



# **Avaya Communicator for Web – IP Office™ Platform: Administering Guide**

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Avaya Communicator for Web is an extension to Google's Chrome Web Browser. It can also be installed as a plug-in to the Salesforce CRM program. This document provides installation instructions, and a User Guide to aid in getting the most from the extension.

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# AVAYA COMMUNICATOR FOR WEB – IP OFFICE™ PLATFORM: ADMINISTERING GUIDE

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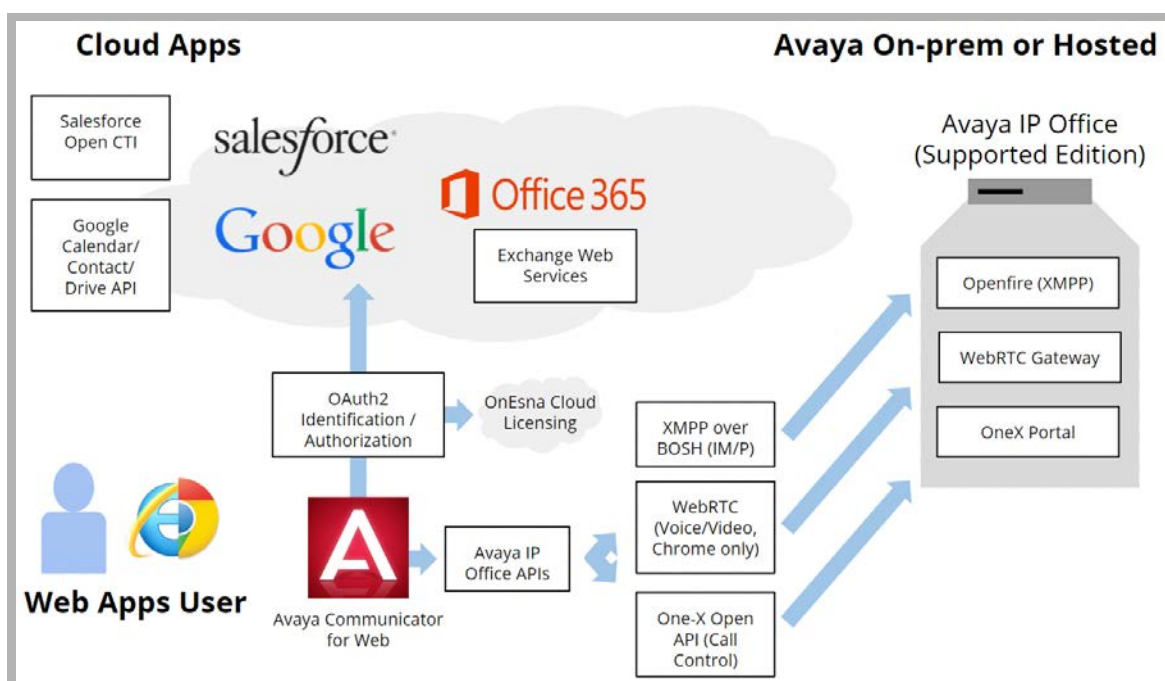


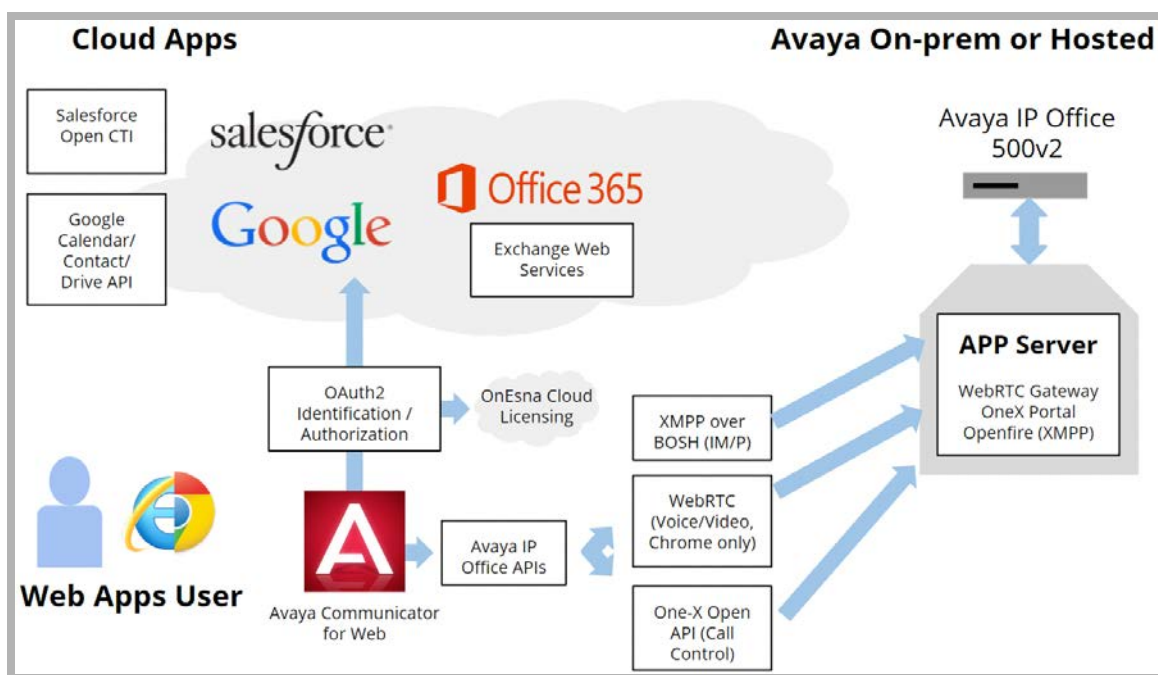
# Chapter 1: IP Office Server Setup

## Introduction

Avaya Communicator for Web is designed to work with IP Office Preferred Edition, IP Office Server Edition, and IP Office Select through the use of the one-X Portal Web Service APIs (call control, directory), XMPP over BOSH (Instant Messaging and Presence), and WebRTC (Voice and Video calling).

Once loaded, users can authorize themselves via their Google, Salesforce.com, or Office 365 accounts. Server address information for the IP Office server may either be entered manually or provisioned automatically for users and their IP Office account.





This document includes the IP Office system configuration and requirements, followed by the end-user deployment of Avaya Communicator for Web.

## Prerequisites

Avaya Communicator for Web is licensed as follows.

**For IP Office 9.1** and earlier, the client is licensed per user. The user also requires one of the these User Profile licenses: Mobile Worker, Office Worker, Teleworker, or Power User.

**For IP Office 10.0** and later, the user needs either an Office Worker or Power User profile license. There is no longer any per user licensing on the client side.

It is supported on the Preferred Edition, IP Office Server Edition, and IP Office Select.

one-X Portal must be installed and running. IP Office Release 9.1.2 or later is required.

If your system has Chrome 45 or later, then IP Office Release 9.1.4 or later is required.

Avaya Communicator for Web requires that the following ports be opened to the IP Office host server. Outbound traffic from the clients must also be open on these ports. The program will not operate properly if these ports are not available.

| Version   | IP Office Server<br>Edition 9.1.2+ | IP Office Server<br>Edition 10.0 | IP Office 500v2<br>(Linux) <sup>†</sup> |
|---|------------------------------------|----------------------------------|---|
| <u>Service</u>  | <u>TCP Port #</u>                  |                                  |   |
| XMPP over BOSH  | 7443                               | 9443                             | Same as IP Office SE*                   |
| WebRTC Signaling  | 7070                               | 9443                             | Same as IP Office SE*                   |
| one-X Open API  | 9443                               | 9443                             | Same as IP Office SE*                   |
| RTP Port Range  | See below                          | See below                        | See below                               |
| <sup>†</sup> - IP Office 500v2 (Windows) is not supported.<br><sup>*</sup> - The ports required are the ones configured for the corresponding IP Office Server Edition. |                                    |                                  |   |

**Note:**

For sites using Avaya IP Office WebRTC Phone Service, enable UDP as well on all of the listed ports.

## RTP Port range

The RTP Port range to open is defined in IP Office Web Manager, under Media Gateway Settings > RTP Port Range (Public).

The screenshot shows the 'WebRTC Gateway' configuration interface. On the left, a sidebar contains 'System Settings', 'SIP Server Settings', and 'Media Gateway Settings' (which is highlighted). The main area is titled 'MEDIA GATEWAY SETTINGS'. It contains two sections: 'RTP Port Range (Private)' and 'RTP Port Range (Public)'. The 'RTP Port Range (Public)' section is highlighted with a red rectangular box. Within this section, there are two input fields: 'Minimum' with the value '56000' and 'Maximum' with the value '58000'. Below these sections, there is a label 'Codecs - Audio'.

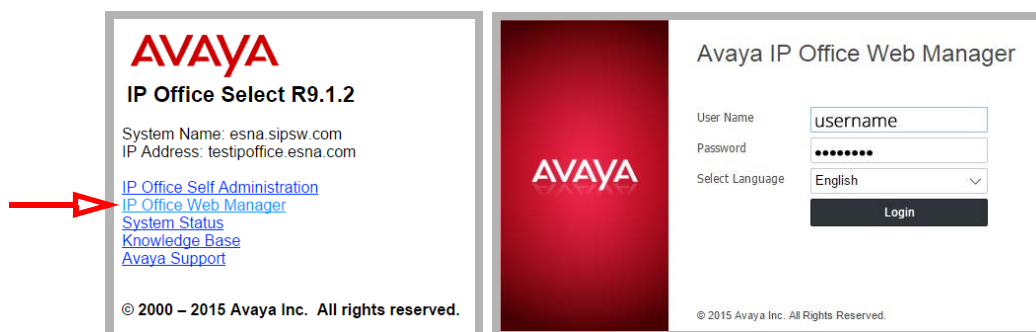
| MEDIA GATEWAY SETTINGS   |         |
|--------------------------|---------|
| RTP Port Range (Private) |         |
| Minimum                  | Maximum |
| 58002                    | 60002   |
| RTP Port Range (Public)  |         |
| Minimum                  | Maximum |
| 56000                    | 58000   |
| Codecs - Audio           |         |


## Installation Certificates to IP Office

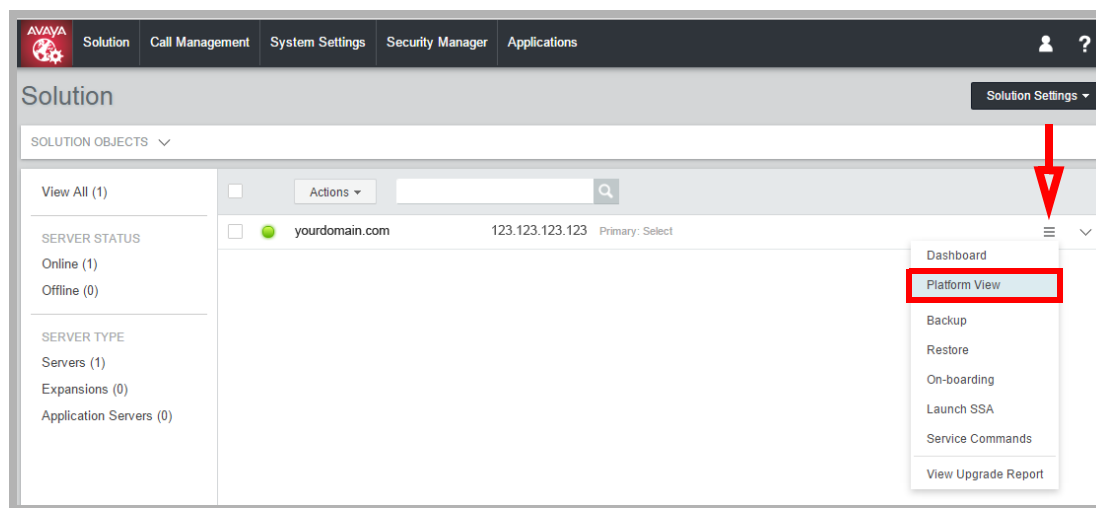
Avaya Communicator for web requires Avaya IP Office Preferred Edition or higher, and a one-X Server. The server must be configured and operating before proceeding.


The IP Office server must have certificates from a valid provider installed to enable the correct operation of the program. This is required for both the WebRTC and the one-X portal services on IP Office.

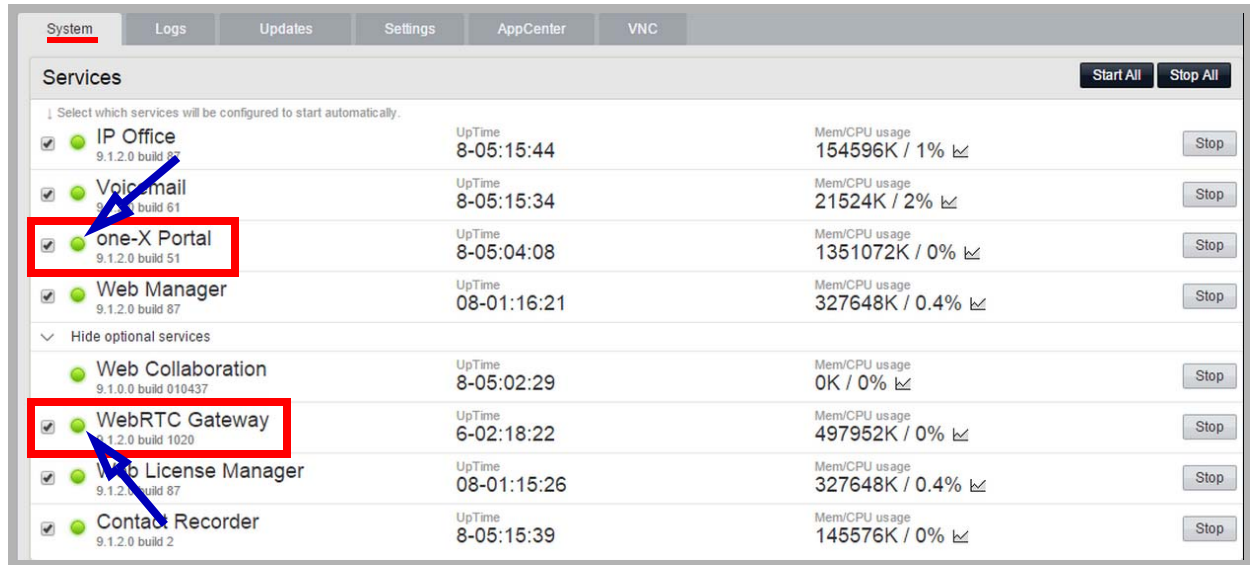
1. Acquire a certificate from an appropriate provider. Save the certificate file to the server hard drive and record the password for the file.
2. Open the IP Office Web Manager and login.



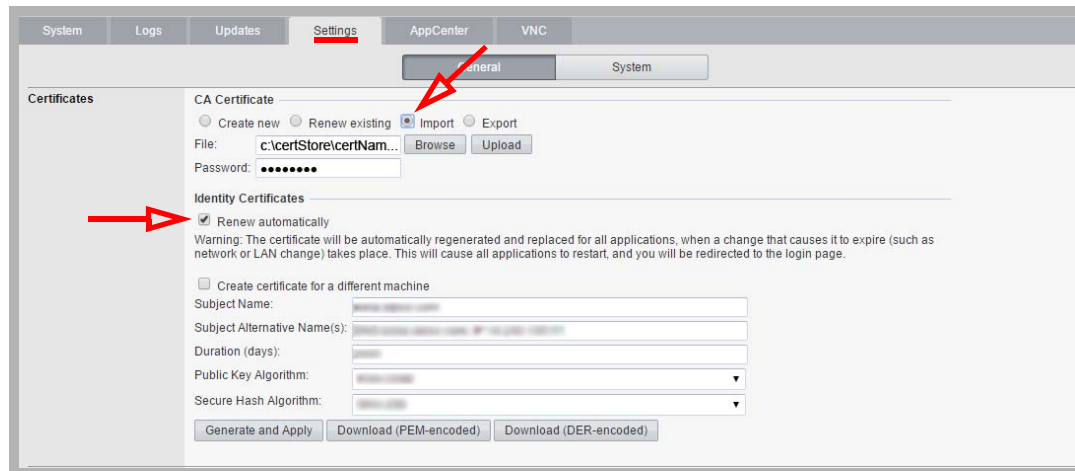
3. At the Web Manager main page, click the menu icon  and select Platform View.



4. At the Platform View screen, open the System tab and ensure that both **WebRTC Gateway** and **one-X Portal** services are running .



5. Go to the Settings tab. Scroll down to find the section on Certificates.



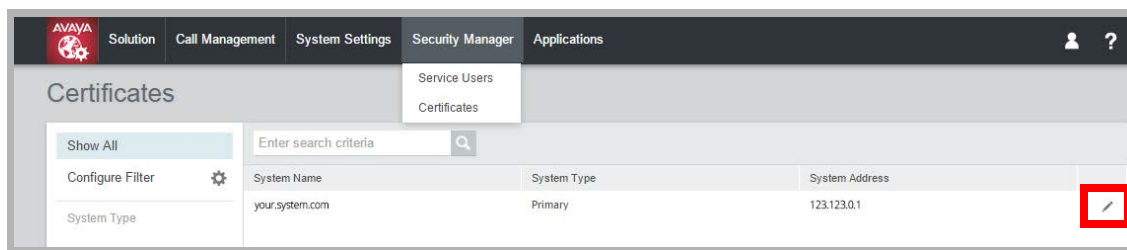
Enable Import, then browse for the certificate file saved in step 1.  
Enter the password in the space provided.  
Enable Renew automatically.

When ready, click Upload.

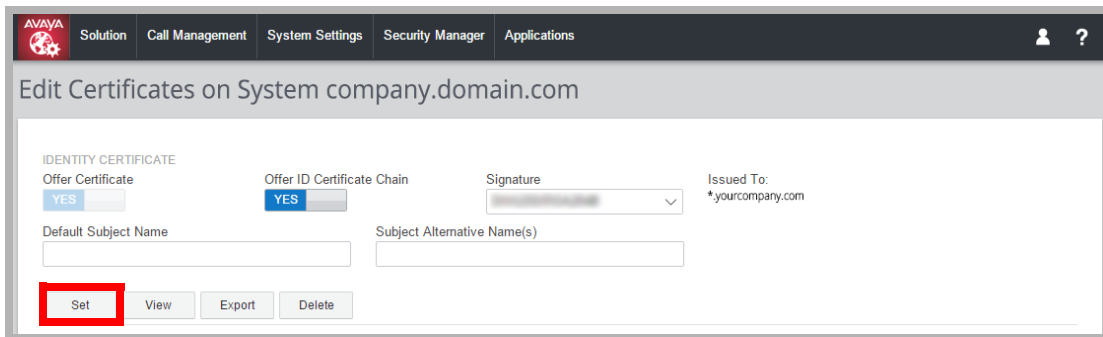
**Note:**

Certificates are usually a **.pem** file and can be issued for the host itself (e.g. your.address.com) or as a wildcard (e.g \*.address.com).

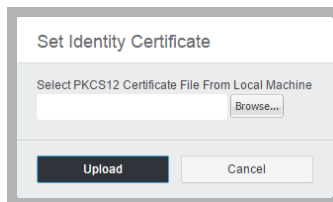
6. Open **Security Manager > Certificates** and click the edit icon .



