



Using Avaya Communicator for Microsoft Lync 2013 on IP Office™ Platform

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Chapter 1: Avaya Communicator for Microsoft Lync on IP Office

Avaya Communicator for Microsoft Lync is an add-in that seamlessly integrates with the Microsoft Lync client look and feel to provide telephony capabilities.

Avaya Communicator for Microsoft Lync on IP Office lets you:

- Make and end phone calls.
- Hold and retrieve calls.
- Answer and decline incoming calls.
- Handle multiple calls.
- Enable or disable call forward.
- Display telephony presence status in the Lync client.

*** Note:**

Avaya Communicator for Microsoft Lync on IP Office can be integrated with Avaya Communicator for Windows. When Avaya Communicator for Windows on IP Office is set to interwork with Avaya Communicator for Microsoft Lync, you can make a call with Avaya Communicator for Windows instead of a standard desk phone. You control the call with Avaya Communicator for Microsoft Lync after making the call on Avaya Communicator for Windows. For more information, see *Using Avaya Communicator for Windows on IP Office*.

Integrating with the Microsoft Lync client

About this task

To integrate Avaya Communicator for Microsoft Lync with the Microsoft Lync client, you must publish your work phone number in Microsoft Lync. Use the following procedure to publish your phone number in the Lync client. Your phone number must be published in the E.164 format. For example, a North American phone number is entered as +1613xxxxxxx.

*** Note:**

If your enterprise does not allow you to edit your phone number in the Lync client, work with your administrator to ensure your phone number is published in the E.164 format.

Controlling access to published phone numbers is managed by Microsoft Lync.

Procedure

1. From the Lync client, select **Tools > Options**.
2. Select **Phones**.
3. Click **Work Phone**.
4. In the Edit Phone Number window, enter your phone number.
5. Select the **Include in my contact card** check box.

Starting Avaya Communicator for Microsoft Lync

About this task

You can start Avaya Communicator for Microsoft Lync using one of the following ways:

- From the Windows **Start** menu.
- From the Lync client **Tools** menu.

Procedure

- From the Windows **Start** menu, select **All Programs > Avaya > Avaya Communicator for Microsoft Lync 2013 > Avaya Communicator for Microsoft Lync**.
- From the Lync 2013 client, select **Tools > Avaya Communicator for Microsoft Lync 2013**.

Avaya Communicator for Microsoft Lync bar

The Avaya Communicator for Microsoft Lync bar provides a centralized location to manage your Avaya Communicator for Microsoft Lync and telephone line settings.



The icons on the Avaya Communicator for Microsoft Lync bar and the descriptions are as follows:







Icon	Description
	Indicates that Avaya Communicator for Microsoft Lync is in Phone mode. You can use your Microsoft Lync client to control your desk phone. Avaya Communicator for Microsoft Lync on IP Office can be integrated with Avaya Communicator for Windows. When Avaya Communicator

Table continues...

Icon	Description
	<p>for Windows on IP Office is set to interwork with Avaya Communicator for Microsoft Lync, you can make a call with Avaya Communicator for Microsoft Lync instead of a standard desk phone.</p> <p> Note: This icon is not available for VDI Communicator.</p>
	<p>Click to configure call forwarding of your calls, or another telephone number published within Microsoft Lync. When you click the icon, you are prompted to select the number that calls are forwarded to. Click the call forward icon again to turn off call forwarding. When call forwarding is turned off, then the call forwarding icon is grayed out.</p> <p> Note: On some networks, the call forwarding feature is not available and the icon is disabled.</p>
	<p>Click to configure settings. For more information on settings, see Settings on page 13.</p>
	<p>The Disconnected state icon indicates that the connection to Avaya Communicator for Microsoft Lync is lost. The Disconnected state icon is displayed for several reasons, such as:</p> <ul style="list-style-type: none"> • The service provider or network loses connectivity. • The server logs out the Add-in.

Making a call

The following sections describe how to make a call from the Microsoft Lync 2013 main window and from a Conversation window.

No call options available

If you try to make a call and receive the message `No call options available:`


- The contact has not published a phone number.
- The contact has not granted you access to their contact information.





The rules that apply to Microsoft Lync presence and privacy relationships also apply to Avaya Communicator for Microsoft Lync. For information on presence and privacy relationships, see the Microsoft Lync documentation at [Microsoft Communicator Presence and Privacy Relationships](#).

Making a call from the Lync client window

About this task

To make a call from the Microsoft Lync main window, do one of the followings:


- Right-click a contact name and select **Make Voice Call** from the menu.
- Click a contact name and select the  icon. Select the published phone number from the contact card. The contact published phone numbers are listed next to the following icons:

	Contact's office phone number
	Contact's home phone number
	Contact's mobile phone number
	Contact's other phone number

- Type a telephone number into the search contact field at the top of the Avaya Communicator for Microsoft Lync window. In the results list, right-click to open a menu or click the phone icon to make the call.

