, update the required details.

   If you selected the **Mobile** option, in the **SMS address** field, type a valid SMS or email address, such as, `xxx@abc.com`.

7. Select **Save**.

Avaya Equinox™ displays the new name with the number in the My Phones list.

### Deleting a telephone number from your phones list

**About this task**

Use this procedure only on mobile clients.

**Note:**

The mobile phone number is mandatory. You cannot delete the number. Also, you cannot delete the deskphone number.

**Procedure**

1. On the home screen, select the presence status indicator.
2. Go to the Incoming Calls or Outgoing Calls screen.
3. Select **Manage my phones**.
4. Perform the action to delete the telephone number.
5. If available on the Avaya Equinox™ platform, select **Delete**.
Avaya Equinox™ displays the confirmation dialog box.

6. Select **Delete**.

Avaya Equinox™ deletes the telephone number from the My Phones list.

---

### Viewing the phone numbers that ring for an incoming call

**About this task**

Use this procedure only on mobile clients to view the phone numbers that ring when you receive a call on your deskphone.

**Before you begin**

- Enable and log in to Client Enablement Services.
- Set the following options in the Incoming Calls screen to **Off**:
  - Send All Calls
  - Forward Calls
  - Forward Calls Busy/No Answer
  - Enhanced Call Forwarding

**Procedure**

1. On the home screen, select the presence status indicator.
2. Go to the Incoming Calls screen.
   - The Calls will ring on area displays the phone numbers that ring for an incoming call.
3. To ring more phone numbers for an incoming call, select the switch next to the phone number that you want to ring.

---

### Activating simultaneous ringing for VoIP users

**About this task**

If you are a VoIP user, use this procedure to activate simultaneous ringing on your deskphone and device for a call that arrives on your deskphone.

**Note:**

Do not use this procedure if you are only using Client Enablement Services. Use the Ring Phones feature of Client Enablement Services to configure the numbers that must ring for an incoming call on your deskphone.

**Procedure**

1. On the home screen, select the presence status indicator.
2. Do one of the following:
   - On mobile clients: Go to the Incoming Calls screen and select **EC500 Calls**.
• On desktop clients: In the **Incoming Call Features** field, select **EC500**.

---

**Forwarding all calls**

**About this task**

Use this procedure to forward calls to another telephone number of your choice.

**Procedure**

1. On the home screen, select the presence status indicator.
2. Do one of the following:
   - On mobile clients: Go to the Incoming Calls screen and select **Forward Calls**.
   - On desktop clients: In the **Incoming Call Features** field, select **Call Forward**.
3. Type the telephone number to which you want to forward your calls.
4. Select **OK**.

   Avaya Equinox™ saves the setting.

---

**Forwarding calls when you are busy or do not answer**

**Procedure**

1. On the home screen, select the presence status indicator.
2. Do one of the following:
   - On mobile clients: Go to the Incoming Calls screen and select **Forward Calls Busy/No Answer**.
   - On desktop clients: In the **Incoming Call Features** field, select **Call Forward Busy / No Answer**.
3. Type the telephone number to which you want to forward your calls.
4. Select **OK**.

   Avaya Equinox™ saves the setting.

---

**Configuring enhanced call forwarding**

**About this task**

Use this procedure to configure the enhanced call forwarding features for internal and external calls.

**Procedure**

1. On the home screen, select the presence status indicator.
2. Do one of the following:
   • On mobile clients: Go to the Incoming Calls screen and select **Enhanced Call Forwarding**.
   • On desktop clients: In the **Incoming Call Features** field, select **Enhanced Call Forwarding**.

3. On mobile clients, if the Enhanced Call Forwarding switch is disabled, select **Enhanced Call Forwarding**.

4. In the Unconditional Forwarding area, you can select the following:
   • **Internal Calls**: To configure the number to which internal calls must be forwarded every time.
   • **External Calls**: To configure the number to which external calls must be forwarded every time.

5. In the Forward When Busy area, you can select the following:
   • **Internal Calls**: To configure the number to which internal calls must be forwarded when you are busy.
   • **External Calls**: To configure the number to which external calls must be forwarded when you are busy.

6. In the Forward When No Answer area, you can select the following:
   • **Internal Calls**: To configure the number to which internal calls must be forwarded when you do not answer a call.
   • **External Calls**: To configure the number to which external calls must be forwarded when you do not answer a call.

7. Save the changes.

---

**Sending all calls to voice mail**

**About this task**

Use this procedure to route all calls to a predefined number set on the server by the administrator. The number is usually your corporate voice mail number.

**Before you begin**

On the server, the administrator must configure the number to which you can route all calls.

**Procedure**

1. On the home screen, select the presence status indicator.

2. Do one of the following:
   • On mobile clients: Go to the Incoming Calls screen and select **Send All Calls**.
   • On desktop clients: In the **Incoming Call Features** field, select **Send All Calls**.
Sending all calls to voice mail when your presence status is set to “Do not disturb”

About this task
Use this procedure if you want Avaya Equinox™ to send all incoming calls to voice mail when you set your presence status to “Do not disturb (DND)”.

Before you begin
Enable and log in to the VoIP service.

Procedure
1. In the Avaya Equinox™ settings, select User Preferences.
2. If available on the Avaya Equinox™ platform, select General.
3. Select Activate SAC When DND Is Set.
   Avaya Equinox™ sends all your incoming calls to voice mail when your presence status is DND.
4. Save the changes.

Making a voice or video call to a group of contacts

About this task
Use this procedure only on mobile clients.

Tip:
On desktop clients, select New conversation and then drag and drop contacts, and then select Audio Call (Voice Call (Video Call

If the Conference Hosting settings are:
• Configured in Avaya Equinox™, Avaya Equinox™ starts an Adhoc audio or video conference call using Avaya Aura Conferencing or Avaya Scopia.
• Kept blank in Avaya Equinox™, Avaya Equinox™ starts an Adhoc audio conference call using Communication Manager.

Procedure
1. Go to the Contacts screen.
2. Select Add (Add).
3. Select one of the following calling options:
   • New Group Voice Call
   • New Group Video Call
Making and handling calls

Avaya Equinox™ displays the Choose contacts for your call screen.

4. Select the contacts whom you want to call.

5. Select **Next**.

Avaya Equinox™ displays the Confirm contacts for your call screen.

6. Select **Call**.

Avaya Equinox™ makes a group call to the selected contacts.

Related links
- [Modifying conference settings](#) on page 37

### Entering digits during a call

**About this task**

Use the keypad to enter any DTMF inputs during a call. For example, to interact with a conference bridge or an Interactive Voice Response (IVR) system.

**Procedure**

1. While on a call, select **Keypad** ( ).
2. On the keypad, enter the digits as required.

### Muting or unmuting a call

**Procedure**

1. While on a call, to mute the audio, select **Mute** ( ).

   Avaya Equinox™ mutes the microphone.
2. To unmute the audio, select the button again.

### Placing a call on hold or resuming the call

**Procedure**

1. Do one of the following:
   - On mobile clients: Select **More** ( ) and then select **Hold** ( ).
   - On desktop clients: Select **Hold** ( ).

   Avaya Equinox™ puts the call on hold.
2. To resume the call, select the button again.
Escalating an audio call to a video call or an instant message to a call

About this task

⚠️ Note:
If you escalate the call to a video call, the person at the other end of the call needs to unblock the camera.

Procedure

* While on an active audio call, select Video Call (_done).
  Avaya Equinox™ starts video on the call.

* While in an instant messaging conversation, select Audio Call (speaker) or Video Call (done).
  If the participant has only one number, Avaya Equinox™ starts the call. Else, you need to choose a number and then Avaya Equinox™ starts the call.

Blocking or resuming a video call

About this task

When you pause a video call, Avaya Equinox™ stops transmitting your video to the other party. When a video call is paused, you can still receive video from the other party and your audio is still transmitted to the other party.

Procedure

1. To pause a video call, select one of the following:
   * Video Call (done) and then select Pause Video (done): On mobile clients.
   * Pause Video (done): On desktop clients.
   Avaya Equinox™ pauses the video call.

2. To resume transmitting video, select the button again.
   Avaya Equinox™ resumes the video call.

Stopping the video transmission in a call

About this task

Use this procedure to stop transmitting video to the other party during a call. When you stop the video during a call, the call becomes audio-only.

Stopping video during a call does not disconnect the call.
Procedure
Do one of the following:
• On mobile clients: Select Video Call and then select Stop Video.
• On desktop clients: Select Video Call.
Transmission is stopped and the Video Call window is closed.

Sharing on a call
About this task
Use this procedure only on desktop clients to start sharing on a call. You cannot perform sharing on mobile clients.

Procedure
1. While on a call, select More and then select Start Sharing.
   Avaya Equinox displays the Conference screen.
2. Select Present and share the information that you want to share in the conference.

Excluding MDA devices from joining the existing call
About this task
Use this procedure to allow or disallow other MDA devices from joining the existing call.
• If the administrator enables the Automatic Exclusion feature on Communication Manager, the Exclusion button is active automatically as soon as you enter into a call. You can manually turn it off to allow other MDA devices to join the call.
• If the administrator disables the Automatic Exclusion feature on Communication Manager, the Exclusion button is inactive as soon as you enter into a call. You can manually turn it on to disallow other MDA devices from joining the call.

Procedure
While on a call, select More and then select Exclusion.

Extending the call to cellular
About this task
Use this procedure to move your active VoIP call to the cellular network.

Procedure
1. While on a call, select More.
2. Select one of the following:
   • **Extend Call**: On desktop clients.
   • **Handoff to Cellular**: On mobile clients.

   A call is placed from Communication Manager to your EC500 number.

3. Answer the cellular call and end the VoIP call.

---

**Transferring a call**

**Procedure**

1. While on a call, select **More (···)**.
2. Select **Transfer (···)**.
3. To transfer the call, choose:
   • An existing call
   • A contact: Only on mobile clients.
   • From history: Only on mobile clients.
   • To enter a number

   The application transfers the call.

