AVAYA ONE-X COMMUNICATOR SOFTPHONE (MAC) INSTRUCTIONS

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Log In

**To login:**
1. In the Applications folder, click on the icon
2. One-X Communicator window will open

Log Out

**To logout:**
1. Click on one-X Communicator on Menu bar and
   Click on Quit Avaya one-X Communicator

** For Initial Setup instructions: **Click here
Placing a call

Place a call in any of the following ways:

1. In the **Enter a name or number** field, enter the telephone number or a name to search the directory. Click **Make Audio Call**.

**Note** – If the Directory is not appearing when entering a name make sure all fields are completed as follows:
- Go to **Tool** bar and click on **one-X-Communicator**
- **Preferences**
- **Directory**
  - LDAP Server: directory.washington.edu
  - Port: 389
  - Search Base: ou=Faculty and Staff, ou=People, o=University of Washington, c=US
  - Scope: Subtree
  - Authentication: None
2. Use **Dialpad** [☎️], which will open the Dialpad and enter the number using the mouse. Click on **Make Audio Call** [📞]
Placing a call (Cont.)

3. To make a call using the call log window, select a name/number from Recent Calls. Click Call.

Active call will appear
Placing a call (Cont.)

4. To make a call using a Contact, select **Contacts** and highlight the appropriate Contact. Click **Call**.

Ending a call

To end an ongoing call, Click **End Call**.
Adding a Contact

To add a new contact:

1. Click on **Contacts**, select **Create New Contact**

2. Complete information and Click **Done**
Adding a Contact to Favorites

1. To add a contact to favorites, Click on 🔃

Denny Knoll
University of Washington

work: 206-555-1212
work: Dknoll@anywhere.com

Note:
Updated: 4/15/14

2. Contact will appear on Favorites tab

Denny Knoll
Modifying a Contact

To modify a contact:

1. Click on **Contacts**, highlight Contact to be modified and click to access individual information.

2. Click **Edit**, make any corrections needed.

3. When finished, Click **Done**.
Mute microphone

To mute microphone:
1. When on an active call, Click Mute Audio to mute the call. Once call is muted the microphone will be highlighted.
2. Click again to unmute and resume conversation.
Place call on Hold

To place a call on Hold:
1. When on an active call, Click on Hold \(\text{Hold}\) and caller will be placed on Hold

2. Hold button will be highlighted \(\text{Hold}\) indicating call is still on Hold. Click again to resume call
Transfer a call

To transfer a call:

1. When on an active call, Click on Transfer Call to send a call to another person/extension. The application opens a pop-up window.

2. The Transfer dialog box appears. In the To field, enter the name/number to which you want to transfer the call and Click Transfer.

NOTE: When you enter the name of a person in the Enter a name or number field, ensure that the contact information is present in the directory. Allow a few seconds for the names to appear.

(The call disappears from the Avaya one-X Communicator window, indicating the transfer was successful.)
Conference call

To make a conference call:
1. Dial the telephone number of the first participant of the conference
2. After the participant answers your call, Click Hold
3. In the Enter name or number field, enter another telephone number or a name to search from the directory and Click Make Audio Call
4. Once the second participant answers the call, Click Conference to join both calls together
5. To end a conference call, Click End Call

NOTE: Repeat the same procedure to add additional participants to your conference call. A conference call can have up to a maximum of six participants (including you).
Call Forward

This feature enables you to forward all calls to any extension:
1. Click on **Features** (Main toolbar) > Click **Call Forward**

2. Enter the 5-digit extension number where calls should be forwarded to. To forward to an off-campus number within the Greater Seattle Area, dial 9 + area code + 7-digit number. Click **OK** (All calls will be forwarded at this point)

To cancel Call Forward:
3. Click on **Features** to remove the check mark from the **Call Forward** selection and have all calls return to your extension