

Avaya One-X Communicator - Configuration & User Guide

Start and login

OneX Communicator should automatically start with the start-up of your computer. Proceed with the following steps to start and login OneX Communicator.

1. Click "Start" > Programs > Applications > Avaya OneX Communicator > Avaya OneX Communicator.
2. Wait for a few seconds. OneX Communicator is starting and initializing.
3. Verify that your 7-digit extension is entered correctly. Login to Avaya one x communicator is with the extension and password is the extension as well.
4. Click "Log On" to continue.
5. Click 'Login and save settings'
6. OneX Communicator is logged in and ready to use.

TIPS:

To ensure successful operation of the One-X Communicator, the following tips are useful.

- Put headset in first before starting One-X communicator
- To dial 131 - just 131 is fine
- To dial 113 - for Switzerland need to dial 044 625 3322 or 4053322
- When intending of moving around, eg: going to hibernate and moving elsewhere it is ideal to log out and then re-log in
- Show how to set up to use PC speaker to ring whilst using headphones
- Ensure the computer is properly in the docking station before starting one-x communicator if it is used
- Phone directory connectivity is not yet defined
- When using the keypad; # and * do not work

Using OneX Communicator in the daily business

Basic telephony features OneX Communicator idle status.

1. Enter the number you would like to dial into the number field.
2. Press "Enter" or click on the Phone icon to initiate the call (click to dial functionality).
3. The full number that will be dialed is displayed for your information before initiating the call.
4. Press "Enter" or click "OK" to initiate dialing.
5. Your desktop phone will initiate the call
6. Please use the hand bar of desktop phone to talk.
7. Click the "Hang up" icon to end the call or put the hand bar back on the phone.
8. Click the "Transfer" icon during the call if you would like to transfer the call.
9. Enter the target number to which you would like to transfer the call.
10. Click the "Dialpad" icon to display your full desktop phone.
11. Desktop phone is displayed.
12. Click on ">>" at the right side of the dial pad to display all desktop phone buttons.
13. Click "Minimize" to hide or move the OneX Communicator window into the background.
14. Any incoming calls are displayed in the bottom right corner.
15. Click "Accept" to answer the call. Note: The hand bar of the desktop phone must be used to talk.

Click to dial

The installation of OneX Communicator has enabled click to dial functionality on the user client. This applies for all number, not just for phone numbers.

- Mark the number that you want to dial with the mouse (marked black in below picture).
- Click on the OneX Communicator icon (OneX) in the system tray and select "Call +xx xx xxx xxxx".
- OneX Communicator shows the number that will be dialed for your verification.
- Click "OK" if you would like to dial the number.
- The phone will then initiate the call.

Instead of clicking on the OneX communicator icon in the system tray you can as well copy the marked number and paste it into the number field of OneX Communicator.

Paste the copied number into the number field of OneX Communicator and type enter to dial the number.