---

**Parking or unparking a call**

**About this task**

Use this procedure only on desktop clients. You cannot park or unpark calls on mobile clients.

Use the Call Park feature to retrieve a call that is on hold from any other telephone within the system. For example, you can answer a call at one extension, park the call, and then retrieve the call at another extension.

**Note:**

Avaya Equinox™ clients used in the Dual Registration mode with H.323 clients cannot unpark a parked call.

**Before you begin**

The administrator must configure the Call Park and Call Unpark feature for your extension.

**Procedure**

1. While on an active call, select **More (···)** and then select **Park Call**.
2. To retrieve a call, perform one of the following actions:
   • Select **Park Call** that was used to park the call.
   • Dial the FAC to retrieve parked calls.
Note:
If you need to retrieve the parked call from a different extension, dial the FAC followed by the extension the call is parked on.

• Select Unpark Call.

Configuring automatic callback

About this task
Use this procedure only on desktop clients. You cannot use the Automatic Callback feature on mobile clients.

When a caller makes a call to a busy or an unanswered internal telephone, Avaya Equinox™ calls the caller when the called party becomes available.

Upon hearing the busy signal, the caller activates the Automatic Callback feature and disconnects the call. Avaya Equinox™ monitors the called party. When the called party becomes available to receive the call, Avaya Equinox™ automatically initiates the Automatic Callback call. The caller receives priority ringing. The caller then lifts the handset, and the called party receives the same ringing that Avaya Equinox™ provided on the originating call.

Before you begin
The administrator must configure the Automatic Callback feature for your extension.

Procedure
While the called party is busy or not answering, select More ( ) and then select Automatic Callback.

Viewing call details

Viewing the call quality statistics

About this task
Use this procedure to know the call quality statistics, such as audio codec, round trip time, media encryption time, packets received, and packets transmitted.

Procedure
Do one of the following:
• On mobile clients: While on a call, press and hold the timer on the call.
• On desktop clients: While on a call, select More ( ) and then select Call Statistics.
Viewing call history

About this task
Currently, only Avaya Equinox™ for Mac supports the Bridged Line Appearance (BLA) feature. If the administrator has configured BLA for your extension, the call logs include additional information to display BLA call history.

Procedure
1. Go to the History screen.
2. Filter the call history using the following options:
   • All History
   • Missed Calls
   • Outgoing Calls
   • Incoming Calls
   • Voicemail: Only on mobile clients.
Avaya Equinox™ displays the relevant call history.

Deleting a call history entry

Procedure
1. Go to the History screen.
2. Do one of the following:
   • On Android: Press and hold the call entry and then select Delete.
   • On iOS: Swipe the call entry and then select Delete.
   • On Windows and Mac: Select the entry, select More ( ), and then select Remove from call history.
Avaya Equinox™ deletes the call history entry.

Deleting all call history

Procedure
1. Go to the History screen.
2. Filter the call history and select Delete All History.
3. If available on the Avaya Equinox™ platform, in the confirmation dialog box, select Delete.
Listening to voice mails

About this task
Use this procedure to listen to voice mails in VoIP deployments without Client Enablement Services. If you enable Client Enablement Services, you can view all your voice mails using the **Voicemail** filter in the History screen.
If you have unread voice mails, Avaya Equinox™ displays the unread Message Waiting Indicator (MWI) icon.

Before you begin
The administrator must configure the **Voicemail number** field on System Manager.

Procedure
Select the unread MWI icon.
Avaya Equinox™ dials the voice mail access number and you can listen to your voice mails.

Ending a call

Procedure
While on a call, select **End Call**.
Avaya Equinox™ ends the call.

Emergency calls

Do not use Avaya Equinox™ to make emergency calls. Avaya recommends that you check the product documentation that accompanies your mobile device to learn about the emergency calling features available on your device.
If you have any questions or concerns, contact your support team.
Chapter 6: Conferencing

Depending on the communications system in your company and how Avaya Equinox™ is configured, you might be able to start and manage the following types of audio and video conference calls:

- **MeetMe conference**: The participants and the moderator dial into the conference at a scheduled time using their access codes. The moderator must have an account on the Conferencing system.

- **Adhoc conference**: You can start an Adhoc conference any time during a phone call if the administrator has configured your conferencing profile.

Advanced conferencing features are supported only if your deployment includes an Avaya Aura® Conferencing or Avaya Scopia® server. For Communication Manager conferencing that provides basic conferencing features, you need only Communication Manager.

### Starting a MeetMe conference

**Before you begin**

You must have an account and moderator code on the Conferencing system.

**Procedure**

1. Do one of the following:
   - To start an audio conference, dial the access number of the MeetMe conference and select **Audio Call (📞)**.
   - To start a video conference, dial the access number of the MeetMe conference and select **Video Call (💻)**.

2. Use the conference keypad to enter the digits of your moderator code followed by the pound key (#).

The conference starts and the application displays the participants who have dialed in to the conference using the participant code.
Starting an Adhoc conference by adding contacts

About this task
Use this procedure to start an Adhoc audio or video conference call using Avaya Aura® Conferencing or Avaya Scopia®.

Before you begin
Configure the adhoc conference URI, that is, the conference Server Address settings in the application.

Procedure

1. Start a call by doing one of the following:
   - On the Contacts, History, or Messages screen, search for a contact.
   - Use the dialpad to press the telephone number.

2. Select one of the following:
   - Audio Call ( ): To start an audio call.
   - Video Call ( ): To start a video call.

3. Do one of the following:
   - On desktop clients, perform only Step 4 on page 64 or Step 5 on page 64 or Step 6 on page 64.
   - On mobile clients, perform only Step 7 on page 65 or Step 8 on page 65.

4. Start a conference call from the Contacts, History, or Messages screen by doing the following:
   a. Drag the card of the contact that you want to include in the conference and drop it over the existing call.
   b. Select Merge.

The application starts the conference call.

5. Dial the number of a person that you want to add to the conference by doing the following:
   a. For the active call, select More ( ) and then select Add Someone to Call.
   b. Use the dialpad to dial the telephone number.
   c. Select Add to call.

The application starts the conference call.

6. Start a conference call from the New Conversation screen by doing the following:
   a. Select New conversation.
   b. In the New Conversation screen, drag and drop contacts.
   c. Select Audio Call ( ) or Video Call ( ).

The application starts the conference call.
7. Dial the number of a person that you want to add to the conference by doing the following:
   a. For the active call, select More (More) and then select Add participant (Add participant).
   b. Choose a contact or enter a number using the dialpad.
   The application starts the conference call.
8. Make an audio or video conference call from the Contacts screen by doing the following:
   a. Select Add (Add).
   b. Select one of the following calling options:
      • New Group Voice Call
      • New Group Video Call
   Avaya Equinox™ displays the Choose contacts for your call screen.
   c. Select the contacts whom you want to call.
   d. Select Next.
   Avaya Equinox™ displays the Confirm contacts for your call screen.
   e. Select Call.
   The application starts the conference call.

Related links
   Making a voice or video call to a group of contacts on page 55
   Modifying conference settings on page 37

---

Adding a participant to a conference call

About this task
Only the moderator can do this task.

Before you begin
Do one of the following:
• On desktop clients, perform only Step 1 on page 65 or Step 2 on page 66.
• On mobile clients, perform only Step 3 on page 66.

Procedure
1. From the Contacts screen or the History screen, do the following:
   a. Drag the card of the contact that you want to include in the conference and drop it over
      the existing conference card that includes the participants.
   b. Select Merge.
   The application adds the participant to the call.
2. From the Conference screen, dial the number of a person that you want to add to the conference:
   a. Select Conference or select More.
   b. Select Add Someone to Call.
   c. Use the dialpad to dial the telephone number.
   d. Select Add to call.
   The application adds the participant to the call.
3. Do the following:
   a. On the Conference screen, select More and then select Add participant or on the Participants screen, select Add participant (+).
   b. In the Add someone to the meeting area, select Choose a contact or Enter a number.
   c. Select the contact from your contacts list or dial a number.
   The application adds the participant to the call.

---

**Merging two point to point calls to create a conference call**

**Before you begin**
Multiple calls must be in progress.

**Procedure**
1. Do one of the following:
   • On desktop clients, drag the contact card of the held call and drop it over the card of the active call.
   • On mobile clients, for the active call, select More and then select Merge and the call that you want to merge.
2. If available on the Avaya Equinox™ platform, confirm if you want to merge the calls.
   The application creates a conference.
3. Resume the held call.

---

**Escalating a point to point call to a conference call**

**About this task**
During a point to point call, the person escalating the call to conference becomes the moderator.
Procedure

1. Do one of the following:
   • On desktop clients, drag the contact card of the held call and drop it over the card of the conference call OR for the active call, select More and then select Merge and then select the conference call.
   • On mobile clients, for the active call, select More and then select Merge and then select the conference call.

2. If available on the Avaya Equinox™ platform, confirm if you want to merge the calls.

   The application merges the active call to the conference call.

3. Resume the held call.

Escalating to video during an audio conference

About this task

🌟 Note:

• When you join an Avaya Aura® Conferencing audio conference call, the call is automatically escalated to video and you can receive video.
• If you escalate the audio conference call to a video conference call, the participants in the call need to unblock their camera.

Procedure

1. While on an audio conference call, select Video Call.

   Avaya Equinox™ starts video on the conference call.

2. To de-escalate video to audio conference call, select the button again.

   Avaya Equinox™ resumes the audio conference call.

Checking audio and video links for the conference

About this task

Use this procedure only on desktop clients to check the audio and video links that you are using for the conference. You can also mute the microphone and block the video.

Procedure


   The application displays the audio and video settings of the conference.

2. To decrease or increase the volume of the microphone and speakers, move the sliders to the left or right.
To mute the microphone, move the slider completely to the left.

3. To enable video, select Video.

Handling conference calls

Viewing the call statistics of a conference call

About this task
Use this procedure to view the audio and video statistics of a conference call.

