



# Using Avaya IP Office™ Platform Web Client

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# Chapter 1: Introduction

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## Purpose

This document is intended for end users and describes how to use Avaya IP Office Web Client.

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## Change history

Issue	Date	Summary of changes
Release 11.0, Issue 1	May 2018	This release includes the following new features and enhancements: <ul style="list-style-type: none"><li>• Support for Meet Me conferences only on IP Office</li><li>• Support for WebRTC Gateway server resiliency and one-X Portal resiliency</li><li>• Support for browser-based IP Office Web Client application on macOS through Google Chrome</li><li>• Support for quick login for IP Office Web Collaboration and one-X Portal</li><li>• New Google Chrome extension for quickly launching IP Office Web Client in the browser and calling or searching a phone number on a Chrome web page</li><li>• UI improvements</li></ul>
Release 10.1, Issue 1	May 2017	This is a new document that is being issued for the first time in this release.

# Chapter 2: Getting started with Avaya IP Office Web Client

You can use Avaya IP Office Web Client through the Google Chrome browser on Windows or macOS. You can also use the client through the standalone Windows application.

- Make and manage audio and video calls and voicemails.
- Merge calls to make an ad hoc conference, start or join an IP Office Meet Me conference, and access IP Office Web Collaboration.
- Work with presence and chat.
- Manage contacts, add notes to a contact, and tag notes.
- Search for system contacts, call logs, voicemails, notes, and personal contacts.

---

## General prerequisites

Before setting up and using IP Office Web Client, work with your administrator to ensure that the following general prerequisites are met:

- You must have the IP Office Server Edition Primary Server or Application Server. IP Office Web Client is supported with IP Office Release 11.0.
- You must have a functional Avaya one-X<sup>®</sup> Portal system.
- Ensure that you have the WebRTC Gateway running on Server Edition Primary Server or Application Server.
- Your extension must be configured with an IP Office Power User or Office Worker license.
- To use IP Office Web Client through the Google Chrome browser, ensure that your browser is supported. The supported Google Chrome version is 62 and later. You must also enable desktop notifications in the browser.



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# Installing IP Office Web Client as a standalone Windows application

## About this task

Use this procedure to install IP Office Web Client as a standalone Windows application.

### **Note:**

If you do not have permission to install software on your computer, contact your administrator for assistance.

## Before you begin

Ensure that you have Microsoft .Net Framework version 4.5 or later.

## Procedure

1. Download the `IPOfficeWebClient.exe` installation file for the standalone Windows application from one of the following locations:
  - Avaya one-X® Portal for IP Office by navigating to **Configuration > Desktop integration**.
  - Browser-based IP Office Web Client application by navigating to **⋮ > Downloads > IP Office Web Client for Windows**.
2. Run the `.exe` installation file.

The Installation Wizard is displayed.
3. Select the appropriate language from the drop-down menu and click **OK**.
4. On the Welcome screen, click **Next**.
5. Accept the license agreement and click **Next**.
6. Do one of the following:
  - To install IP Office Web Client in the default folder that is specified by the Installation Wizard, click **Next**.
  - To install IP Office Web Client in a different folder, click **Change**, browse to the appropriate folder, and then click **Next**.
7. Follow the instructions on the remaining screens to complete the installation.

---

# Logging in to and out of IP Office Web Client

## Before you begin

- Review [General prerequisites](#) on page 8.

- If you will be using the standalone IP Office Web Client Windows application, set up the application using [Installing IP Office Web Client as a standalone Windows application](#) on page 9.

## Procedure


1. To launch IP Office Web Client, do one of the following:
  - To launch IP Office Web Client directly through the Google Chrome browser, open your browser and enter `https://xxx.xxx.xxx.xxx:9443/webclient`, where `xxx.xxx.xxx.xxx` must be replaced with the IP address or host name of your server.
  - To launch the standalone Windows application, navigate to the application on your desktop and open it.

2. The first time you launch the standalone Windows application, enter your server address and select a language of your choice for the application.

This step is not applicable if you are launching IP Office Web Client directly through your web browser because browser locale is used by the client.

3. To log in, enter your credentials and select a language of your choice for the application. Then, click **Login**.

The option to select a language on the login screen is available only for the browser-based application.