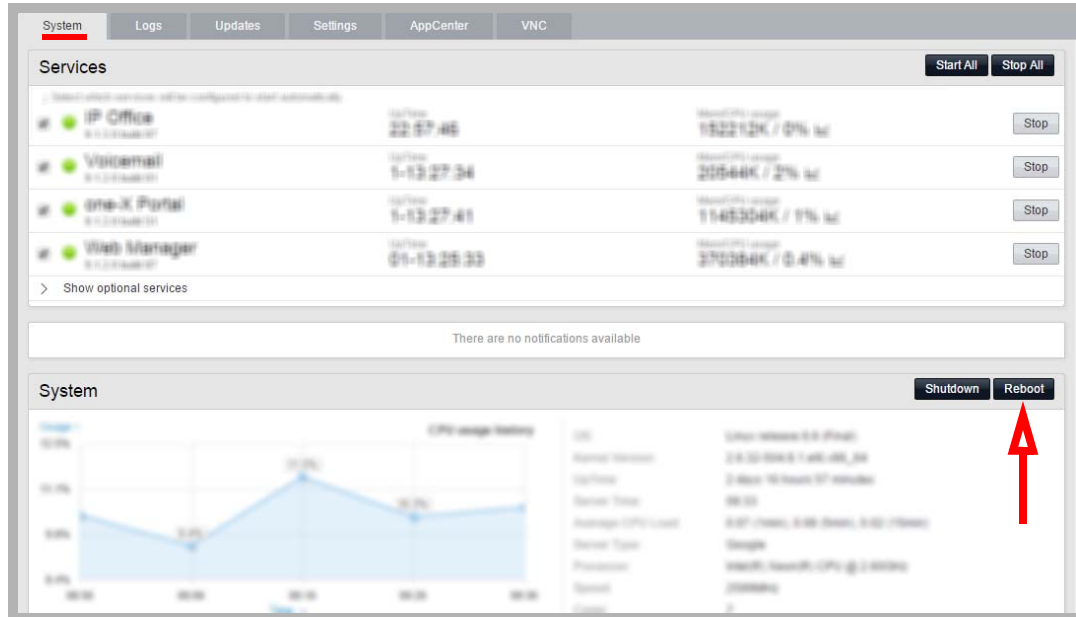
7. Click the Set button.



8. Use Browse to locate the certificate file (\*.pfx or \*.p12) on your system. Click Upload when ready, and enter the password if required.



- Once the upload of the certificate file is complete, go to the System tab and click Reboot to complete the installation.

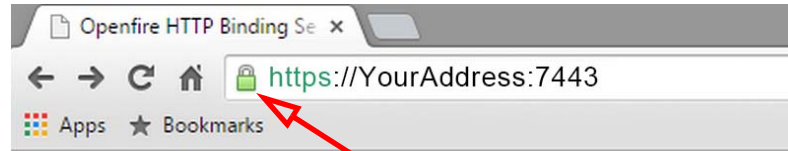


- After the restart, ensure that both the **WebRTC Gateway** and **one-X Portal** services are running.

## Verify the Installation

1. In order to verify that the certificates have been installed and are working properly, use your browser to go to the IP Office XMPP test page here:

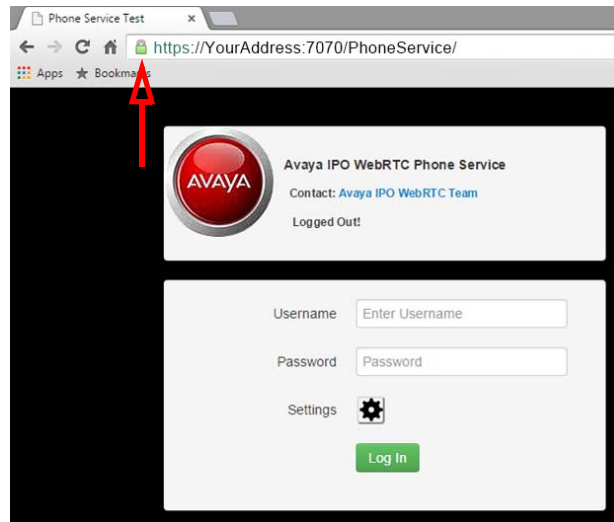
<https://YourAddress:7443/>



Open HTTP Binding Service

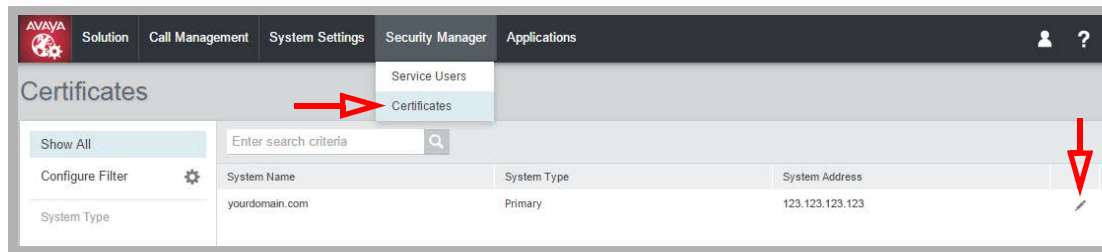
2. Also check the WebRTC test page:

<https://YourAddress:7070/PhoneService/>

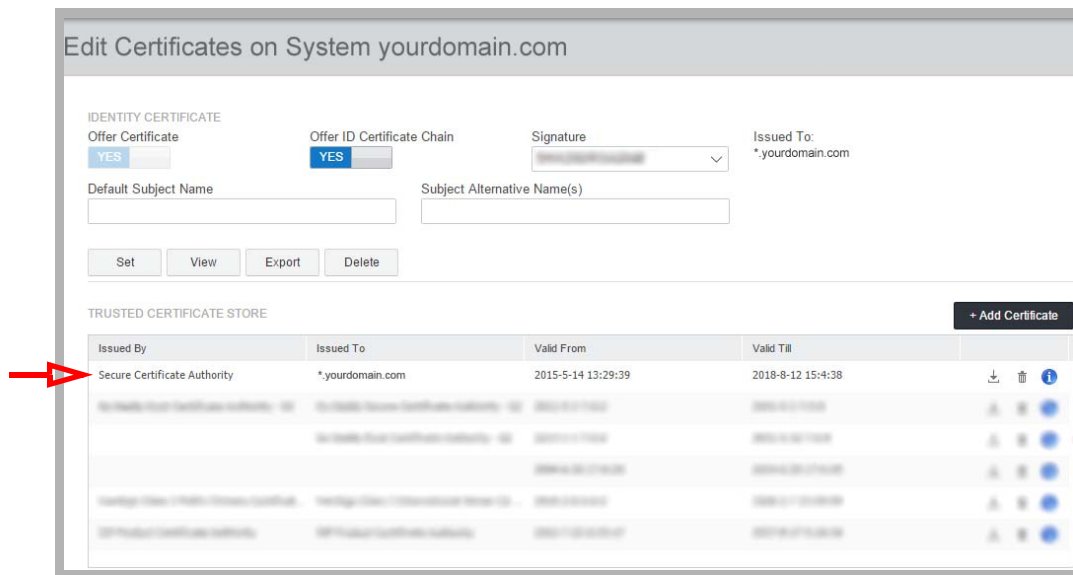


Ensure that the lock indicator in the URL on both pages is green.

- When the reboot is complete, open Web Manager and click the Security Manager menu. Select Certificates, then click the Edit icon .

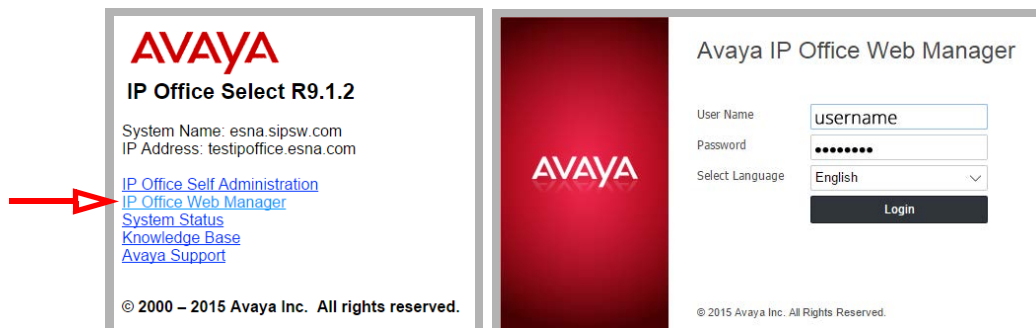


- Check to see that the new certificate is included in the list.

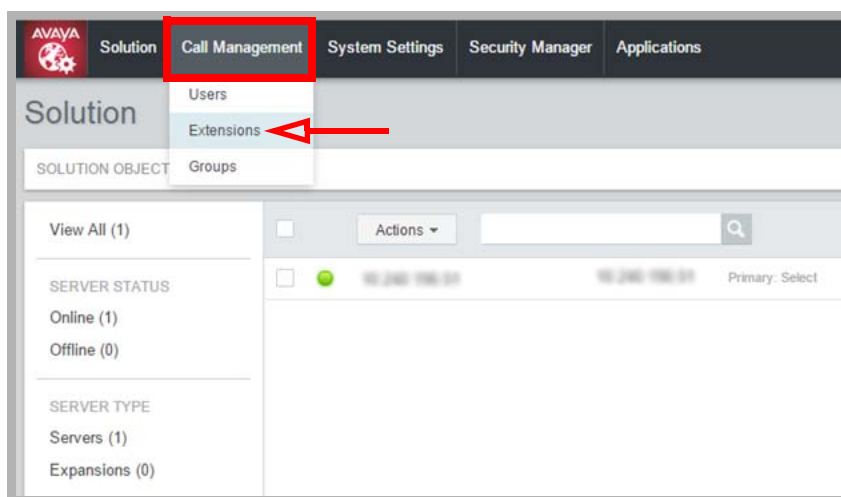


## Creating Users

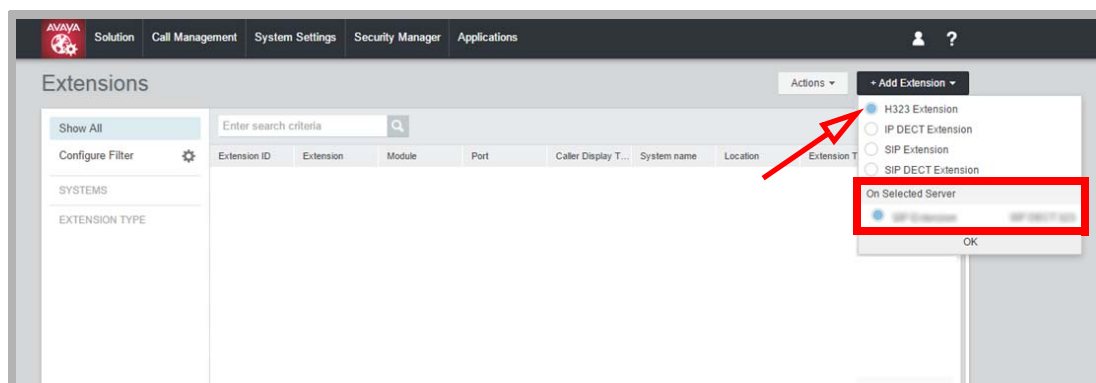
1. Log in to the IP Office Web Manager.



2. Go to Call Management > Extensions.



3. Go to Add Extensions and select H323 Extension. Choose your system under On Selected Server, and press OK.



## Chapter 1: IP Office Server Setup

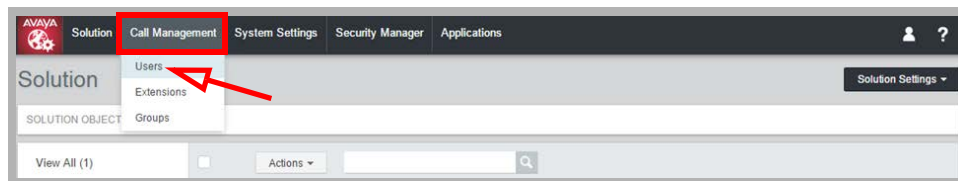
4. Enter a new extension number and a telephone password.  
Press Create to save the extension.

The screenshot shows the 'H323 Extension' configuration page. The 'EXTENSION' section contains the following fields:

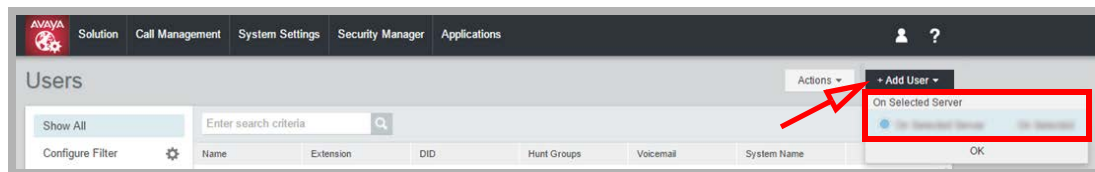
- Extension ID: 98765
- Base Extension: 1234
- Phone Password: [masked]
- Confirm Phone Password: [masked]
- Reset Volume After Calls: NO
- Location: Automatic
- Module: [empty]
- Port: [empty]

The 'Device Type' is set to 'Unknown IP handset'. The 'Caller Display Type' is set to 'On'. The 'Fallback As Remote Worker' is set to 'Auto'. The 'Disable Speakerphone' is set to 'NO'.

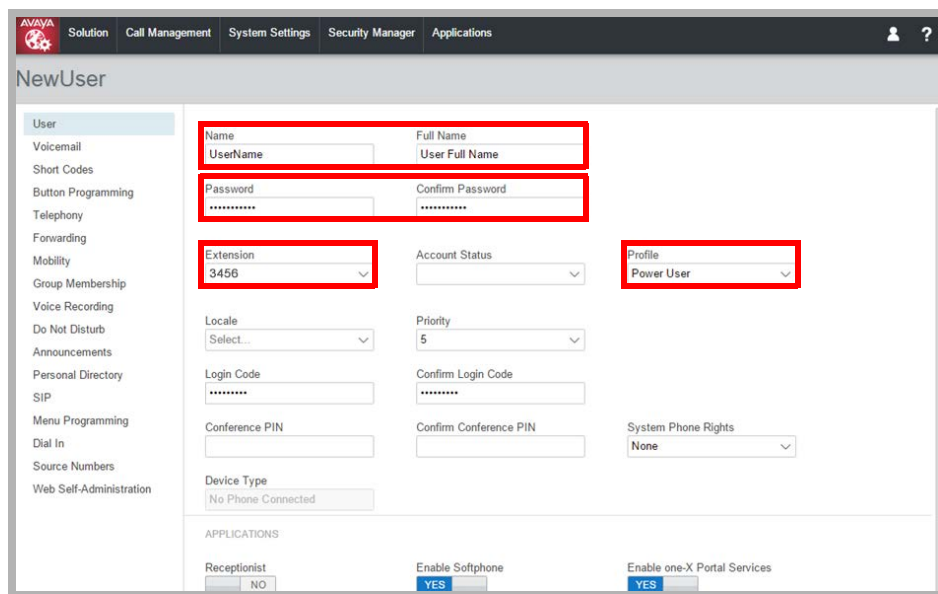
5. Go to Call Management > Users.



6. Click Add User, choose the appropriate server, and press OK.



## 7. Fill in the required details for the new user.



**Name:** This is the username that is required to login to the client. On the client, the user will enter “Name”@Domain\*.

**Password:** This is the password required to login to the client.

**Full Name:** This field will be shown on the client as the user’s full name.

**Extension:** Assign the extension created in the previous step.

**Profile:** The user profile types that are supported depend on IP Office software version, as documented in Prerequisites on page 13.

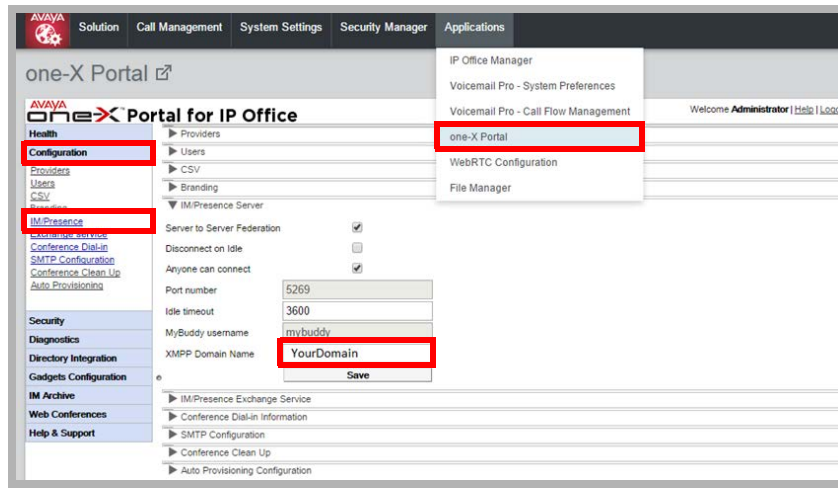
Click Create to save the new user’s details.

**Tip:**

These settings may also be completed using Avaya IP Office Manager.

**Note:**

Your domain may be found under the one-X portal settings.  
Go to Applications > one-X Portal > Configuration > IM/Presence.



Repeat as often as necessary to add all desired users.

# Chapter 2: Installing the Chrome Extension

---

## Download and Installation Procedure

Avaya Communicator for Web is installed as an extension to Google's Chrome web browser. It integrates with Avaya's IP Office Server Edition, version 9.1.2 and above. The Avaya software must be configured and operating before attempting to install the extension.

The Avaya Communicator extension is installed from the Chrome Web Store.

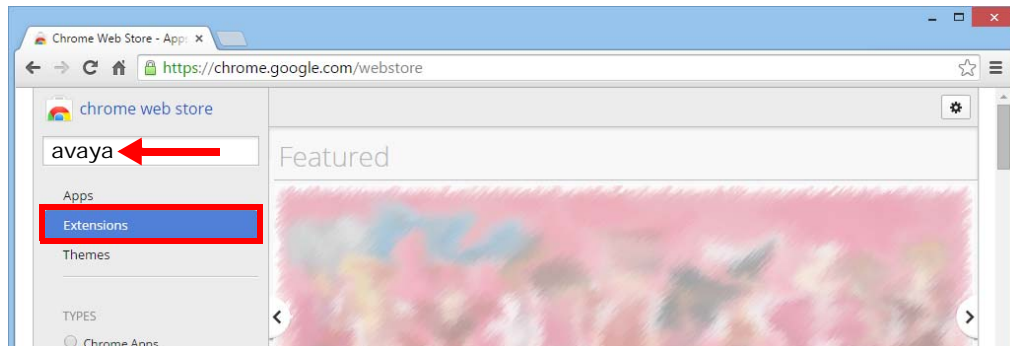


### Tip:

The site administrator can setup user or company profiles to automatically install (push) and configure Avaya Communicator. Refer to Google's documentation at the address below for further details:

<https://support.google.com/chrome/a/answer/1375694?hl=en>

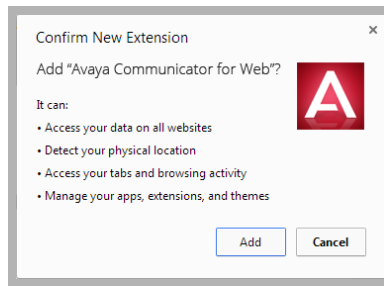
1. Open the Chrome web browser and go to the Chrome Web Store at <https://chrome.google.com/webstore>.
2. In **Search the store**, type **avaya** and hit enter. Click on Extensions.



3. Click **+ FREE** beside Avaya Communicator for Web to launch the installer.



4. When prompted, click **Add** to confirm the installation of the extension.



The installation is complete. Proceed to [Logging In on page 32](#).

**Note:**

The Esna iLink for Avaya Scopia Desktop extension must also be installed if Scopia meeting support is required.

---

## Limitations in Office 365

Microsoft's Office 365 does not support some of the features available in other platforms.

Features not supported:

- The [Collaboration](#) feature is not supported and its icon has been removed.
- There is no ability to [Share document](#).
- Contact pictures are not available with the application.

There is no synchronization of your presence between Avaya Communicator for Web and Office 365. However, if a meeting is scheduled using the Office 365 calendar, during the meeting the presence bar in Avaya Communicator for Web will change to show you as Unavailable, and a custom presence label will be applied that includes the name of the meeting. When the meeting is over, your presence will be returned to its previous value and the custom presence label will be removed.

