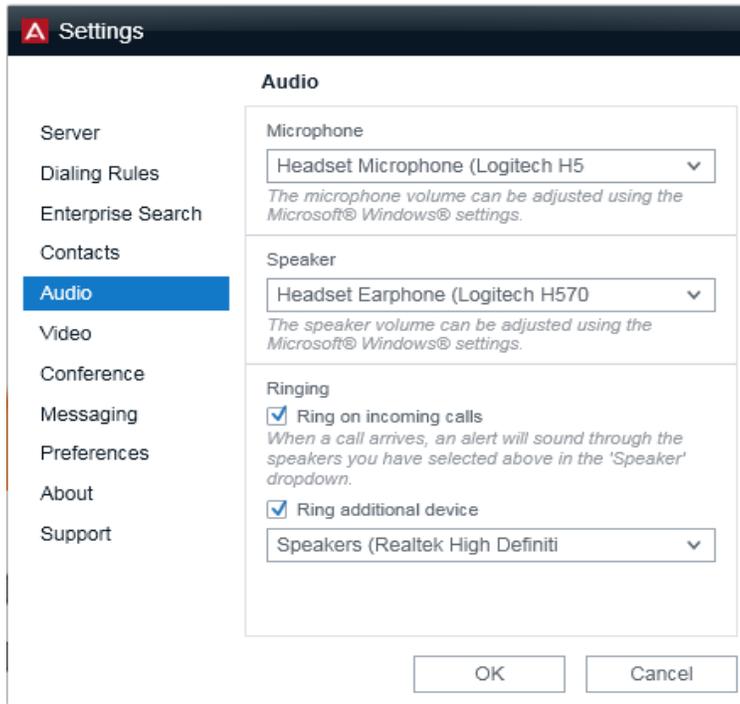


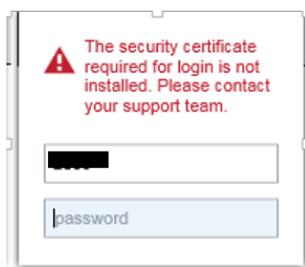
**1. What is the audio setting when plug in Logitech Headset?**

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.

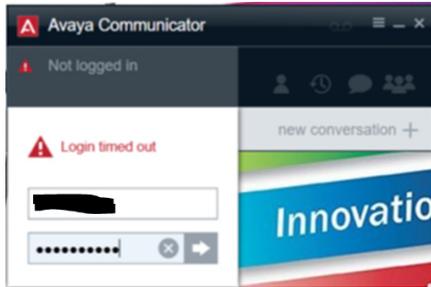


**2. Not able to log in Communicator?**

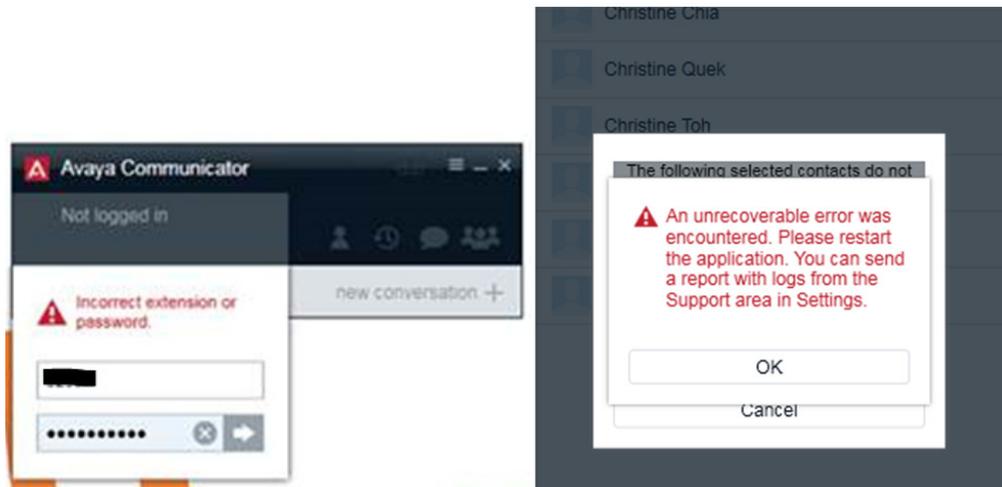
A: To exit from the communicator, restart your computer. Then re log in with the correct user name & default password.