Procedure
Do one of the following:
- On mobile clients: Press and hold the call timer.
- On desktop clients: On the Conference screen, select Conference (CONF) or More (MORE) and then select Call Statistics.

Extending the conference call to cellular

About this task
Use this procedure to move your active VoIP call to the cellular network.

Procedure
1. On the Conference screen, select one of the following:
   - Conference (CONF) or More (MORE): On desktop clients.
   - More (MORE): On mobile clients.
2. Select one of the following:
   - Extend Call: On desktop clients.
   - Handoff to Cellular: On mobile clients.
   
   A call is placed from Communication Manager to your EC500 number.
3. Answer the cellular call and end the VoIP call.
Parking or unparking a conference call

About this task
Use this procedure only on desktop clients. You cannot park or unpark calls on mobile clients.

Use the Call Park feature to retrieve a call that is on hold from any other telephone within the system. For example, you can answer a call at one extension, park the call, and then retrieve the call at another extension.

Note:
Avaya Equinox™ clients used in the Dual Registration mode with H.323 clients cannot unpark a parked call.

Before you begin
The administrator must configure the Call Park and Call Unpark feature for your extension.

Procedure
1. While on an active call, select More ( ) and then select Park Call.
2. To retrieve a call, perform one of the following actions:
   • Select Park Call that was used to park the call.
   • Dial the FAC to retrieve parked calls.

   Note:
   If you need to retrieve the parked call from a different extension, dial the FAC followed by the extension the call is parked on.
   • Select Unpark Call.

Managing the local video

About this task
Use this procedure to change the placement of the local video on the Conference screen.

Procedure
Press and drag the video self-view to any corner of the Conference screen.
Managing the conference as a moderator

Recording a conference

About this task
Only the moderator can do this task.

Note:
For a Conferencing solution with Avaya Scopia®, streaming and recording of Avaya Scopia® is optional component.

Procedure
1. On the Conference screen, select one of the following:
   * Conference ( ) or More ( ): On desktop clients.
   * More ( ): On mobile clients.
2. Select one of the following:
   * Conference Features: On desktop clients.
   * Controls ( ): On mobile clients.
3. To toggle the Recording feature on or off, select Recording.
   The applications saves the recording on the Conferencing server.

Disabling the mute option for all participants in a conference

About this task
When the moderator enables the Lecture mode feature, all participants are muted in the conference. The participants can only listen to the moderator and cannot unmute the audio.

Note:
When an Event conference starts, the Lecture mode feature is enabled automatically. Presenters are not muted.

Procedure
1. On the Conference screen, select one of the following:
   * Conference ( ) or More ( ): On desktop clients.
   * More ( ): On mobile clients.
2. Select one of the following:
   * Conference Features: On desktop clients.
• **Controls** ( ): On mobile clients.

3. To toggle the Lecture Mode feature on or off, select **Lecture Mode**.

---

**Managing the entry and exit tones**

**About this task**

If you enable the Entry and Exit Tones feature, the application generates a tone to indicate when a participant joins or leaves the conference.

Only the moderator can do this task.

**Procedure**

1. On the Conference screen, select one of the following:
   • **Conference** ( ) or **More** ( ): On desktop clients.
   • **More** ( ): On mobile clients.

2. Select one of the following:
   • **Conference Features**: On desktop clients.
   • **Controls** ( ): On mobile clients.

3. To toggle the feature on and off, select **Entry Tones**.

---

**Continuing a conference without the moderator**

**About this task**

When the Conference Continuation feature is enabled, the conference continues after the moderator drops from the call until the time that participants are in the call. When the Conference Continuation feature is disabled, the conference ends automatically two minutes after the moderator drops.

Only the moderator can do this task.

**Procedure**

1. On the Conference screen, select one of the following:
   • **Conference** ( ) or **More** ( ): On desktop clients.
   • **More** ( ): On mobile clients.

2. Select one of the following:
   • **Conference Features**: On desktop clients.
   • **Controls** ( ): On mobile clients.

3. To toggle the Conference Continuation feature on or off, select **Continuation**.
Locking or unlocking the conference

About this task
The moderator can lock the conference to prevent new participants from joining the call. However, the moderator can continue to add participants to the conference.

Procedure
1. On the Conference screen, select one of the following:
   - Conference ( ) or More ( ): On desktop clients.
   - More ( ): On mobile clients.
2. Select one of the following:
   - Conference Features: On desktop clients.
   - Controls ( ): On mobile clients.
3. To toggle the Lock Meeting feature on or off, select Lock Meeting.

Muting all participants in a conference

About this task
Use this procedure to mute the audio for all participants in a conference, including participants with presenter privileges. When you mute all participants, the participants can only listen to the moderator. Participants and others can unmute themselves.

Procedure
1. On the Conference screen, select one of the following:
   - Conference ( ) or More ( ): On desktop clients.
   - More ( ): On mobile clients.
2. Select one of the following:
   - Conference Features: On desktop clients.
   - Controls ( ): On mobile clients.
3. To mute all participants in the conference, select Mute Everyone.
4. To unmute all participants in the conference, select Unmute Everyone.
Managing conference participants

Muting or unmuting a participant in a conference

About this task
Use this procedure to mute or unmute the audio of a participant in a conference.
Only the moderator can do this task.

Procedure
1. On the Conference screen, in the Participants area, select the contact card of the participant.
2. Right-click or press and hold the contact card, and select one of the following:
   • Mute Participant: On mobile clients.
   • Mute: On desktop clients.

The application displays 🎤 on the contact card of the participant, which indicates that audio is muted for the participant.

Blocking or unblocking the video of a participant in a conference

About this task
Only the moderator can do this task.

Procedure
1. On the Conference screen, in the Participants area, select the contact card of the participant.
2. Right-click or press and hold the contact card, and select one of the following:
   • Block Camera: On mobile clients.
   • Block video: On desktop clients.

The application displays 📹 on the contact card of the participant, which indicates that the video is blocked for the participant.
3. To view the participants not in the video conference, select Filter (🔎) and then select Not in Video.
Promoting a participant to moderator or presenter

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

Procedure
1. On the Conference screen, in the Participants area, select the contact card of the participant.
2. Right-click or press and hold the contact card, and select one of the following:
   - Promote to Moderator or Moderator: To promote a participant to moderator.
     - Tip:
       In Avaya Scopia® conference, you can press *1 to promote a user to moderator.
   - Presenter: To promote a participant to presenter.
3. In the confirmation dialog box, confirm the action.

Dropping a participant from a conference

About this task
Only the moderator can do this task.

Procedure
1. On the Conference screen, in the Participants area, select the contact card of the participant.
2. Right-click or press and hold the contact card, and select one of the following:
   - Drop from meeting: On mobile clients.
   - Drop from call: On desktop clients.
3. In the confirmation dialog box, confirm the action.

Viewing the participants in a conference

Procedure
1. On the Conference screen, in the Participants area, select Filter (✓).
2. Select All Participants or Everyone.
Viewing the recent speakers in the conference

**Procedure**

1. On the Conference screen, in the Participants area, select **Filter (†)**.
2. Select **Recent Talkers**.

Viewing the participants in a web collaboration

**About this task**

Use this procedure to view the list of conference participants who are currently accessing the web collaboration window.

**Procedure**

1. On the Conference screen, in the Participants area, select **Filter (†)**.
2. Select **In Collaboration** or **In Collab**.
3. To view the participants not in the web collaboration, select **Not in Collaboration** or **Not in Collab**.

Viewing the participants who dropped from a conference

**Procedure**

1. On the Conference screen, in the Participants area, select **Filter (†)**.
2. Select one of the following:
   - **Dropped**: On mobile clients.
   - **Dropped Participants**: On desktop clients.

Sorting the participants in the conference

**About this task**

Use this procedure to sort the participants in the Conference screen alphabetically or according to order of arrival.

**Procedure**

1. On the Conference screen, in the Participants area, select **Sort (†)**.
2. Select one of the following:
   - **Alphabetic - Ascending** or **Alphabetically**.
Ending a conference

About this task

Use this procedure to end a conference. The conference ends immediately for all participants regardless of whether the conference continuation feature is on or off.

You can also end the conference using the End Call button in the conference card. But then the conference ends only for the moderator.

Procedure

1. On the Conference screen, select one of the following:
   - Conference or More: On desktop clients.
   - More: On mobile clients.
2. Select one of the following:
   - Conference Features and select End Meeting for Everyone: On desktop clients.
   - Controls and select End Meeting: On mobile clients.
3. In the confirmation dialog box, confirm the action.
Chapter 7: Sharing information

Currently, Avaya Equinox™ provides the sharing capabilities only on desktop clients. Mobile clients can only receive the shared content.

Moderators and presenters can use web collaboration to share a portion of the screen, the entire desktop, applications, or virtual whiteboards with participants in a conference.

Conference screen

The following figure shows the components of the Conference screen on Avaya Equinox™ desktop clients. In this figure, there is an active conference call.
### Sharing information in a new or existing conference

**About this task**

Use this procedure to start a web collaboration session or join a session. If you are the moderator of a conference or if you escalate a point to point call to a conference, you can start a web collaboration session. If you are a participant in the conference, you can join the existing web collaboration session if available.

**Note:**

If the Presentation mode is active at the Avaya Aura® Conferencing bridge, then all participants in the conference call can start a web collaboration session.

**Before you begin**

You must be the moderator or presenter of the conference.