# Chapter 3: Installing the Internet Explorer Add-On

---

## Download and Installation Procedure

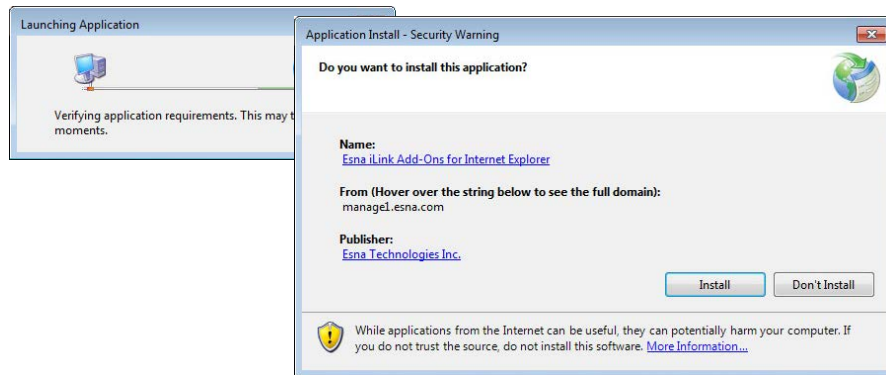
Avaya Communicator for Web is installed as an add-on to Microsoft's Internet Explorer web browser. This requires the Esna iLink Add-Ons for Internet Explorer application from Esna's web site. Additional licensing is required for this product. Please contact your sales representative for more details.

It integrates with Avaya's IP Office Server Edition, version 9.1.2 and above. The Avaya software must be configured and operating before attempting to install the extension.

**Note:**

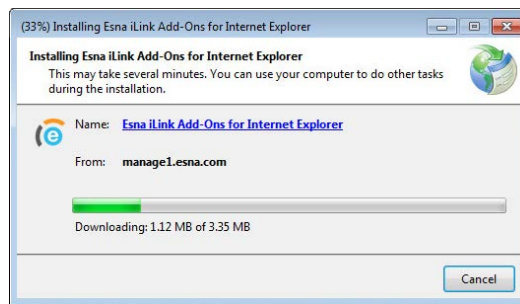
Internet Explorer 11 or later is required.

1. Open Internet Explorer and go to <https://manage1.esna.com/ichrome/iChrome.application>.
2. The product installer will launch. When prompted, click Install.



## Chapter 3: Installing the Internet Explorer Add-On

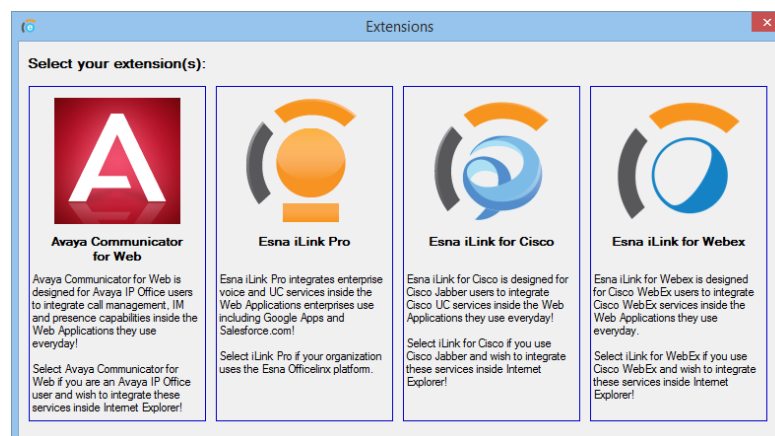
3. The browser will be configured with the necessary files.




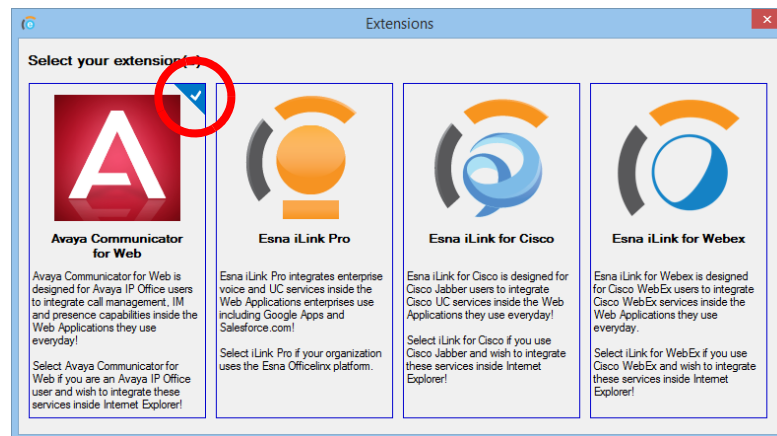
4. Internet Explorer must be restarted for the Add-on to be made available. When prompted, click Yes to relaunch IE.



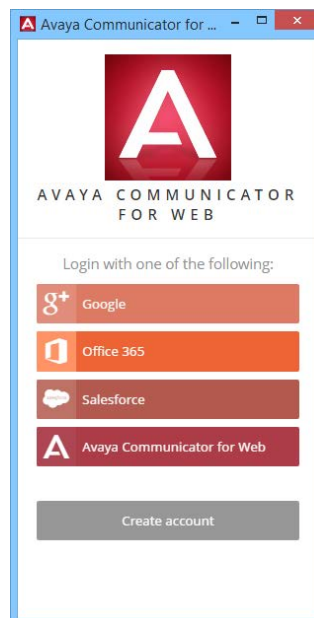
5. The Extensions window appears allowing you to select which Esna product to attach to IE. Click Avaya Communicator for Web.



6. The selected add-on will be attached to Internet Explorer .



7. At the login page, choose the set of credentials that will be used to connect. Select one of these 4 options.



**Note:**

The Esna iLink for Avaya Scopia Desktop extension must also be installed if Scopia meeting support is required.

## Esna iLink Add-Ons for Internet Explorer

- The selected add-ons and Esna iLink Add-Ons for Internet Explorer will be launched automatically each time that Internet Explorer is started.
- Closing the Esna toolbar will disable the add-ons for Internet Explorer. To relaunch, the add-on must be enabled from within IE (go to Tools > Manage Add-Ons under Toolbars and Extensions).
- If the add-on cannot connect or login to the server, the icon in the toolbar will be gray. Click the icon to start the login procedure.
- In IE, removing all websites listed under Compatibility View is required for an application to login to the servers. Go to Settings > Compatibility View Settings and ensure that there are no websites listed.

---

## Limitations in Internet Explorer

Microsoft's Internet Explorer does not support WebRTC. As a result, the following features are not supported:

- There is no [Softphone](#) option, so there is no voice or video connection through the client software. Only hardware (desktop) telephones are supported, and [Call Controls](#) through the client remain active.
- The [Devices](#) tab is removed under Menu > Settings.
- Jabra and Plantronics headsets / handsets are not supported.
- There is no ability to [Share web page](#) or [Share location](#).

---

## Limitations in Office 365

Microsoft's Office 365 does not support some of the features available in other platforms.

Features not supported:

- The [Collaboration](#) feature is not supported and its icon has been removed.
- There is no ability to [Share document](#).
- Contact pictures are not available in the application unless Office 365 is logged in to through the browser.

There is no synchronization of your presence between Avaya Communicator for Web and Office 365. However, if a meeting is scheduled using the Office 365 calendar, during the meeting the presence bar in Avaya Communicator for Web will change to show you as Unavailable, and a custom presence label will be applied that includes the name of the meeting. When the meeting is over, your presence will be returned to its previous value and the custom presence label will be removed.

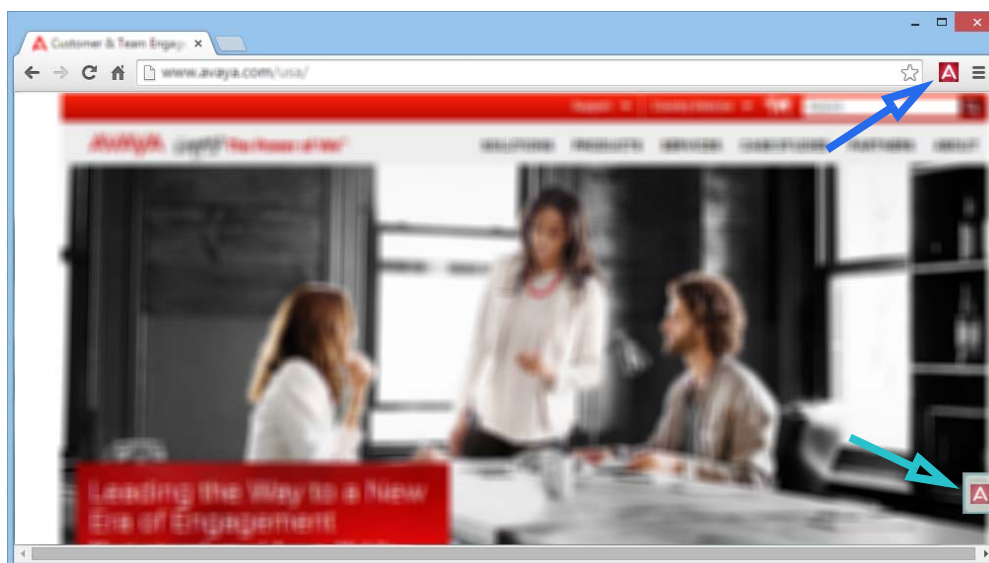
## Chapter 4: Logging In

---

### Launching the Extension / Add-On

Start the application by clicking on the Avaya Communicator for Web icon .

If enabled, clicking on the slider will also start the program.

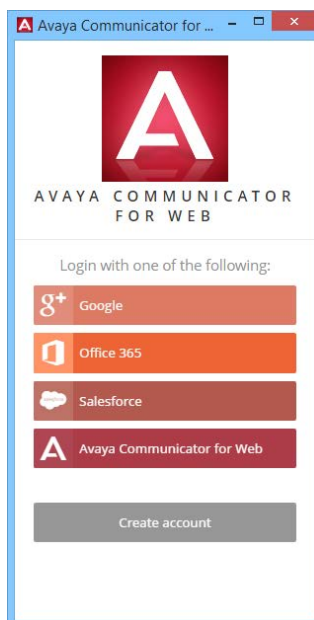


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### Logging In

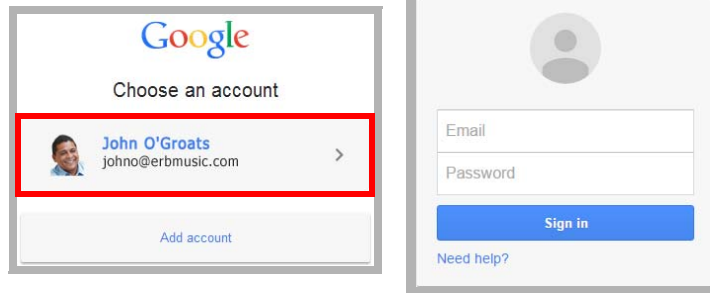
If the extension does not start automatically, click the icon  or the slider.

1. At the login window, choose which set of credentials to login with.

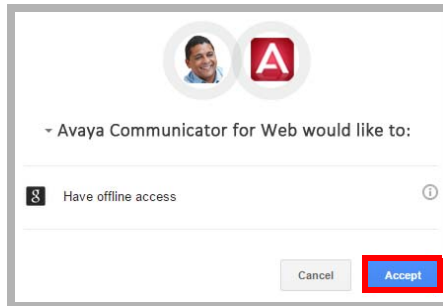
**Tip:**


If you don't already have one, click the **Create account** button. This will open the OnEsna web page in your browser where you can make a new account.

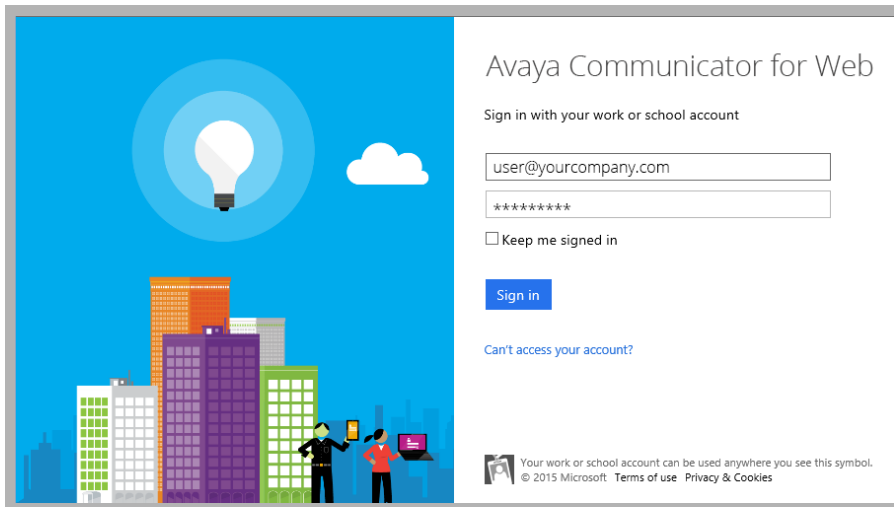
-  When selecting **Google Credentials**, you will be asked which Google account to use to access the program with. Choose an account, or enter the details for another.




Click Accept to give the program the necessary permissions to your data.

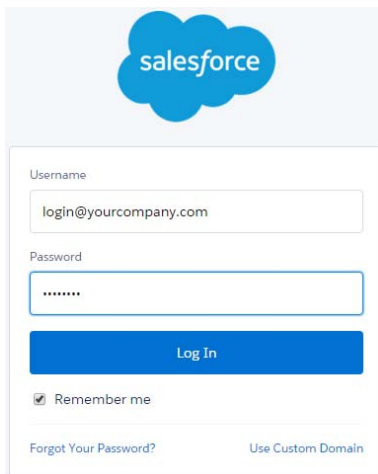


-  For **Office 365 Credentials**, the browser will open the Office 365 login screen. Select this option, then sign-in with your Office 365 credentials.



**Note:**  
An active Office 365 account is required.

-  When selecting **Salesforce Credentials**, a browser page will open to the Salesforce login screen.



The image shows the Salesforce login interface. At the top is the Salesforce logo. Below it is a form with two input fields: 'Username' containing 'login@yourcompany.com' and 'Password' with masked characters. A blue 'Log In' button is positioned below the password field. Underneath the button is a 'Remember me' checkbox which is checked. At the bottom of the form are two links: 'Forgot Your Password?' and 'Use Custom Domain'.

Enter your Salesforce username and password in the spaces provided.


Click Log in to Salesforce.

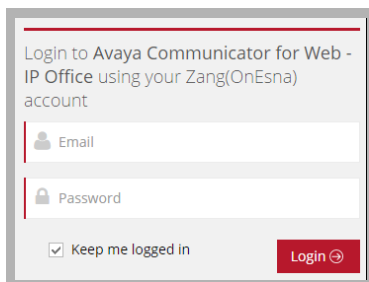
If prompted to grant Avaya Communicator the necessary permissions, click Allow.



## Note:

An active Salesforce account is required.

-  Use **Avaya Communicator for Web** provides a web-based authentication solution for sites where security profiles and other considerations make other login options impossible. A user account must be created before a login can proceed (see Creating an Account with OnEsna on page 40).



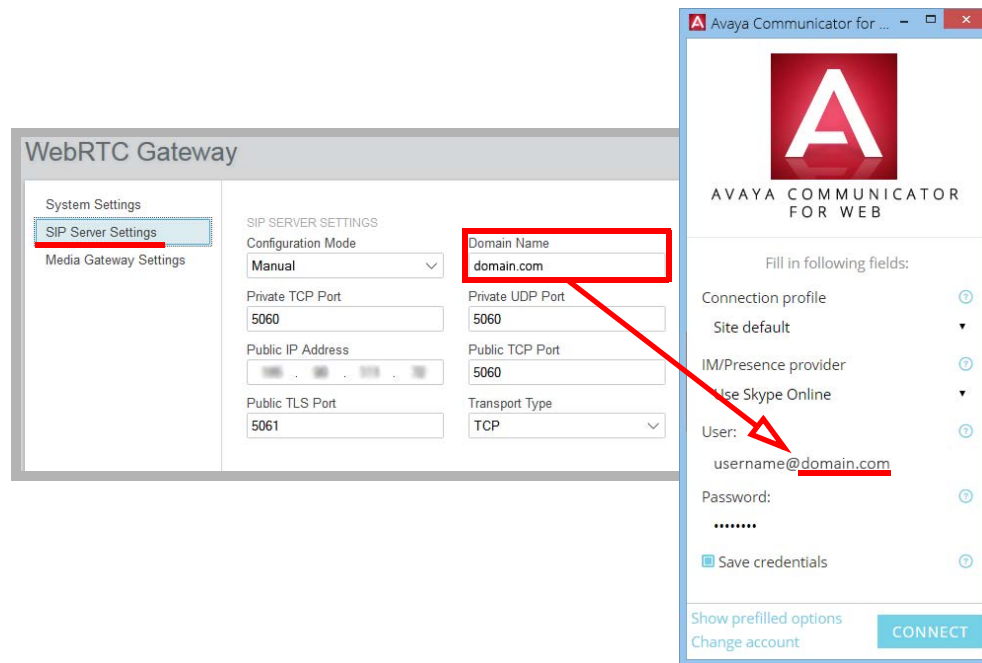
The image shows the login screen for Avaya Communicator for Web. The title is 'Login to Avaya Communicator for Web - IP Office using your Zang(OnEsna) account'. There are two input fields: 'Email' and 'Password'. Below these fields is a 'Keep me logged in' checkbox which is checked. To the right of the checkbox is a red 'Login' button with a circular arrow icon.

When prompted, enter your OnEsna username and password. Click Login.

If prompted to grant permissions, click Allow.

Allow

2. Avaya Communicator for Web requires the details of the servers to use for your presence and voice server data. When using the Site default Connection profile, these values are hidden and are already entered for you. This data is filled in when the license is registered, or the values can be entered manually if necessary through the User Defined Connection profile.



- **IM/Presence provider:** From the dropdown list, choose which application provides this service. By default, this is set to Use Cisco Jabber. If you have a Skype for Business account you would prefer to use, then select either Use Skype Online or Use Skype On-Prem, depending upon which service you have.
- **Presence server:** This is the FQDN for the presence services (one-X Portal) under IP Office. For example,  
pres.company.com
- **Media server(s):** This is the FQDN for the IP Office computer where phone services are registered.
- **User:** Enter the username for the current user. Include the domain configured in the WebRTC Gateway SIP Server settings in IP Office Web Manager.

- **Password:** Enter the corresponding password for the account.
- **Save credentials:** When enabled, future logins will not require the user to enter their details. Leave this checkbox disabled to force users to enter their information each time they start the program.

**Tip:**



When connecting from outside the corporate network, the IP Office server must be reachable with a public FQDN. If this is not the case, a VPN connection to access the corporate network may be required.

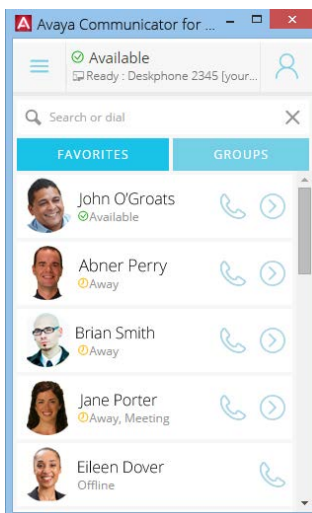
Click Connect when ready.

**Note:**

Avaya Communicator for Web can operate without the presence server. This configuration supports phone functions only. Enter a dash - in the Presence server field.

If you only need the IM and Presence features, then enter a dash - in the field for the Media Server.

3. The extension has been installed. The icon will be gray  when the program is not running, and it will be in color  after log in.
4. Click the Avaya Communicator for Web icon or the slider to launch the program.



**Note:**

The slider is an option that is enabled from the Settings > Options page. Enable the Embed to all opened pages item. The panel displayed when clicking on the slider is independent of the panel that is opened from the icon; each can be used to display different information. Once this setting has been changed, close and relaunch the browser.

## Advanced Login Options

Avaya Communicator provides the option to take greater control of the servers for sites where the required functions are spread across many machines.

### Show prefilled options

Avaya Communicator for ...

AVAYA COMMUNICATOR FOR WEB

Fill in following fields:

Connection profile: Site default

Presense server: pres.company.com

Media server(s): med.company.com

User: username@domain.com

Password: .....