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

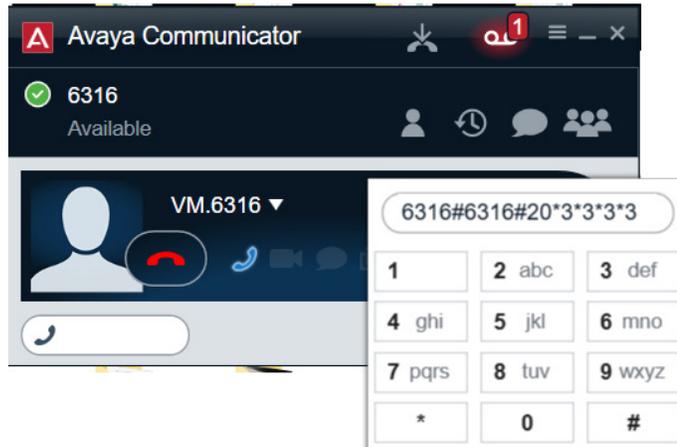


### 3. I cannot hear incoming call or when calling out no dialling tone?

- 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.



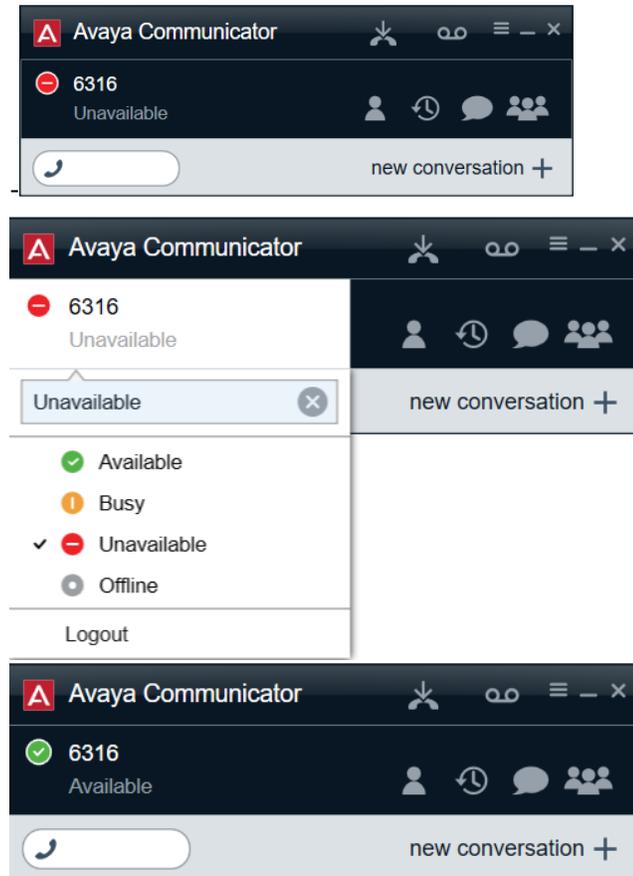
#### 5. I talk over the communicator but recipient cannot hear me?