**Procedure**

1. On the Conference screen, select **Present**.

### Sharing information

<table>
<thead>
<tr>
<th>No.</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Leave</td>
<td>Leave the conference.</td>
</tr>
<tr>
<td>2</td>
<td>Media</td>
<td>Check the audio and video links for the conference. You can also mute the microphone and block the video.</td>
</tr>
<tr>
<td>3</td>
<td>Present</td>
<td>Share a portion of the screen, the entire desktop, applications, or virtual whiteboards.</td>
</tr>
<tr>
<td>4</td>
<td>Conference</td>
<td>Access the moderator controls functionality. For example, to add someone to a call, extend call, view call statistics.</td>
</tr>
<tr>
<td>5</td>
<td>Video Call</td>
<td>Block or unblock your video on the conference. When the video is blocked, the button is blue.</td>
</tr>
<tr>
<td>6</td>
<td>Audio Call</td>
<td>Mute or unmute your audio for the call. When the call is muted, the button is blue.</td>
</tr>
<tr>
<td>7</td>
<td>Share</td>
<td>Attach or detach the Sharing screen with the Conference screen.</td>
</tr>
<tr>
<td>8</td>
<td>Display name and self view</td>
<td>Hide or show your display name and self-view</td>
</tr>
<tr>
<td>9</td>
<td>Full screen</td>
<td>Fit the Web Collaboration interface to the window size.</td>
</tr>
<tr>
<td>10</td>
<td>Self-view</td>
<td>Move self-view to different corners of the screen.</td>
</tr>
<tr>
<td>11</td>
<td>Chat</td>
<td>Send public or private messages during a web collaboration session.</td>
</tr>
<tr>
<td>12</td>
<td>View participants</td>
<td>View the participants in the conference.</td>
</tr>
<tr>
<td>13</td>
<td>Filter</td>
<td>Filter the participants. For example, to view participants that have dropped, view recent talkers, view participants accessing collaboration.</td>
</tr>
<tr>
<td>14</td>
<td>Sort</td>
<td>Sort the participants alphabetically or according to order of arrival.</td>
</tr>
</tbody>
</table>
2. Share one of the following:
   - Entire display screen.
   - Part of the screen: Drag the Annotations toolbar to the area of the screen that you want to share,
   - Application window: Choose the application that you want to share and select Share.
   - Whiteboard: Share text or drawings with other participants.

BFCP sharing

The administrator can enable the BFCP_TRANSPORT parameter in the auto-configuration file for Avaya Equinox™ for Mac clients. If this parameter is enabled and you are in a P2P video call, you can view the option to share the following:

- Entire display screen
- Part of the screen
- Application window

Note:
The Whiteboard option is unavailable for BFCP sharing.
If you de-escalate from video to audio, the BFCP sharing is stopped.

Annotations in shared content

Web collaboration provides various tools for annotating shared content, applications and screens, and drawing on a virtual whiteboard. You can add text, lines, and stamps to the shared content. A presenter and moderator can annotate in all shared content. A participant can annotate only on a virtual whiteboard. A moderator or presenter can only annotate content that the moderator or presenter shares.

The available tools depend on the content you are sharing. However, the icons are the same.

Shared content annotation tools

<table>
<thead>
<tr>
<th>Button</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Icon]</td>
<td>Selection tool</td>
<td>Selects an annotation. You can move the annotation with the mouse.</td>
</tr>
</tbody>
</table>

Table continues…
<table>
<thead>
<tr>
<th>Button</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Stamp tool</td>
<td>Inserts a stamp in the currently selected color. Use this tool to call attention to items you are sharing.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Tip:</strong> User the color picker tool to choose the stamp color.</td>
</tr>
<tr>
<td></td>
<td>Pen tool</td>
<td>Draws a freehand line.</td>
</tr>
<tr>
<td></td>
<td>Marker tool</td>
<td>Highlights text or graphics.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Tip:</strong> User the color picker tool to choose the highlighting color.</td>
</tr>
<tr>
<td></td>
<td>Line tool</td>
<td>Draws a straight line in the currently selected color.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Tip:</strong> You can choose one of three line widths in the fly-out to choose the line thickness.</td>
</tr>
<tr>
<td></td>
<td>Rectangle tool</td>
<td>Chooses rectangle type: filled or outline.</td>
</tr>
<tr>
<td></td>
<td>Circle tool</td>
<td>Draws a filled ellipse or circular ellipse in the currently selected color. You can choose a filled ellipse or outline in the fly-out.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Tip:</strong> The button shows the ellipse type.</td>
</tr>
<tr>
<td></td>
<td>Text tool</td>
<td>Adds text annotation in the currently selected color. You can choose one of three text sizes in the fly-out: small, medium or large.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Tip:</strong> The button shows the text size.</td>
</tr>
<tr>
<td></td>
<td>Delete tool</td>
<td>Deletes the selected annotation or all drawings.</td>
</tr>
</tbody>
</table>
### Messages

The Chat area in the Conference screen contains a list of messages exchanged by conference participants. The Chat area has a field where you can type messages. You can view the participant name and time stamp with each message. You can send public messages to all participants in a conference or private messages to an individual participant.

**Note:**

Guest users cannot send or receive messages in public chat. Guest users are users who do not have a Conferencing profile.

### Sending messages to all participants in a conference

**About this task**

Use this procedure to send public messages during a conference.
Procedure

1. On the Conference screen, go to the Chat area.
2. In the Enter Message to Everyone or Enter public message field, type the message.
3. Send the message.

   On desktop clients, the participants see the message immediately.
   On mobile clients, the message pops up briefly and other participants in the conference can see an updated number of unread messages.

   ✩ Note:
   On Android devices with operating system 5.1 and later, the device does not display pop-up messages.

4. On mobile clients, participants can select the pop-up message to open it or open the Chat area in the Conference screen.

   The application displays the message in the list with your name and the time that you sent the message.

Sending a private message to a participant in a conference

Procedure

1. On the Conference screen, go to the Chat area.
2. Select one of the following:
   • Private Chat ( ): On mobile clients.
   • More ( ): On desktop clients.
3. Select the contact with whom you want to start a private chat.
4. Enter your message.
5. Send the message.

Ending sharing

Procedure

On the Sharing screen, select Stop Sharing ( ).
Chapter 8: Managing contacts

The Contacts feature provides information about the following:

- All Contacts
- Equinox Contacts
- Favorite Contacts
- Local Contacts

Use the Contacts feature to:

- View the details of local and enterprise contacts.
- Create a new contact.
- Add an enterprise contact to your Equinox contacts list.
- Make a voice or video call to a contact or a group of contacts.
- Start an instant messaging conversation with an enterprise contact.
- Send an email to any contact using the email applications installed on your device.

You can access local contacts in Avaya Equinox™ if contact accounts, such as SIM, Google, and Phone, and contact groups, such as Friends and Family, are available in your address book.

Enterprise contacts include contacts stored on various servers. Avaya Equinox™ displays enterprise contacts from only those servers that the administrator has configured for display. On mobile clients, you can perform a search for Microsoft ActiveSync contacts if the administrator provisions the same.

**Note:**

If a local contact and an enterprise contact, that is, Avaya Aura® PPM contact or Avaya Aura® Device Services contact, have the same email address and if you tag the local contact as a favorite, Avaya Equinox™ aggregates the details of the contact.

Best practices

To save time accessing MeetMe conferences, do the following:

- Create a local contact for Android and iOS or a contact in Microsoft Outlook for Windows and MacOS. Ensure that this contact includes the telephone number for accessing your conferencing system and your moderator code. For example, you can access your conferencing system by dialing 1-613-555-1212. Your moderator code is 123456#. In this case,
you must dial 16135551212,123456# for this contact. After you create this contact, you can access your MeetMe conference from the Contacts screen in Avaya Equinox™.

⚠️ Security alert:

Some enterprises have policies that do not allow you to store moderator codes for automatic entry into a conference. Before saving your moderator code in Avaya Equinox™, ensure that your enterprise does not have a policy against this.

• Create a contact for your MeetMe conference without your moderator code so that you can easily join the conferences of other people. Ensure that this contact includes only the telephone number for accessing your conferencing system. After you access the conferencing system, use the keypad in Avaya Equinox™ to enter the appropriate participant code for the conference.

💡 Tip:

For contacts who host conferences that you join regularly, you can create an entry in your contacts with the number of the conference and the participant code.

To save time accessing your voice mail, you can create a contact for your voice mail access number. Ensure that this contact includes the telephone number for accessing your voice mail system and your extension number and password to log in to the voice mail system. For example, you can access your voice mail system by dialing 613-555-7777. Your extension number is 5558761#, and your password to log in to the voice mail system is 123456#. In this case, you must dial 6135557777, 5558761#, 123456# for this contact. After you create this local contact, you can access your voice mail from the Contacts screen in Avaya Equinox™.

---

**Searching for a contact**

**Before you begin**

Ensure that the settings for Avaya Aura® Device Services, Client Enablement Services, or LDAP are configured properly.

**Procedure**

1. Go to the Contacts screen.
2. In the **find someone** or **name or number** field, start typing the name of the contact or the contact details that you want to look for.

Avaya Equinox™ displays the contacts that match the search text.

**Related links**

[Configuring the contact search settings](#) on page 31
Filtering contacts

About this task

Tip:
To view your favorite contacts, select Favorites in the Avaya Equinox™ menu.

Procedure

1. Go to the Contacts screen.
2. On mobile clients, filter the contacts using one of the following:
   - **All Contacts**: To view your Local and Equinox contacts when you log in to the VoIP service or Avaya Aura® Device Services. To view your Local and Favorite contacts when you log in to only Client Enablement Services.
   - **Equinox Contacts**: Avaya Equinox™ displays this option when you log in to the VoIP service or Avaya Aura® Device Services.
   - **Favorite Contacts**: Avaya Equinox™ displays this option when you log in to only Client Enablement Services and not the VoIP service or Avaya Aura® Device Services.
   - **Local Contacts**: To view the contacts stored in your address book or local storage.

   Avaya Equinox™ filters the contacts according to the option that you select.

3. On desktop clients, filter the contacts using one of the following:
   - **All Contacts**: To view your Local and Equinox contacts when you log in to the VoIP service or Avaya Aura® Device Services.
   - **Equinox Contacts**: Avaya Equinox™ displays this option when you log in to the VoIP service or Avaya Aura® Device Services.
   - **Local Contacts**: To view the contacts stored in your address book or local storage.

   Avaya Equinox™ filters the contacts according to the option that you select.

Related links

- [Using the Avaya Equinox menu](#) on page 28

---

Adding an enterprise contact to your Equinox contacts

Procedure

1. Go to the Contacts screen.
2. In the **find someone** or **name or number** field, start typing the name of the contact or the contact details that you want to look for.
   