☐ Save credentials

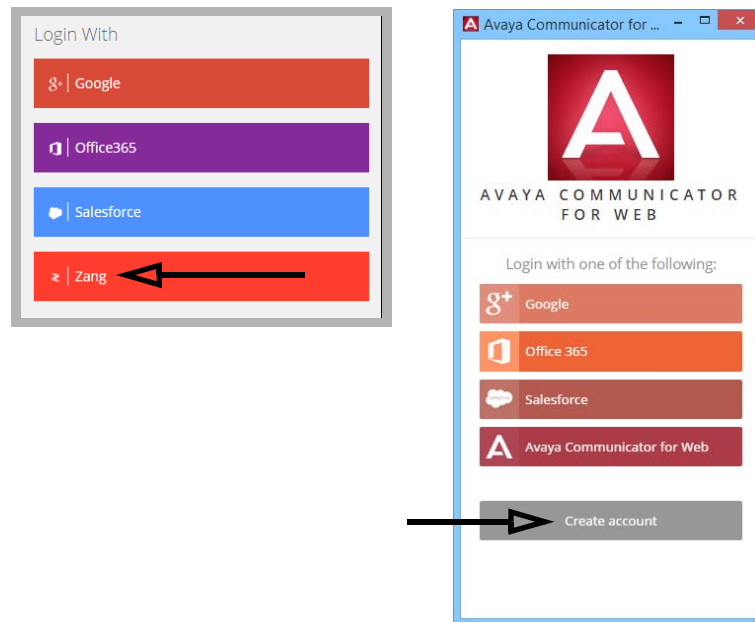
[Hide prefilled options](#) [Change account](#) [CONNECT](#)

1. At the Avaya Communicator Connection screen, click Show prefilled options.
2. The advanced login screen appears. Fill in the required information and click Connect to launch the program.
  - **Presense server:** This is the FQDN for the presense services (one-X Portal) under IP Office. For example,  
pres.company.com
  - **Media server(s):** This is the FQDN for the IP Office computer where phone services are registered.

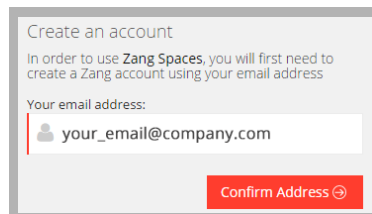
## Creating an Account with OnEsna

Avaya Communicator for Web credentials, through the OnEsna license engine, provides a web-based authentication solution for sites where Google Plus, Gmail and Salesforce are not used. Before attempting to login using Avaya Communicator for Web credentials for the first time, it is necessary to create an account with OnEsna.

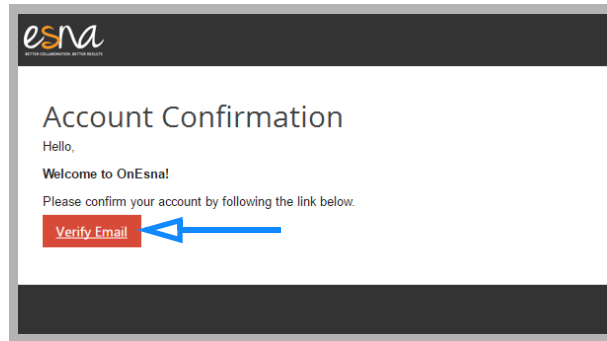
1. Open a browser and go to <https://www.OnEsna.com>. Select Zang as the credentials to login with  
Or when logging in to Avaya Communicator for Web, select Create account from the credentials selection screen.



2. Under Create an account, enter your email address, then click Confirm Address.

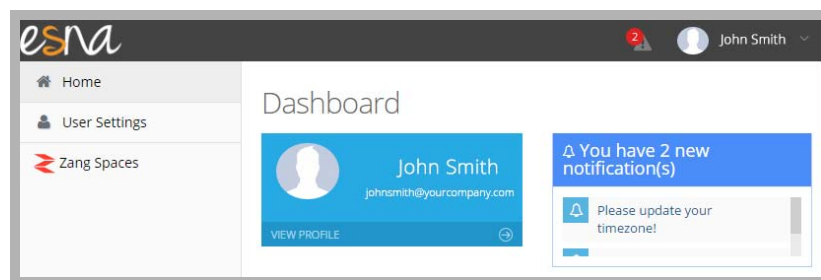


3. A confirmation email will be sent to the address provided.  
Open the message and click Verify Email.

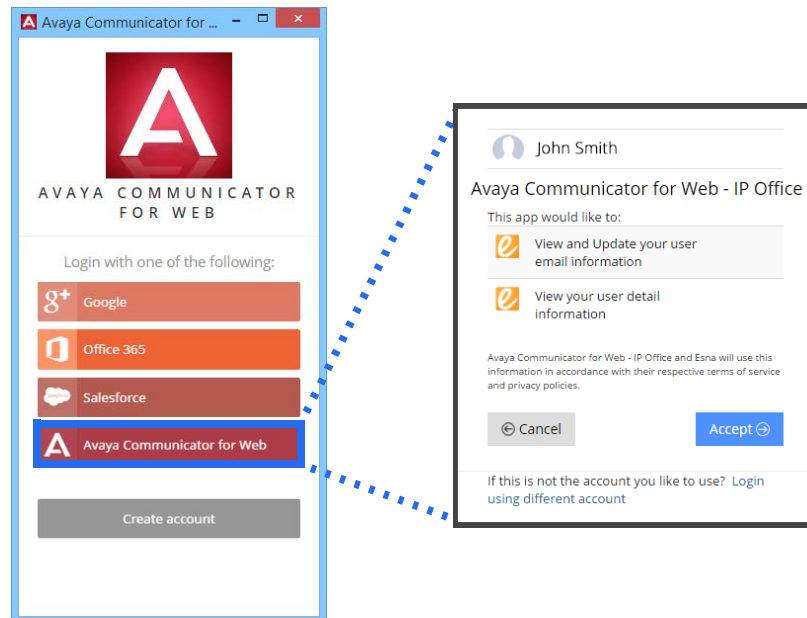


4. Provide some additional information about yourself and click Sign Up when finished.

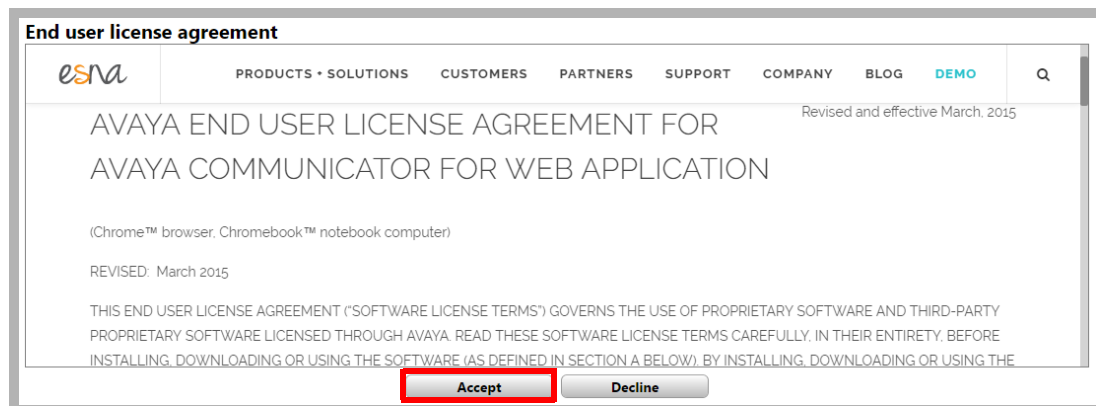
5. Congratulations, your OnEsna account has been created. You may now login to Avaya Communicator for Web using these credentials.



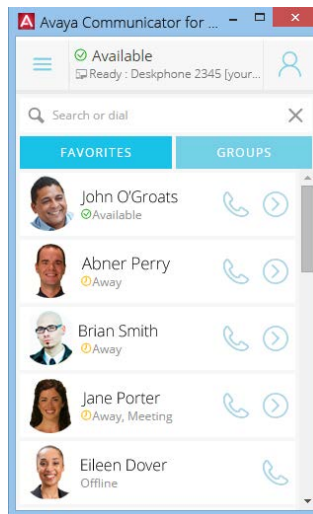
- Return to Avaya Communicator for Web and click the button to use the new credentials. When prompted to grant the necessary permissions to the program, click Accept.



- Read then Accept the end user license agreement.



8. Avaya Communicator for Web will start.





# Chapter 5: Using Avaya Communicator with Jabra Devices

---

## Introduction

Jabra® make a series of USB and wireless telephony devices which are supported using Avaya Communicator for Web. The Jabra hardware can be configured as the default device for Avaya Communicator, so when making a call, the Jabra device will be used to place the call instead of the Avaya default. This allows the use of VoIP where available.

The configuration uses the Jabra Web Socket Service.

**CAUTION:**

Jabra integration is currently available in a pre-release form only. Specifications are subject to change.

**CAUTION:**

Jabra devices are only available when using the Google Chrome web browser.

---

## Installation

---

### Pre-requisites

Avaya Communicator for Web must be setup and operating before proceeding with the Jabra configuration.

The Jabra devices will only work using Avaya Communicator on the Windows operating system. Macintosh systems and Chromebooks are not supported.

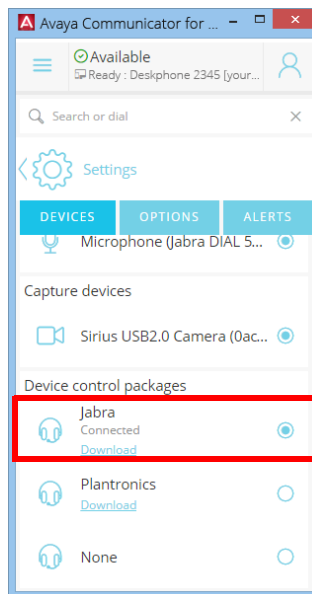
An Internet connection is required.

---

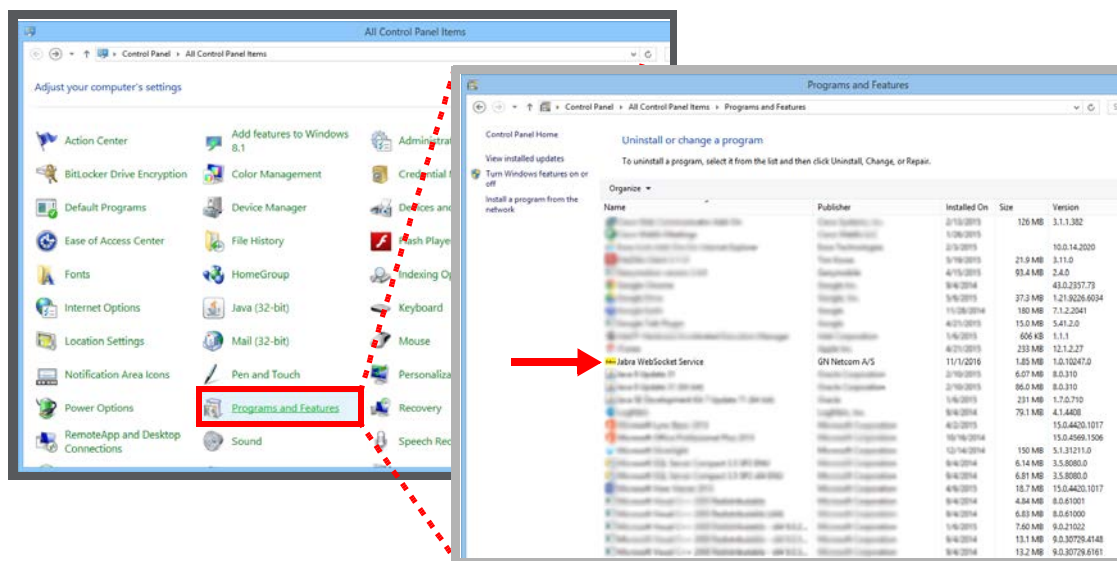
### Procedure

Before the Jabra device can be used with Avaya Communicator, the Jabra Web Socket Service must be installed onto the computer.

1. From with Avaya Communicator for Web, go to Menu > Settings > Devices. Click Download under Jabra to download the Web Socket Service file to your computer. Double-click the file to install the service into Windows.



- When it has finished installing, under Windows Control Panel > Programs and Features, the Jabra Web Socket Service should be present.

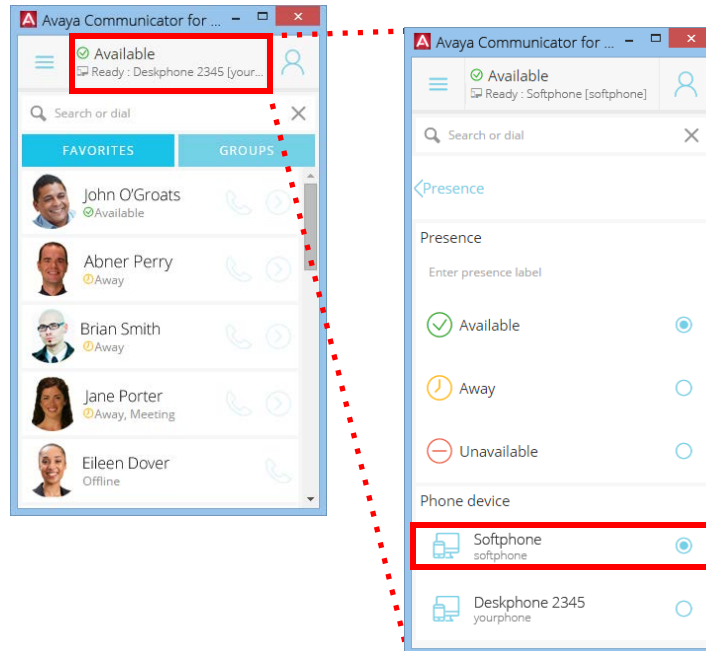


- Reboot the computer to update the registry with the new program data.

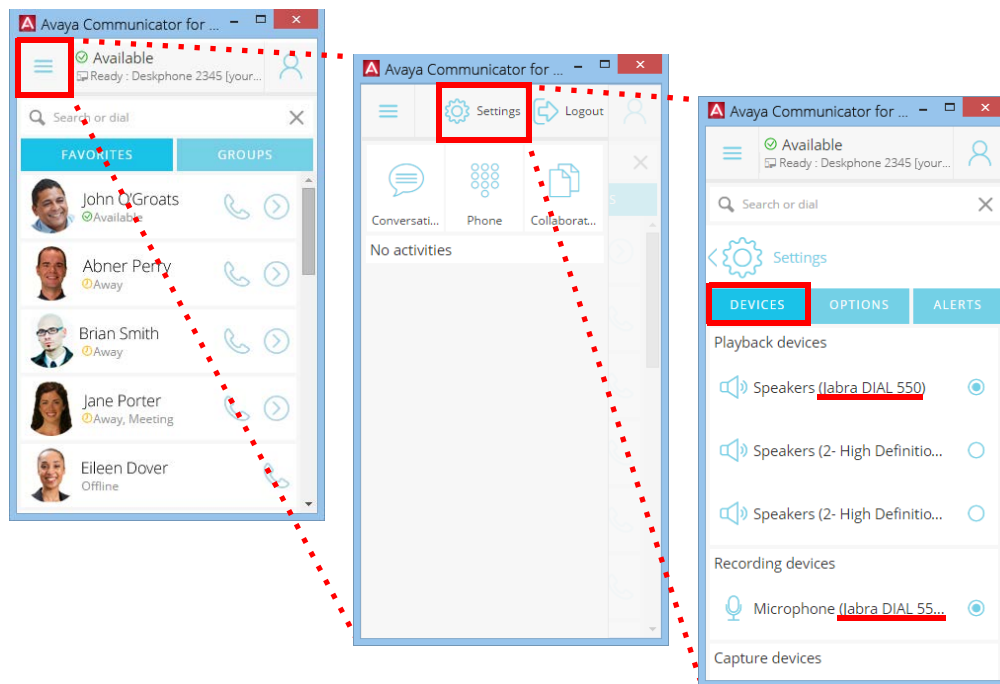
## Configuration

Once the Jabra drivers have been installed, Avaya Communicator must be configured to use the Jabra device for both audio input, recording, and making calls.

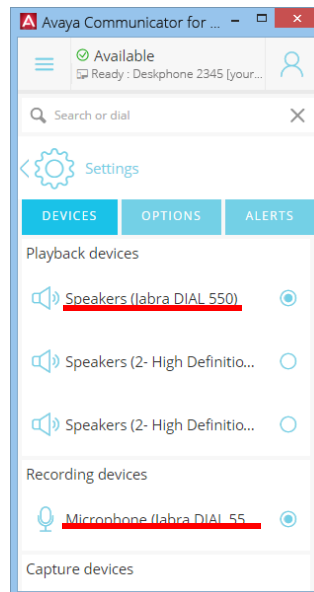
1. Plug the Jabra device into the computer's USB port.
2. Click the presence strip at the top of the window. Choose Softphone.



- Go to Menu > Settings and open the Devices tab.



- Enable the items for Jabra beneath both Playback devices and Recording devices.



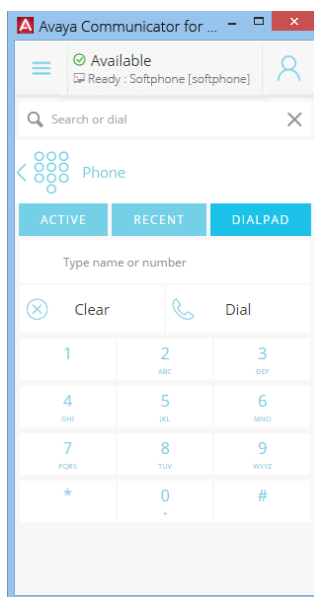
- Logout and login to have Avaya Communicator make the changes operational.

All calls that are made or received to the local extension will be passed through the selected Jabra device.

## Call Controls

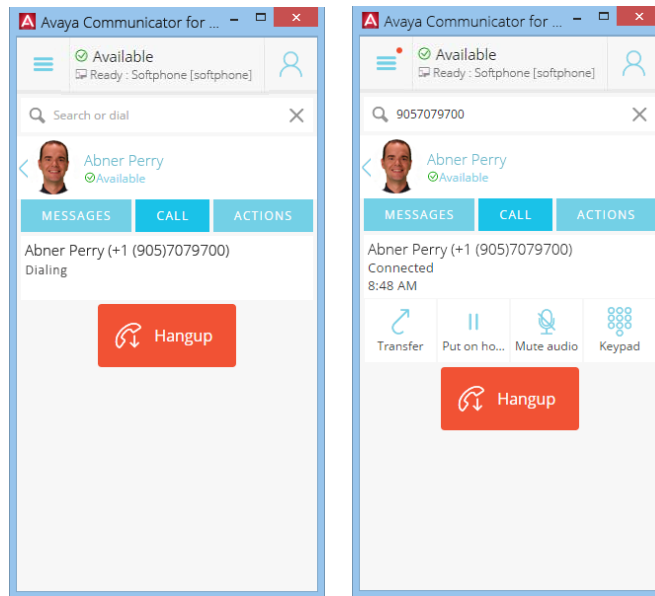
Call controls from the device itself are limited.

Placing a call can be done either through the Avaya Communicator dialer, or from the keypad of the device.



From the device, the Hold, Mute and Hangup functions are supported. When present on the device, the speakerphone option is also available and is controlled from the set.

The keypad within Avaya Communicator also supports call transfer during the call.



While ringing

Call answered



# Chapter 6: Using Avaya Communicator with Plantronics Devices

---

## Introduction

Plantronics® make a series of USB and wireless telephony devices which are supported using Avaya Communicator for Web. The Plantronics hardware can be configured as the default device for Avaya Communicator, so the Plantronics device will be used to placing or receiving telephone calls instead of the Avaya default. This allows the use of VoIP where available.

The configuration uses the Plantronics Hub Software.

**CAUTION:**

Plantronics integration is currently available in a pre-release form only. Specifications are subject to change.

**CAUTION:**

Plantronics devices are only available when using the Google Chrome web browser.

---

# Installation

---

## Pre-requisites

Avaya Communicator for Web must be setup and operating before proceeding with the Plantronics configuration.

An Internet connection is required. Plantronics integration is not supported on Chromebooks.