4. To log out, click  and then click **Logout**.

---

## IP Office Web Client extension for Chrome

The new IP Office Web Client extension for the Google Chrome browser is quite helpful if you regularly use IP Office Web Client through the Google Chrome browser. The extension securely saves your server information. With your server information configured, you can quickly call a phone number displayed on any web page in Chrome, including in Google search results. You can also launch IP Office Web Client in Chrome directly from the extension. The extension saves your time by directly taking you to the login screen. If you are already logged in to the application, the extension directly opens the application.

Currently, the IP Office Web Client browser extension is available only for Google Chrome.


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## Downloading and configuring the Chrome extension

### About this task

Use this procedure to download, install, and configure the IP Office Web Client extension for the Google Chrome browser.

## Procedure

1. Click the [IP Office Web Client extension](#) link to open the extension page in Chrome Web Store.
2. On the extension page, click **Add to Chrome**.  
The browser displays a box that lists the data that the extension can access.
3. To grant data access and install the extension, click **Add extension**.
4. Click the extension icon () to the right of the address bar in Chrome, and enter the following information:
  - a. **Server Address:** Type the IP address or host name of your server.
  - b. **Server Port:** Type 9443.The extension is configured and you can now start using it.
5. Click **Save**.

---

## Launching IP Office Web Client from the extension

### About this task

Use this procedure to launch IP Office Web Client in Google Chrome directly from its Chrome extension.

### Before you begin

Ensure that your server information is saved in the extension.

### Procedure

1. Open the extension by clicking the extension icon to the right of the address bar in Chrome.
2. Click **Launch** in the extension to start the IP Office Web Client application through Google Chrome.  
The browser displays the login screen of IP Office Web Client in a new tab.

---

## Calling or searching by a number on a Chrome webpage

### About this task

By using the IP Office Web Client extension, you can quickly call a phone number displayed on any webpage in Google Chrome, including Google search results. You can also search for this number in your IP Office Web Client contacts and call logs. Use this procedure to call or search by using a phone number displayed on a web page in Chrome.

### Before you begin

- Log in to IP Office Web Client.
- Ensure that your server information is saved in the extension.

### Procedure

1. Select and right-click any phone number on a Chrome webpage, and do one of the following in the IP Office Web Client in the submenu:
  - To call the number, click **Click to call**.
  - To search for the number in your personal contacts, system contacts, voicemails, call logs, and notes, click **Copy to search**.You can also place a call from the search box.
2. The extension starts a call or contact search in IP Office Web Client.


---

## Managing your preferences

### About this task

The following sections describe how to set IP Office Web Client preferences. You can update your preference settings anytime.

### Procedure

1. Click  and then click **Preferences**.
2. From the dialog box that is displayed, select the appropriate tab.

The following subsections describe how to work with each tab.

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## Connection tab

The **Connection** tab displays your login credentials for IP Office Web Client. Your user name is displayed, but the password is hidden for security reasons. After viewing this information, click **OK** to close the tab. You cannot perform any actions on this tab.

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## Working with the Profile tab

### About this task

Use this tab to add a profile picture to your IP Office Web Client account.

### Procedure

1. Click the **Profile** tab.

2. Click **Change Avatar** and upload an existing image file from your computer.  
The image file size cannot be more than 20 KB.
3. To set the selected image as your profile picture, click **OK**.

---

## Working with the Notifications tab

### About this task

Use this tab to set notification sounds or ringtones for calls and chat messages.

### Procedure

1. Click the **Notifications** tab.
2. Use the slider to enable or disable Silent mode.  
By default, Silent mode is disabled. If you enable it, you will not hear any notification sounds.
3. When Silent mode is disabled, use the drop-down menus to select notification sounds for the following:
  - Incoming chat
  - Outgoing chat
  - Incoming calls
  - Outgoing calls
  - Calls from a contact in your personal contacts list
  - Chats from a contact in your personal contacts list
4. Click **OK** to save your changes.

### Result

The notification sound options you selected will be used when you send or receive calls or IMs.

---

## Working with the Window Preferences tab in the browser-based application

### About this task

Use this tab to launch IP Office Web Client in a new window. This option is only available if you are using the browser-based application.

### Procedure

1. Click the **Windows Preferences** tab.
2. Select **Launch IP Office Web Client in a separate window**.

3. Click **OK**.
4. Log out and log in again for the changes to take effect.

---

## Working with the Media Preferences tab

### About this task

Use this tab to enable the optional audio visualization during voice calls.


