AVAYA

Avaya 3456 UC Client User Guide

Avaya Communication Server 1000
Release 7.5

Document Status: **Standard**

Document Number: **NN43080-100**

Document Version: **02.01**

Date: **December 2010**

AVAYA

Contents

Welcome

This section introduces Avaya 3456 UC Client and describes the available features.

Navigation

Your new Avaya 3456 UC Client

The current Avaya 3456 UC Client offering provides instant messaging, and voice and video communications. The Avaya Communication Server 1000 (Avaya CS 1000) and Avaya 3456 UC Client provide voice, video communication with rich telephony features.

Requirements

The following basic hardware specification is required to operate the Avaya 3456 UC Client:

- Intel Pentium III 1.3 GHz or equivalent

- Windows 2000/XP/Vista

- 512 MB RAM

- 50 MB hard disk space

- 16 Bit, full-duplex sound card

- IP connection

Depending on the configuration of your workstation or laptop, you may also need to obtain a microphone and speakers, or a USB headset with microphone. If it is your intention to utilize the softphone video call/ conferencing features, you will also need a webcam.

Online help

For detailed information about specific client features, see the help documentation provided with Avaya 3456 UC Client. To access help, in the Avaya 3456 UC Client, click Actions and then click Help.

Avaya preferred configurations

Following list contains preferred configurations for Avaya 3456 UC Client

- Disable the provisioning server on the phone, On the phone, navigate to Preferences > Advanced > No login server available.

- Configure only the G711 and G729 voice codecs for the Avaya 3456 UC Client.

- Ensure that the fixed single port is defined. Navigate to Account Settings > Topology > Port Range to set the port.

- Ensure the registration refresh time is set to five minutes. This keeps the registration timer short enough to recover quickly in case of network failure.

- To make the Avaya 3456 UC Client DTMF work with the Media Application Server (MAS), ensure that SIP > Account > Topology > Enable ICE is not selected.

Related publications

For more information, see the following related publications:

- Avaya CS 1000E suite of documentation

Feature overview

This section describes features that are available on the Avaya 3456 UC Client.

Navigation

Starting up

Start the Avaya 3456 UC Client by double-clicking on the desktop icon, or by clicking on the **Start** menu and navigating to the **Avaya 3456 UC Client** program group and clicking on **Avaya 3456 UC Client**.
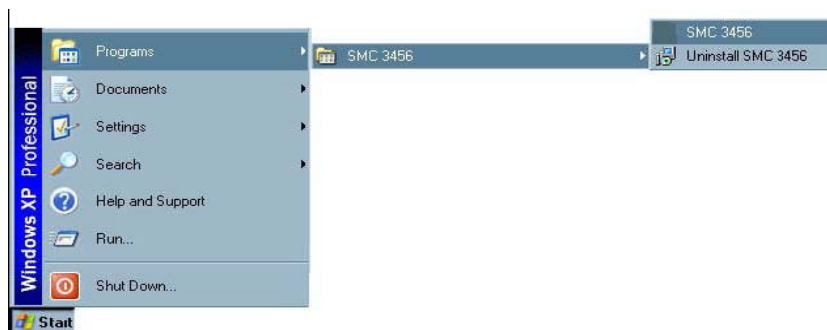
Signing in

The Avaya 3456 UC Client should sign in to your SIP account automatically if your account has been correctly configured. In some circumstances (depending on how the system administrator has configured the softphone), you may be asked to authenticate to a login server during application start up. If you are unsure how to login, see your system administrator.

Screen layout

Before continuing, it would be worth spending some time on the interface layout. Not all function buttons are visible when the phone is inactive - for example, call transfer and hold options do not appear unless the phone is engaged on a call. Other function buttons, such as the voicemail notification button, only appear unless a) configured to do so (see the system administrator) and b) when you receive a message.
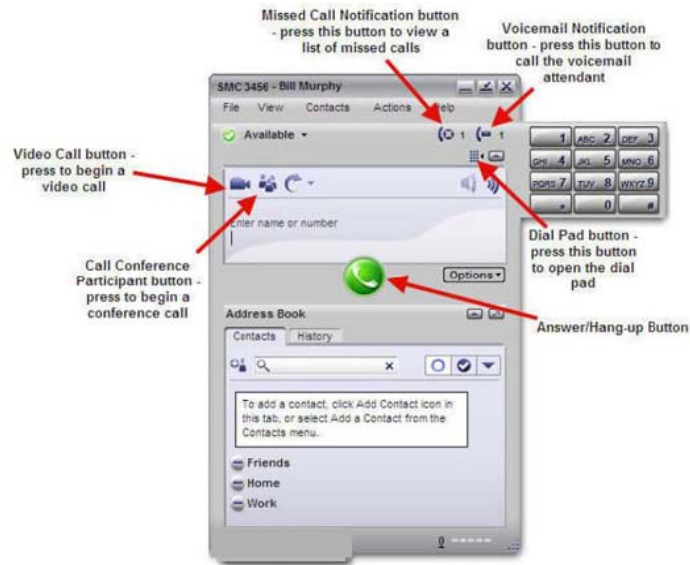
CMC Enterprise - Inactive
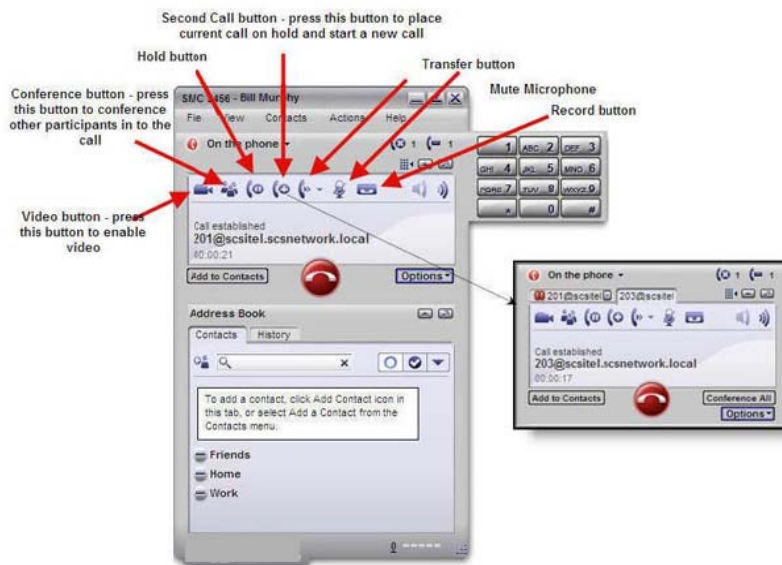
CMC Enterprise - Active