After you start the call, the Conversation Bar displays the contact you are calling along with a status message, such as *Calling*.

Next steps


Click  to end the call.

Making a call from a Conversation window

About this task


Use the following procedure to make a call from an existing instant messaging Conversation window.

Procedure

1. Click the  drop-down arrow.
2. Select the appropriate phone number to call the contact.

After you start the call, the Conversation Bar displays the contact you are calling along with a status message, such as *Calling*.

Next steps

Click  to end the call.

Incoming Call

A pop-up window notifies you of an incoming call and provides the following options:


- Accept the call
- Ignore the call
- Reply with an instant message

If you choose to ignore the call, the ringer in the Avaya Communicator for Microsoft Lync client becomes silent. When in Desk Phone mode, the desk phone continues to ring when an incoming call is ignored.

If an active call is already in progress, a subsequent pop-up window notifies you of a new incoming call. Answering the new incoming call sets the previous active call into a held state.

The following is an example of an incoming call pop-up window in Lync 2013.









	Click to accept the incoming call.
Ignore call	Click to ignore the incoming call. In Desk Phone mode, the phone continues to ring.
Options	Under Options , you can choose to reply with an instant message.



Established Call

The Lync Conversation window bar associated with each Conversation window provides context-specific telephony capabilities. The Conversation window bar integrates closely with the Microsoft Lync to keep telephony conversation options readily available. The Conversation windows bar displays the mid-conversation capabilities based on the PBX, line capabilities, and conversation state. A call timer indicates the duration of the call.

When a new call is established, you can see the call timer and access the following features.

	Click to end a call.
	Hover over this icon to access audio call control features. When you are on a call, you can click this icon to mute the microphone. From an instant messaging Conversation window, click this icon to escalate to an audio call.
	Click this icon to access additional features. This icon is only available when you are on multiple calls at a time.
	This icon appears instead of the  icon when a call is on hold. Click to retrieve the call.

To access other audio call control features, hover over the  icon on the left and a window with the audio call control features appears.

	Click to place a call on hold and to retrieve a held call. Call control icons are not available when a call is on hold.
	Click to insert DTMF digits into an established call. The dial pad is dimmed when disabled. When entering a feature code, terminate the code with the # character. For example, when entering the code for auto redial (*66), enter *66#.

Enabling Telecommuter mode

If you want to use Avaya Communicator for Microsoft Lync to make and receive calls from your home or mobile phone instead of your desk phone, you can enable Telecommuter mode on Avaya one-X[®] Portal for IP Office. When the Telecommuter mode is enabled on Avaya one-X[®] Portal for IP Office, you do not have to publish your home or mobile phone number in the Lync client. When you make a call, your work phone number is displayed on the call display of the party you are calling.

Note:

The Telecommuter functionality is only supported in the Phone mode.

For more information about the Avaya one-X[®] Portal for IP Office, see *Using Avaya one-X[®] Portal for IP Office* (15-601131).

Before you begin

- You must have an account on the Avaya one-X[®] Portal for IP Office.

Procedure

1. In a web browser, launch the Avaya one-X[®] Portal for IP Office.
2. To log in, enter your user name and password.

3. Select the **Configure** tab.
4. Under **Profile Definition**, click the **Edit** button next to the **Mobile** or **Home** profiles.
5. Under **Mobility**, from the **Mode** drop-down menu, select **Forward, Mobile Twinning, Telecommuter**.
6. Select the **Enable Telecommuter** check box.
7. Enter your home or mobile phone number in the **Number** field.
8. Click **OK** and then **Save**.
9. To activate your profile, under **Profile Definition**, click the **Active** button next to the **Mobile** or **Home** profiles.

When you make and receive calls from the Lync client, your mobile or home phone will ring instead of your IP Office desk phone.

Using Avaya Communicator for Microsoft Lync with Avaya Communicator for Windows

Avaya Communicator for Windows on IP Office is set to interwork with Avaya Communicator for Microsoft Lync to make calls with Avaya Communicator for Windows instead of a standard desk phone.

Before you begin

Ensure that:

- Avaya Communicator for Microsoft Lync and Avaya Communicator for Windows clients are installed on the same computer.
- Dialing rules are consistent between Avaya Communicator for Microsoft Lync and Avaya Communicator for Windows.
- Agent Mode for Avaya Communicator for Windows is enabled: **Settings > Window > Enable Agent Mode for Avaya Communicator for Windows**.