### Procedure

1. Click the **Media Preferences** tab.
2. Use the slider to enable or disable the Audio Visualization setting.  
By default, the slider is enabled. When this setting is enabled, IP Office Web Client generates imagery, which synchronizes with your voice call.
3. Click **OK** to save your changes.

---

## Accessing help information

### Procedure

1. Click .
2. In **Help**, select one of the following:

Option	Purpose
<b>User Guide</b>	To access the online help version of this document.
<b>About</b>	To view information about the product version.
<b>Grab logs</b>	To download log files that are used by administrators to perform troubleshooting.
<b>Debug window</b>	To view log files for debugging.

# Chapter 3: Telephony operations


This chapter describes how to make and handle calls with IP Office Web Client. It also describes how to work with call history and voicemails.

---

## Answering or ignoring an incoming call

### Procedure

When you receive an incoming call notification, you can do one of the following:

- To answer the call, click on the notification.
- To ignore the call, close the notification by clicking  in Windows or **Close** in macOS.

### \* Note:

To receive a notification for a second incoming call, your administrator must have enabled the “Call Waiting” feature through IP Office Web Manager or IP Office Manager.

The left panel in the **Conversation** window shows the  icon to indicate that you are in a call.




---

## Making an audio or a video call

### About this task



Use this procedure to make an audio or video call.

### Procedure

1. Do one of the following:
  - Search for and select the user that you want to call.
  - Click  and dial the user’s number.
2. To start the call, click  to make an audio call or  to make a video call.

### \* Note:

You can make a video call only to a contact who is logged into IP Office Web Client.

The left panel in the **Conversation** window shows the  icon to indicate that you are in an audio call. The panel shows the  icon to indicate that you are in a video call.

### Related links

[Searching for a contact](#) on page 33

[Adding and removing users from the Personal Contacts list](#) on page 34

---

## Managing a call


---

### Taking notes during a call

#### About this task

While you are on a call, you can take notes for future reference.

#### Procedure

1. In the active call panel, click  and enter your notes in the text area.
2. Click **Save**.



### Tagging a call note

#### About this task

You can add one or more tags to a note that you took during an active call.

You can select a predefined tag or add a new one.

#### Procedure

1. To add a tag, click  next to the note and do one of the following:
  - Select one of the predefined tags from the displayed list.
  - Create a customized tag by clicking **Add a tag**.
2. To remove a tag, click  and then click on the tag again to remove it.

### Reviewing a saved note

#### About this task

You can search for and read the notes you tagged during a call.

#### Before you begin

Make sure the note is tagged. For more information, see [Taking notes during a call](#) on page 16.

#### Procedure

1. Click  at the top right of your screen.



2. From the list of saved notes, select the note that you want to read.

---

## Recording a call

### About this task

Use this procedure to record an active call.



#### Note:


The recorded calls are accessible through  only if VMPro/mailbox is configured for call recording.

### Before you begin

Your administrator must first enable the call recording feature through IP Office Web Manager or IP Office Manager.

### Procedure

1. Click  during an active call to start recording.
2. Click  to stop the recording.

After you stop the recording, it is saved in  for future reference.



---

## Muting or unmuting a call

### About this task

Use this procedure to mute or unmute your microphone during an active call. When you are on mute, the other party cannot hear you.

### Procedure

1. To mute your microphone, click .
2. To unmute and resume the call, click .



---

## Placing a call on hold

### About this task

Use this procedure to place an active call on hold.

### Procedure


1. During an active call, click .
2. To resume the call, click .

## Entering DTMF digits during a call

### About this task

Use this procedure to enter digits during a call. For example, when you dial in to your voicemail, you will be prompted to enter a passcode and to select other digits.

### Procedure

1. While on an active call, click .
2. Enter the required digits when prompted.

---

## Transferring a call




### About this task

Use this procedure to transfer an active call.

### Note:

Only audio call transfer is supported.

### Procedure

- If you have one active call in progress, do the following to transfer the call to another user:
  1. Click .
  - The left panel in the **Conversation** window shows the  icon to indicate that your active call is paused.
  2. Dial or search for the user to whom you want to transfer the call using .
  3. Click **Complete transfer** to transfer the call to the user.
- If you have two separate calls in progress or if you have merged two calls into a conference, click **Complete transfer** to transfer the call between the other two users.