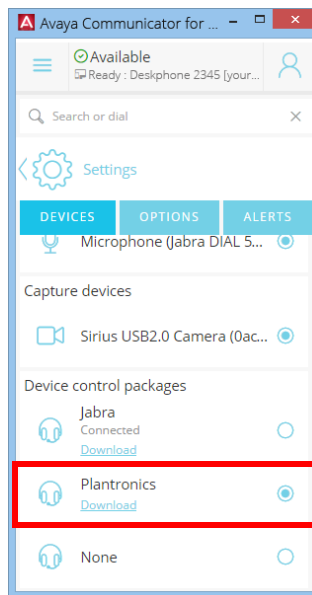
---

## Procedure

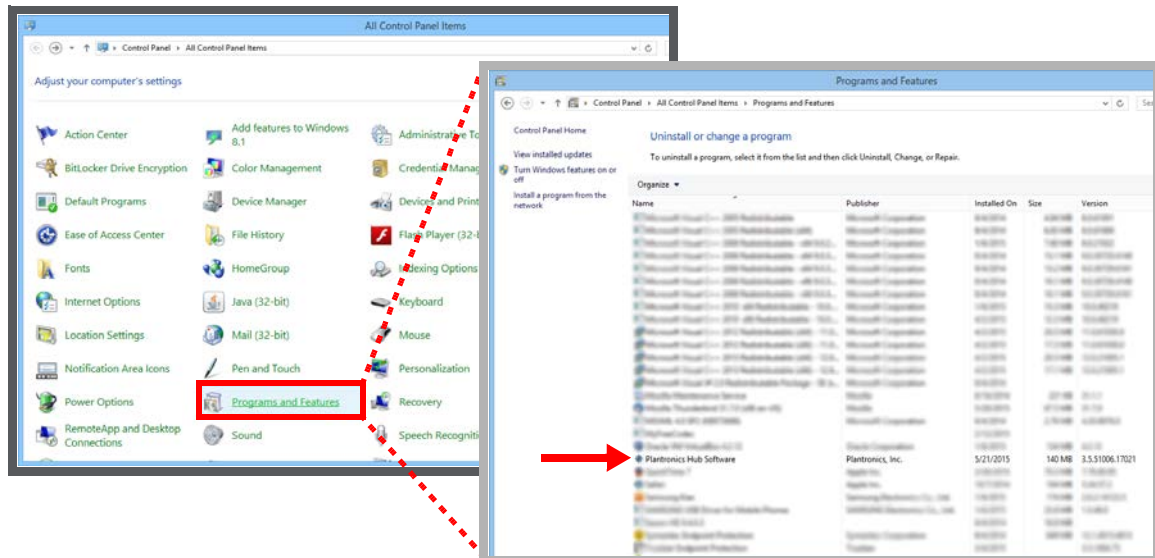
Before the Plantronics device can be used with Avaya Communicator, the Plantronics Hub Software must be installed onto the computer.

1. From Avaya Communicator for Web, go to Menu > Settings > Devices. Click Download under Plantronics to download the file to your computer.

Double-click the downloaded file to install the application into Windows.



- When it has finished installing, under Windows Control Panel > Programs and Features, the Plantronics Hub Software should be present.



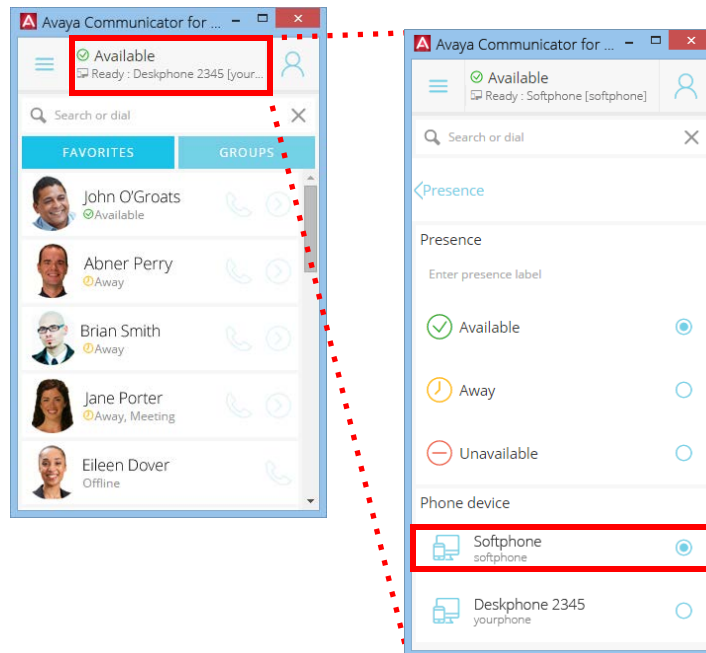
3. Reboot the computer to update the registry with the new program data.

## Configuration

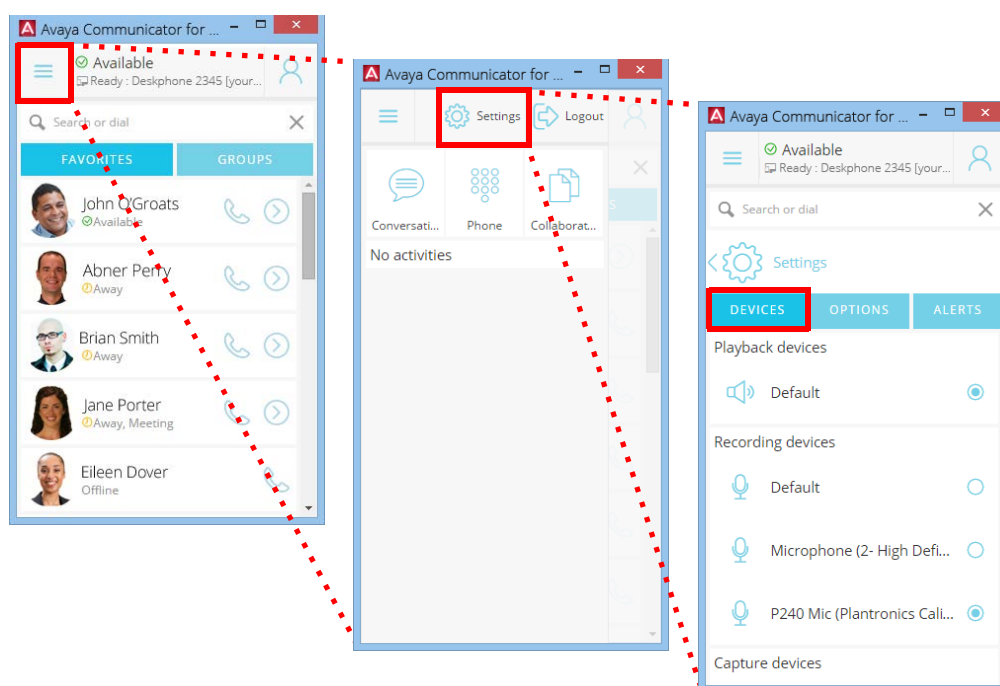
Once the Plantronics drivers have been installed, Avaya Communicator must be configured to use the Plantronics device.

1. Plug the Plantronics device into the computer's USB port.
2. To select Plantronics as the telephone device, click the Presence strip at the top of the window.

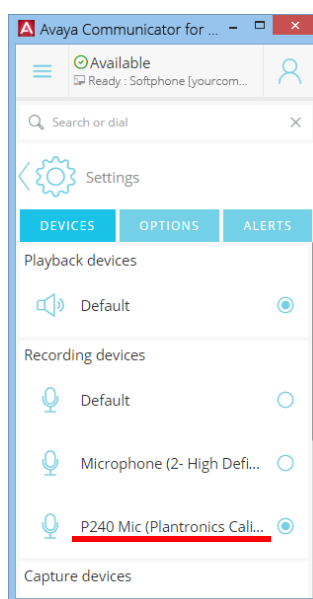
Choose Softphone as the Phone device.



- Go to Menu > Settings and open the Devices tab.



- Enable the Plantronics device beneath Recording devices. Leave the Playback devices set to Default.



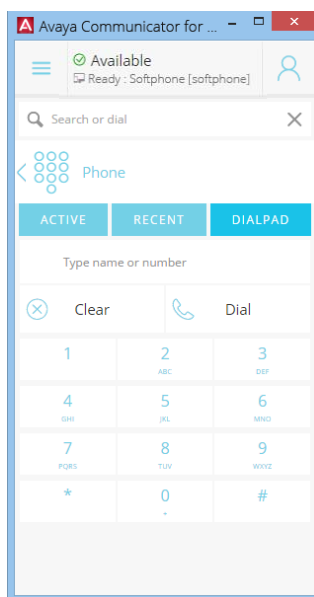
- Logout and login to have Avaya Communicator make the changes operational.

All calls that are made or received to the local extension will be passed through the selected Plantronics device.

## Call Controls

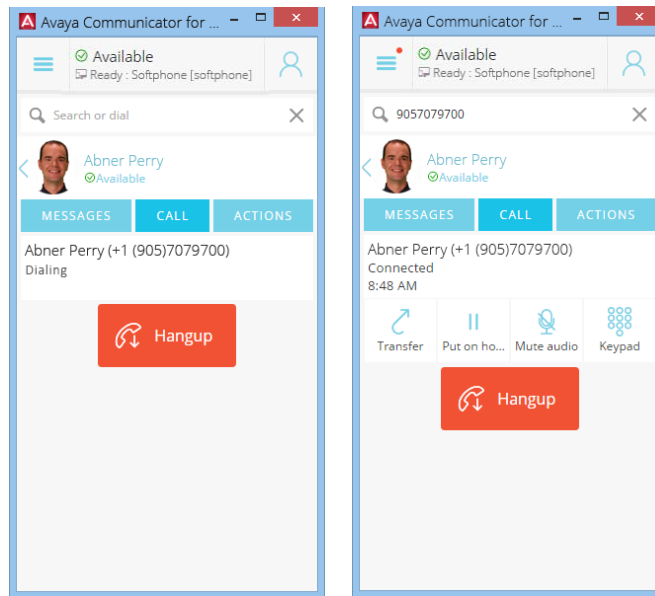
Call controls from the device itself are limited.

Placing a call can be done either through the Avaya Communicator dialer, or from the keypad of the device.



From the device, the Hold, Mute and Hangup functions are supported. When present on the device, the speakerphone option is also available and is controlled from the set.

The keypad within Avaya Communicator also supports call transfer during the call.



While ringing

Call answered



# Chapter 7: Installing the plug-in: Salesforce Classic Interface

---

## Salesforce Classic Integration

**Important:**

Avaya Communicator provides support for both the Salesforce Classic view and the Lightning user interface. This chapter is for users of the Salesforce Classic interface. If you are using Salesforce Lightning, refer to chapter 8.

Avaya Communicator can be installed as a plug-in to the Salesforce CRM program. This provides users with contact, presence, and call management functions directly within Salesforce.

**CAUTION:**

Salesforce and Avaya Communicator must both be installed and operating correctly before proceeding.

**Note:**

By default, many web browsers block pop-ups automatically. Avaya Communicator for Web, when used as a plug-in with Salesforce, requires pop-ups to access advanced searches to identify incoming callers and access records.

Ensure that pop-ups are permitted in your browser settings. Turn off any pop-up blocking options on your computer.

## Call Center Definition File

The following file will be imported into Salesforce to setup the integration. Use any text editor (e.g. Notepad) to create the file. When ready, save it in the XML format.



### Tip:

Copy this text and paste it into Notepad. Save the file normally in the TXT format. Then, in Windows, rename the file, replacing the TXT extension with XML. For example, rename FILENAME.TXT to FILENAME.XML.

```
<callCenter>
  <section sortOrder="0" name="reqGeneralInfo" label="General Information">
    <item sortOrder="0" name="reqInternalName" label="InternalName">iLinkCTI110</item>
    <item sortOrder="1" name="reqDisplayName" label="Display Name">iLink Call Center Adapter v.11.0</item>
    <item sortOrder="2" name="reqAdapterUrl" label="CTI Adapter URL">https://manage1.esna.com/sfcti/cti.bridge.v2.html</item>
    <item sortOrder="3" name="reqUseApi" label="Use CTI API">true</item>
    <item sortOrder="4" name="reqSoftphoneHeight" label="Softphone Height">500</item>
    <item sortOrder="5" name="reqSoftphoneWidth" label="Softphone Width">250</item>
    <item sortOrder="6" name="reqSalesforceCompatibilityMode" label="Salesforce Compatibility Mode">Classic_and_Lightning</item>
  </section>
  <section sortOrder="1" name="reqDialingOptions" label="Dialing Options">
    <item sortOrder="0" name="reqOutsidePrefix" label="Outside Prefix"></item>
    <item sortOrder="1" name="reqLongDistPrefix" label="Long Distance Prefix"></item>
    <item sortOrder="2" name="reqInternationalPrefix" label="International Prefix"></item>
  </section>
  <section sortOrder="2" name="CallResults" label="Call Results">
    <item sortOrder="0" name="Results" label="Result codes (comma separated list)"></item>
  </section>
  <section sortOrder="3" name="Matching" label="Phone matching options">
    <item sortOrder="0" name="SearchTemplates" label="Search templates (comma separated list)"></item>
    <item sortOrder="1" name="FormatTemplates" label="Format templates (comma separated list)"></item>
  </section>
  <section sortOrder="4" name="Experimental" label="Experimental options">
    <item sortOrder="0" name="ActivitySubtype" label="Apply activity subtype"></item>
  </section>
</callCenter>
```

---

# Open CTI Integration

**Note:**

Avaya Communicator for Web, when used with Salesforce, requires pop-ups to access advanced searches to identify incoming callers and access records. To ensure complete functionality, enable pop-ups in your web browser.

Adding the Avaya Communicator for Web plug-in to Salesforce requires the server to be configured for OpenCTI integration. This configuration is performed by the administrator before the plug-in will work correctly for clients.

Follow these steps to ensure the proper integration of Salesforce with Avaya Communicator for Web.

**Important:**

OpenCTI integration with Avaya Communicator for Web is only possible with Salesforce version 13+.

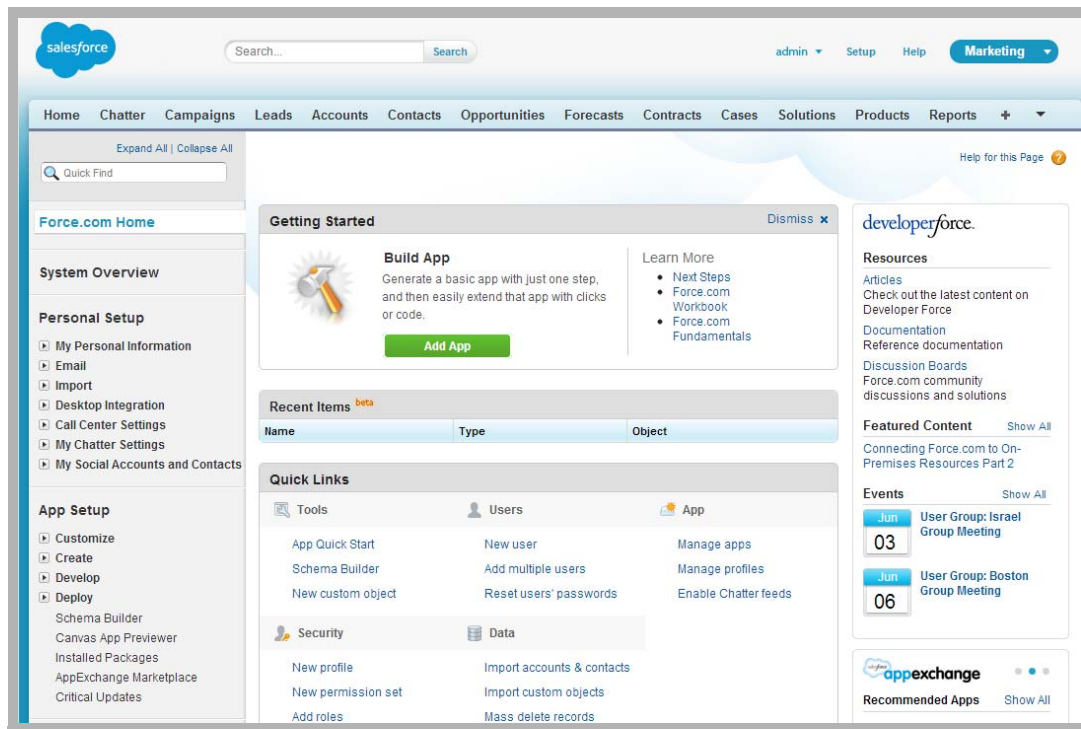
**Important:**

The required Call Center adapter for Salesforce is only available with the Enterprise edition and higher.

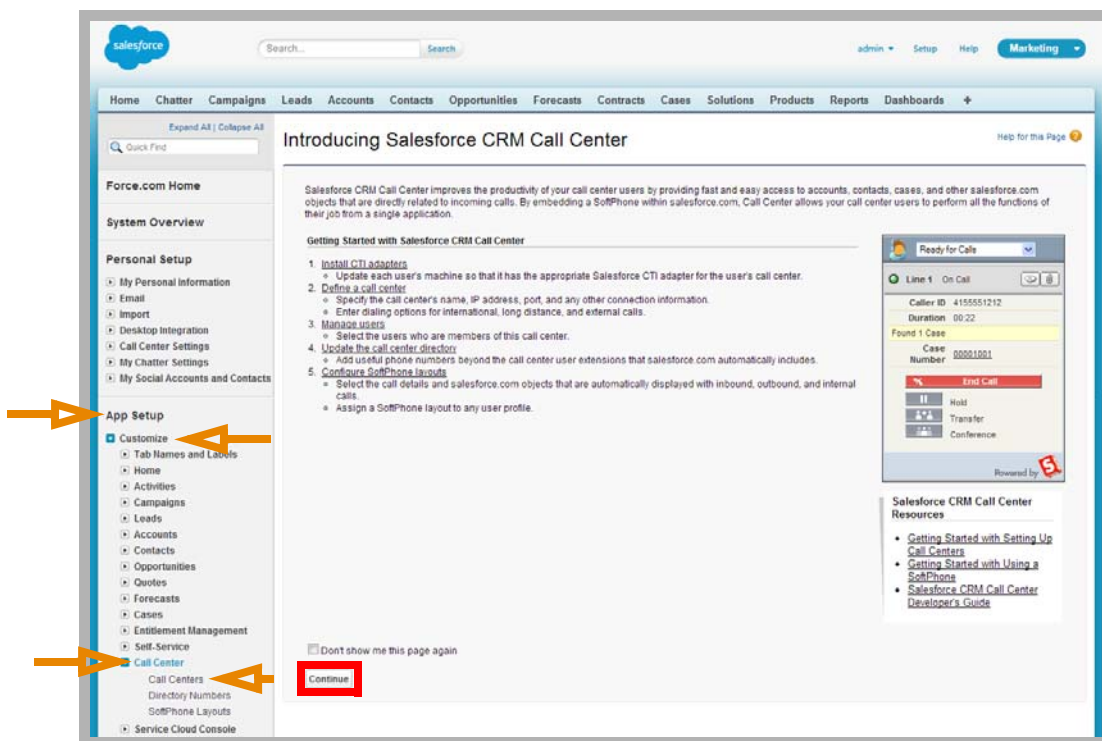
1. If you have not done so already, create the Call Center Definition XML File as outlined on page 62.
2. Login to Salesforce Classic using an account with site administrator credentials.

## Chapter 7: Installing the plug-in: Salesforce Classic Interface

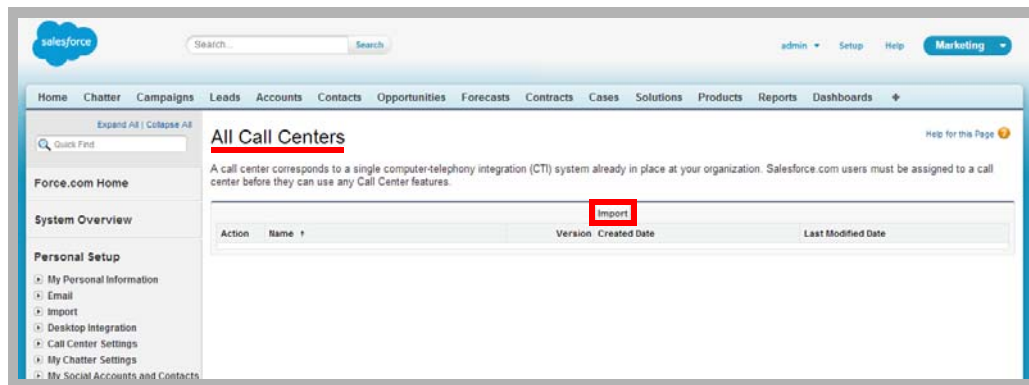
3. Go to the Setup page.