About this task

Use this procedure to integrate Avaya Communicator for Microsoft Lync with Avaya Communicator for Windows.

Procedure

1. Log into Avaya Communicator for Windows using the same credentials as the Avaya Communicator for Microsoft Lync client.
2. To make a call:
 - When both Avaya Communicator for Microsoft Lync and Avaya Communicator for Windows are running, make the call on Avaya Communicator for Windows and then use Avaya Communicator for Microsoft Lync to control the call.

- When only Avaya Communicator for Microsoft Lync is running, use Avaya Communicator for Microsoft Lync to control the call made with your desk phone.

Telephony Presence

Telephony Presence service publishes **Busy – In a Call** when you are on a call and your pre call presence status was available (green). If your pre-call presence status is away, or busy, Telephony Presence will not be published because you have already indicated a lesser availability.

Do Not Disturb

If the presence status is **Do Not Disturb**, incoming call notifications are not presented on the user's Lync client, regardless of the Level of Access of the calling contact.

Note:

If voicemail is set up on your desk phone, the phone rings once and then the call is redirected to voicemail.

Settings

You can define your phone settings, determine the dialing behavior, and set the logging level using Settings option.

Click  to open the Settings window. Click a tab to display a Settings sub-window.


Account Settings

Use the Account Settings window to define your phone settings.

Item	Description
User name	Your Avaya one-X [®] Portal user name.
Password	The password for your Avaya one-X [®] Portal user name.
Server	The IP address or fully qualified domain name (FQDN) of the Avaya one-X [®] Portal server.
Port	The port number for the Avaya one-X [®] Portal server. The default port numbers are 8080 (unsecured) and 9443 (secured).

Dialing Rules

Use the Dialing Rules window to determine the dialing behavior for various call types.

Variable	Description
Number to dial to access an outside line	The digit or digits you must dial to access an outside line.
Your country code	The dialing code for your country.
Your area/city code	The area code or the city code where your phone server is located.
PBX Main Prefix	The main prefix for your phone system.
Number to dial for long distance calls	The digit or digits you must dial to make a long distance call.
Number to dial for international calls	The digit or digits you must dial to make an international call.
Extension length for internal extensions calls	<p>The number of digits that comprise an internal extension. For example, if your internal extensions consist of five digits, enter 5. In this example, any number that consists of five digits or less would be treated as an internal extension. If your company supports internal extensions of varying lengths, enter the length numbers separated by commas. For example, if you use three-digit, five-digit, and seven-digit extensions, enter 3, 5, 7.</p> <p> Note:</p> <p>If you specify multiple extension lengths, exact matches are performed. For example, if you specify 3,5,7, then a four-digit number will not be recognized as an internal extension.</p>
Length of national phone numbers (including area/city code)	The number of digits you must dial (including area/city code) for a call within your country. If the length of national phone numbers in your country varies, you can enter multiple numbers separated by commas.
Include area/city code when making a local call	Check the box if you are required to prefix the area or city code while making a local call.

Language

Use the Language window to change the language of the Avaya Communicator for Microsoft Lync application. Click **Restart** for the language change to take effect.

Support

Use the Support window to set the logging level. You can also send an email with a log file attachment.

Item	Description
Enable Debug Mode	When debug mode logging is enabled, detailed log messages are written to the log file. Enable debug mode for troubleshooting.
Contact E-Mail Address	The email address for contacting technical support.
Report a Problem Create a Zip File.	Click Report a Problem to send an email with a zip file attachment containing the current log file. If no email client is installed, the button label changes to Create a Zip File .

Log file location

The log and support directories are located in the AppData folder under **Avaya > Avaya Communicator for Microsoft Lync** .

- The log file is located in the folder `\log`.
- The zipped log file is located in the folder `\support`. The `\support` folder has a maximum capacity of 20 MB. If the folder reaches maximum capacity, older zip files are removed.

About

The **About** window displays the version number and the build number for the Avaya Microsoft Lync client.

Work station requirements


Table 1: Hardware requirements

Processor	2 GHz
Memory	<ul style="list-style-type: none"> • 2 GB (32 bit) • 4 GB (64 bit)
Disk space	500 MB
Connectivity	Download bandwidth: 80 kbps Upload bandwidth: 80 kbps

Table 2: Software requirements

Operating system	<ul style="list-style-type: none"> • Microsoft Windows 7 • Microsoft Windows 8 and 8.1
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Table continues...

	 Note: Apply the latest Microsoft patch to Windows 8
Microsoft .Net	Release 4.0 or higher
Microsoft Lync client	<ul style="list-style-type: none">• Microsoft Lync 2013 version 15.0.4535.1507 or higher• Supports Microsoft Lync 2013 (32 & 64 bit) platforms• Supports Skype for Business 2016