1. What is the audio setting when plug in Logitech Headset?

A: Go to setting – Audio – both Microphone & Speaker to select Logitech from the drop list. User need to manually select the audio device they plug in to the laptop or PC.

A Settings			
	Audio		
Server Dialing Rules Enterprise Search Contacts Audio	Microphone Headset Microphone (Logitech H5 v The microphone volume can be adjusted using the Microsoft® Windows® settings. Speaker Headset Earphone (Logitech H570 v		
Video Conference Messaging Preferences About Support	The speaker volume can be adjusted using the Microsoft® Windows® settings. Ringing Ring on incoming calls When a call arrives, an alert will sound through the speakers you have selected above in the 'Speaker' dropdown. Ring additional device Speakers (Realtek High Definiti ✓		
	OK Cancel		

2. Not able to log in Communicator?

A: To exit from the communicator, restart your computer. Then re log in with the correct user name & default password.



A: Go to setting – Server – to check and ensure both the server and domain address is enter correctly at 'avaya1x.income.com.sg'.



A: Go to setting – exit from communicator, re-enter the correct user name and default password

		Christine Chia		
		Christine Quek		
		Christine Toh		
Avaya Communicator	un ≡ – ×	The following selected contacts do not		
Not logged in	10944	An unrecoverable error was encountered. Please restart the apolication. You can send		
A Incorrect extension or password.	new conversation +	a report with logs from the Support area in Settings.		
		ок		
		Cancel		

3. I cannot hear incoming call or when calling out no dialling tone?

- a. Go to setting check on the audio setting
- b. To check if there is Income network connected
- c. To check if headset is plug in to the correct port
- d. To take another headset to test
- e. To check if the laptop/PC speaker is in mute mode or in low volume
- f. To check if the headset controller is on mute mode
- g. To check if the audio setting on both the microphone & speaker is set to the correct device driver
- h. To check on laptop microphone button if is in mute mode

4. How to delete voice messages?

A: Click on the voice message and listen to the voice mail and follow the instruction step by step. Using keypad to enter the required information from the recorder. Password is user's last 4 digit tel exten no.



5. I talk over the communicator but recipient cannot hear me?

- a. To check if the laptop/PC speaker is in mute mode or in low volume
- b. To check if the audio setting on both the microphone & speaker is set to the correct device driver
- c. To check on laptop microphone button if is in mute mode
- d. To check if the headset controller is on mute mode



6. The status of the communicator is in 'Unavailable'?

A: User to place the cursor at the tel extension and from the drop list, click to select 'Available'



7. Why sometimes I can see internal caller name and tel number but sometimes cannot?

A: If the user dial the full tel number, the phone is making an external call, hence no name will be shown on the receiver's end.

If the user dials the last 4 digit tel extension, then the name and tel no will be displayed based on the internal phone system.

If I want to reset my communicator log in password, where do I look for help?
 A: Log ICM via intranet with your telephone number to request for resetting of communicator log in password.

9. If I have issue with communicator, where do I look for help?

A: Log ICM via intranet and to specify the issue you encounter and attach print screen of the error if there is.

10. How do I pick up call for colleague?

A: The call pick up function is not available for the Avaya Communicator.

11. How do I delete the call history?

A: The call history cannot be deleted, it will show the last 30 entries for incoming, outgoing and missed calls individually.

12. Can I save external phone number into communicator contact list?

A: If user wish to add external contacts, you can go to setting – Contacts to sync the outlook contacts with communicator.

A Settings			
	Contacts		
Server	Display name	First, Last	~
Dialing Rules	Use Microsoft® Outlook® contacts		
Enterprise Search	Some changes will take effect on next login.		
Contacts			
Audio			
Video			
Conference			
Messaging			
Preferences			
About			
Support			
		OK	Cancel

13. Can we buy our own headset?

A: Headset will be provided by the company. We do not recommend staff to buy their own headset as it may not be compatible for communicator software.

14. Will I receive voice mail message from caller?

A: User will receive voice message via email inbox.

15. How do I stop this Microsoft Outlook pop out box?

A: Go to setting – Contacts – Uncheck 'Use Microsoft Outlook Contacts.

A Settings			
	Contacts		
Server	Display name	First, Last	~
Dialing Rules	Use Microsoft® Outlook® contacts		
Enterprise Search	Some changes will take effect on next login.		gin.
Contacts			
Audio			
Video			
Conference			
Messaging			
Preferences			
About			
Support			
	[OK	Cancel
Microsoft Outlook			×
A program i stored in Or verify your a	s trying to access utlook. If this is ur antivirus software	e-mail address int nexpected, click D is up-to-date.	formation eny and
For more in might be ab	formation about e le to avoid getting	-mail safety and I g this warning, cl	how you ick Help.
Allo	w access for 1 r	minute \vee	
Allow	Deny	Help	

16. I encountered the error of 'Presence Server is not responding...?

A: Logout from the communicator, exit and re log in. If the issue still persist, please log ICM or to check if the user name and log in password is enter correctly.



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