AVAYA ONE-X COMMUNICATOR SOFTPHONE (WINDOWS) INSTRUCTIONS

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To log in to the server:
1. Start Avaya one-X Communicator to display the Avaya one-X Communicator Login dialog box
2. In the Extension box, enter your extension. Do not prefix the extension with + or include any alphabets or special characters
3. In the Password box, enter your password
4. Click Log On

** For Initial Setup instructions: Click here

To log out of the server (Click on the drop down Menu):
1. Click and select Log Off (this will take you back to the Log In screen)
2. Click and select Exit (this will log you off and close Avaya one-X Communicator)
Placing a call

There are several options to choose from:

1. Using the computer keyboard, enter the phone number (5-digit extension or full number) in the field “Enter name or number” and Click **Place Call**
   OR
   Begin typing a name in the field to access the Directory or Contacts and Click **Place Call**

2. Use **Dial Pad**, which will open the Dial Pad and enter the number using the mouse and call will begin immediately

3. **Redial** will dial the last number that was completed
Placing a call  
(Cont.)

4. Select **Show Contacts** and Click to open  
   * Highlight contact and Click to launch ‘Call’ button

5. Using “View” drop down menu Select **Search Results** and enter name in field to the left to search the Public Directory. Click to launch ‘Call’ button to initiate call

**NOTE:**
Names can be entered by First or Last to achieve search result. As you type in the first few characters, all matching names are displayed
To add a contact:

1. Click on Menu, select Contacts > Add Contact

2. Complete information and Click OK
To modify a contact:
1. Click on **Show Contacts**, highlight Contact to be modified and double click
2. Make any changes and Click **OK** when finished

Modifying a Contact

To mute microphone:
1. When on an active call, Click microphone to mute and Click again to unmute
To place a call on Hold:
1. When on an active call, Click on Hold and caller will be placed on Hold

2. Click again to resume call

To end call:
1. Click on Hang Up and call will be ended
To transfer a call:
1. When on an active call, Click on Transfer to send a call to another person/extension.

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

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

NOTE:
You can also transfer a call to another number by dragging and dropping the call appearance to either an entry in the call log or to a contact, and clicking the Transfer button that appears.
To start a conference:
1. If you have two calls in the Avaya one-X Communicator window and would like to conference them together as shown below

2. Click Conference (The Conference dialog box appears)
Conference call (Cont.)

3. Click **Conference** again (One call is displayed for the conference)

4. Click **Drop** to release the last person that joined or **Hang Up** to end call
Add a participant to conference call:
Perform one of the following steps:
1. Call the party you want to add to the conference

2. Answer incoming call by clicking Accept (1st caller is placed on Hold automatically). Click on Conference
3. Click on **Conference** again to connect calls

4. All calls should be in Conference at this point

5. Click **Drop** to release the last person that joined or **Hang Up** to end call
1. Click ☐ and Click on **Call Forward**. Enter extension and Click **OK**

**Call Forward**

Note: This function is available upon request

2. Call Forward button will turn **Green** indicating all calls are now being forwarded

3. To cancel Call Forward feature, Click on Call Forward function and calls will no longer be forwarded