Making a call

Calls can be made from the Avaya 3456 UC Client in a number of different ways. Users can make calls by double-clicking on any name in the contact list, by typing a number in using the keyboard and pressing **Enter**, or by opening

the dial pad and using the mouse to click on the numbers required. The following instructions will show you how to open the dial pad and dial a number using the mouse.

1   Click the dial pad button

2   Using the mouse, click on the dial pad numbers that you would like to dial. The number appears on the display screen.
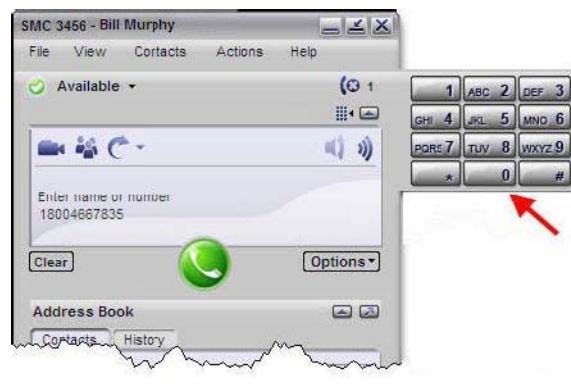
3   Click the dial button   . End the call by clicking on

Note: If more than one account is active on the softphone, users can ensure that the correct user ID is received by the recipient by opening the **Accounts** drop-down menu on the phone screen and selecting their own account.

Receiving calls

When a call is received by the UC Client, a number of things will occur. First, the phone will ring (if sound is enabled on your system); second, the caller's number or ID is displayed on the 3456 display screen.
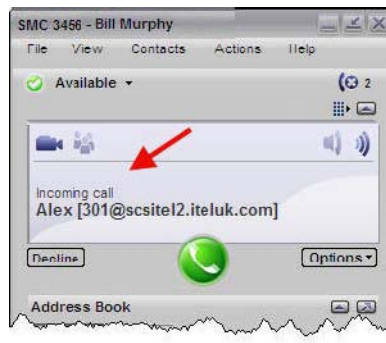
Thirdly, if the Avaya 3456 UC Client is running in the background, i.e., if you are working in another application, a web browser, for example, you will still see a visual notification of the call, in the form of a pop-up messages that appears just above the clock on the Windows task bar.

To answer the call:

• Click on the found on the Avaya 3456 UC Client interface.

   or

• Click on the found on the desktop pop-up.

To reject the call and forward it to your voicemail service (if configured), click on .

Placing calls on hold

Calls can be placed on hold at any time. When a call is on hold, you cannot hear the caller and they cannot hear you. When a call is on hold, the message 'Call on hold' is displayed on the screen and the hold button is highlighted.

When a call is on hold, it is possible to make a second call by pressing the **Start another call** button .

Hold and resume

To place a call on hold, press the **Hold** button during the call. To resume the call, just press the **Hold** button again.

Hold and Open Another Call

1   During a call, press the **Start another Call** button . A new dial tab opens in the interface window.
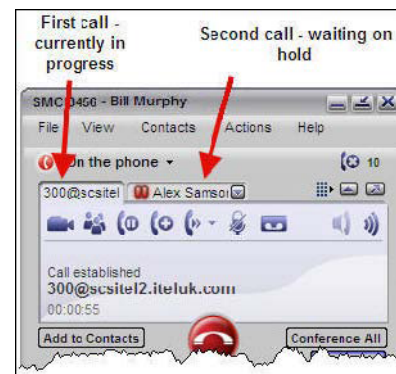
2   Dial the new recipient's number.