   Avaya Equinox™ displays the contacts that match the search text.
3. Locate the enterprise contact that you want to add.
Managing contacts

4. Select the contact.
5. Open the Contact Details or Directory Details screen.
6. Select one of the following:
   • **Add to Contacts**: On mobile clients.
   • **Add**: On desktop clients.

Avaya Equinox™ adds the enterprise contact to your Equinox contacts list.

---

**Creating a new contact**

**About this task**

Use this procedure to create a new contact. Avaya Equinox™ adds the contact to your Equinox contacts list.

**Procedure**

1. Go to the Contacts screen.
2. Select **Add**.
3. On mobile clients, select **New Contact**.
4. Enter the appropriate values in the fields.
   - You must enter both the first name and last name. Also, you must enter an email address or a phone number if not both.
5. Save the changes.
6. To update the contact details, select the contact, select **Edit**, and perform the changes.

---

**Deleting a contact**

**About this task**

Use this procedure to delete a contact from your Equinox contacts list.

**Note:**

You can delete a local contact only from the contacts stored in the local address book.

**Procedure**

1. Go to the Contacts screen.
2. Filter the contacts using the **Equinox Contacts** option.
3. Locate the contact that you want to delete.
4. Select the contact.
5. Do one of the following:
   • On mobile clients: On the Contact Details screen, select **Remove Contact**.
   • On desktop clients: Select **More** and then select **Remove Contact**.
6. Confirm your selection.

   Avaya Equinox™ removes the contact from your Equinox contacts list.
Chapter 9: Presence and instant messaging

Presence Services is an application that indicates the availability or presence of a person by states, such as “Available”, “Busy”, or “Offline”. From the Avaya Equinox™ client, you can:

- Change your presence status.
- Change your custom presence status message.

Presence Services supports the presence information gathered from a diverse range of sources and aggregates this information for each user. Presence Services then makes this information available to applications that include the presence feature. To update your status automatically using Presence Services, you need to set your presence status as “Automatic” in Avaya Equinox™.

You can exchange text-based instant messages with users. You can receive image, audio, video, and generic attachments in an Instant Messaging (IM) conversation. Only users with enhanced privileges can send generic attachments and use the built-in recording feature of Avaya Equinox™ to attach audio, video, or image files.

**Note:**
Desktop clients do not need enhanced privileges to send generic attachments.

Changing your presence status manually

About this task
Use this procedure to update your Avaya Equinox™ presence status manually.

You can also choose to have your status updated automatically by selecting the **Automatic** option. For example, if your presence status is Automatic and:

- You are on a call, your presence status is updated automatically to Automatic - On a Call.
- You lock your device, your presence status is updated automatically to Automatic - Away.

Procedure

1. On the home screen, select the presence status indicator.
2. In the My Presence area, select the presence status.
3. Select one of the following presence states to indicate your availability:
   - **Automatic**
   - **Available**
• Busy
• **Unavailable**: If only Client Enablement Services is enabled.
• **Away**: If VoIP is enabled.
• **Do not disturb**: If VoIP is enabled.
• Out of office
• Offline

---

**Configuring the interval after which your presence status is automatically set to “Away”**

**About this task**

You can configure the interval after which Avaya Equinox™ automatically sets your presence status to “Away” when both the following conditions are met:

• Your presence status is set to “Automatic”.
• You have not used Avaya Equinox™ for the selected interval.

**Procedure**

1. In the Avaya Equinox™ settings, select **User Preferences**.
2. If available on the Avaya Equinox™ platform, select **General**.
3. If available on the Avaya Equinox™ platform, select **Auto Set to Away**.
4. Select one of the following time intervals:
   • **Never**
   • **after 5 minutes**: Only on desktop clients.
   • **after 10 minutes**
   • **after 15 minutes**
   • **after 30 minutes**
   • **after 1 hour**
   • **after 1.5 hours**
   • **after 2 hours**
5. Save the changes.
Management of incoming calls and instant messages during DND

The following sections describe how Avaya Equinox™ handles incoming calls and instant messages when you set your presence status to “Do not disturb”.

Incoming calls
In the Avaya Equinox™ settings, you can enable **Activate SAC When DND Is Set**. Incoming calls are then forwarded to voice mail and do not ring on Avaya Equinox™.

You can make outgoing calls as usual.

Instant messages
You receive IMs normally regardless of your presence status.

Changing your presence status message

**Procedure**

1. On the home screen, select the presence status indicator.
2. In the **What are you up to?** field, type your status message.

Working with instant messages

Starting an instant message conversation

**About this task**

Use this procedure only on mobile clients.

**Tip:**

On desktop clients, select **New conversation** and then drag and drop contacts, and then select **Instant Messaging**.

**Procedure**

1. Go to the Messages screen.
2. Select **New conversation**.
   	The application displays the Choose contacts for your conversation screen.
3. Select the contacts whom you want to include in the conversation.
4. Select **Next**.
   The application displays the Confirm contacts for your conversation screen.
5. Select **Add**.
6. **(Optional)** Type a subject and select **Done**.
7. In the **Enter message** text field, type your message.
8. **(Optional)** If you have enhanced privileges, you can send generic attachments and use the built-in recording feature of the application to attach audio, video, or image files.
9. Select **Send** (_sender).  
The application starts a new conversation.

---

### Copying and pasting an instant message

**About this task**

Use this procedure to copy and paste an instant message in the same conversation or to a different conversation.

**Before you begin**

You must have an existing conversation in progress.

**Procedure**

1. Copy the text message.
2. In the **Enter message** field, paste the text message.

   **Note:**
   You can only paste text in the **Enter message** field.

---

### Marking all instant messages as read

**About this task**

Use this procedure to mark all messages as read in a conversation, including the unread messages.

**Before you begin**

You must have an existing conversation in progress.

**Procedure**

On the conversation menu, select **Mark all as read**.
Configuring the notification sound for instant messages

About this task
Use this procedure only on Avaya Equinox™ for Android and Avaya Equinox™ for Windows to configure the notification sound when you receive instant messages.

Procedure
1. In the Avaya Equinox™ settings, select User Preferences.
2. Select Notifications.
3. To hear a notification sound when you receive instant messages, enable AMM Notification Sound.

Working with attachments

Adding attachments to an instant message

About this task
Use this procedure to add attachments to an instant message. Only users with enhanced Avaya Multimedia Messaging privileges can send attachments.

★ Note:
Desktop clients do not need enhanced privileges to send generic attachments.

If you are on a VoIP call, you must wait for the VoIP call to end before you can use the built-in recording feature of Avaya Equinox™ to attach audio, video, or image files.

★ Note:
If you are using a third-party application and want to share a file in an Avaya Equinox™ conversation, you can select the share option to view Avaya Equinox™. On selecting Avaya Equinox™, you can add the attachment to a conversation.

Before you begin
You must have an existing conversation in progress.

Procedure
1. Select Attachment ( ).
2. Select one of the options to select the type of attachment:
   • Record and attach an audio message.
   • Capture and attach a video message.
• Click and attach a photo.
• Attach a generic file from your gallery, music player, photos, or other available applications.

3. Select Send (🚀) or press Enter.
   Avaya Equinox™ sends the attachment to the participants.

---

**Viewing attachments**

**About this task**

Use this procedure to view the attachments that you receive as part of a conversation. The attachment might be a photo, video, audio file, or generic attachment. The badge count on a conversation indicates how many new and unread messages are in that conversation.

**Before you begin**

You must have an existing conversation in progress.

**Procedure**

1. Do one of the following:
   • To view a photo, select the photo.
   • To view a video, select the video.
   • To listen to an audio file, select the audio file.
   • To view a generic attachment, select the attachment.

2. Select the application that you want to use to view the file.

---

**Managing instant messaging participants**

**Adding participants to a conversation**

**About this task**

Use this procedure only on mobile clients.

**Tip:**

On desktop clients, to add participants to a conversation, you must drag and drop contacts to the conversation.

If you add a participant who has never logged in to Avaya Multimedia Messaging, Avaya Equinox™ displays the following error message: Participant address is incorrect.
Before you begin
You must have an existing conversation in progress.

Procedure
1. On the conversation menu, select Add participant.
   The application displays the Choose contacts for your conversation screen.
2. Select the contacts whom you want to include in the conversation.
3. Select Next.
   The application displays the Confirm contacts for your conversation screen.
4. Select Add.

Viewing instant messaging participants

Before you begin
You must have an existing conversation in progress.

Procedure
Do one of the following:
• On mobile clients: On the conversation menu, select View Participant List.
• On desktop clients: On the Conversations screen, select X participants.
Avaya Equinox™ displays the Participants dialog box that includes the list of participants.

Searching for an instant message

Procedure
1. Go to the Messages screen.
2. Filter the messages and select Search All Messages.
3. Start typing the names of participants or the text that you want to look for.
4. On some Avaya Equinox™ platforms, you need to perform the search.
   Avaya Equinox™ displays the messages in your conversations that match the search criteria.
Leaving an instant messaging conversation

Before you begin
You must have an existing conversation in progress.

Procedure

1. On the conversation menu, select Leave Conversation.
2. If available on the Avaya Equinox™ platform, in the Leave Conversation dialog box, select OK.

Avaya Equinox™ removes the conversation from your conversation history.
Chapter 10: Uninstalling and upgrading Avaya Equinox

Mobile clients

Upgrading Avaya Equinox™ on mobile devices

About this task
Use this procedure to upgrade from Avaya Communicator 2.1 to Avaya Equinox™ 3.0.

If a new version of Avaya Equinox™ is available in Google Play or Play Store, the mobile device displays an upgrade notification.

Note:
Avaya Equinox™ 3.0 clients have moved to common network sources for contacts, which has enabled common contacts for mobile, desktop, and deskphone users. If you had configured both SIP and Client Enablement Services in Avaya Communicator 2.1 and are upgrading to Avaya Equinox™ 3.0, you must update your contacts and favorites to benefit from the new contacts infrastructure.