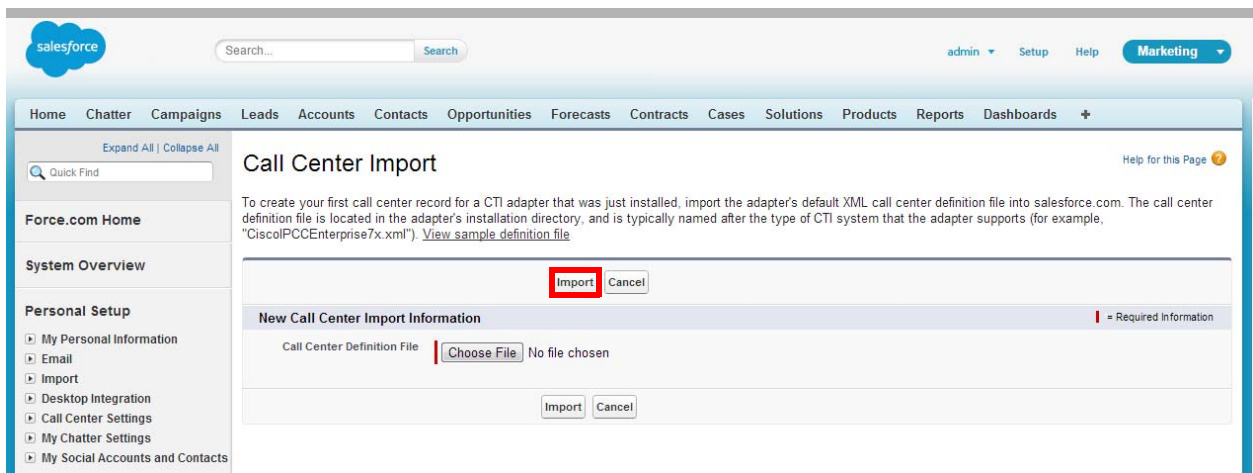
4. Go to App Setup > Customize > Call Center > Call Centers, and click Continue.



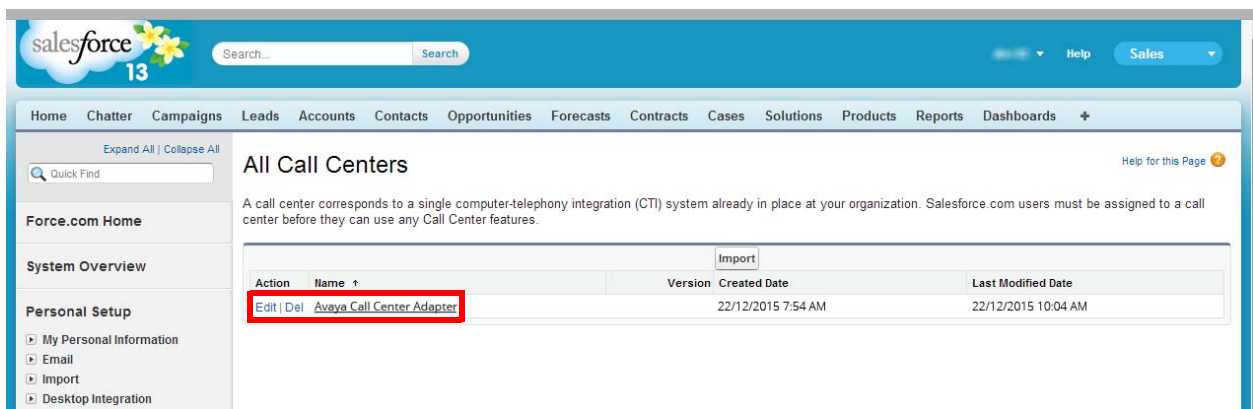
5. In the All Call Centers window, click Import.



6. Click Choose File, and select the Call Center Definition file created in step 1. With that file selected, click Import.

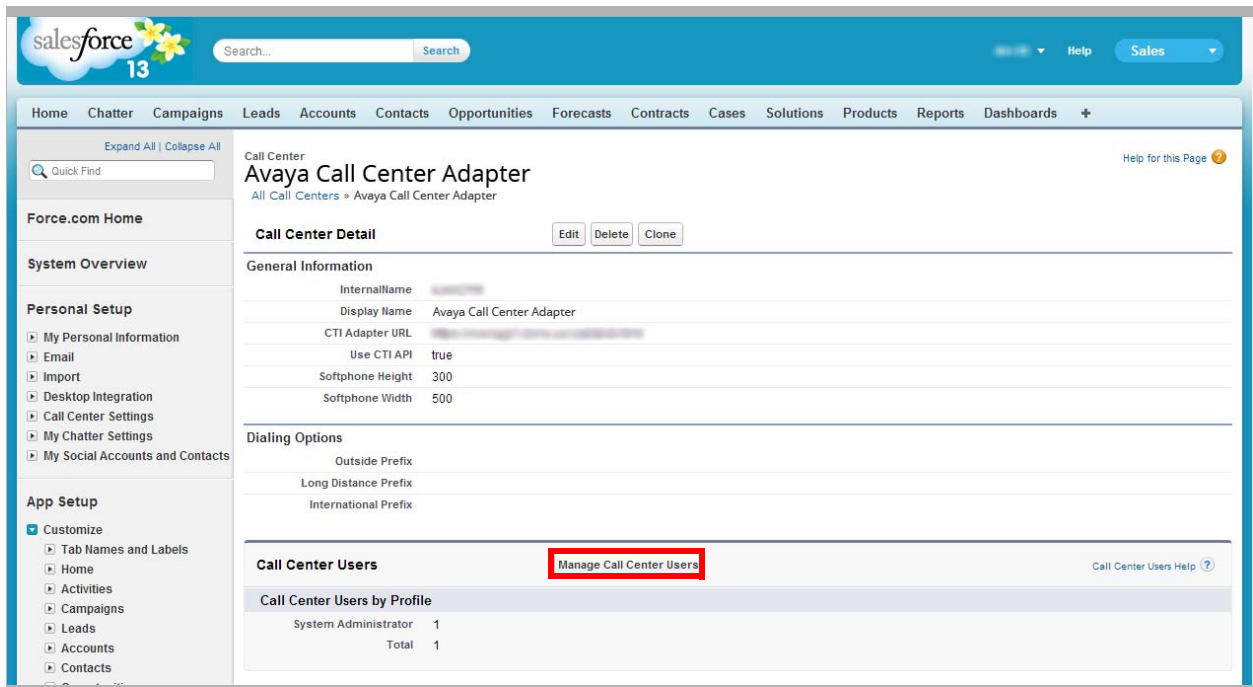


7. Returning to the All Call Centers window, choose the newly created Call Center and click Edit.

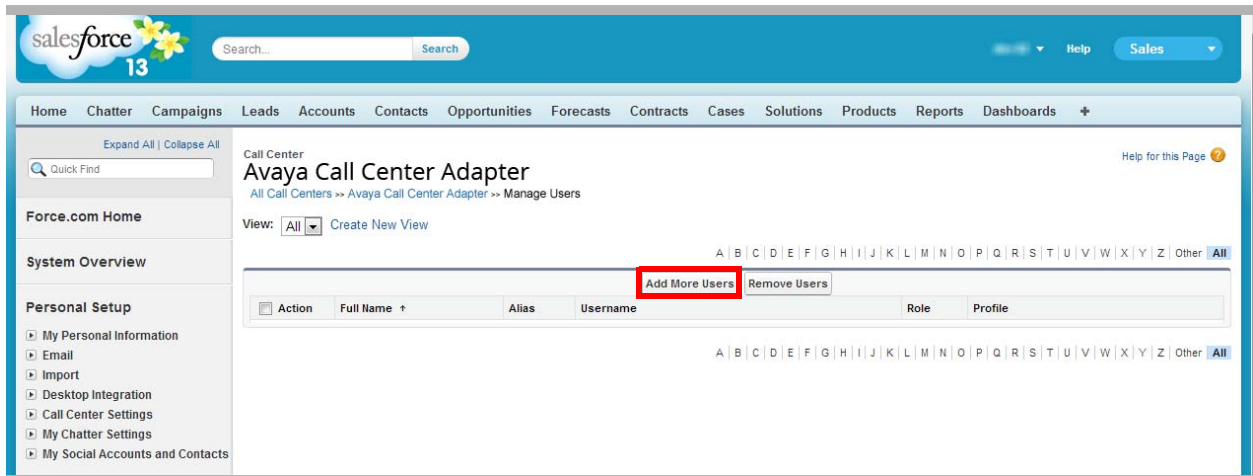


## Chapter 7: Installing the plug-in: Salesforce Classic Interface

8. Click Manage Call Center Users to add clients to the new call center.



9. Click Add More Users.



10. Add all of the required users to the list.  
Once all of the users have been added, click Add to Call Center.

Call Center  
**Avaya Call Center Adapter: Search for New Users** [Help for this Page](#)

[All Call Centers](#) >> [Avaya Call Center Adapter](#) >> [Manage Users](#) >> [Search for New Users](#)

Set the search criteria below and then click Search to find salesforce.com users who should be enabled as call center agents. Users already enabled as call center agents are excluded from the search results.

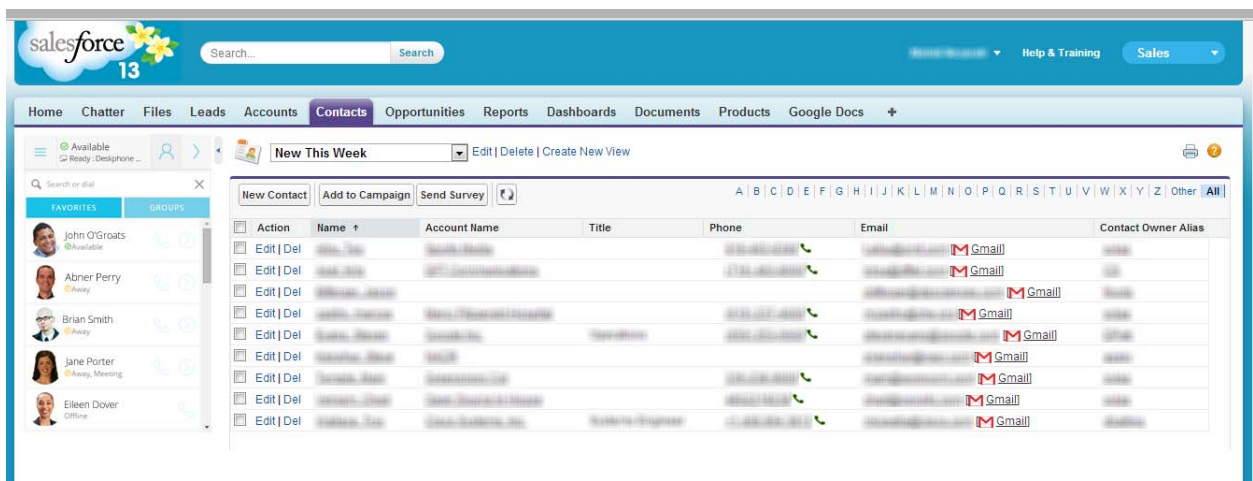
|          |          |      |     |
|----------|----------|------|-----|
| Username | contains | john | AND |
| --None-- | --None-- |      | AND |
| --None-- | --None-- |      | AND |
| --None-- | --None-- |      | AND |
| --None-- | --None-- |      | AND |

Filter By Additional Fields (Optional):

- You can use "or" filters by entering multiple items in the third column, separated by commas.
- For date fields, enter the value in following format: 03/06/2013
- For date/time fields, enter the value in following format: 03/06/2013 10:15 AM

| Full Name              | Alias | Username | Role | Profile |
|------------------------|-------|----------|------|---------|
| No records to display. |       |          |      |         |

11. Integration is now complete.  
Clients must go to the Chrome web store (<https://chrome.google.com/webstore>) to download the Avaya Communicator for Web plug-in.  
Once installed, they will have UC functionality available within Salesforce.

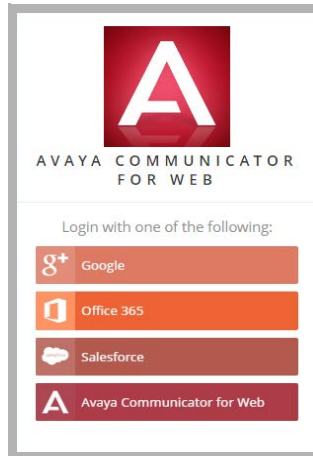


---

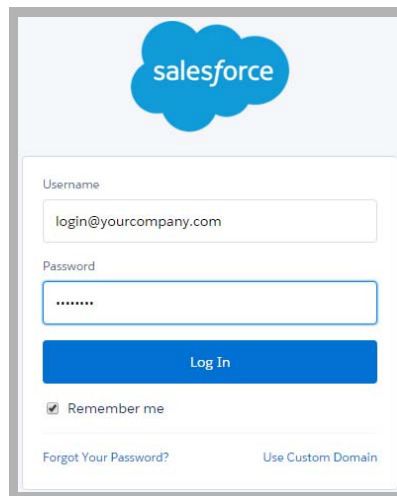
## Logging in to Avaya Communicator

Using the extension with Salesforce requires the user to login using only Salesforce credentials.

1. At the login window, choose Use Salesforce credentials.



2. A browser page will open to the Salesforce login screen.



Enter your Salesforce username and password in the spaces provided.

Click Log in to Salesforce.

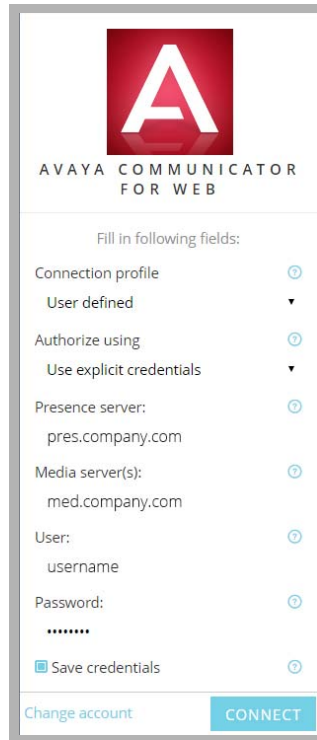
If prompted to grant Avaya Communicator the necessary permissions, click Allow.



**Note:**

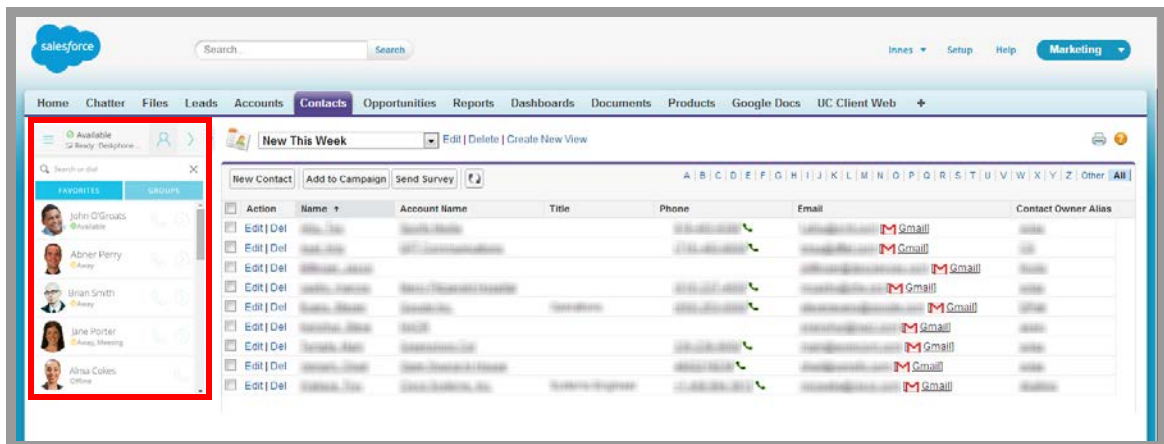
An active Salesforce account is required to use this option.

3. Enter the server and user details.



The login form for Avaya Communicator for Web. It features the Avaya logo at the top, followed by the text 'AVAYA COMMUNICATOR FOR WEB'. Below this, it prompts the user to 'Fill in following fields:'. The fields include: 'Connection profile' (set to 'User defined'), 'Authorize using' (set to 'Use explicit credentials'), 'Presence server:' (set to 'pres.company.com'), 'Media server(s):' (set to 'med.company.com'), 'User:' (set to 'username'), and 'Password:' (masked with asterisks). There is a 'Save credentials' checkbox and a 'CONNECT' button at the bottom right. A 'Change account' link is also present.

4. Click Connect when ready.
5. The extension has been added to Salesforce and appears in the left-hand pane (classic view).



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## Using Salesforce

When using the Salesforce plug-in with Avaya Communicator, the interface works in the same fashion as it does when installed into a browser with the following additional integrations.

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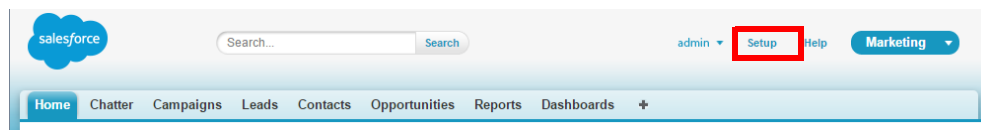
## Inbound and Outbound Calling

When Avaya Communicator places or receives telephone calls, the program performs several functions within Salesforce to improve work flow. Instant access to contact records, and automatically creating activity log entries improves the usability of the plug-in.

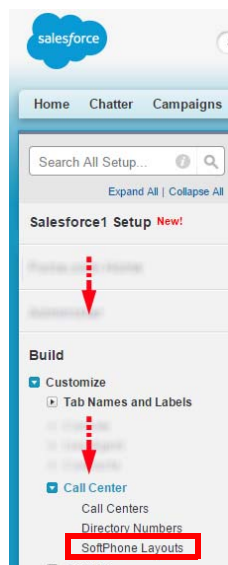
## Configuring Call Behavior

When receiving a telephone call, Avaya Communicator will extract the caller ID, if present, and pass this information to Salesforce. Settings made within Salesforce determine whether a pop-up is seen, if the matching client record is opened automatically, or if nothing at all occurs. This behavior can be changed by the administrator.

1. While logged into Salesforce using an administrator account, click Setup.



2. In the left-hand pane, go to Build > Customize > Call Center > Soft Phone Layouts.



3. Select a layout and click Edit.

**SoftPhone Layouts** Help for this Page

A SoftPhone is a customizable call control tool that appears in the sidebar of every salesforce.com page if a user is assigned to a call center and is working on a machine on which a CTI adapter has been installed. Similar to page layouts, you can design custom SoftPhone layouts and assign them to call center users based on their user profile.

| Action               | Name                    | Default | Created By Alias | Created Date       | Last Modified By Alias | Last Modified Date |
|----------------------|-------------------------|---------|------------------|--------------------|------------------------|--------------------|
| <a href="#">Edit</a> | Administration Layout   | ✓       | JCarter          | 13/07/2013 8:49 AM | JCarter                | 13/07/2013 8:49 AM |
| <a href="#">Edit</a> | Customer Support Layout | ✓       | JCarter          | 26/07/2013 9:30 AM | JCarter                | 26/07/2013 9:30 AM |
| <a href="#">Edit</a> | Marketing Layout        | ✓       | JCarter          | 22/07/2013 8:01 AM | JCarter                | 22/07/2013 8:01 AM |

4. Under the dropdown menu for Select Call Type, choose Inbound, Outbound, or Internal.

Save Cancel

Name  ☒ Is Default Layout

Select Call Type **Inbound** ▼

Softphone Layout  Internal Inbound Outbound Help about this section

5. Edit the settings to change the behavior of the program during a call.

Please refer to the Salesforce documentation for more details on these options.