### Result

When the transfer is complete, you are no longer active on the call.


### Related links

[Merging calls into an ad hoc conference](#) on page 24

---

## Ending a call

### Procedure

Click  to hang up.

---

## Viewing and deleting call history information

### Procedure


- To view your call history, click .

The following call categories are displayed with a counter of number of calls for each category:

- **All**
- **Missed**
- **Incoming**
- **Outgoing**

 **Note:**

The call counter in category headings reflects only one incoming, outgoing, or missed call record per user. However, the call counter in the call log entry under each category reflects all calls for the user.

A red ribbon () indicates that you have not viewed the missed call. When you click on the call log, the ribbon disappears.

- To clear the call history from a specific category, click **Clear call history**.

---


## Viewing and deleting voicemail history

### Procedure

- To view your voicemail history, click .

The following voicemail categories are displayed:

- **All**
- **Unheard**

A red ribbon () indicates that you have not viewed the missed call. When you click on the call log, the ribbon disappears.

- To clear the history from a specific category, click **Delete voicemails**.

---

## Listening to your voicemail messages

### Procedure

1. Click .

2. Select the voicemail message that you want to listen to and click  to play the message.

When you play the message, you can also access additional control options, such as pausing or changing the volume of the message.

# Chapter 4: Conferencing operations

This chapter describes how to work with Meet Me and ad-hoc conference calls in IP Office Web Client. You can initiate audio or video calls in both types of conference calls.

## Related links

[Conference types](#) on page 21

[The conference host](#) on page 22

[Conference call controls](#) on page 22

[Ad hoc conferences](#) on page 23

[Meet Me conferences](#) on page 24

---

## Conference types

There are two types of conferences: ad hoc and Meet Me. The use of some controls and features depends on the type of conference:

- **Ad hoc conference:** An ad hoc conference is an impromptu conference that you can start by making or answering a normal call and then manually adding one or more participants to the call to make it into a conference. The person who starts the conference by adding the other participants to the call is the conference host. Ad hoc conferences do not indicate the current speaker in the UI.
- **Meet Me conference:** This is an IP Office Meet Me conference that uses a conference bridge number. You can either start a Meet Me conference using your conference bridge and add participants to it or join another user's Meet Me conference. The conference does not start until the conference bridge owner joins the conference.
- **Meet Me and Web Collaboration:** In parallel with an IP Office Meet Me conference, you can also join an IP Office Web Collaboration session using the **My Web Collaboration** button in **Settings**. Using IP Office Web Collaboration, the participants can share documents, application windows or their PC desktop.

## Related links

[Conferencing operations](#) on page 21

## The conference host

The conference host is able to perform special functions, such as muting or dropping other participants. The conference host is shown at the top of the left panel in the Conversation Window.

- For an ad hoc conference, the conference host is the person who started the conference.
- For a Meet Me conference, the conference host is the owner of the conference bridge number.

### Related links








[Conferencing operations](#) on page 21

## Conference call controls

When you have a conference call in progress, the **Conversation** window displays a range of controls depending on whether you are the conference host or a conference participant.




### Left panel

For all conference participants, the left panel in the **Conversation** window displays the following conference controls:





Controls	Description
	Mute participant
	Unmute participant
	Drop participant
	Audio conversation
	Audio conversation paused
	Video conversation
	Video conversation paused

### Controls for the conference host

For the conference host, the left panel in the **Conversation** window displays the following conference controls:






Controls	Description
	Lock conference: For Meet Me conferences only.
	Unlock conference: For Meet Me conferences only.
	Drop all participants

*Table continues...*

Controls	Description
	Mute all participants
	Unmute all participants
	End conversation
	Current speaker

### Right panel and the call control pad

The right panel and the call control pad in the **Conversation** window display the following conference controls:

Control	Description
<b>Call control pad:</b>	
	Dialpad and DTMF
	Record audio
	Mute call
	Hold call
	Transfer call

#### Related links

[Conferencing operations](#) on page 21

---

## Ad hoc conferences

An ad hoc conference is an impromptu conference that you can start by making or answering a normal call and then adding one or more participants to make it into a conference. The person who starts the conference is the conference host. Ad hoc conferences cannot be locked and do not indicate the current speaker in the UI.

