





Quick Reference Guide

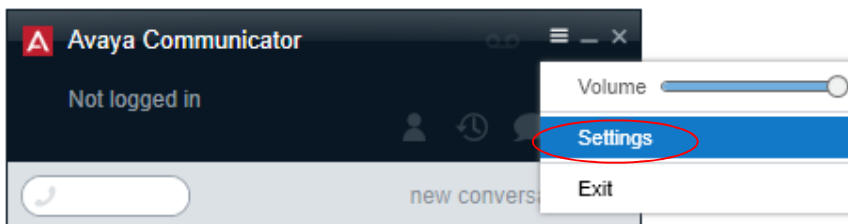
Avaya Communicator

The Quick Reference Guide includes instructions on how to use the basic functions.

Configuration on Avaya Communicator

Start “Avaya Communicator” which is installed on the PC.

Click Menu  then click on settings .



Fill up the IP address and port number as follows:

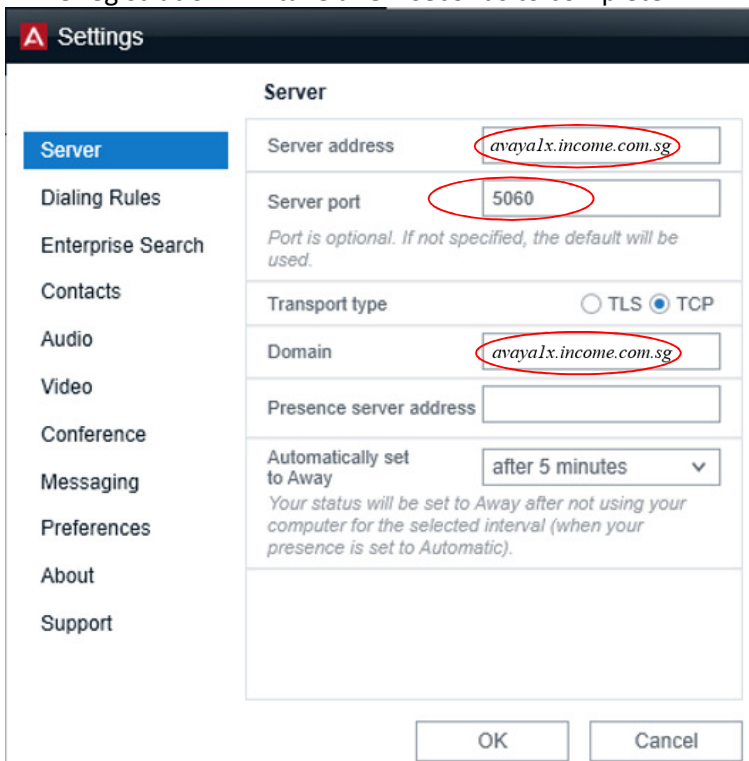
Server Address and Domain : *avaya1x.income.com.sg*

Server Port : *5060*

Transport Type : *TCP*

Click “OK” after complete filling up the information.

*The registration will take a few seconds to complete.



Avaya Communicator Login

After successful registration of the “Avaya Communicator”, the “Not logged in” status will show in the box.

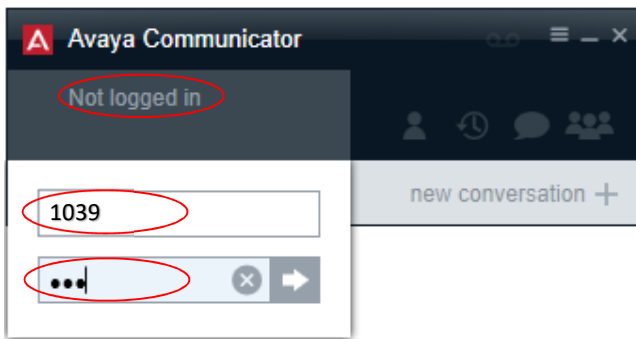
Click on the “Not logged in” status, and the username and password box will appear.