3   Click the button.

4   To switch between calls, click on the tabs. Whenever you select a tab, all other calls will be placed on hold.

5   To end a call with either party, click the button.

Call waiting

When you are on a call and another call comes in, the phone will ring and the second call will appear in a tab on the phone screen. To answer the call and place the current call on hold, click on the new caller tab. The new call will be answered the moment you click on the tab, so there is no need to click the green answer button.
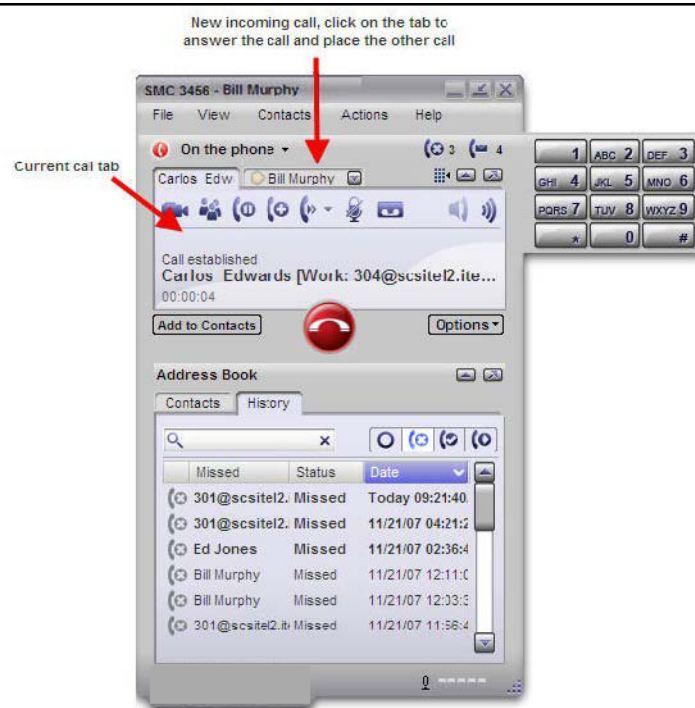
Mute

At any time during a call, you can mute your microphone so that the caller cannot hear what you are saying - you, however, will still be able to hear them. To mute a call, click on the **Mute** button   (the Mute button is only displayed during calls).

Call Transfers

The Avaya 3456 UC Client offers users a number of different ways to transfer calls:

• **Blind transfer** – Pass a call directly to another extension without waiting for an acknowledgment or busy signal from the destination.

• **Announced transfer** – Ring the destination extension first and announce the call before transferring it through.

- **Quick transfer** – Pass the call straight to a number in your quick transfer list (more on this later in this section), or to your chosen **Default** quick transfer destination.

Each of these transfer methods, as well as the creation of a Quick Transfer list, is examined during the course of this section.

Blind Transfer

A blind transfer is probably the easiest method of transfer available on the Avaya 3456 UC Client interface and is performed in the following way.

1 Answer the call by clicking on the 	button.

2   During the call, press the drop-down menu button located just to the right of the **Default Transfer** button (the transfer button will only appear on phone display when an active call is in progress).

3   Select **Transfer this call**.
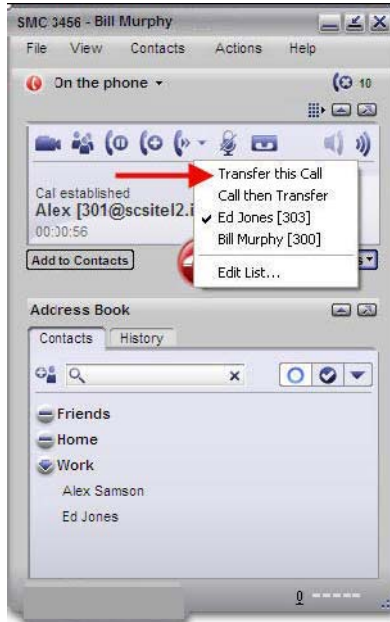
4   When prompted, enter the destination number using either the dial pad or the numeric keys on your keyboard.

5   Click the **Transfer** button.

6   The call is passed to the transfer destination and your phone hangs up.

Announced Transfer

An announced transfer is often seen as the preferred method of call transfer, because it enables you to find out whether the destination recipient is available and ready for the transfer or not.

To perform an announced transfer:

1   Answer the call by pressing the [image] button.

2   During the call, press the drop-down menu button located just to the right of the **Default Transfer** button (the transfer button will only appear on phone display when an active call is in progress).

3   Click on **Call then Transfer**
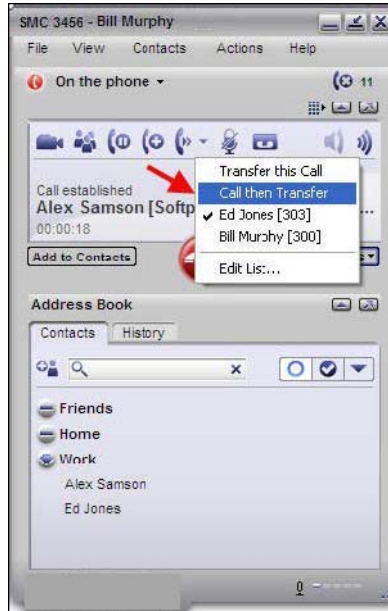
4   A new tab opens and the caller is placed on hold. Enter the transfer
     destination's number
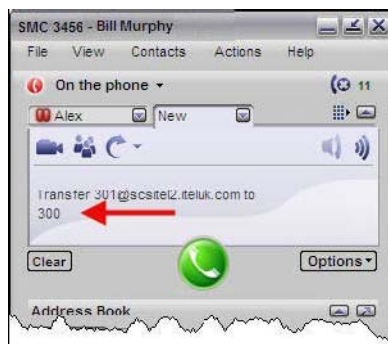
5   Click the 🟢 button.