#### Related links

[Conferencing operations](#) on page 21

[Starting an ad hoc conference](#) on page 23

[Merging calls into an ad hoc conference](#) on page 24


---


## Starting an ad hoc conference

### About this task

To start an ad hoc conference, you add one or more participants to a normal, one-to-one call. Use this procedure to start an ad hoc conference.

## Procedure

1. Make an audio call to a contact that you want to include in the conference. For more information, see [Making an audio or a video call](#) on page 15.
2. To start an ad hoc conference, add one or more participants using the  button. For more information, see [Adding participants to a conference](#) on page 27.

When you are adding participants, the left panel shows the  icon to indicate that your active call is paused.

## Related links

[Ad hoc conferences](#) on page 23

---

## Merging calls into an ad hoc conference


### About this task

Use this procedure to merge your active or held calls into an ad hoc conference in the **Conversation** window.

### Before you begin

You must have at least two active calls or two calls on hold.

### Procedure

1. In the bottom-left corner of the left panel, click the **Start conference** button.  
All the active or held calls are added to a conference.
2. To add more participants, click the  button. For more information, see “Adding participants to a conference”.

## Related links

[Adding participants to a conference](#) on page 27

---

## Meet Me conferences

IP Office Meet Me conferences use a conference bridge number. You can either start a Meet Me conference using your conference bridge and add participants to it or join another user’s Meet Me conference. The conference does not start until the conference bridge owner joins the conference.

IP Office Meet Me conferencing requires that a user is configured with their own IP Office conference bridge. Once the user’s own Meet Me conference bridge is configured, IP Office Web Client automatically adds the user to their bridge.

## Related links

[Conferencing operations](#) on page 21



[Joining your own Meet Me conference and adding participants](#) on page 25

[Joining other Meet Me conferences](#) on page 25

[Locking a Meet Me conference](#) on page 26

[Web Collaboration](#) on page 26

[Identifying the current speaker](#) on page 27


---

## Joining your own Meet Me conference and adding participants

### About this task

You can join your own Meet Me conference by either using the **My Conference Bridge** option or manually dialing your bridge number.

### Procedure



1. To host a Meet Me conference on your own conference bridge, do one of the following:
  - Click , and then click **My Conference Bridge**.
  - Dial your bridge number using the dialpad.

You receive an incoming call.

2. Answer the call.

The application opens the **Conversation** window.

3. To add participants to your Meet Me conference, do one of the following:

- In the **Conversation** window, add participants by using the  button. For more information, see [Adding participants to a conference](#) on page 27.
- In the main window, move the cursor over the user's name, click , and then select **Add User to My Bridge**.

4. **(Optional)** If the contact you want to add as a participant is not in your call logs, personal contacts, voicemails, or notes, you can use the search bar in the top-center to search for the contact.

### Related links

[Meet Me conferences](#) on page 24

---

## Joining other Meet Me conferences

### About this task

You can join another user's Meet Me conference by manually dialing the user's bridge number.

## Procedure

1. For the user whose Meet Me conference you want to join, dial the user's bridge number using the dialpad, and then type the PIN number using the dialpad. The PIN number is the participant code shared by the conference host.
2. You are joined into the host user's Meet Me conference once the host user accepts your call to join.

## Related links

[Meet Me conferences](#) on page 24

---

## Locking a Meet Me conference



### About this task

The Meet Me conference host can lock an active conference call so that no more participants can join. Use this procedure to lock a Meet Me conference call in the **Conversation** window.

### Note:

Conference locking is currently not supported for ad hoc conferences.

### Procedure

1. To lock the active conference call, click  in the left panel.
2. To unlock the conference call, click .

## Related links

[Meet Me conferences](#) on page 24

---

## Web Collaboration

In parallel with a Meet Me conference, you can also join an IP Office Web Collaboration session using the **My Web Collaboration** button in **Settings**. Using IP Office Web Collaboration, the participants can share documents, application windows or their PC desktop.

## Related links

[Meet Me conferences](#) on page 24

[Starting a Web Collaboration session](#) on page 26

## Starting a Web Collaboration session

### About this task

Use this procedure to start your IP Office Web Collaboration session in parallel with your own Meet Me conference. Using IP Office Web Collaboration, you can share documents, application windows, or your desktop screen with your participants.

## Procedure

1. Click , and then click **My Web Collaboration**.


You do not need to enter credentials. You are automatically logged in by using single sign-on.