User Name: Extension number

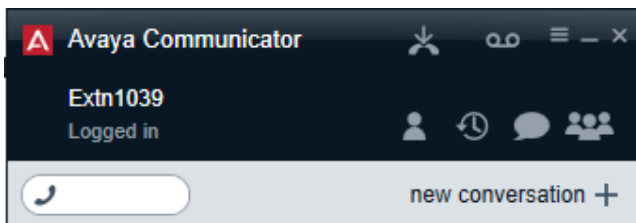
Default Password: Ext@n#xxxx (last 4 digit of the extension number)

**** User is advisable to change the default password**

Click on  or ” Enter” .



When log in is successful, it will show “Logged in”.



Change of Avaya Communicator Default Password

Go to Setting > Server - Click 'Change Password'

Settings

Server

Server address: avaya1x.income.com.sg

Server port: 5060
Port is optional. If not specified, the default will be used.

Transport type: TLS TCP

Domain: avaya1x.income.com.sg

Presence server address: [Empty]

Automatically set to Away: Never

Your status will be set to Away after not using your computer for the selected interval (when your presence is set to Automatic).

You must be logged out to change some server settings.

Change Password

OK Cancel

Enter default log in password (Ext@n#xxxx) at 'Current Password' field.

After which enter 'New Password & 'Confirm New Password', click 'Confirm' and to re log in Avaya Communicator.

Please raise ICM to reset password if password is forgotten or log out.

Settings

Change Password

Current Password: [Input Field]

New Password: [Input Field]


Confirm New Password: [Input Field]

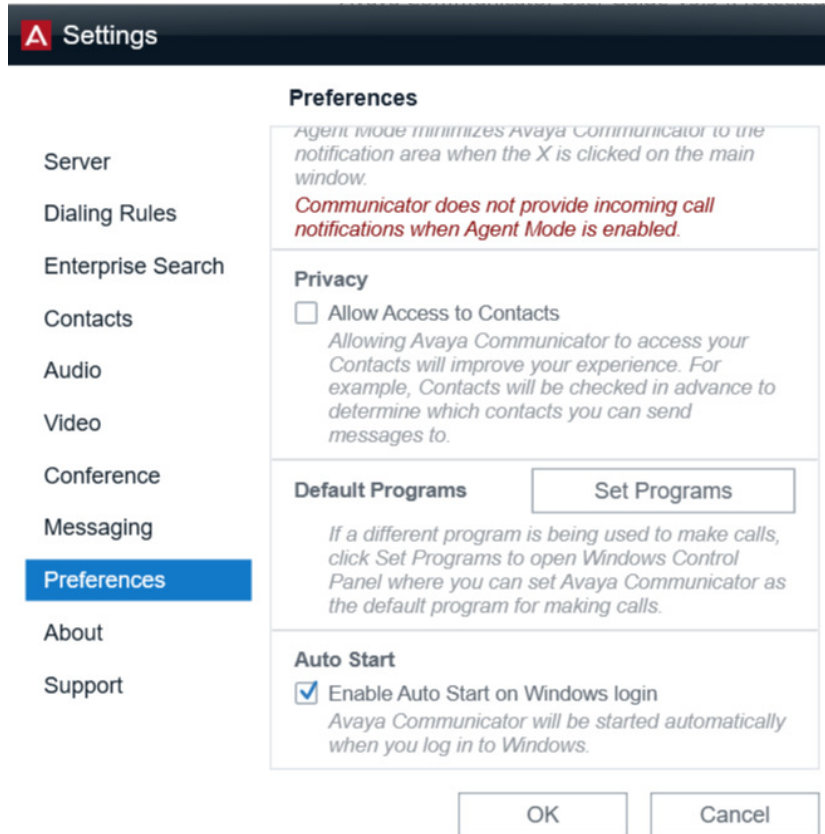
Password Complexity Rules:

