

AVAYA ONE-X COMMUNICATOR SOFTPHONE (WINDOWS) USER GUIDE


To log in to the server:

1. Start Avaya one-X Communicator to display the Avaya one-X Communicator Login dialog box



2. In the **Extension** box, enter your 4 digit extension.
3. In the **Password** box, enter your password (default normally 2580)
4. Click **Log On**



To log out of the server (Click on the drop down Menu ):


1. Click and select Log Off (this will take you back to the Log In screen)
2. Click and select Exit (this will log you off and close Avaya one-X Communicator)

NB Make sure that general settings have been setup ie H.323 server settings and dialling rules etc have been completed before using the soft phone.

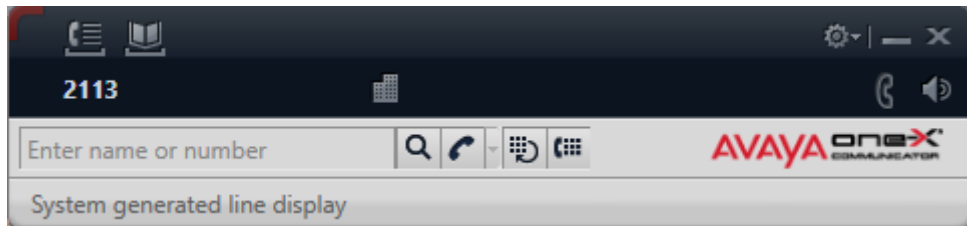
PLACING A CALL


There are several options to choose from:

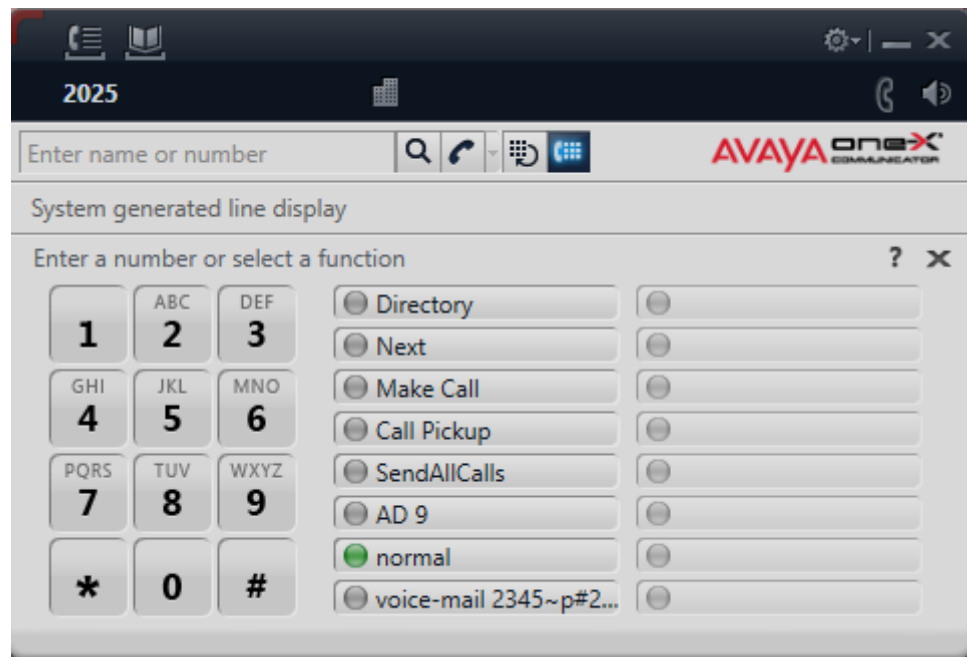
1. Using the computer keyboard, enter the phone number (4-digit extension or full 11 digit national/mobile number) in the field "Enter name or number" and Click


Place Call 

OR Begin typing a name in the field to access your Contacts and Click Place Call





2. Use Dial Pad,  which will open the Dial Pad and enter the number using the mouse and call will begin immediately



3. Redial  will dial the last number that was completed

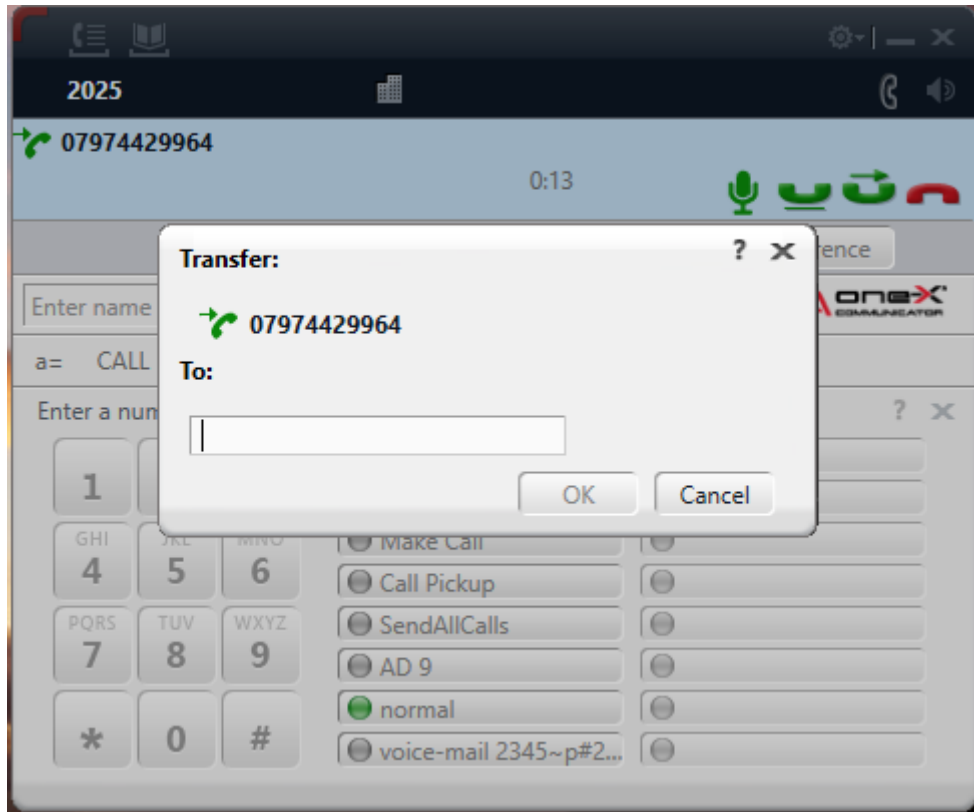
4. Using Call Log click  to make call.