**Softphone Layout** Help about this section

Display these call-related fields:

- Caller ID, Dialed Number Edit

Display these salesforce.com objects:

- Contact, Account, Lead, Case Add / Remove Objects
- If single Contact found, display: Name, Title  
If multiple matches found, only Name is displayed. Edit
- If single Account found, display: Account Name, Type, Account Number  
If multiple matches found, only Account Name is displayed. Edit
- If single Lead found, display: Name, Company, Title, Lead Source  
If multiple matches found, only Name is displayed. Edit
- If single Case found, display: Case Number, Status, Priority  
If multiple matches found, only Case Number is displayed. Edit

**CTI 2.0 or Higher Settings** Help about this section

Screen Pop Settings:

- Screen pops open within: Existing browser window Collapse
  - ☒ Existing browser window
  - ☐ New browser window or tab
- No matching records: Don't pop any screen Collapse
  - ☒ Don't pop any screen
  - ☐ Pop to new
  - ☐ Pop to Visualforce page
- Single-matching record: Pop detail page Collapse
  - ☐ Don't pop any screen
  - ☒ Pop detail page
  - ☐ Pop to Visualforce page
- Multiple-matching records: Pop to search page Collapse
  - ☐ Don't pop any screen
  - ☒ Pop to search page
  - ☐ Pop to Visualforce page

### On Inbound Calls


Upon receiving an call, Avaya Communicator will read the caller ID information, if present, and will pass the details to Salesforce to handle according to the behaviors configured above.

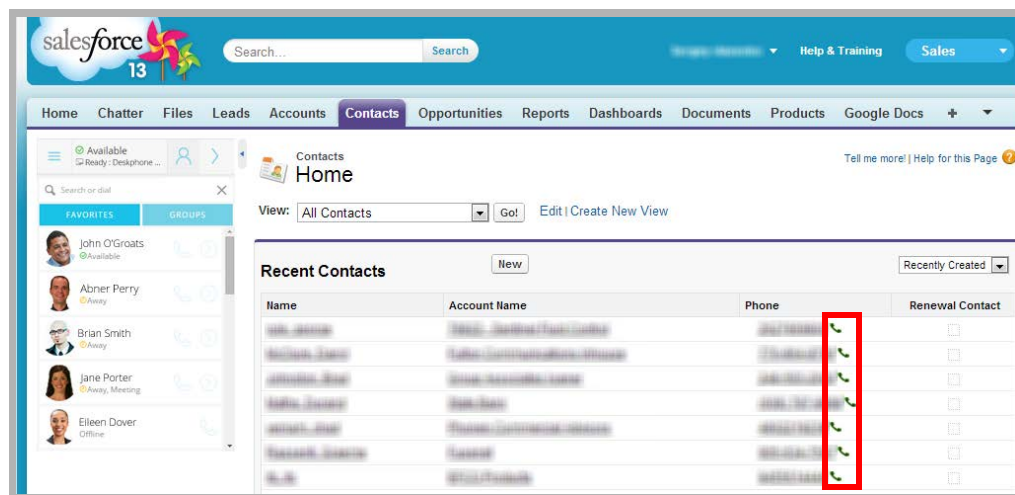
### For Outgoing Calls

When placing a call, Avaya Communicator does not open a contact record. When the number is clicked within Salesforce, Avaya Communicator will use that information to locate the contact record and add an activity report to the database with the call details.

---

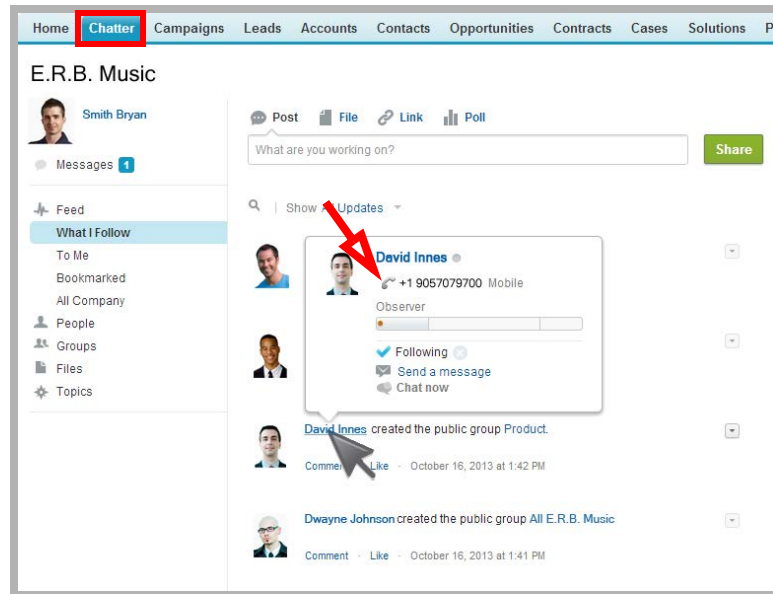
### Click-to-Dial

The Click-to-Dial feature is active within Salesforce. Any contact telephone numbers the plug-in finds will have the click-to-dial icon  placed beside them for quick and easy dialing.



## Calling from Chatter

From the Chatter tab within Salesforce, contacts that you are following are displayed. Moving the mouse over a contact's name pops-up the Hovercard. If a telephone number is present on the Hovercard, the Click-to-Dial feature will be available for that number too. Click the program icon to place the call.



## Creating a Filter

Salesforce provides the ability to collect similar items together for easier processing.



### Tip:

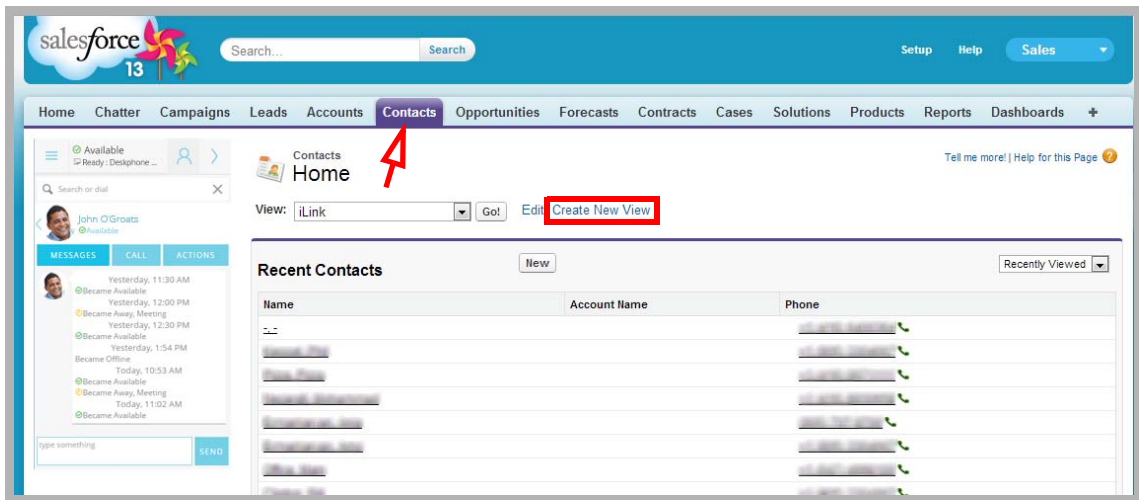
To find all of the calls received from unknown contacts, build a filter to do a first name search looking for the "-" (hyphen) character, which Avaya Communicator for Web adds as the default when receiving unidentifiable calls.

To create a filter:

1. Open Salesforce and go to the Contacts tab.

## Chapter 7: Installing the plug-in: Salesforce Classic Interface

2. Click Create New View.



3. Give the filter a name. Choose to search all contacts.

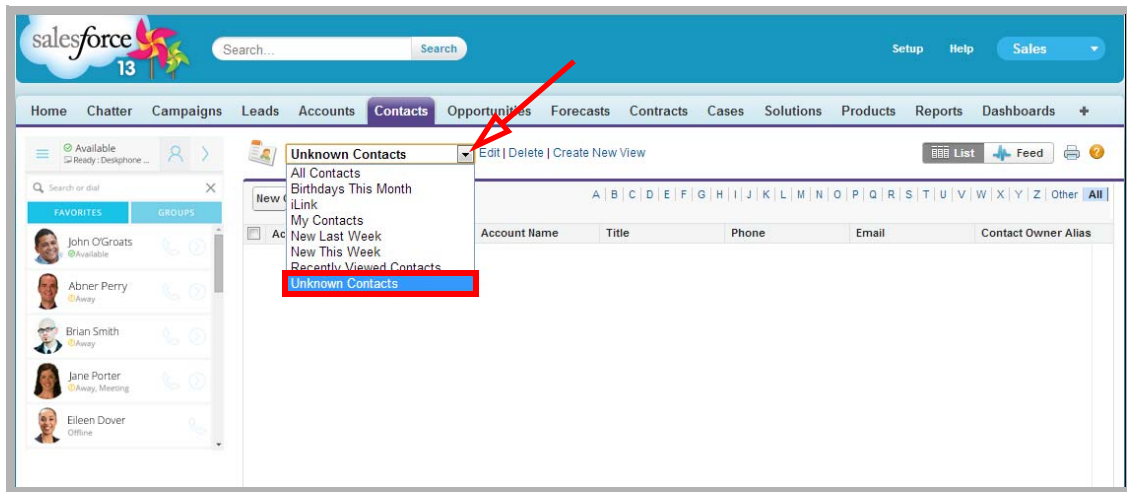
Set First Name equals the hyphen character - .

The remaining fields can be left at their default values.

A screenshot of the 'Create New View' dialog box in Salesforce. The dialog has two steps: 'Step 1. Enter View Name' and 'Step 2. Specify Filter Criteria'. In Step 1, the 'View Name' is 'Unknown Contacts' and the 'View Unique Name' is 'Unknown\_Contacts'. In Step 2, under 'Filter By Owner', the 'All Contacts' radio button is selected. Under 'Filter By Campaign (Optional)', the 'Campaign Name' field is empty. Under 'Filter By Additional Fields (Optional)', the 'First Name' field is selected with the operator 'equals' and the value '-'. A blue arrow points to the 'All Contacts' radio button.

4. Click Save.

Run the filter when necessary to see a list of all calls received from contacts whose details could not be matched with an entry in the database.





# Chapter 8: Installing the plug-in: Salesforce Lightning Interface

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## Salesforce Lightning Integration

**Important:**

Avaya Communicator provides support for both the Salesforce Classic view and the Lightning user interface. This chapter is for users of the Salesforce Lightning interface. If you are using Salesforce Classic, refer to chapter 7.

Avaya Communicator can be installed as a plug-in to the Salesforce CRM program. This provides users with contact, presence, and call management functions directly within Salesforce.

**CAUTION:**

Salesforce and Avaya Communicator must both be installed and operating correctly before proceeding.

**Note:**

By default, many web browsers block pop-ups automatically. Avaya Communicator for Web, when used as a plug-in with Salesforce, requires pop-ups to access advanced searches to identify incoming callers and access records.

Ensure that pop-ups are permitted in your browser settings. Turn off any pop-up blocking options on your computer.

## Call Center Definition File

The following file will be imported into Salesforce to setup the integration. Use any text editor (e.g. Notepad) to create the file. When ready, save it in the XML format.



**Tip:**

Copy this text and paste it into Notepad. Save the file normally in the TXT format. Then, in Windows, rename the file, replacing the TXT extension with XML. For example, rename FILENAME.TXT to FILENAME.XML.

```
<callCenter>
<section sortOrder="0" name="reqGeneralInfo" label="General Information">
  <item sortOrder="0" name="reqInternalName" label="InternalName">iLinkCTI110</item>
  <item sortOrder="1" name="reqDisplayName" label="Display Name">iLink Call Center Adapter v.11.0</item>
  <item sortOrder="2" name="reqAdapterUrl" label="CTI Adapter URL">https://manage1.esna.com/sfcti/cti.bridge.v2.html</item>
  <item sortOrder="3" name="reqUseApi" label="Use CTI API">true</item>
  <item sortOrder="4" name="reqSoftphoneHeight" label="Softphone Height">500</item>
  <item sortOrder="5" name="reqSoftphoneWidth" label="Softphone Width">250</item>
  <item sortOrder="6" name="reqSalesforceCompatibilityMode" label="Salesforce Compatibility Mode">Classic_and_Lightning</item>
</section>
<section sortOrder="1" name="reqDialingOptions" label="Dialing Options">
  <item sortOrder="0" name="reqOutsidePrefix" label="Outside Prefix"></item>
  <item sortOrder="1" name="reqLongDistPrefix" label="Long Distance Prefix"></item>
  <item sortOrder="2" name="reqInternationalPrefix" label="International Prefix"></item>
</section>
<section sortOrder="2" name="CallResults" label="Call Results">
  <item sortOrder="0" name="Results" label="Result codes (comma separated list)"></item>
</section>
<section sortOrder="3" name="Matching" label="Phone matching options">
  <item sortOrder="0" name="SearchTemplates" label="Search templates (comma separated list)"></item>
  <item sortOrder="1" name="FormatTemplates" label="Format templates (comma separated list)"></item>
</section>
<section sortOrder="4" name="Experimental" label="Experimental options">
  <item sortOrder="0" name="ActivitySubtype" label="Apply activity subtype"></item>
</section>
</callCenter>
```

# Open CTI Integration

**Note:**

Avaya Communicator for Web, when used with Salesforce, requires pop-ups to access advanced searches to identify incoming callers and access records. To ensure complete functionality, enable pop-ups in your web browser.

Adding the Avaya Communicator for Web plug-in to Salesforce requires the server to be configured for OpenCTI integration. This configuration is performed by the administrator before the plug-in will work correctly for clients.

Follow these steps to ensure the proper integration of Salesforce with Avaya Communicator for Web.



**Important:**

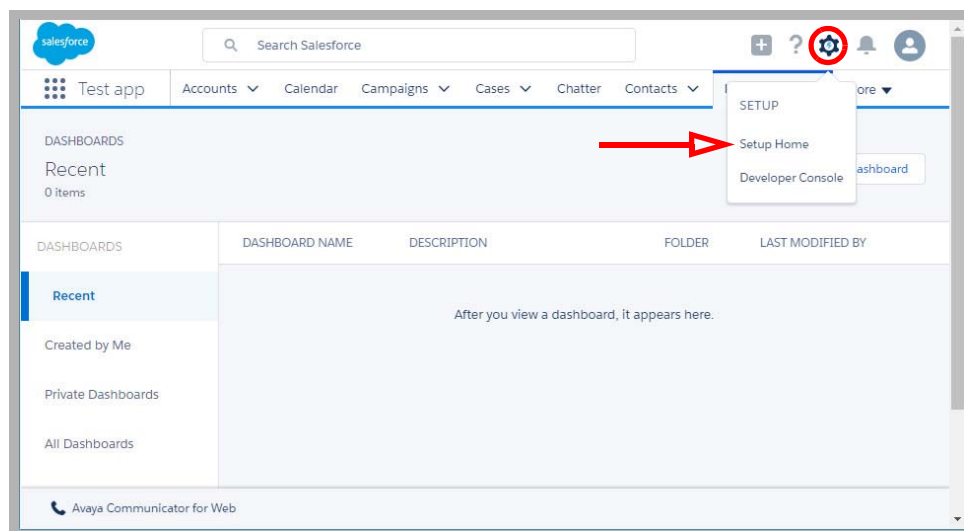
OpenCTI integration with Avaya Communicator for Web is only possible with Salesforce version 13+.



**Important:**

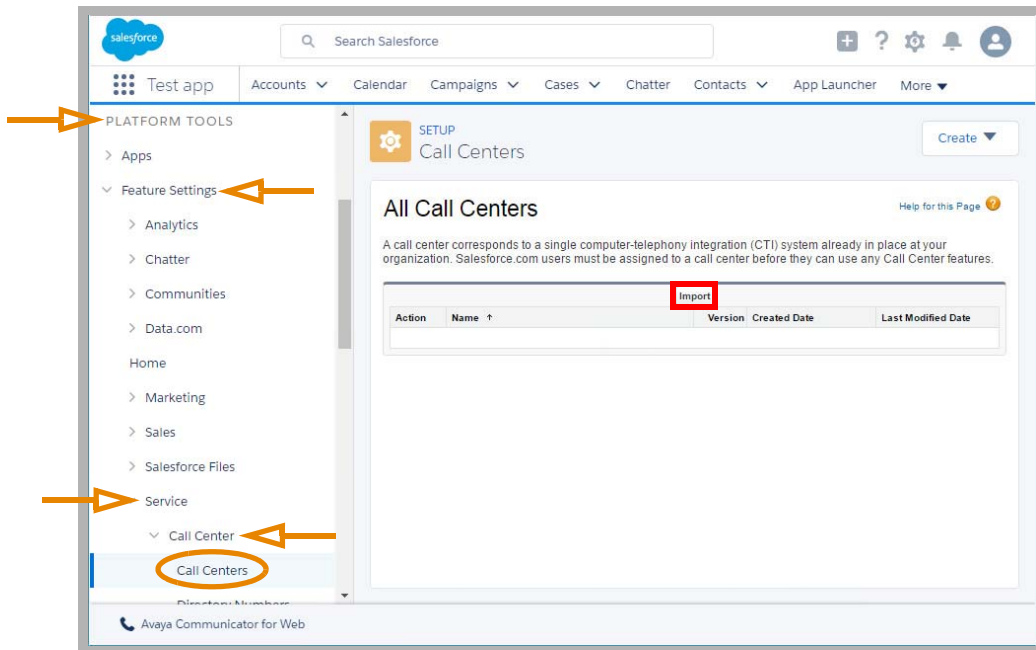
The required Call Center adapter for Salesforce is only available with the Enterprise edition and higher.

1. If you have not done so already, create the Call Center Definition XML File as outlined on page 78.
2. Login to Salesforce Lightning using an account with site administrator credentials.
3. Click the Setup icon, and choose Setup Home from the dropdown list.

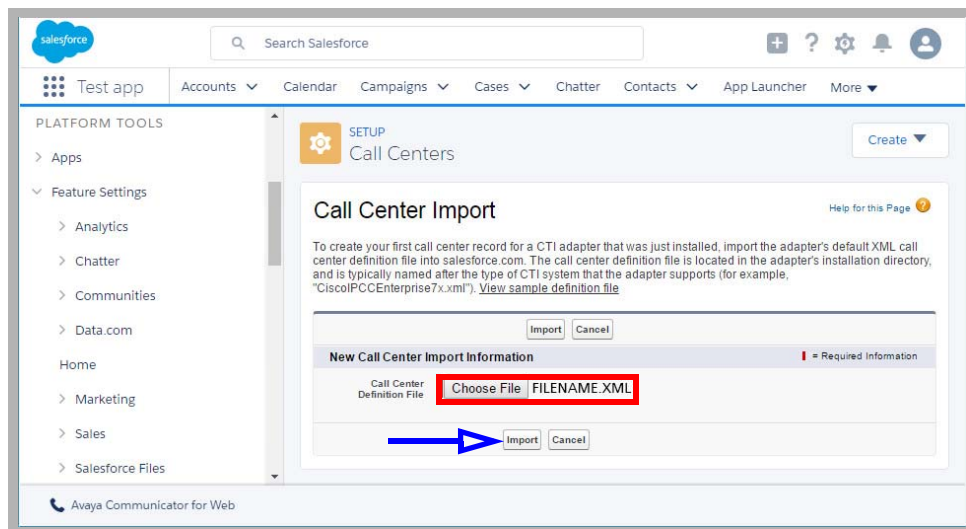


## Chapter 8: Installing the plug-in: Salesforce Lightning Interface

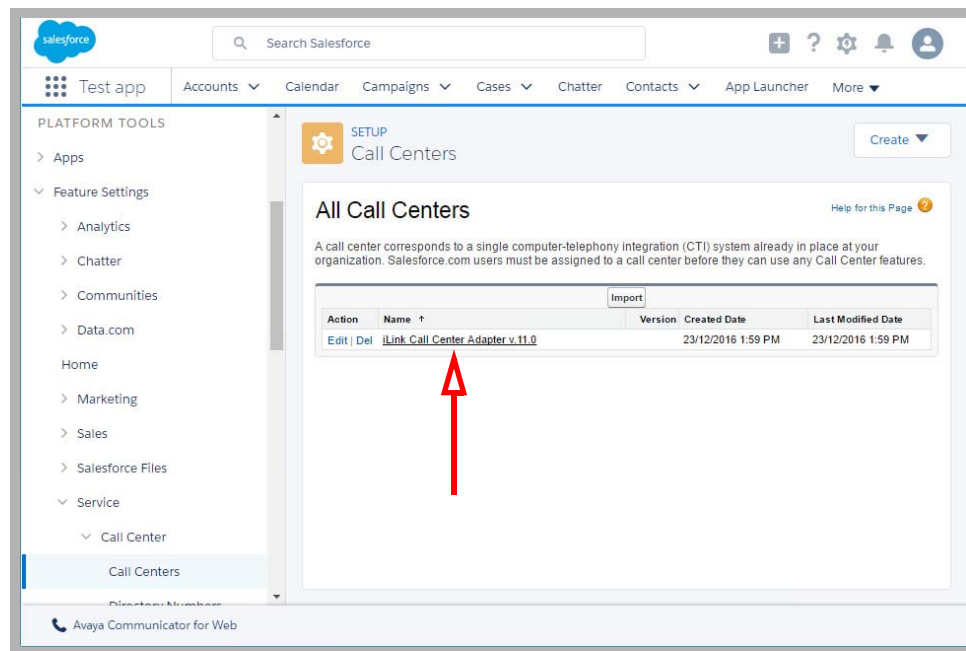
4. Go to Platform Tools > Feature Settings > Service > Call Center > Call Centers. Click Import.



