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.
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**

Adding a 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

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

Place call on Hold

![Place call on Hold]

2. Click again to resume call

To end call:
1. Click on Hang Up and call will be ended

End call

![End call]
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)
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)
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

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

Note: This function is available upon request
Bridged Numbers

NOTE: Bridged numbers are additional numbers that calls can be made from and answered on your phone. The bridged number appears on Caller ID when calls are made from them. Your system administrator sets up bridged numbers.

To make a call from the main window:

1. In the drop-down list box adjacent to the **Enter name or number** field (Call as ______), click the bridged number that you want to use for making the call.

2. Enter the number you wish to dial in the **Enter name or number** field or by using the **Dial Pad** and **Click Place Call**.