Call Log		View All		
	Name/Number	Time	Length	Click to launch
	New Audix	11:30	00:29	


TRANSFERRING CALLS

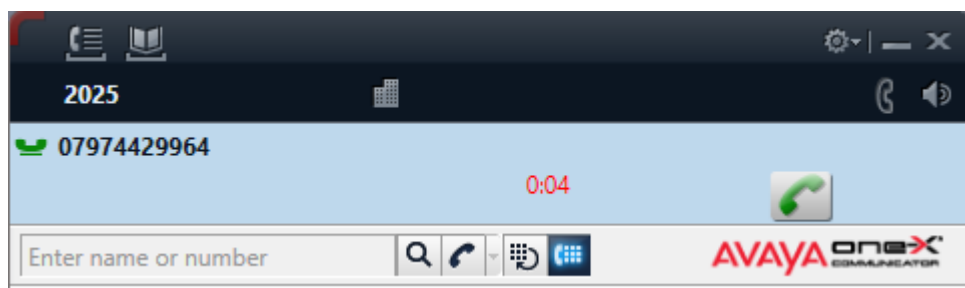
1. When on an active call, Click on Transfer  to send a call to another person/extension.


NB Only use this method for instant transfer of call.

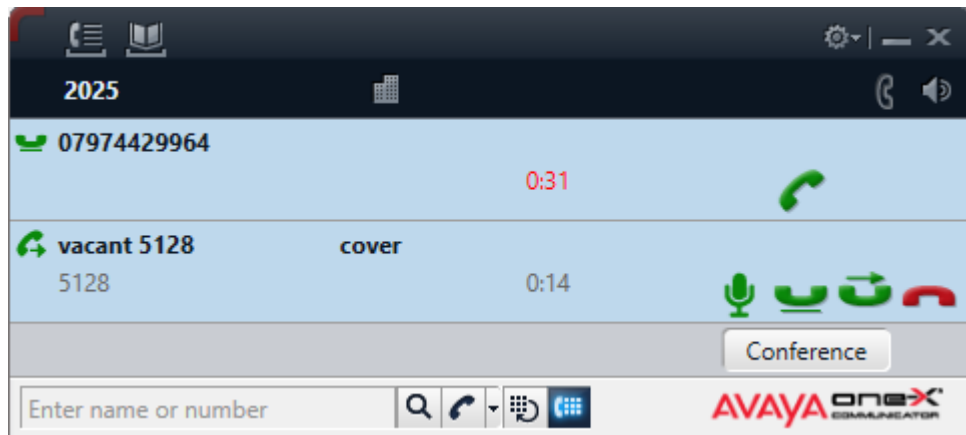



2. Transfer a call, so you can speak to the called number.

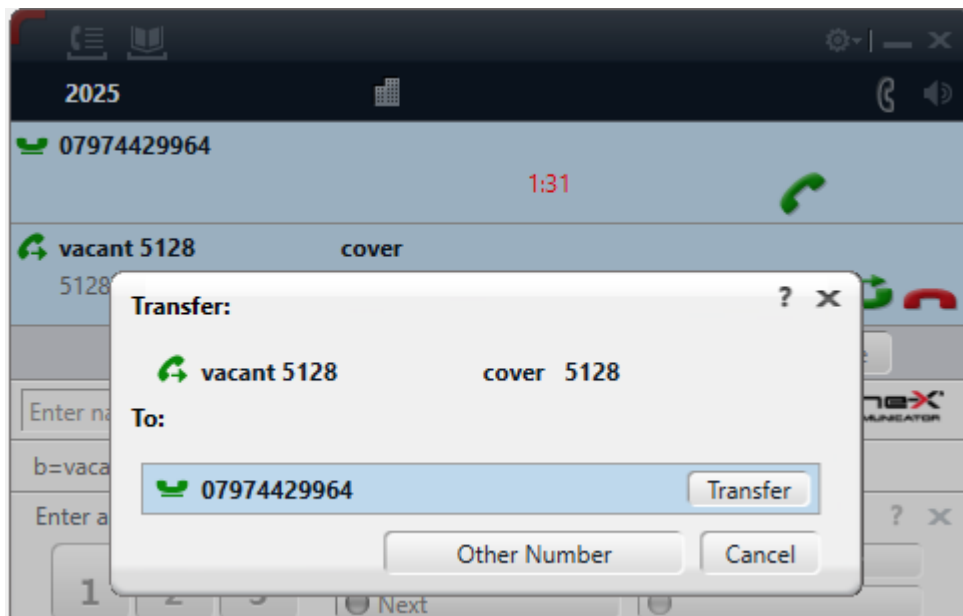
Place incoming call on hold 





Enter number you wish to transfer to in 'enter name or number' window and select 'place call' .



You can now speak to the person you called and invite them to take the transferred call, select  and select 'Transfer' to complete.



If you the extension you called declines the call or does not answer then select hang up , return to incoming call and select Unhold , you are now back to the incoming caller.