2. When prompted to join the audio bridge, click **Yes** to join your own Meet Me conference.

The IP Office Web Collaboration session runs in parallel with your Meet Me conference.

---

## Identifying the current speaker

In Meet Me conferences, you can identify the current speaker in the conference call. IP Office Web Client indicates the current speaker with the  icon.

### Related links

[Meet Me conferences](#) on page 24

---

## Managing a conference call



---

### Adding participants to a conference

#### About this task

Use this procedure to add one or more participants to an active conference call in the **Conversation** window.

#### Procedure

1. Click .
2. Dial using  or search for the user that you want to add to the conference.
3. Click **Start conference** to add the user to the conference.

### Related links

[Conferencing operations](#) on page 21

---

## Transferring a conference call




#### About this task

Use this procedure to transfer an active conference call in the **Conversation** window.

**\* Note:**

Only audio conference call transfer is supported.

**Procedure**

1. Click .  
The left panel in the **Conversation** window shows the  icon to indicate that your active call is paused.
2. Dial by using  or search for the user to whom you want to transfer the conference call.
3. Click **Complete transfer** to transfer the conference call to the user and add the user as a participant.

**Result**

When the transfer is complete, you are removed from the conference and the user you transferred the call to is added as a participant and becomes the new conference host.

**Related links**





[Conferencing operations](#) on page 21

## Muting or unmuting conference participants

**About this task**

The conference host can mute or unmute one or all participants in the conference. Use this procedure to mute or unmute conference participants in the **Conversation** window.

**Procedure**

1. To mute a participant, move the cursor over the participant's name, and then click .
2. To unmute the participant, click .
3. To mute all the participants, click  in the conference controls above the participant list.
4. To unmute all the participants, click  in the conference controls above the participant list.

**Related links**



[Conferencing operations](#) on page 21

## Dropping conference participants

**About this task**

The conference host can drop one or all participants from the conference. Use this procedure to drop conference participants in the **Conversation** window.

## Procedure

1. To drop a participant, move the cursor over the participant's name, and then click .
2. To drop all the participants, click  in the conference controls above the participant list.

When you drop all the participants, the conference call ends.

## Related links

[Conferencing operations](#) on page 21



---

## Placing a conference call on hold

### About this task

Use this procedure to place an active conference call on hold.

### Procedure

1. During an active conference call, click .
2. To resume the conference call, click .

## Related links

[Conferencing operations](#) on page 21

---

## Searching a participant

While IP Office Web Client supports conferences up to the maximum number of participants supported by your system, the **Conversation** window can only display 20 participants at a time. Therefore, for large conferences, additional controls appear at the bottom of the left panel so that you can scroll through the participants. Additionally, you can use the “Search Participant” search box at the top of the left panel to search for a participant.

## Related links

[Conferencing operations](#) on page 21

---

## Recording a conference call

### About this task

The conference host can record conference calls. Use this procedure to record an active conference call.



### **Note:**


The recorded calls are accessible through  only if VMPro/mailbox is configured for call recording.

## Before you begin

Your administrator must first enable the call recording feature through Web Manager or Manager.

## Procedure

1. During an active conference call, click  to start recording.
2. Click  to stop the recording.

After you stop the recording, it is saved under the  (Voicemail) tab for future reference.

## Related links

[Conferencing operations](#) on page 21





---

# Ending or leaving a conference call

## About this task

The conference host can end an active conference call at any time. A conference participant can leave the conference call at any time. Both actions are done in the **Conversation** window.

## Procedure

1. To end the active conference call, click  in the conference controls above the participant list.
2. To leave an active conference call, click one of the following:
  -  in the top-right corner of the left panel.
  -  next to your name in the participant list.
  -  in the call control pad in the right panel.

## Related links

[Conferencing operations](#) on page 21

# Chapter 5: Presence and instant messaging operations


---

## Modifying your presence status

### About this task

Use this procedure to manually modify your presence status and your status message.

### Procedure

1. To manually modify your presence status, click .
2. Select **Available**, **Away** or **Busy**.

When you move the cursor over these options, additional options are displayed.


- Under **Available**, you can select **Available**, **At work**, or **In home office**.
  - Under **Away**, you can select **Away**, **Not at my desk**, **Having lunch**, or **Will return shortly**.
  - Under **Busy**, you can select **Busy** or **Do not disturb**
3. **(Optional)** Type a custom status message, and then click **Set**.
  4. To reset your status or delete custom status messages, click **Reset** under the status category of your choice.