1. Password length must be between 4 to 31 characters.

Confirm Back

Auto Start & Login when windows starts

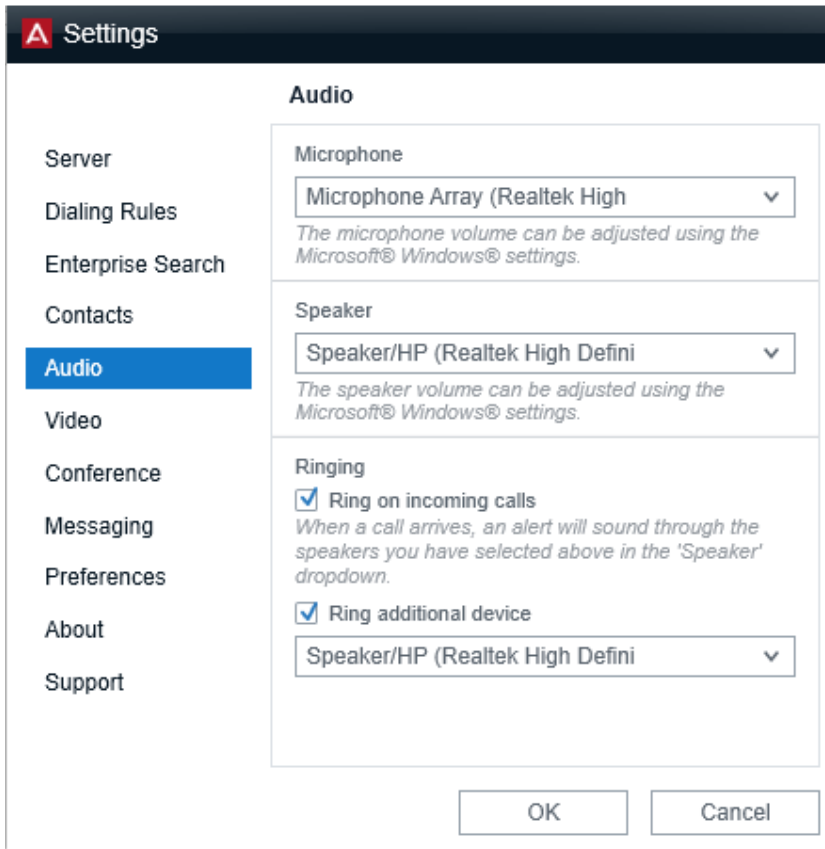
Go to  > Settings > Preferences > Check “Enable Auto Start on Windows login”.
Avaya Communicator will attempt to log in automatically once you start up your PC.



Audio Settings

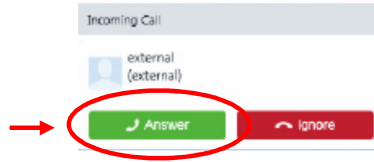
Go to Settings > Audio

Depending on the device which you want to use, select the device for microphone and speaker accordingly.



Answering Calls

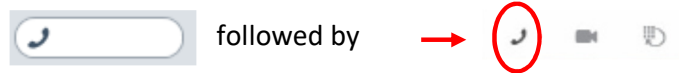
- *Answer Calls*
- : Click on the Answer button



Making Calls

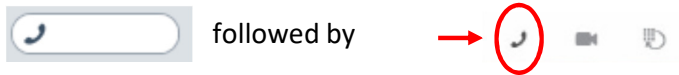
- *Internal Calls*

Enter the '**Extension No.**' in the Dialpad Field



- *External Calls*



Enter '**External Telephone No.**' in the Dialpad Field



- *Last Number Redial*

Click on the  **History List Tab** followed by 

Put Caller on Hold

- *Hold a Call* : While on line, click on Hold button 
- : To Resume the call, click on the Hold (Resume) button again 

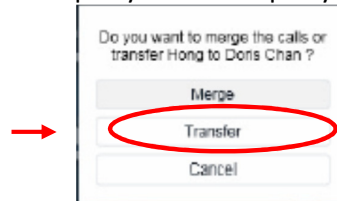
Transferring Calls

- *Transfer a Call*

: While on line, key in the **'Extension No.'** that you want to transfer to in the Dialpad Field.