Procedure
1. Access the Notifications area on your mobile device.
2. Select the upgrade notification for Avaya Equinox™.
3. Accept the default values to complete the upgrade process.
4. Configure the latest settings for Avaya Equinox™ 3.0 using the automatic configuration process.

Related links
Configuring Avaya Equinox settings automatically on page 28
Removing data from mobile clients

About this task

Use this procedure only on Android devices to permanently remove information from Avaya Equinox™, such as account information, settings, and application data.

On iOS devices, in the Avaya Equinox™ settings, select Support > Reset Application.

Procedure

1. From the Settings screen of your operating system, gain access to the Avaya Equinox™ settings.
2. Select Avaya Equinox.
3. Select Clear data.
4. In the confirmation dialog box, select OK.

Uninstalling Avaya Equinox™ from mobile devices

Before you begin

Ensure that Avaya Equinox™ is not running.

Procedure

Do one of the following:

• On Android devices, go to the application settings on the device and tap Uninstall for Avaya Equinox™.

• On iOS devices, press and hold the Avaya Equinox™ icon, tap the X icon in the upper-left corner of the Avaya Equinox™ icon, and tap Delete.

Desktop clients

Upgrading Avaya Equinox™ on desktops

About this task

Use this procedure to upgrade from Avaya Communicator for Windows 2.1 to Avaya Equinox™ for Windows 3.0.

You cannot upgrade from Avaya Communicator 2.1 to Avaya Equinox™ for Mac 3.0.
Tip:
To upgrade to the latest build on:
• Avaya Equinox™ for Mac, on the Mac menu bar, click Avaya Equinox > Check for Updates.
• Avaya Equinox™ for Windows, in the Avaya Equinox™ settings, select Support > Check for Updates.

Before you begin
• Back up the configuration directory.
• Get the location of the Avaya Equinox™ for Windows build from your administrator.
• Download the build to your desktop.
• For Avaya Equinox™ for Windows, ensure that a:
  - Windows 7 computer has Microsoft .NET Framework 3.5 or a later version.
  - Windows 8 computer, Windows 10 computer, Windows 2008 Server, or Windows 2012 Server has Microsoft .NET Framework 4.5.2 or a later version.

Procedure
1. On the desktop for Windows, double-click the Avaya Equinox Setup 3.0.0.XXX.msi file.
2. Accept the terms of the license agreement, select the default values, and complete the installation.
   The Windows installer additionally includes the Avaya Outlook Plugin and Web Extension.
3. Configure the latest settings for Avaya Equinox™ 3.0 using the automatic configuration process.

Related links
Configuring Avaya Equinox settings automatically on page 28

Removing data from desktop clients

About this task
Use this procedure on desktops to permanently remove information from Avaya Equinox™, such as account information, settings, and application data.

Procedure
1. In the Avaya Equinox™ settings, select Support.
2. Select Reset Application or Clear All Settings.
3. In the confirmation dialog box, confirm the change.
Uninstalling Avaya Equinox™ on desktops

Before you begin
Ensure that Avaya Equinox™ is not running.

Procedure

1. On Windows desktops, open Control Panel and do the following:
   a. Click Uninstall a program.
   b. In the Uninstall or change a program window, select Avaya Equinox™.
   c. Click Uninstall.
   d. In the Programs and Features dialog box, click Yes.
      
      A message box displays the status of the uninstall operation. After the software is 
      uninstalled, the system closes the dialog box. Avaya Equinox™ no longer shows in the 
      Uninstall or change a program window.

2. On Mac desktops, do the following:
   b. Double-click Uninstall.
   c. In the confirmation dialog box, click Yes.
      
      After Avaya Equinox™ is uninstalled, the system displays a message.
Chapter 11: Troubleshooting

Support, warnings, and log files

Capturing detailed log information

About this task
Use this procedure only on mobile clients and Avaya Equinox™ for Mac so that Avaya Equinox™ can capture detailed logs for use by support personnel.

⚠️ Caution:
Configuring this setting might have an impact on the performance of the device. Enable this option only when requested by support personnel and disable this option when you do not need to capture detailed logs.

Procedure
1. In the Avaya Equinox™ settings, select Support.
2. To toggle the feature on or off, select Enable Diagnostics.
   Avaya Equinox™ captures detailed logs for use by support personnel.
3. Save the changes.

Configuring the quality improvement option

About this task
Use this procedure only on Avaya Equinox™ for Windows to configure the quality improvement option so that Avaya can collect quality-related product data

Procedure
1. In the Avaya Equinox™ settings, select Support.
2. Select Quality Improvement.
   Avaya Equinox™ collects data for use by support personnel.
3. Save the changes.
Configuring the support email address

About this task
Use this procedure only on Avaya Equinox™ for Android to configure the support email address. Avaya Equinox™ sends log files to this email address.

Before you begin
Get the email address from the administrator.

Procedure
1. In the Avaya Equinox™ settings, select Support > Report a Problem > Support Email Address.
2. Type a valid email address.
3. Save the changes.

Sending log files to support

About this task
Use this procedure to send log files to support for troubleshooting issues.

Note:
On Avaya Equinox™ for Android, when you send logs using an email address, Avaya Equinox™ passes the email address string unaltered to your chosen email application. Specific formatting of addresses or address validation is specific to the email application and not Avaya Equinox™.

Before you begin
On Avaya Equinox™ for Android, configure the support email address.

Procedure
1. Do one of the following:
   - On desktop clients and Avaya Equinox™ for iOS, select Support > Report a Problem.
2. Do one of the following:
   - On mobile clients, if more than one email option is listed, select the appropriate option and enter the details in the email body.
   - On Avaya Equinox™ for Windows, enter the details in the Description area.
   - On Avaya Equinox™ for Mac, enter the details in the email body.
3. Send the logs report.
Checking warning messages

About this task
Avaya Equinox™ displays a warning icon if the configuration is incorrect or Avaya Equinox™ cannot connect to a server.

Procedure
1. On the home screen, select Warning (▲).
   Avaya Equinox™ displays a detailed message.
2. Select the message.
3. Correct the error or contact your administrator for assistance.

Conferencing issues

A participant that you add to an audio conference is added as a video participant

Condition
When you add a participant to an audio conference, Avaya Aura® Conferencing determines the capabilities of the Avaya Equinox™ client and negotiates the best connection possible.

If the Avaya Equinox™ client is video capable, the conferencing system provides video for that participant even for an audio-only conference.

Solution
To have an audio-only conference and prevent Avaya Equinox™ from providing video for all participants, disable the video feature for the Avaya Aura® Conferencing account before starting the conference.

To disable the video feature for the Avaya Aura® Conferencing account, log in to Collaboration Agent. See “Configuring video” in Using Avaya Aura® Conferencing Collaboration Agent.

Avaya Equinox™ is not muted automatically when added by an Avaya Scopia® moderator to a conference in Lecture mode

Condition
All participants in a Lecture mode conference must be muted automatically. However, when an Avaya Equinox™ client is added, it might not be automatically muted.
Solution

• Exit the Avaya Scopia® conference and dial back. When you dial into the conference, your Avaya Equinox™ client is muted.
• The Avaya Scopia® moderator can put you on mute from the Avaya Scopia® web portal.

Audio is muted automatically when an Avaya Equinox™ participant becomes the Avaya Scopia® moderator

Condition
Avaya Equinox™ participant joins an Avaya Scopia® conference. To become a moderator of the Avaya Scopia® conference, the Avaya Equinox™ participant does the following:

1. Selects asterisk (*) followed by 1.
2. Enters moderator PIN followed by hash (#).
3. To return to conference, selects hash (#).

Cause
If a user of the Avaya Equinox™ client enters asterisk (*) to listen to available DTMF commands or enters any DTMF commands, Avaya Scopia® mutes this user.

Solution
The user must unmute the audio locally.

Contact issues

Cannot access local contacts on Avaya Equinox™

Cause
When you initially logged in to Avaya Equinox™, you did not configure access to local contacts.

Solution
Do one of the following:
• On mobile clients: In the settings of the device operating system, set Privacy > Contacts to On for Avaya Equinox™.
• On desktop clients: In the Avaya Equinox™ settings, select User Preferences > Contacts and enable Show Local Contacts.
Contact image is invisible

**Condition**
If you add an image to a contact and perform an enterprise search for that contact, Avaya Equinox™ does not display the latest image.

**Solution**
Delete and add the contact again to display the contact image.

Avaya Equinox™ does not display Microsoft Outlook contact photos

**Condition**
Avaya Equinox™ displays the photos of local contacts. However, Avaya Equinox™ does not display Microsoft Outlook contact photos.

**Cause**
In Microsoft Outlook, contact photos that are not stored directly with the contact are displayed as part of the Active Directory associated with Microsoft Outlook.

**Solution**
Add the contact photo as a Personal Profile Manager (PPM) buddy.
This has no impact on the LDAP photo. For more information, contact your administrator.

Instant messaging issues

As an Avaya Multimedia Messaging user, you cannot send open files in an instant messaging conversation

**Condition**
When you try to send an open file in an instant messaging conversation, Avaya Equinox™ displays the following **error message**: Send failed (an unknown error has occurred).

**Cause**
Avaya Equinox™ cannot send an open file as an attachment.

**Solution**
Close the file, and then attach the file in the instant messaging conversation.
Telephony issues

Audio is lost for a few seconds during a call

**Cause**
Opening and closing other applications on your device during a call results in loss of audio for a few seconds.

**Solution**
Workaround is unavailable.

Cannot end a call on a bridged extension that is on hold

**Condition**
If you are using a bridged extension with a call on hold on Avaya Equinox™ and the call is also active from the bridged extension or EC500 station, you cannot end the call from Avaya Equinox™.

**Solution**
1. From the bridged extension or EC500 station, drop the call.
2. Resume the call from Avaya Equinox™.
3. When you finish your conversation, end the call on Avaya Equinox™.

Two call notifications for an incoming call

**Condition**
Avaya Equinox™ displays two call notifications for an incoming call. One notification is over Wi-Fi or SIP, and the other notification is over GSM.

