

## Tips on how to use The Softphone

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### West Lothian Council

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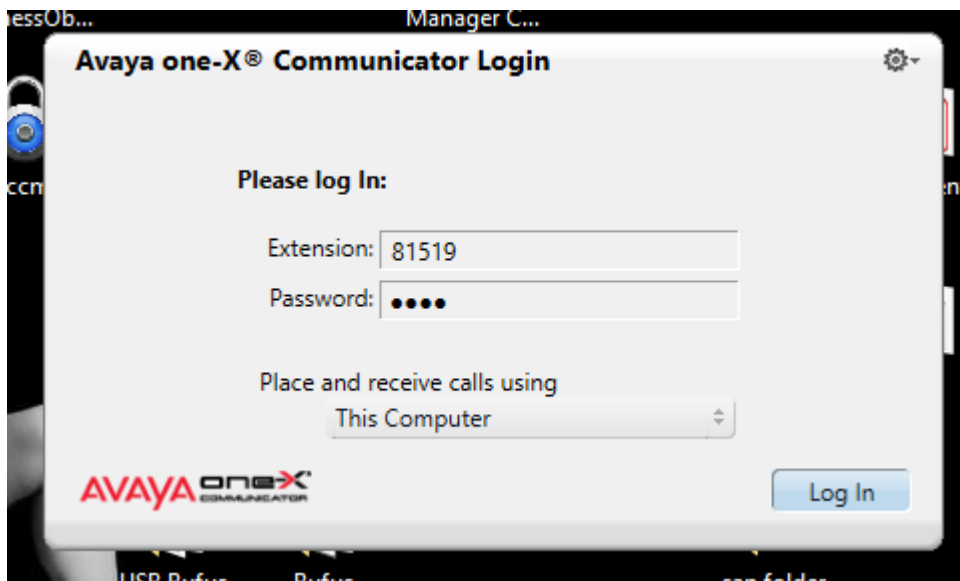
## 1 Launch Soft Phone Once installed

This should be listed under programs or a shortcut on your desktop

Called - **Avaya one-X Communicator**



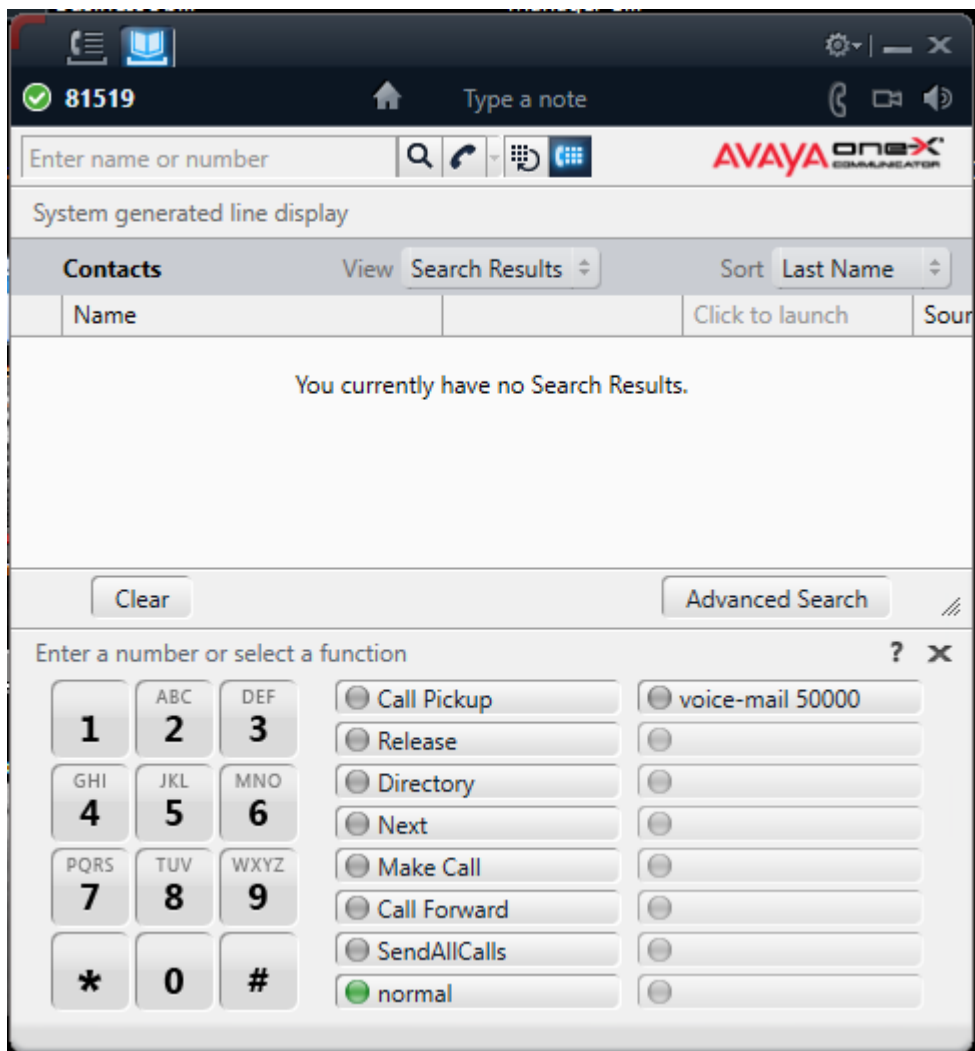
Double click on this shortcut



Please out in your phone number and the password is **2580**

Make sure you set your calls to **This computer**

Click on **Login**



This is how your phone should look -

It should be Green and the button highlighted – **Normal** your ready to take calls