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

**8. 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?**

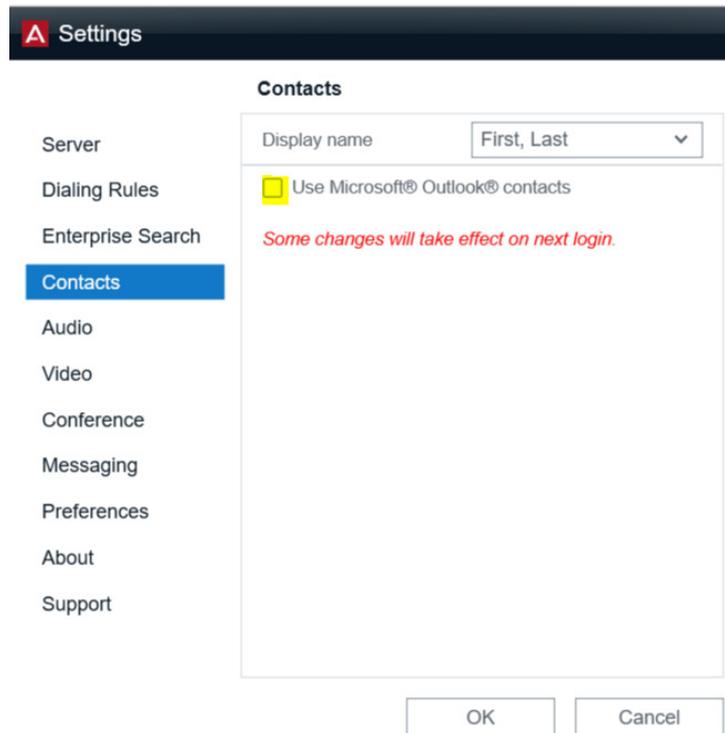
A: The call pick up function is not available for the Avaya Communicator.

**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.



**13. Can we buy our own headset?**

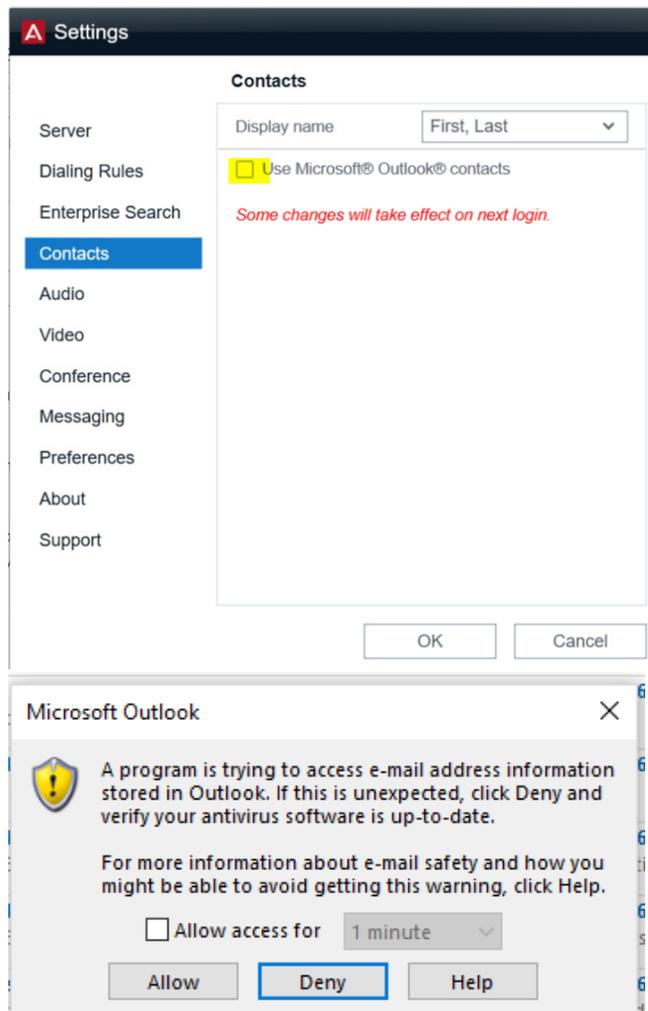
A: Headset will be provided by the company. We do not recommend staff to buy their own headset as it may not be compatible for communicator software.

**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.’



**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.