**Solution**
On Communication Manager, the administrator must:
- Configure the **Extend Call** button.
- Enable the EC500 status for the station.
Android device setting changes automatically from silent and vibrate mode to general mode

**Condition**
On some Android devices, for incoming and outgoing VoIP calls, the device setting changes automatically from silent and vibrate mode to general mode.

**Solution**
Workaround is unavailable.

For a bridged in call, Avaya Equinox™ displays incorrect call logs

**Condition**
There are two users, A and B. A uses MDA and logs in to all Avaya Equinox™ clients simultaneously. B logs in only in the Avaya Equinox™ for Windows client.

1. B calls A.
   A answers the incoming call on the Avaya Equinox™ for Mac client.
2. A bridges in the call on the Avaya Equinox™ for iOS client and hangs up the call on the Avaya Equinox™ for Mac client.
3. B ends the outgoing call.
4. A checks the call log on the Avaya Equinox™ for iOS client.
   The call log displays an outgoing call from A to B.

**Cause**
For the MDA feature, this is a form of originating a new call. Hence, the call logs display an outbound call attempt.

**Solution**
Avaya confirms that this behavior is as intended.

Media preserved call is not dropped when you answer a cellular call

**Condition**
When you are on a VoIP call, Session Manager becomes unreachable. Hence, the VoIP call becomes unreachable. At the same time, you receive an incoming cellular call.

When you end the cellular call, the media reserved call is still active and not dropped. The media reserved call should have ended.
Solution
Workaround is unavailable.

DTMF tones are not sent when user is active on multiple cellular calls

Cause
When a user is active on multiple cellular calls in Avaya Equinox™ for iOS, DTMF tones are not sent. Apple confirms that this behavior is as intended and that soft or hard pause DTMF tones are only sent for the first call.

Solution
Workaround is unavailable.

Client Enablement Services callback call gets dropped after called party answers the call

Cause
This issue occurs when enforced SRTP is enabled in Communication Manager.

Solution
Avaya confirms that this behavior is as intended.

Video issues

During a video call, the microphone stops working

Condition
During a video call, the microphone stops working and Avaya Equinox™ displays the following error message: USB Controller Bandwidth Exceeded.

Cause
This condition might occur if your video camera and microphone connect to:

- The same USB hub
- The same USB keyboard hub
- The USB ports on the front of your computer
Solution
Connect the video camera and microphone to the USB ports on the back of your computer.

Video is not transmitted after 15 minutes

Condition
If Avaya Equinox™ is using Avaya Aura® Conferencing 7.2 or a previous release, then Avaya Equinox™ stops transmitting video after 15 minutes.

Cause
By default, the VideoAuditTimer parameter is set to 15 minutes in Avaya Aura® Conferencing 7.2 and previous releases.

Solution
Change the VideoAuditTimer parameter to 0 if you are:
- Using Avaya Aura® Conferencing 7.2 or a previous release.
- Upgrading Avaya Aura® Conferencing from 7.2 to 8.0.

Video window does not close automatically

Condition
If you de-escalate or stop a video from an Avaya one-X® Communicator H.323 endpoint, Avaya Equinox™ does not close the video window.

For a simple point-to-point video call between Avaya Equinox™ and Avaya one-X® Communicator, Avaya Equinox™ functions differently.
- If Avaya one-X® Communicator SIP drops the video, the Avaya Equinox™ video window closes.
- If Avaya one-X® Communicator H.323 drops the video, the Avaya Equinox™ video window remains open with a black screen.

Solution
Close the video window manually.

Unable to have video in Avaya Aura® Conferencing conference

Condition
When an Avaya Equinox™ client joins or starts an Avaya Aura® Conferencing video conference, the Avaya Equinox™ client is automatically de-escalated to audio. Avaya Equinox™ is unable to escalate to video.
Cause
This issue is caused due to use of class D configuration in Avaya Aura® Conferencing. Avaya recommends not using Class D configuration when any of the following conditions exist:

- Low-end PC or mobile devices are required for video.
- Remote VPN users are required for video.
- Video bandwidth cannot be maintained at 512K or above.

Solution
Avaya recommends the use of Class C configuration in Avaya Aura® Conferencing.

Web collaboration issues

Cannot de-escalate to audio or start web collaboration

Condition
If you answer a conference call on an EC500 endpoint and bridge in to the conference from Avaya Equinox™, you cannot de-escalate to audio or start web collaboration. When you disconnect from the EC500 endpoint, the De-escalate to audio and start web collaboration functionality is still unavailable in Avaya Equinox™.

Solution
Drop from the conference and dial in again from Avaya Equinox™.

The Web Collaboration window displays a shared document on another conference

Condition
This condition might occur in the following situations:

- You are the moderator on a MeetMe conference and you start web collaboration.
- While the MeetMe conference and web collaboration are active, you start an Adhoc conference and then start a second web collaboration session for the same call.

Solution
Workaround is unavailable.
Cannot access the web collaboration session of a conference

Condition
The Web Collaboration window displays the following message: Meeting is currently locked and not accepting new users.

Cause
This issue occurs if the moderator locks the conference before you open the web collaboration.

Solution
Ask the moderator to unlock the conference.
You can then access the web collaboration session.

Other issues

Poor audio or video quality and slow response time

Condition
The performance of the Avaya Equinox™ client for presence indication, contact searches, and instant messaging depends on the wireless network that you are using. You might experience impairments to audio quality, video quality, and slow response time depending on the quality of the network connection.

Cause
Connections using VPN over the Internet, 3G cellular data, or weak Wi-Fi signals might impair the performance of the Avaya Equinox™ client.

Solution
Use a properly engineered private network to achieve best results.
The Avaya Equinox™ client actively monitors audio and video quality and provides feedback if audio and video quality are impaired.

Avaya Equinox™ for iOS exits unexpectedly

Condition
The operating system on your iPad or iPhone can end applications running in the background if an active application requires more memory.
Cause
This issue can occur when you are running memory consuming applications or if you are synchronizing many contacts over the network.

Solution
Restart Avaya Equinox™.

Cannot change to a different IP connection with Windows 8

Condition
When you are connected to an active network connection, you cannot change to a different IP, such as a VPN connection.

Cause
This is a known Windows 8 limitation. This issue does not occur if you are not connected to an active network when you change to VPN.

Solution
Perform one of the following actions:
• Toggle network connectivity by unplugging and re-plugging in an Ethernet cable.
• Disable the active network connection before changing to a different IP connection.

Error while uninstalling Avaya Equinox™ for Windows using the Windows Control Panel

Condition
You might receive the following error while uninstalling Avaya Equinox™ for Windows using the Windows Control Panel:
Error opening installation log file. Verify that the specified location exists and is writable.

Cause
This issue occurs when the administrator enables Windows Installer Logging, but the Windows Installer engine cannot write the uninstallation log file correctly. For more information, see https://support.microsoft.com/en-us/kb/2564571/en-us.

Solution
Stop and restart the explorer.exe process using the Windows Task Manager.
Getting security warnings while using Avaya Equinox™

Condition
When a program attempts to gain access to your contact information in Outlook, Avaya Equinox™ displays security warnings.

Cause
Your email administrator might only allow add-ins for specific programs by adding the add-ins to a Trusted list. For nontrusted programs, Avaya Equinox™ displays a security warning because of the potential risk that the nontrusted program might use Outlook to spread viruses.

Solution
Inform your email administrator to add Avaya Equinox™ to the Trusted add-ins list.
Installing an antivirus program and keeping the antivirus program updated regularly might prevent the security warning from appearing again.

After starting the Avaya Equinox™ client, Microsoft Outlook displays a security notification message

Condition
Upon starting the Avaya Equinox™ client, Microsoft Outlook displays a security notification message stating that a program is trying to access email address information stored in Outlook.

Cause
Microsoft Outlook displays the security notification message if Microsoft Outlook:
- Does not detect a valid antivirus program.
- Detects that the virus definitions are out-of-date.
- Is set to always warn about programs accessing email address information.

Solution
1. In the Microsoft Outlook dialog box, select the Allow access for check box.
2. From the corresponding drop-down list box, select 1 minute.
3. Select Allow.
   If you select Deny, Avaya Equinox™ cannot access email address information. However, Avaya Equinox™ can still access your Outlook contacts.
   To prevent this message from reappearing, ensure that your antivirus program is active and up-to-date.
Presence status is updated incorrectly

Condition
Avaya Equinox™ displays incorrect presence status in the following situations:

• If you set your presence status to Automatic, the presence status always displays as Offline.
• If you are on a call, the presence status does not display as Busy. It might show the message Presence Server is not available.

Cause
Client Enablement Services provides presence information using Avaya Aura® Presence Services. Client Enablement Services has a limitation that it does not automatically publish Available for mobile endpoints.

Presence status updates as the result of being on a call, also known as Telephony Presence, require the appropriate Avaya Aura® configuration by your administrator. If the Presence Server restarts while you are on a call, you see the message Presence Server is not available.

Solution
• If you set your presence status to Automatic, to see your own presence change from Offline to Available, you must log in with another presence capable client.

The presence status of that client triggers an update to your presence status.

Alternatively, you can manage your presence manually and set your status to Available when you want.
• If you do not see your presence status update while on a call, contact your administrator to determine if you have the necessary configuration for this feature.

If you are still on the same call after the Presence Server restart is complete, your presence status might not get updated. You must wait for the existing call to end.

Getting error messages while managing calls on multiple devices using MDA

Condition
Avaya Equinox™ displays the following error messages depending on whether the administrator configured the Max. Simultaneous Devices field on System Manager:

• You have been logged off. Another device has connected using this extension.
• This Extension has reached the maximum number of devices.

Cause
If the administrator:

• Does not configure the Max. Simultaneous Devices field on System Manager, you cannot use another device to log in to Avaya Equinox™ using the same extension.
• Configures the **Max. Simultaneous Devices** field on System Manager, you cannot exceed the usage limit.

