## 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

Avaya one-X® Communicator Login	<u>ې</u> ٠
Please log In:	
Extension: XXXX	
Password:	
Place and receive calls using This Computer \$	
	Log In

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:

 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

			©- _×	
2025	 025			6 ∢∍
Enter name or number				
System ge	nerate	d line disp		
Enter a nu	mber o	or select a	function	? ×
	ABC	DEF	Directory	$\bigcirc$
	2	3	Next	$\bigcirc$
GHI	JKL	MNO	Make Call	$\bigcirc$
4	5	6	Call Pickup	$\bigcirc$
PQRS	TUV	WXYZ	SendAllCalls	$[ \Theta ]$
	8	9	() AD 9	$[ \Theta ]$
	•		🔵 normal	$[\bigcirc$
*	0	#	🔘 voice-mail 2345~p#2	$\bigcirc$

- 3. Redial is will dial the last number that was completed
- 4. Using Call Log click **G** to make call.

	Call Log	View	All	÷		
	Name/Number	Time	2	Ler	gth	Click to launch
4	New Audix	11:3	0	00:	29	G

## 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.

2025		▦		<b>(</b>
* 07974429964				
		0:13	📃 🖳 🖳	<u>, Ún</u>
Tra	nsfer:		? x	ence
Enter name	0707/	1/2006/		
a= CALL To:	01314	423304		
Enter a nun				? ×
		OK	Cancel	
GHI JAL	G		TO TO	
4 3	0	Call Pickup	$\Theta$	
PQRS TUV	WXYZ	SendAllCalls		
7 8	9	🔘 AD 9	$\bigcirc$	
		🔵 normal	$\bigcirc$	
* 0	#	● voice-mail 2345~p#2	$\bigcirc$	

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'

C 💷 🔟		©- _×
2025	▦	(} ∢)
<b>9</b> 07974429964		
	0:31	<i>c</i>
💪 vacant 5128	cover	
5128	0:14	<b>∮uủ</b> ∩
		Conference
Enter name or number	Q 🌈 - 🐑 📖	

You can now speak to the person you called and invite them to take the

transferred call, select **Transfer**' to complete.

2025	#			6 🕬
👱 079744	29964			
		1:31	6	
💪 vacant	5128 cover			
5128	ransfer:		? ×	<b>n</b>
	G vacant 5128	cover 5128		2
Enter na	lo:			
b=vaca			<b>T</b>	
Enter a	₩ 01914429904		Iranster	? ×
		Other Number	Cancel	
	∠ Vext	(e		/

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.