6   When the recipient answers, announce the caller and then press the
     Transfer button.

     Note: If the recipient does not answer, y ou can return to the call originator
     by clicking the 🔴 button to disconnect the second call (ensure that the
     second call tab is selected, otherwise y ou will disconnect the caller).
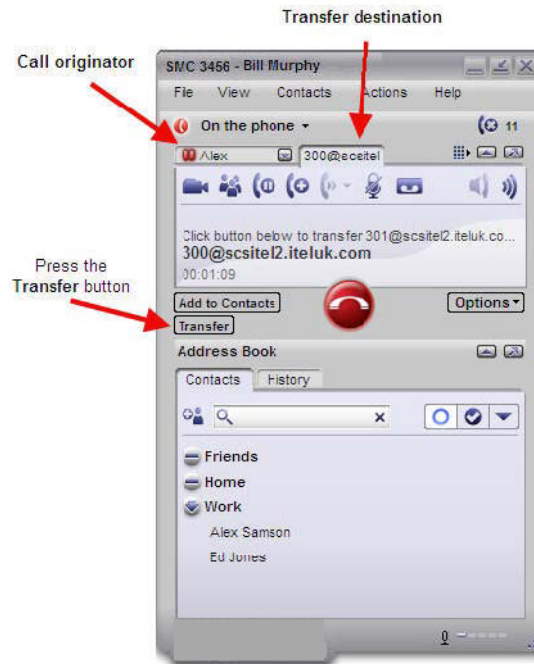
7   The call is transferred to the destination and your phone hangs up.

Quick Transfer List

A Quick transfer list can be created to provide users with fast access to common transfer destinations – for example, a PA may require fast access to a select group of managers that they commonly field calls for. Once created, a quick transfer list can be accessed during an active call and the caller can be transferred quickly to any of the numbers.

Note: When you transfer a call using the quick transfer list, you are in effect performing a **blind transfer**. In other words, y ou will not be able to announce the call; the caller will simply be passed directly to the destination whether the recipient is available or not.

Any number in the quick transfers list can be selected as the **Default** transfer number. Calls can be quickly transferred to the Default number by simply clicking the **Default Transfer** button.

Creating a Quick Transfer List

A quick transfer list can be made up of as many contacts as y ou wish, but bear in mind that the longer the list, the loner it will take you to find the right contact during a call, thereby defeating the object of the 'quick transfer' list.

To create a quick transfer list:

1   From the main interface screen, open the **File** menu and select **Preferences**.

2   Click on the **Quick Transfer** button
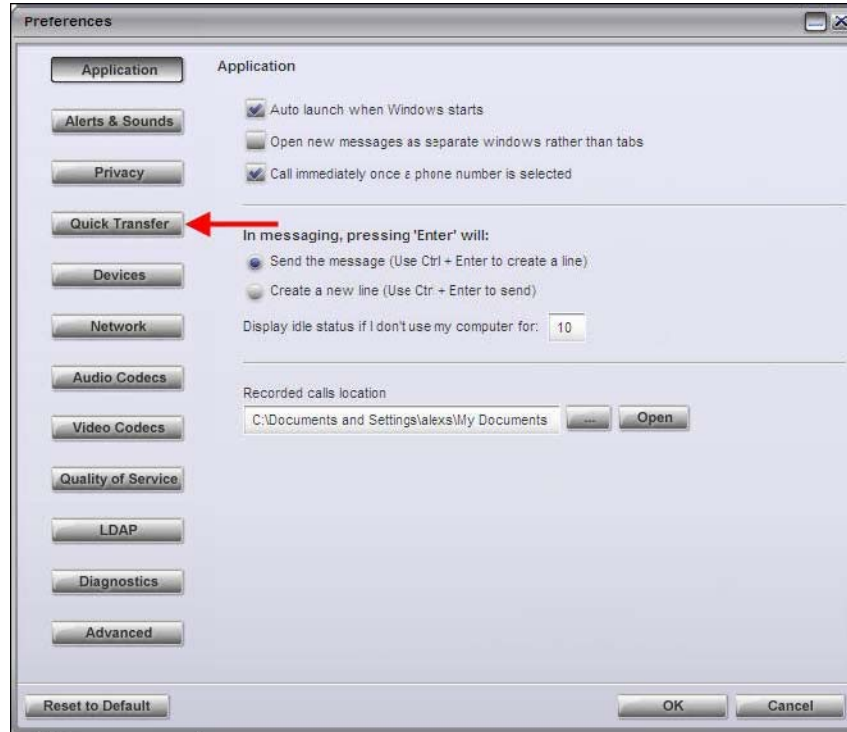
3   Click the **Add** button.
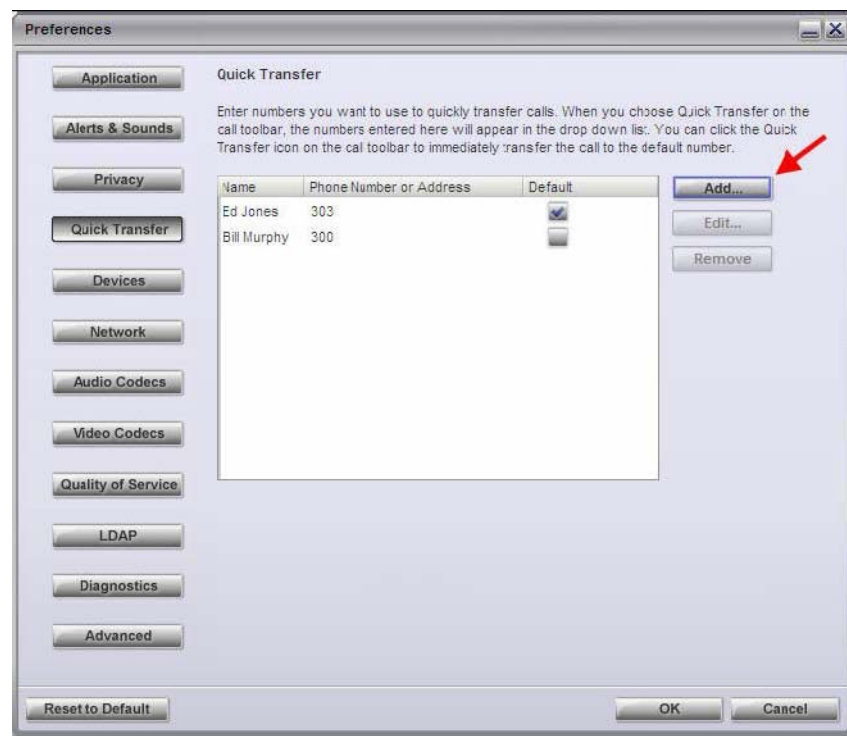
4   Enter the full name and phone number of the quick transfer contact.