You can click on the Function you wish to use for example

**Send all calls** – This is to put everything to Voicemail






**Call Forward** – This is to send your calls to another phone – You will be prompted for a number

**Directory** – This is to allow you to look anyone up by surname on the New Phone system (Staff Directory)

**Call pick up** – This works if your in a pick up group

List of what all the Icons on the phone do for you and what they mean

## Avaya one-X<sup>®</sup> Communicator icon descriptions

Icon location	Icon	Icon name	Icon description
Top Bar Icons		<b>Menu</b>	Opens the menu.
		<b>Show Contacts (Toggle)</b>	Opens or closes the Contacts pane.
		<b>Show Call Log (Toggle)</b>	Opens or closes the Call Log pane.
		<b>Speaker Phone (Toggle)</b>	Opens or closes the settings for audio devices. Changes headset mode to speakerphone mode and vice versa.
Configuration Panel icons		<b>Mode settings</b>	Opens the Mode settings configuration panel.

















Icon location	Icon	Icon name	Icon description
		<b>Video settings</b>	Opens the Video settings configuration panel.
		<b>Sound settings</b>	Opens the Sound settings configuration panel.
Dial Bar Icons		<b>Search</b>	Starts searching for a contact.
		<b>Place Call</b>	Dials a number.
		<b>Redial</b>	Redials the last dialed number.
		<b>Show Dialpad (Toggle)</b>	Opens or closes the dial pad.
System Tray Icons		<b>Avaya one-X<sup>®</sup> Communicator icon in the system tray</b>	Opens, resets, exits, and displays Avaya one-X <sup>®</sup> Communicator.
Contacts Icons		<b>Call (from contacts)</b>	Dials the selected number from the contacts pane.
		<b>Call</b>	Indicates that the presence of the contact is unavailable because the contact is not your favorite contact.
		<b>Call</b>	Indicates that the favorite contact might be unavailable for a call. The contact status is displayed as away, busy, do not disturb, or on a call.
		<b>Call</b>	Indicates that the favorite contact is unavailable for a call on Avaya one-X <sup>®</sup> Communicator but available on other devices.
		<b>Email (from contacts)</b>	Opens the default email client.
		<b>Launch IM</b>	Opens the instant messaging window for the selected contact.
		<b>Launch IM</b>	Indicates that the presence of the contact is unavailable because the contact is not your favorite contact.
		<b>Launch IM</b>	Indicates that the favorite contact might be unavailable for an IM conversation. The contact status is displayed as away, busy, do not disturb, or on a call.
		<b>Launch IM</b>	Indicates that the favorite contact is unavailable on Avaya one-X <sup>®</sup> Communicator but available on other devices.

Table continues...

Icon location	Icon	Icon name	Icon description
		Video Call	Starts a video call with the selected number from the contacts pane.
		Video Call	Indicates that the presence of the contact is unavailable because the contact is not your favorite contact.
		Video Call	Indicates that the favorite contact might be unavailable for a video call. The contact status is displayed as away, busy, do not disturb, or on a call.
		Video Call	Indicates that the favorite contact is unavailable for a video call on Avaya one-X <sup>®</sup> Communicator but available on other devices.
Call Log Icons		Call (from Call Log)	Dials the selected number from the call log pane.
		Show Contact Details	Shows details for the selected contact.
Incoming Call Icons		Call Answer	Answers an incoming call.
		Call Ignore	Rejects an incoming call.
Outgoing Call Icons		Transfer call	Transfers an ongoing call to another telephone number.
		Hold	Places the current call on hold.
		Hang Up	Ends an ongoing call.
		Mute	Mutes the audio.
		Unmute	Starts the audio.
		Ongoing Call	Places the current call on hold and dials another number.
		Call Resume	Resumes the on-hold call.
Voicemail and Visual Voicemail Icons		Voice Mail (Toggle)	Notifies and gives access to new voice mails.
		Visual Voice Mail Messages	Notifies and provides access to new visual voice mails.
Bridge Conference Icons		Bridge Conference	Opens the Bridge Conference window.
		Lock Bridge Conference	Locks the current bridge conference.
		Unlock Bridge Conference	Unlocks the current bridge conference.

Table continues...

Icon location	Icon	Icon name	Icon description
		Add Party to Bridge Conference	Adds a new participant to bridge conference.
		Mute Bridge Conference	Enables the lecture mode.
		Unmute Bridge Conference	Disables the lecture mode.
Instant Messaging Window Icons		Emoticons	Opens the Emoticons list.
		Send attachment	Opens the Select Files To Send dialog box.
		Email	Opens the default mail client.
		Font	Displays a font selection window.
Video Window Icons		Video	Opens the Video window.
		Mute Video	Stops temporarily sending the video during a call.
		Unmute Video	Resumes sending video to the other party.
		Stop Video	Stops the video but continues the call only in audio mode.
		Video Optimal Size	Displays the video in its optimal size.
		Full Screen Video	Opens the full screen video.