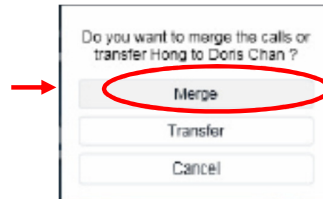
Once the other party answers, use your **mouse cursor** to drag the 1st party to the 2nd party. Click on the **'transfer'** button.



Conference

- *Conversation*

: **Call 1st party**, once 1st party answers, **Call the 2nd party**, once 2nd party answers, use your **mouse cursor** to drag the 1st party to the 2nd party. Click the **'Merge'** button.



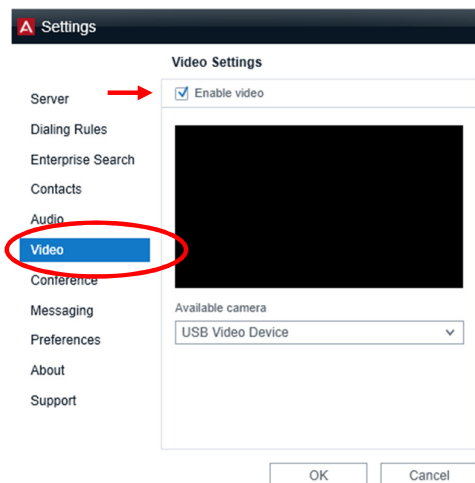
Video

- *Conversation*


: **Logout** from Avaya Communicator

Go to setting > Video. Tick check box to 'Enable video, click 'OK'

The other party must also unblock video after answering the call so that the caller can see the other party's camera capture.



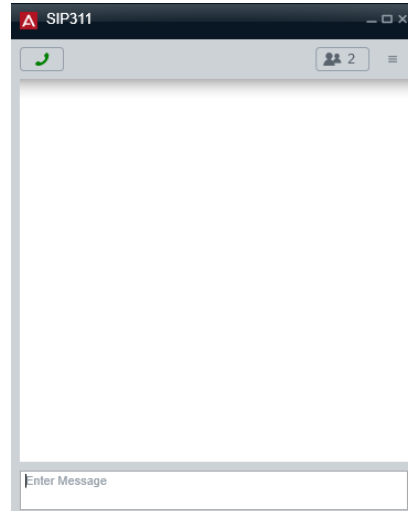
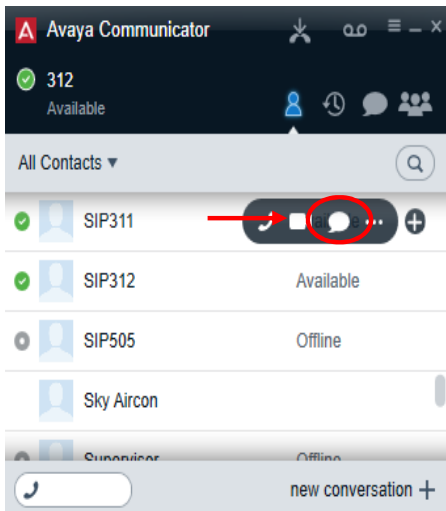
To retrieve Voice Message

- *To Retrieve* : Click on the  message button
- *Mailbox Options* : Play old messages
: Play saved messages
: Edit greeting
: Delete current message
: Save current message
: Forwarding option
: Repeat last message
: Skip current message
: Call back sender (internal sender)