   Note: To set this contact as the **Default** quick transfer contact (the number tha calls will be forwarded to if you click on the **Default Transfer** button), tick the check-box. The default contact will appear with a tick next to it in the list of quick transfer numbers.

5   Click **OK** button.

6   The new contact is displayed in the quick transfers list. Click the **OK** button to finish.

Quick Transfer List Transfers

To perform a transfer using a number from your quick transfers list:

1   Answer the call by pressing the 🟢 button.

2   During the call, press the drop-down menu button located just to the right of the **Default Transfer** button (the default transfer button will only appear on phone display when an active call is in progress).

   Note: To send the call directly to your default quick transfer contact, just press the Default Transfer button.

3   Select the name of the person to whom you would like to transfer the call.

4   The call is transferred and the phone hangs up.

Contacts

The lower half of the Avaya 3456 UC Client interface is dedicated to **Contacts** and call History. The following sections deal briefly with the principles of adding, viewing and calling contacts.

Creating Contacts

Contact information can be imported from a variety of sources, including CSV files and Outlook Exchange servers, however, th is guide deals exclusively with creating new contact profiles. For instructions on importing contact information, see the in-built help file that is accessed by clicking on the **Help** menu.

To create a new contact profile:

1   From the main phone screen, open the **Contacts** menu and select **Add a Contact**. If the **Address Book** panel is open (the lower half of the Avaya 3456 UC Client interface), click on the **Add a Contact** button.
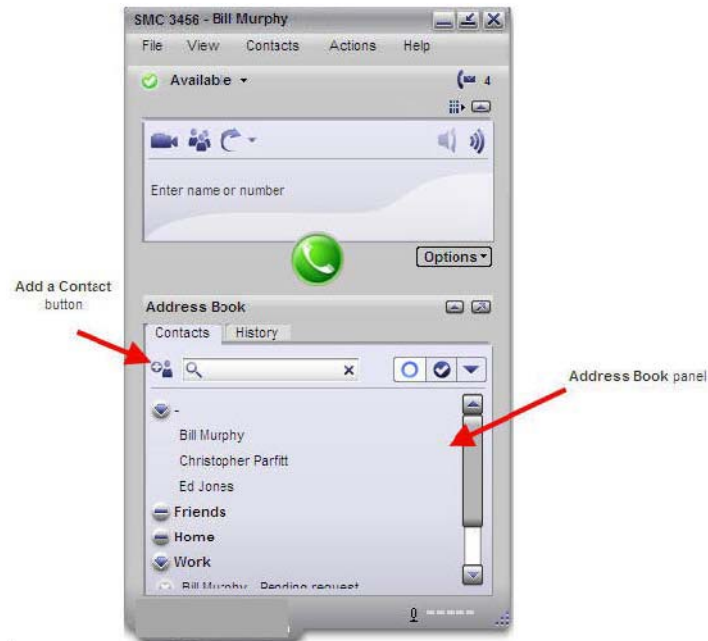
2   Enter the name details of the contact and select a Group (e.g., Work, Friends, etc).
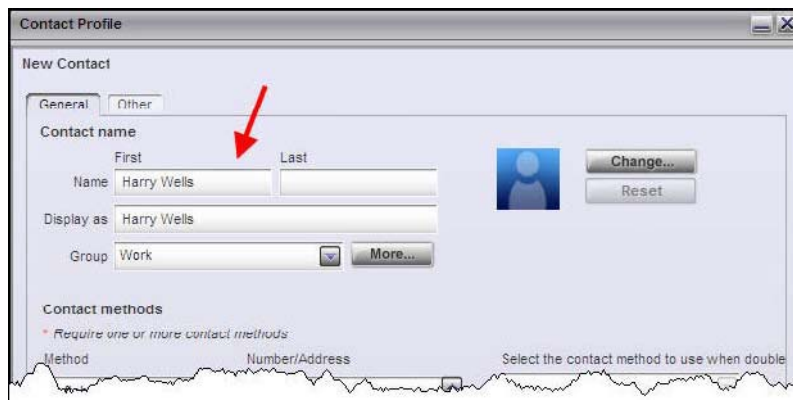
3   In the lower half of the screen, select a contact type (e.g., Home, Office, Softphone, etc) from the contact **Method** drop-down menus, and enter the contact's phone number(s) in the corresponding **Number/Address** field(s).

