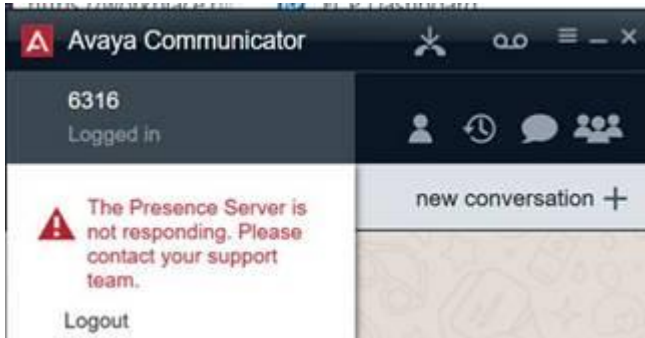
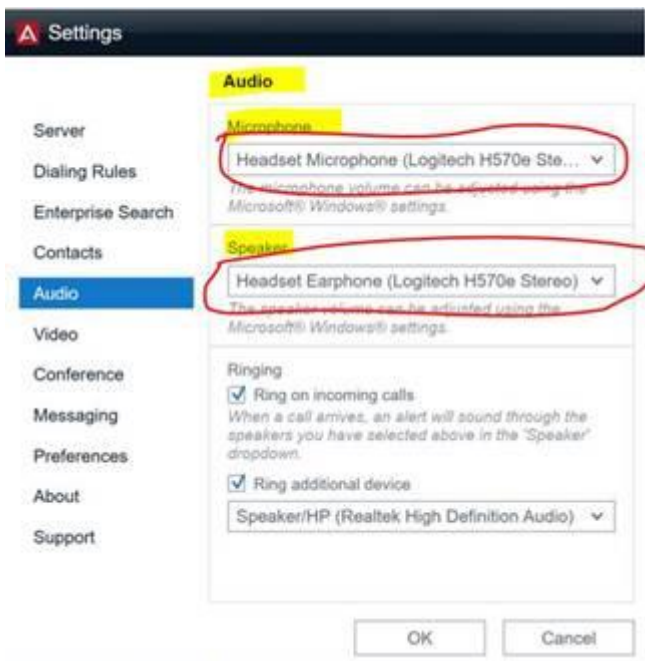


Tips on common queries for the Avaya Communicator

1. If you encountered the print screen 'presence server' error, please be assured you can still continue to make or receive calls.
 - For those who can't, please exit and re-log in
 - To reset password, please raise ICM – office service – facilities – communications with your tel number and we will assist to set. ITHelpdesk won't be able to reset.



2. How to check the setting of Avaya communicator
Refer to URL link for set up and user guide on avaya communicator - <https://intranet.income.com.sg/news/others/Lists/Posts/Post.aspx?ID=107>
3. I cannot hear other party or other party cannot hear me
 - Check the audio setting
 - Ensure both microphone and speaker are same headset name (ie company issued headset Logitech)
 - Change USB port
 - Check on laptop speaker if in mute mode



4. I encountered "Repair of Avaya...." error after windows update
 - Please email to ITHelpdesk with your laptop/PC hostname for them to assist in troubleshooting



5. I encountered login timeout
Refer to URL link for the guide -
<https://intranet.income.com.sg/news/others/Lists/Posts/Post.aspx?!D=107>