For example, if you click **Reset** under **Away**, the application resets your status to **Away** and deletes all the custom status messages under **Away**.

---

## Starting a chat

### About this task


You can message another user by initiating a chat conversation. Or you can chat with your participant during an active audio or video call. Use this procedure to start a chat through the  (**Chat**) option. You cannot currently invite multiple users to a chat conversation.

## Procedure


1. Do one of the following:

- To initiate a chat, select the user and click .

The **Conversation** window appears.

- To chat with the participant during an active audio or video call, click  in the **Conversation** window.

2. Type your message, and then press `Enter` to send it.

The left panel in the **Conversation** window shows the  icon to indicate that you are in a chat.

---

## Viewing chat history

### About this task

Use this procedure to view your chat history with another user in the **Conversation** window.

### Procedure

1. To view your chat history with another user, start a chat with the user. For more information, see [Starting a chat](#) on page 31.

Application displays the **Chat** panel on the right.

2. Click **Chat History** to view your chat history with the user.

3. Click **Load one more day** to display more of the previous chat conversations.



# Chapter 6: Contact management

---

## Searching for a contact

### About this task

Use this procedure to search for contacts in the IP Office system directory.

### Procedure

1. In **Search**, enter the name, initials, or phone number of the contact.
2. Select the appropriate contact from the list that is displayed.

---

## Adding a new contact

### About this task

Use this procedure to add a new contact. The contacts that are in your personal contacts list are displayed on the left side of the screen. When you use this procedure to add a new contact, that contact is automatically added to your personal contacts list.


### Procedure

1. At the bottom of your personal contacts list, click **Create new contact**.
2. Enter the contact's name, phone numbers, and email address.
3. Click **OK**.

---

## Editing contact details

### Procedure

1. Search for and select the user whose contact details you want to edit.
2. Click  to edit the contact details.
3. When you are finished, click **OK**.

## Related links

[Searching for a contact](#) on page 33

---

# Adding and removing users from the Personal Contacts list

## About this task

Personal contacts are stored in IP Office. If a contact is removed from your Personal Contacts list, it is also removed from your personal directory on IP Office.

## Procedure

1. Search for and select the user that you want to add or remove.
2. Do one of the following:
  - To add the user to your Personal Contacts list, click ☆.
  - To remove a contact from your Personal Contacts list, click ★.

When you remove a user, that user is no longer displayed in the list of Personal Contacts on the left side of your screen.

## Related links

[Searching for a contact](#) on page 33

---

# Tagging a contact

## About this task

You can use tags to categorize a user or a contact. For example, you can categorize someone as a friend or a colleague. You can assign multiple tags to a person.

You can select a predefined tag or add a new one.

## Procedure

1. Search for and select the appropriate user.
2. To assign a tag, click ◊ and do one of the following:
  - Select one of the predefined tags from the displayed list.
  - Create a customized tag by clicking **Add a tag**.
3. To remove a tag, click ◊ and then click on the tag again to remove it.

## Related links

[Searching for a contact](#) on page 33


---

## Reviewing the list of tagged contacts

### Before you begin

Make sure the contact is tagged. For more information, see [Tagging a contact](#) on page 34.

### Procedure

1. Click  at the top right of your screen.
2. From the list of tagged contacts, select the appropriate contact.

# Chapter 7: Troubleshooting

---

## No notifications for incoming calls

### Condition


The system does not display notifications for incoming calls. Therefore, you cannot answer a call.

### Cause

Notifications were not enabled by your IT administrator when the application was launched.

### Solution

Your IT administrator must enable notifications in Google Chrome by using the following procedure.

1. In your Google Chrome browser, click  and navigate to **Settings > Show advanced settings**.
2. In Privacy, click **Content settings**.
3. In Notifications, do the following:
  - a. Click **Manage Exceptions**.
  - b. Select the IP Office Web Client URL.
  - c. Click **Allow**.

### Related links

[Answering or ignoring an incoming call](#) on page 15

---

## Call waiting is not enabled

### Condition

While on an active call, you do not receive an alert or notification for a second incoming call.

### Cause

Call waiting is not enabled.

### Solution

Contact your administrator to enable call waiting. Your administrator can enable this feature in IP Office Manager.