4 If you entered more than one contact number, open the top-right drop-down menu and select the preferred default contact method that will be used when you double-click on the contact's name in the address book.

Note: If you enter a softphone number, you have the option of viewing the contact's availability. Tick the **Show this contact's availability** check-box to enable this feature.
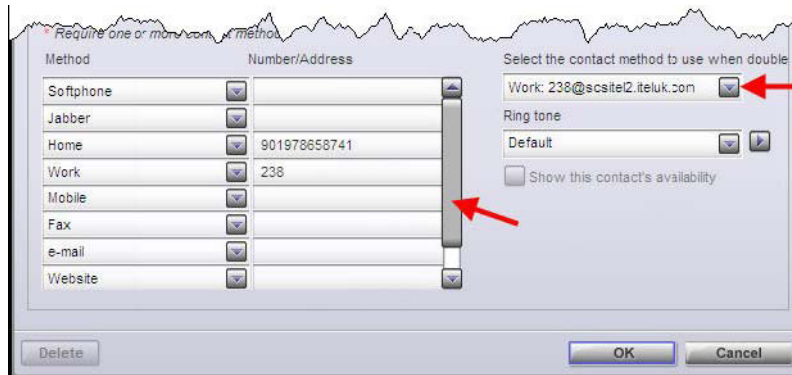
5 Click the **OK** button

Viewing Contacts

Contacts are arranged into Groups in the **Address Book** panel –each contact's group allocation is determined when the contact profile is created, see the previous section, 'Creating Contacts'. To view a contact's profile, simply click on their name in the Address B ook panel.

Dialing Contacts

To dial a contact straight from your **Address Book**, either double-click on the contact's name or, in cases where more than one number exists for the contact, single-click and then select the required location number from the profile bubble.

Contacts can also be called by right-clicking on the contact in the **Address Book** and selecting **Call Contact**.

Contact information stored in Microsoft Outlook 2003 can also be utilized by the Avaya 3456 UC Client. Simply open a contact in OUtlook and click on the Avaya badge found on the tool bar (if you cannot see the Avaya badge, open the **View** menu and select **Toolbars**, and check that **eyeCall** is ticked). A list of numbers stored for that contact are displayed in a drop-down menu. Click on the number that you would like to dial.

Note: The Avaya 3456 UC Client will start automatically if it is not currently running in the background**.**
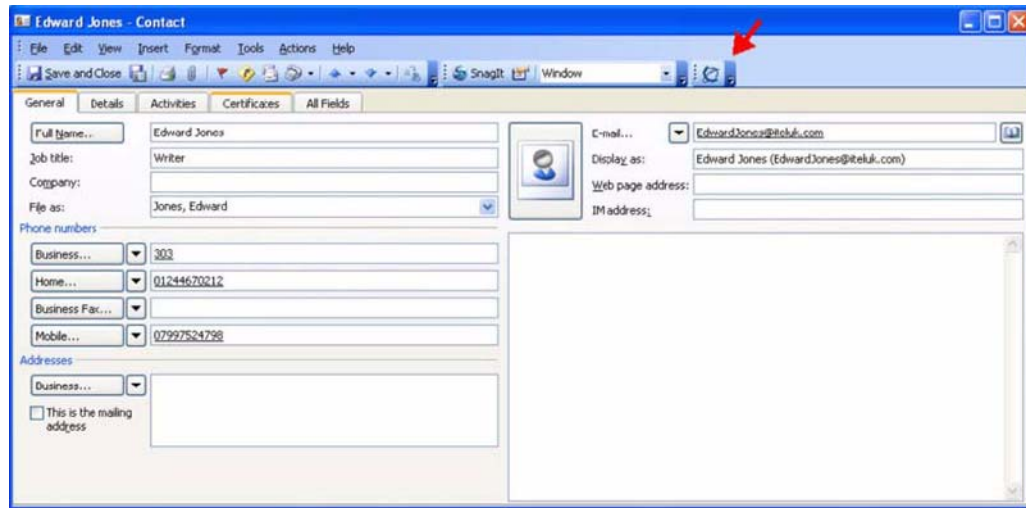
Conference Calls

There are two ways in which a conference call can be established on the Avaya 3456 UC Client:

- Click the **Vedio** button to open the video panel.

- Place a call to the first participant. Your video automatically appears on their screen, but they have to enable their streaming so that you can see them.