**Solution**

If Avaya Equinox™ displays one of the above error messages, inform the administrator.

---

**Space key on the soft keypad works incorrectly in Avaya Equinox™ for iOS**

**Condition**

If you insert a space in the right aligned text field in Avaya Equinox™, the characters inserted before the space are not shifted to the left or the cursor is not advanced. Even if you insert a number of spaces, the characters on its left are not advanced.

**Cause**

Since iOS 7, the right aligned text fields function differently. Apple confirms that this new behavior is as intended.

**Solution**

After you insert a character following the space, the characters move to the left and the space is visible.
Chapter 12: Resources

Documentation

See the following related documents for the Avaya Equinox™ and Avaya Multimedia Messaging solution at http://support.avaya.com.

<table>
<thead>
<tr>
<th>Title</th>
<th>Use this document to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overview</td>
<td>Understand high-level product functionality, performance specifications, security, and licensing.</td>
</tr>
<tr>
<td>Avaya Equinox™ Overview and Specification for Android, iOS, Mac, and Windows</td>
<td>Perform system planning and configuration for:</td>
</tr>
<tr>
<td>Planning</td>
<td>• Avaya Equinox™ for Android</td>
</tr>
<tr>
<td>Planning for and Administering Avaya Equinox™ for Android, iOS, Mac, and Windows</td>
<td>• Avaya Equinox™ for iOS</td>
</tr>
<tr>
<td></td>
<td>• Avaya Equinox™ for Mac</td>
</tr>
<tr>
<td></td>
<td>• Avaya Equinox™ for Windows</td>
</tr>
<tr>
<td>Note: Administering Avaya Communicator for Android, iPad, iPhone, and Windows</td>
<td>has been restructured and replaced with this document in Release 3.0.</td>
</tr>
<tr>
<td>Avaya Multimedia Messaging Reference Configuration</td>
<td>Understand technical overview information, system architecture, functional limitations, and capacity and scalability for Avaya Multimedia Messaging.</td>
</tr>
<tr>
<td>Implementing</td>
<td>Deploying Avaya Multimedia Messaging Install, configure, administer, and troubleshoot Avaya Multimedia Messaging.</td>
</tr>
<tr>
<td>Using</td>
<td>Avaya Equinox™ Contact Management Quick Reference Understand how to work with contacts in Avaya Equinox™.</td>
</tr>
</tbody>
</table>
Finding documents on the Avaya Support website

About this task

Use this procedure to find product documentation on the Avaya Support website.

Procedure

1. Use a browser to navigate to the Avaya Support website at http://support.avaya.com/.
2. At the top of the screen, enter your username and password and click Login.
3. Put your cursor over Support by Product.
4. Click Documents.
5. In the Enter your Product Here search box, type the product name and then select the product from the drop-down list.
6. If there is more than one release, select the appropriate release number from the Choose Release drop-down list.
7. Use the Content Type filter on the left to select the type of document you are looking for, or click Select All to see a list of all available documents.
   For example, if you are looking for user guides, select User Guides in the Content Type filter. Only documents in the selected category will appear in the list of documents.
8. Click Enter.

Training

The following courses are available on the Avaya Learning website at http://www.avaya-learning.com. After logging in to the website, enter the course code or the course title in the Search field and press Enter to search for the course.

<table>
<thead>
<tr>
<th>Course code</th>
<th>Course title</th>
</tr>
</thead>
<tbody>
<tr>
<td>2035W</td>
<td>What's new with Equinox Client 3.0</td>
</tr>
<tr>
<td>2049W</td>
<td>What's new with Equinox (AAC 9.0)</td>
</tr>
<tr>
<td>4307W</td>
<td>Avaya Unified Communications - Clients</td>
</tr>
<tr>
<td>5106</td>
<td>Avaya UC Soft Clients Implementation and Maintenance Test</td>
</tr>
<tr>
<td>7140V</td>
<td>Integrating Avaya Team Engagement Collaboration Applications</td>
</tr>
<tr>
<td>7240V</td>
<td>Supporting Avaya Team Engagement Collaboration Applications</td>
</tr>
</tbody>
</table>
Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

Procedure

• To find videos on the Avaya Support website, go to http://support.avaya.com and perform one of the following actions:
  - In Search, type Avaya Mentor Videos to see a list of the available videos.
  - In Search, type the product name. On the Search Results page, select Video in the Content Type column on the left.

• To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and perform one of the following actions:
  - Enter a key word or key words in the Search Channel to search for a specific product or topic.
  - Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the website.

  Note:
  Videos are not available for all products.

Support

Go to the Avaya Support website at http://support.avaya.com for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a web-based search engine that provides:

• Up-to-date troubleshooting procedures and technical tips
• Information about service packs
• Access to customer and technical documentation
Resources

- Information about training and certification programs
- Links to other pertinent information

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base at no extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base to look up potential solutions to problems.

2. Log on to the Avaya website with a valid Avaya User ID and password. The Support page appears.
3. Under Support by Product, click Product-specific support.
4. Enter the product in Enter Product Name text box and press Enter.
5. Select the product from the drop down list and choose the relevant release.
6. Select the Technical Solutions tab to see articles.
7. Select relevant articles.
Appendix A: Participant mute experience with Avaya Aura® Conferencing

<table>
<thead>
<tr>
<th>No</th>
<th>Participant mute-state</th>
<th>Mute button state</th>
<th>Operation</th>
<th>Participant mute-state after operation</th>
<th>Mute button state after operation</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Unmuted</td>
<td>Black</td>
<td>Moderator turns on the lecture mode</td>
<td>Network muted</td>
<td>Blue with lecture icon and disabled</td>
<td>The participant is network muted.</td>
</tr>
<tr>
<td>2</td>
<td>Network muted in lecture mode</td>
<td>Blue with lecture icon and disabled</td>
<td>Moderator unmutes the participant</td>
<td>Locally muted</td>
<td>Blue with lecture icon and enabled</td>
<td>The participant is locally muted.</td>
</tr>
<tr>
<td>3</td>
<td>Muted</td>
<td>Blue with lecture icon</td>
<td>Moderator turns off the lecture mode</td>
<td>Locally muted</td>
<td>Mute without lecture icon and enabled</td>
<td>The participant is network unmuted. Hence, the participant is in local muted state. Also, the participant can remove the local mute.</td>
</tr>
<tr>
<td>4</td>
<td>Unmuted</td>
<td>Black</td>
<td>Moderator mutes all</td>
<td>Network muted</td>
<td>Blue with moderator icon and enabled</td>
<td>The participant is network muted.</td>
</tr>
<tr>
<td>5</td>
<td>Muted</td>
<td>Blue with moderator icon</td>
<td>Moderator unmutes all</td>
<td>Locally muted</td>
<td>Mute without moderator icon and enabled</td>
<td>The participant is network unmuted. Hence, the participant is in local muted state. Also, the participant can remove the local mute.</td>
</tr>
</tbody>
</table>

Table continues…
## Participant mute experience with Avaya Aura® Conferencing

<table>
<thead>
<tr>
<th>No</th>
<th>Participant mute-state</th>
<th>Mute button state</th>
<th>Operation</th>
<th>Participant mute-state after operation</th>
<th>Mute button state after operation</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>Muted</td>
<td>Blue with moderator icon</td>
<td>Participant unmutes self</td>
<td>Unmuted</td>
<td>Participant is unmuted</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Unmuted</td>
<td>Black</td>
<td>Moderator mutes the participant</td>
<td>Network muted</td>
<td>Blue with moderator icon and enabled</td>
<td>The participant is network muted.</td>
</tr>
<tr>
<td>8</td>
<td>Muted</td>
<td>Blue with moderator icon and enabled</td>
<td>Moderator unmutes the participant</td>
<td>Locally muted</td>
<td>Mute without moderator icon and enabled</td>
<td>The participant is network unmuted. Hence, the participant is in local muted state. Also, the participant can remove the local mute.</td>
</tr>
<tr>
<td>9</td>
<td>Unmuted</td>
<td>Black</td>
<td>Participant network mutes self</td>
<td>Network muted</td>
<td>Mute with moderator icon and enabled</td>
<td>Network self mute is possible via DTMF. Also, useful for users in Telecommuter or on Mobile calls.</td>
</tr>
<tr>
<td>10</td>
<td>Network self mute by pressing *61</td>
<td>Blue with moderator icon and enabled</td>
<td>Participant unmutes self</td>
<td>Unmuted</td>
<td>Unmuted</td>
<td>Participant is unmuted. TUI only.</td>
</tr>
<tr>
<td>11</td>
<td>Network self mute by pressing *61</td>
<td>Blue with moderator icon and enabled</td>
<td>Moderator unmutes the participant</td>
<td>Network muted</td>
<td>Blue with moderator icon</td>
<td>The participant is network muted. TUI only.</td>
</tr>
</tbody>
</table>

**Note:**

If a user dials the EC500 FNE to join the active call, which is network muted, the EC500 user will not be aware about being currently network muted. If the transfer occurs while the participant is muted, the transfer scenario results in a one-way audio path.
### Glossary

<table>
<thead>
<tr>
<th>term</th>
<th>definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication Manager</strong></td>
<td>A key component of Avaya Aura®. It delivers rich voice and video capabilities and provides a resilient, distributed network for media gateways and analog, digital, and IP-based communication devices. It includes advanced mobility features, built-in conference calling, contact center applications and E911 capabilities.</td>
</tr>
<tr>
<td><strong>EC500</strong></td>
<td>A feature that bridges calls received by the Avaya Aura® Communication Manager server to any mobile phone, regardless of location or wireless service provider.</td>
</tr>
<tr>
<td><strong>Feature name extension</strong></td>
<td>An extension assigned to a feature within Communication Manager. The system administrator administers Feature name extension (FNE) to correspond to a feature access code that activates the feature.</td>
</tr>
<tr>
<td><strong>System Manager</strong></td>
<td>A common management framework for Avaya Aura® that provides centralized management functions for provisioning and administration to reduce management complexity.</td>
</tr>
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