## Related links

[Answering or ignoring an incoming call](#) on page 15

---

# Password change is required

## Condition

You are prompted to change your password before you can log in to IP Office Web Client. You cannot change your password directly in IP Office Web Client.

## Cause

IP Office Web Client does not support password changes.

## Solution

Change your password through the Avaya one-X<sup>®</sup> Portal for IP Office Login page. The same password applies for IP Office Web Client.

---

# Microphone is not working


## Condition

You have connected a headset with a microphone to your computer, but when you are on a call, the other party cannot hear you.

## Cause

The browser-based IP Office Web Client is set to use your computer's microphone and not the microphone on your headset.

## Solution

Enable the headset microphone by using  in the upper-right corner of your browser, next to the URL, when you are logged in to the browser-based IP Office Web Client.

---

# No voice path for remote users

## Condition

When you connect to IP Office Web Client from outside your enterprise network, a voice path cannot be established for calls.

**Cause**

WebRTC port settings are not properly configured.

**Solution**

Contact your administrator to configure the WebRTC Gateway port settings. The WebRTC Gateway RTP port range, which is between 48750 and 50750, should be port forwarded in the corporate router to the WebRTC Gateway IP address.

# Chapter 8: Resources

---

## Documentation resources

For a listing of documentation resources related to IP Office, see *Avaya IP Office™ Platform Start Here First*. Download documents from the Avaya Support website at <http://support.avaya.com>.

IP Office documentation is also available on the IP Office Knowledgebase at <http://marketingtools.avaya.com/knowledgebase/>.

### Related links

[Finding documents on the Avaya Support website](#) on page 39

---

## Finding documents on the Avaya Support website

### Procedure

1. Navigate to <http://support.avaya.com/>.
2. At the top of the screen, type your username and password and click **Login**.
3. Click **Support by Product > Documents**.
4. In **Enter your Product Here**, type the product name and then select the product from the list.
5. In **Choose Release**, select an appropriate release number.
6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.

For example, for user guides, click **User Guides** in the **Content Type** filter. The list displays the documents only from the selected category.

7. Click **Enter**.

### Related links

[Documentation resources](#) on page 39

---

## Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

### About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

### Procedure

- To find videos on the Avaya Support website, go to <http://support.avaya.com> and perform one of the following actions:
  - In **Search**, type `Avaya Mentor Videos` to see a list of the available videos.
  - In **Search**, type the product name. On the Search Results page, select **Video** in the **Content Type** column on the left.
- To find the Avaya Mentor videos on YouTube, go to [www.youtube.com/AvayaMentor](http://www.youtube.com/AvayaMentor) and perform one of the following actions:
  - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.
  - Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the website.

 **Note:**

Videos are not available for all products.

---

## Support

Go to the Avaya Support website at <http://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

---

## Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a web-based search engine that provides:

- Up-to-date troubleshooting procedures and technical tips
- Information about service packs
- Access to customer and technical documentation



- Information about training and certification programs
- Links to other pertinent information

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base without extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base for any potential solutions to problems.

1. Go to <http://www.avaya.com/support>.
2. Log on to the Avaya website with a valid Avaya user ID and password.  
The system displays the Avaya Support page.
3. Click **Support by Product > Product Specific Support**.
4. In **Enter Product Name**, enter the product, and press `Enter`.
5. Select the product from the list, and select a release.
6. Click the **Technical Solutions** tab to see articles.
7. Select relevant articles.

---

## Additional IP Office resources

You can find information at the following additional resource websites.

### Avaya

<http://www.avaya.com> is the official Avaya website. The front page also provides access to individual Avaya websites for different countries.

### Avaya Sales & Partner Portal

<http://sales.avaya.com> is the official website for all Avaya Business Partners. The site requires registration for a user name and password. Once accessed, the portal can be customized for specific products and information types that you wish to see and be notified about by email.

### Avaya IP Office Knowledge Base

<http://marketingtools.avaya.com/knowledgebase> provides access to an online, regularly updated version of the IP Office Knowledge Base.

### Avaya maintenance, lifecycle and warranty information

Avaya support services complement standard Avaya maintenance, lifecycle and warranty policies that are posted on <http://support.avaya.com>. For more information, send email to [support@avaya.com](mailto:support@avaya.com).

### International Avaya User Group

<http://www.iaug.org> is the official discussion forum for Avaya product users.

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