- Click the **Start** button to open another tab and place the first call on **hold**. Dial the next participant. Repeat this step until all participants are on the call.

- Click the **Conference All** button to join all participants into one conference call.
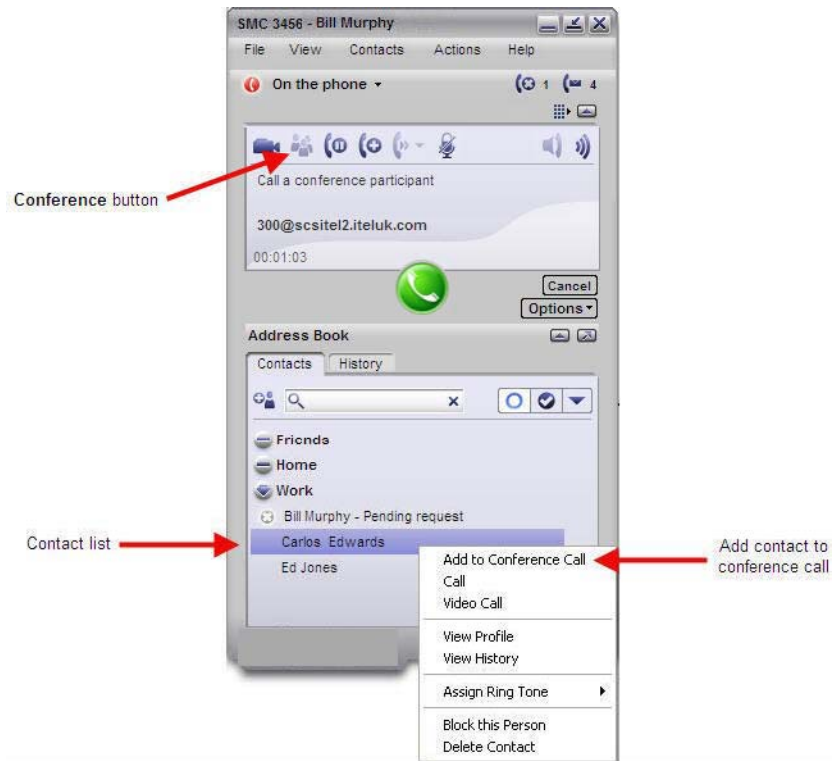
- Start or receive a call, open other calls using the Start Another Call button (see 'Hold and Open a Second Call') and then, once connected, click on the **Conference All** button. All active calls will be joined to one conference.

Managing Conference Calls
Removing Participants
A participant can be removed from the conference call and placed into a separate call in the following way:

1   Open the drop-down menu found at the end of the participant's details on the phone screen.

2   Choose between **End Call**(to end all communication with the caller) and **Separate Call from Conference** (to remove the caller from the conference but keep the caller on Hold in a separate tab).

Disbanding Conferences

To end a conference call, but keep all callers on separate 'held' lines in their own tab, open the **Options** menu, located benath the call display screen, and select **Disband Conference**. Each caller can be taken off Hold by clicking on the corresponding tab.

Suspending a Conference

Conferences can be suspended by clicking on the Hold button. Participants will have a hold icon next to their name on the display screen when a conference is suspended.

Voicemail

The Avaya 3456 UC Client can be configured to regularly check your Avaya Communication Server 1000 (Avaya CS 1000) voicemail box.

Voicemail Settings

Your voicemail account can be accessed by dialling the voicemail attendant's extensions (101 by default), but unless configured to do so, the application will not automatically check for and notify you of new messages. To configure automatic checking and notifications:

1   From the main phone screen, open the **File** menu and select **Account Settings**.

2   Highlight your account and click on the **Edit** button.
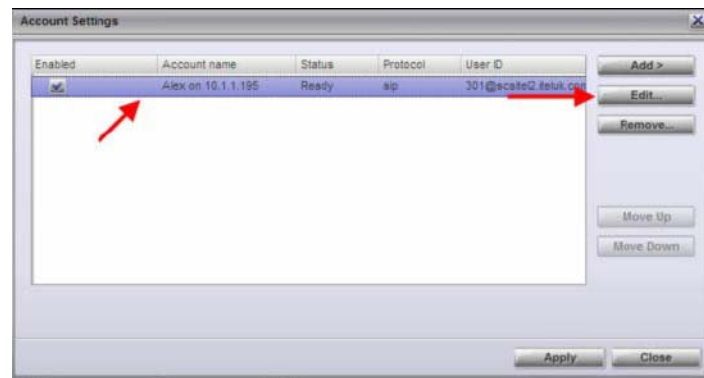
3   Click on the **Voicemail** tab.