Instant Messaging

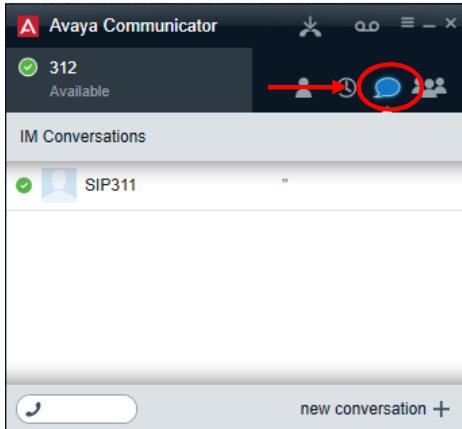
1. To send an instant message, do the following:

- Click the Contacts tab, select the available user in the contact and click IM on the contact card
- Type your message and press Enter
- Close the IM window



2. To view the Instant message

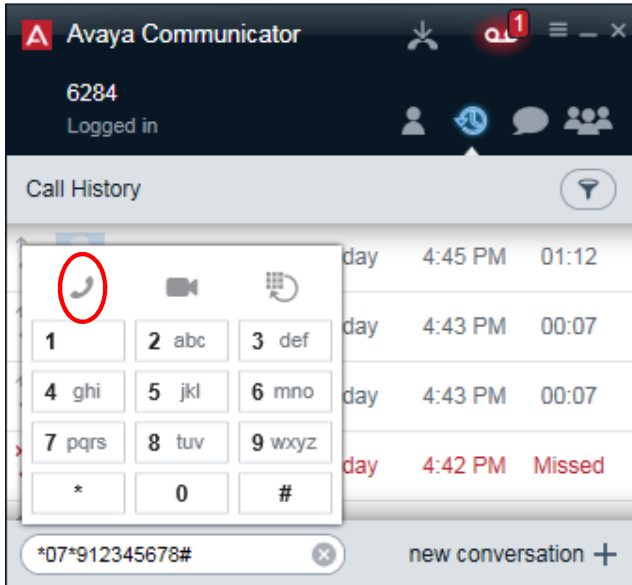
- a. Click the IM tab on the top bar and click on the Instant Messaging card you wish to view



To Set the Call Forwarding from Avaya Communicator

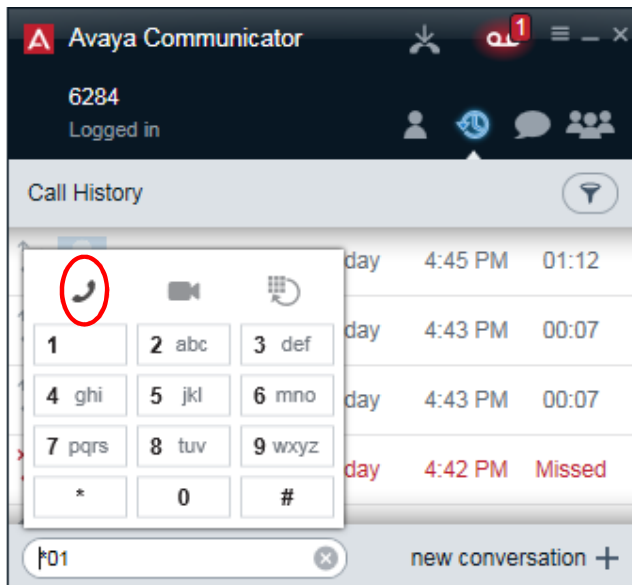
- 1) To set the call forwarding, enter *07*9XXXXXXXX# using the dial pad, where XXXXXXXX is the number to call forward to ie mobile/home/office tel no, followed by clicking the call button.

Two beeps will be heard, then hang up the call.



- 2) To enable the call forwarding, enter *01 using the dial pad, followed by clicking the call button.

Two beeps will be heard, then hang up the call.



3) To disable the call forwarding, enter *02 using the dial pad, followed by clicking the call button. Two beeps will be heard, then hang up the call.