4   Trick the Check for **Voicemail** check-box.

5   Enter the number you would normally dial to access the voicemail attendant in the **Number to dial for checking mail** text box (by default, the voicemail attendant's extension is 101, check with your system administrator if you are unsure).
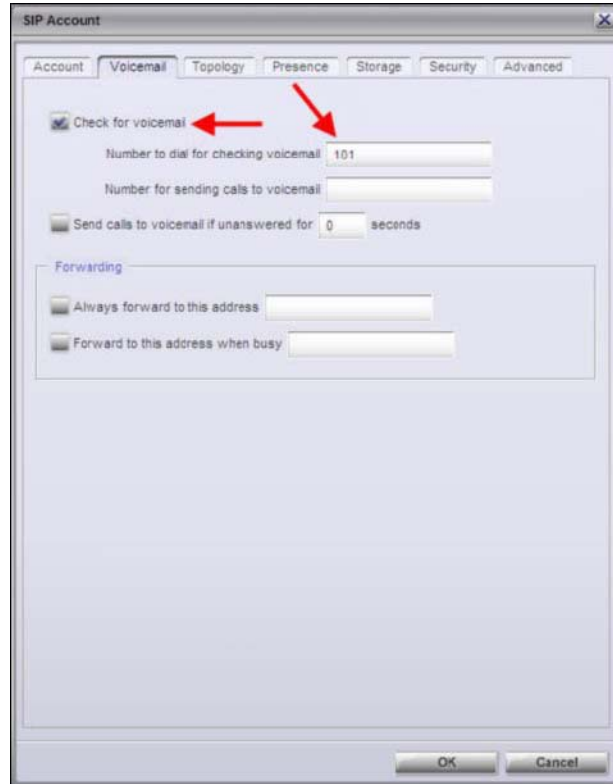
6   Click the **OK** button.

7   Click Apply.

8   Click Close.

The Avaya 3456 UC Client is now configured to check the Avaya CS 1000 server for voicemail messages. When a message arrives, an envelope icon will appear on the interface.

Accessing Voicemail

Voicemail can be accessed from the Avaya 3456 UC Client in one of two ways: dial the voicemail attendant extension (101 by default), or click on the envelope icon (the envelope icon only appears when there are unheard messages in your inbox).

Video Phone

The Avaya 3456 UC Client is equipped with a videophone feature. To make a video call, you and the call recipient will need a webcam enabled softphone or video-enabled hardware phone –1535 video IP phone, for example.

Making a Video Call

To make a video call:

1 Click the **Video** button to open the video panel.

2 Enter the number of the person you would like to call and then click the **Video Call** button. Alternatively, right click on a contact in the **Address Book** and select **Video Call**.

Receiving a Video Call

When you receive a video call, the video panel will open automatically when you answer the call and you will be able to see the caller via their own video. To start sending your video, click **Start Video**.

Note: The caller and recipient can start or stop their video stream at any time during a call.

Video Conferencing

Note: The Avaya 3456 UC Client supports up to six video conference attendees. In order to take part in the video conference, the other participants must be using video capable phones.

To start a video conference:

1   Open the video panel by clicking on the **Video** button.

2   Place a call to the first participant – your video will automatically appear on their screen, but they will have to enable their own streaming so that you can see them.

3   Click the **Start another** button to open another tab and place the first call on hold. Dial the next participant. Repeat this step until all participants are on the call.

4   Click the Conference All button to join all participants into one conference
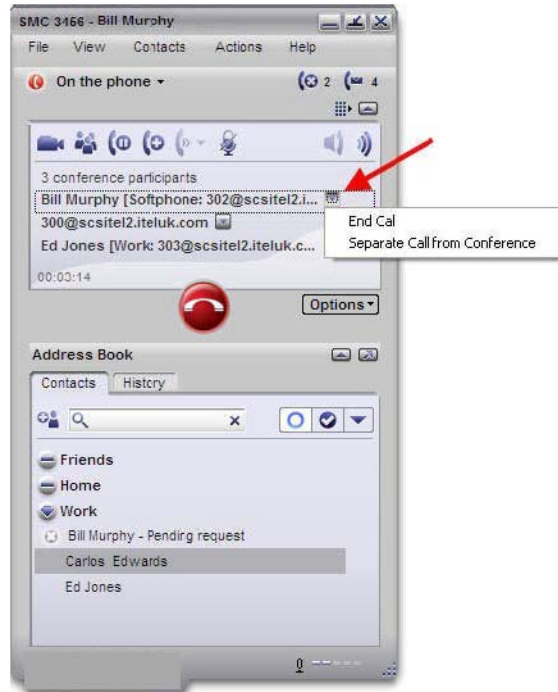   call.

Managing Conference Calls

Most conference controls, such as participant removal, suspend, and disband,
are managed from the main phone interface during a video conference. Users
can stop their own video output by clicking on the **Stop my Video** button found
on the video panel.

Removing Participants

A participant can be removed from the conference call and placed into a
separate call in the following way:

1   Open the drop-down menu found at the end of the participant's details on
    the phone screen.

2   Choose between **End Call** (to end all communication with the caller) and
    Separate Call from Conference (to remove the caller from the
    conference but keep the caller on hold in a separate tab).

Disbanding Conferences
To end a conference call, but keep all callers on separate 'held' lines in their own tab, open the **Options** menu, located beneath the call display screen, and select **Disband Conference**. Each caller can be taken off hold by clicking on the correspond tab.

Suspending a Conference
Conferences can be suspended by clicking on the Hold button .
Participants will have a hold icon next to their name when a conference is suspended.

Troubleshooting

This chapter describes various troubleshooting tips.

Navigation

Configuration changes do not work

When making configuration or preference changes, you must first select the account to which to apply the changes. By default, the first account in the list is selected.

Call Detail Reporting

Call Detail Reporting (CDR) is available for all universal expansion connectors (UEXT) and for Session Initiated Protocol (SIP) Trunk.