5. Click Choose File, and select the Call Center Definition file created in step 1. With that file selected, click Import.



6. Returning to the All Call Centers window, click the newly created Call Center.



## Chapter 8: Installing the plug-in: Salesforce Lightning Interface

7. Click Manage Call Center Users to add clients to the new call center.

Call Center  
iLink Call Center Adapter v.11.0  
All Call Centers » iLink Call Center Adapter v.11.0

Call Center Detail [Edit] [Delete] [Clone]

General Information

|                               |   |
|-------------------------------|---|
| InternalName                  | iLinkCTI110                                       |
| Display Name                  | iLink Call Center Adapter v.11.0                  |
| CTI Adapter URL               | https://manage1.esna.com/sfcti/cti.bridge.v2.html |
| Use CTI API                   | true  |
| Softphone Height              | 500   |
| Softphone Width               | 250   |
| Salesforce Compatibility Mode | Classic_and_Lightning                             |

Dialing Options

|                      |  |
|----------------------|--|
| Outside Prefix       |  |
| Long Distance Prefix |  |
| International Prefix |  |

Call Results

|                                     |  |
|-------------------------------------|--|
| Result codes (comma separated list) |  |
|-------------------------------------|--|

Phone matching options

|   |  |
|---|--|
| Search templates (comma separated list) |  |
| Format templates (comma separated list) |  |

Experimental options

|                        |  |
|------------------------|--|
| Apply activity subtype |  |
|------------------------|--|

Call Center Users [Manage Call Center Users] [Call Center Users Help ?]

Call Center Users by Profile

|                        |   |
|------------------------|---|
| Contract Manager       | 1 |
| Standard Platform User | 1 |
| System Administrator   | 1 |
| Total                  | 3 |

8. Click Add More Users.

Call Center  
iLink Call Center Adapter v.11.0: Manage Users  
All Call Centers » iLink Call Center Adapter v.11.0 » Manage Users

View: [All] [Create New View]

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | Other | All

[Add More Users] [Remove Users]

| Action   | Full Name ↑  | Alias  | Username          | Role               | Profile                |
|----------|--------------|--------|-------------------|--------------------|------------------------|
| [Remove] | Carter, John | johnc  | johnc@erbmusic... | Eastern Sales Team | Contract Manager       |
| [Remove] | Innes, David | davidi | dinnes@home.ca    |                    | System Administrator   |
| [Remove] | Porter, Jane | janep  | janep@erbmusic... | Eastern Sales Team | Standard Platform User |

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | Other | All

9. Add all of the required users to the list.  
When finished, click Add to Call Center.

Call Center  
iLink Call Center Adapter v.11.0: Search for New Users

All Call Centers » iLink Call Center Adapter v.11.0 » Manage Users » Search for New Users

Set the search criteria below and then click Search to find salesforce.com users who should be enabled as call center agents. Users already enabled as call center agents are excluded from the search results.

Last Name equals carter AND  
First Name equals john AND  
--None-- --None-- AND  
--None-- --None-- AND  
--None-- --None-- AND

Filter By Additional Fields (Optional):

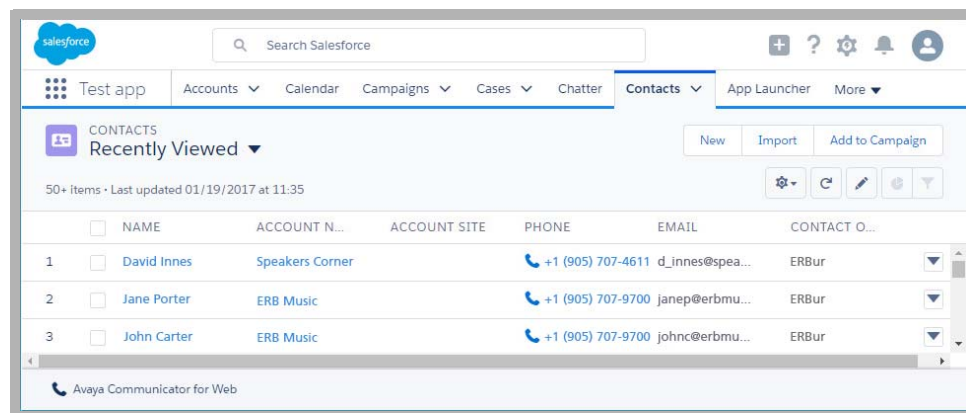
- You can use "or" filters by entering multiple items in the third column, separated by commas.
- For date fields, enter the value in following format: 19/01/2017
- For date/time fields, enter the value in following format: 19/01/2017 10:49 AM

Find

Add to Call Center Cancel

| Full Name   | Alias | Username | Role           | Profile |
|-------------|-------|----------|----------------|---------|
| John Carter | johnc | johnc    | Eastern Sal... |         |

10. Integration is complete.  
Clients must now go to the Chrome web store (<https://chrome.google.com/webstore>) to download the Avaya Communicator for Web plug-in.  
Once installed, they will have UC functionality available within Salesforce.

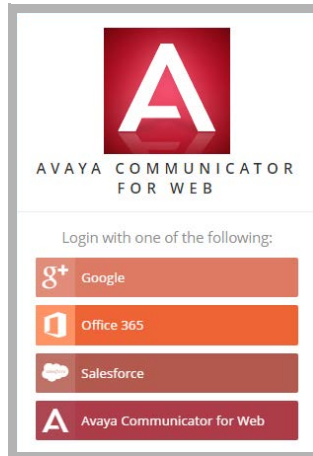


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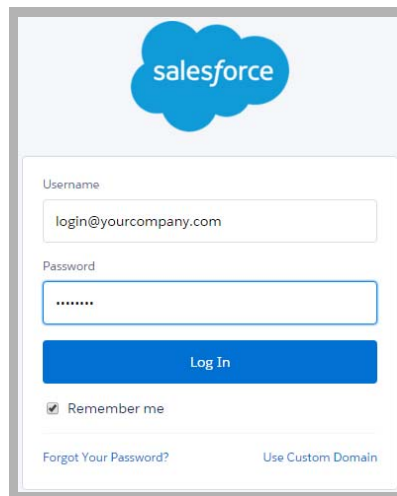
## Logging in to Avaya Communicator

Using the extension with Salesforce requires the user to login using only Salesforce credentials.

1. At the login window, choose Salesforce.



2. A browser page will open to the Salesforce login screen.



Enter your Salesforce username and password in the spaces provided.

Click Log in to Salesforce.

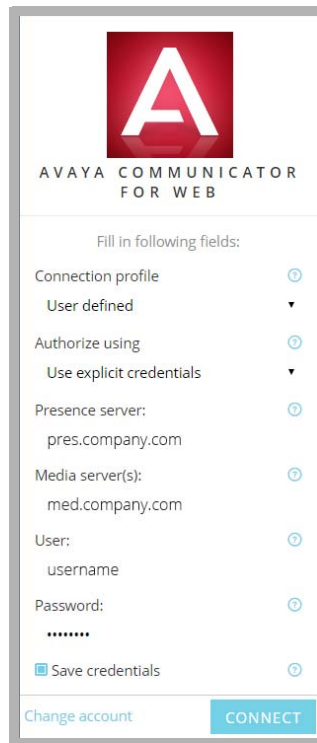
If prompted to grant Avaya Communicator the necessary permissions, click Allow.



**Note:**

An active Salesforce account is required to use this option.

3. Enter the server and user details.



The image shows the Avaya Communicator for Web login interface. At the top is the Avaya logo (a red square with a white 'A') and the text 'AVAYA COMMUNICATOR FOR WEB'. Below this is a section titled 'Fill in following fields:'. It contains several fields with help icons (circles with an 'i') to their right:

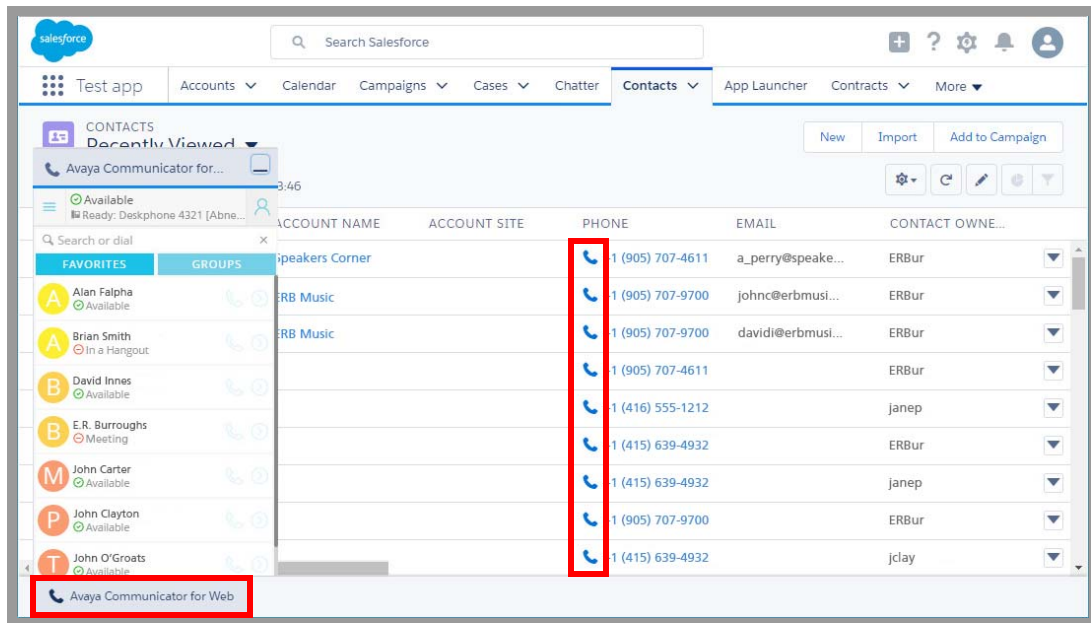
- Connection profile:** A dropdown menu currently showing 'User defined'.
- Authorize using:** A dropdown menu currently showing 'Use explicit credentials'.
- Presence server:** A text field containing 'pres.company.com'.
- Media server(s):** A text field containing 'med.company.com'.
- User:** A text field containing 'username'.
- Password:** A text field containing a series of asterisks '\*\*\*\*\*'.
- Save credentials:** A checkbox that is currently checked.

At the bottom of the form, there is a link 'Change account' and a blue button labeled 'CONNECT'.

4. Click Connect when ready.

## Chapter 8: Installing the plug-in: Salesforce Lightning Interface

The extension has been added and the user has logged in to Salesforce. All phone numbers displayed on screen have a Click-to-Dial icon beside them. Click to place a call to that contact. A button in the bottom left corner of the window, when clicked, will open the Avaya Communicator for Web plug-in.



# Using Salesforce

When using the Salesforce plug-in with Avaya Communicator, the interface works in the same fashion as it does when installed into a browser with the following additional integrations.

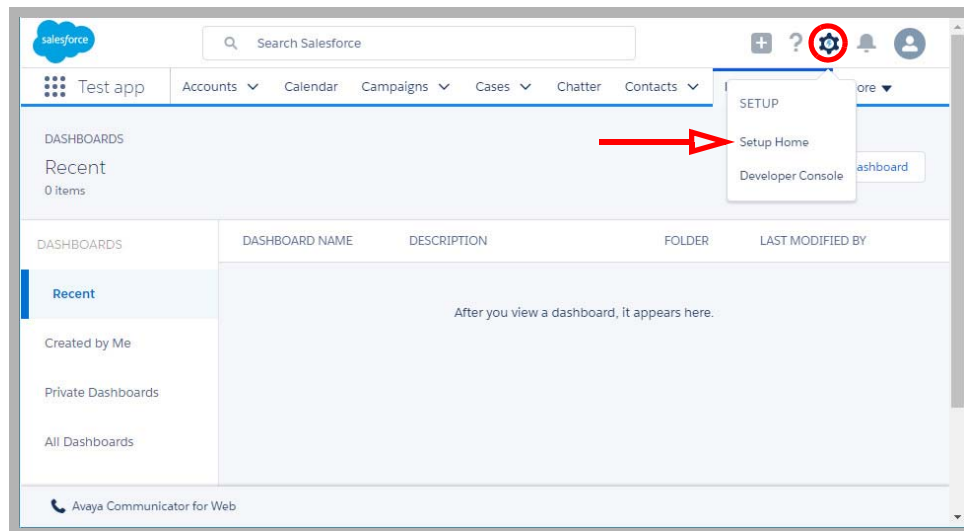
## Inbound and Outbound Calling

When Avaya Communicator places or receives telephone calls, the program performs several functions within Salesforce to improve work flow. Instant access to contact records, and automatically creating activity log entries improves the usability of the plug-in.

## Configuring Call Behavior

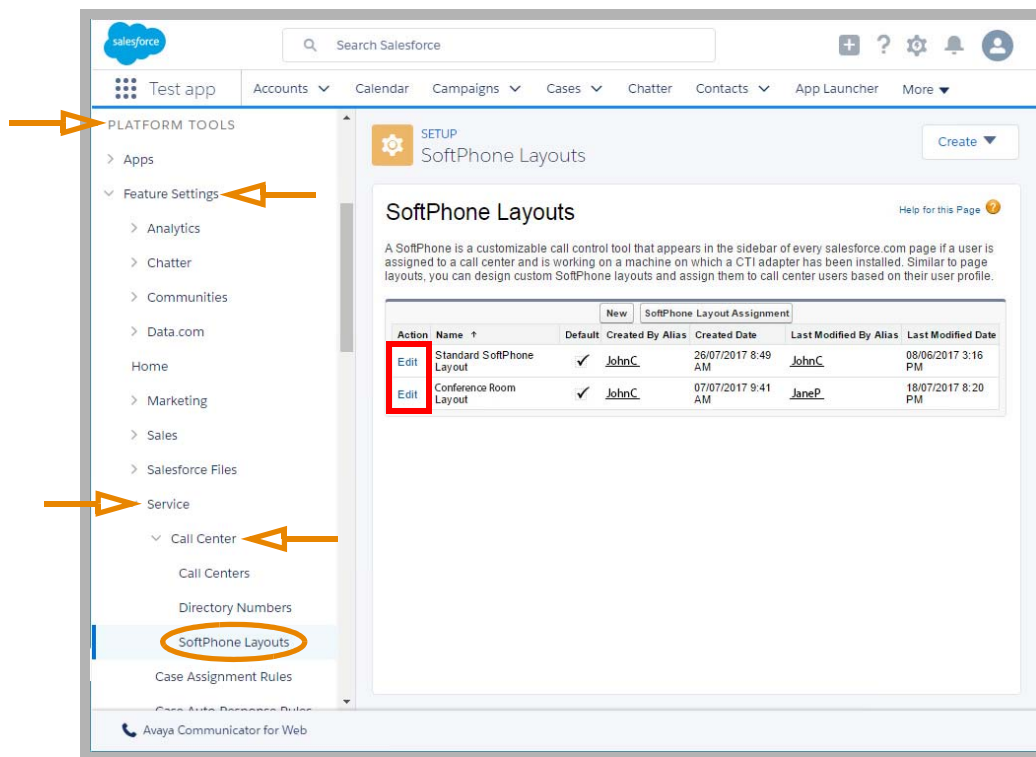
When receiving a telephone call, Avaya Communicator will extract the caller ID, if present, and pass this information to Salesforce. Settings made within Salesforce determine whether a pop-up is seen, if the matching client record is opened automatically, or if nothing at all occurs. This behavior can be changed by the administrator.

1. Login to Salesforce Lightning using an account with site administrator credentials.
2. Click the Setup icon, and select Setup Home from the dropdown list.

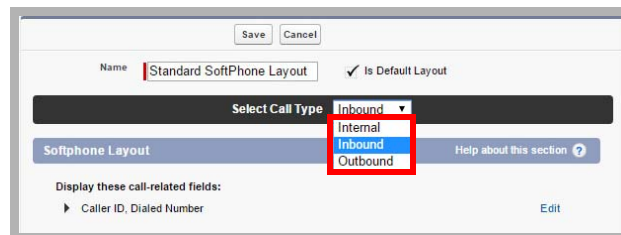


## Chapter 8: Installing the plug-in: Salesforce Lightning Interface

3. Go to Platform Tools > Feature Settings > Service > Call Center > SoftPhone Layouts.

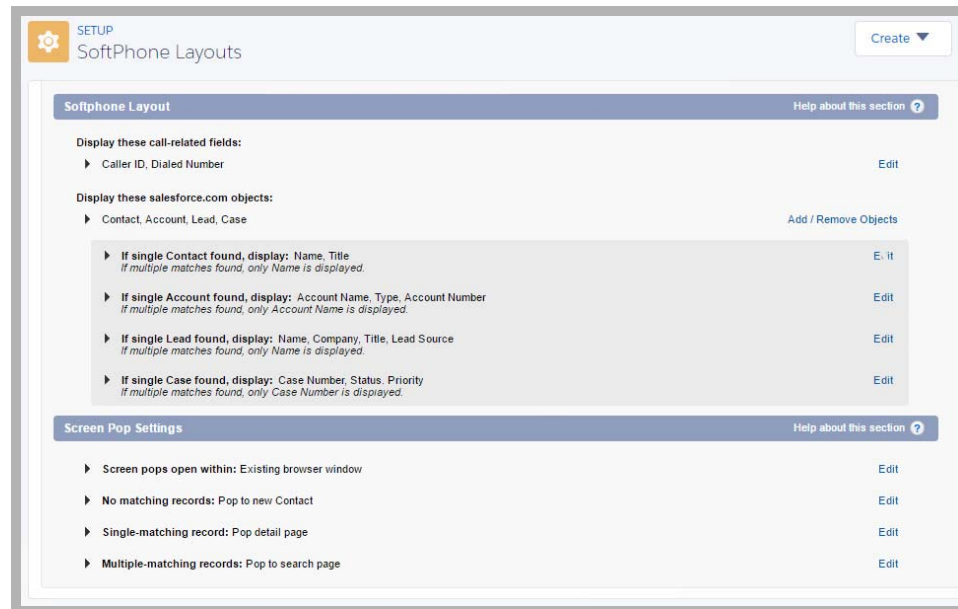


4. Select a layout and click Edit.
5. Under the dropdown menu for Select Call Type, choose Inbound, Outbound, or Internal.



6. Edit the settings to change the behavior of the program during a call.

Please refer to the Salesforce documentation for more details on these options.




## On Inbound Calls

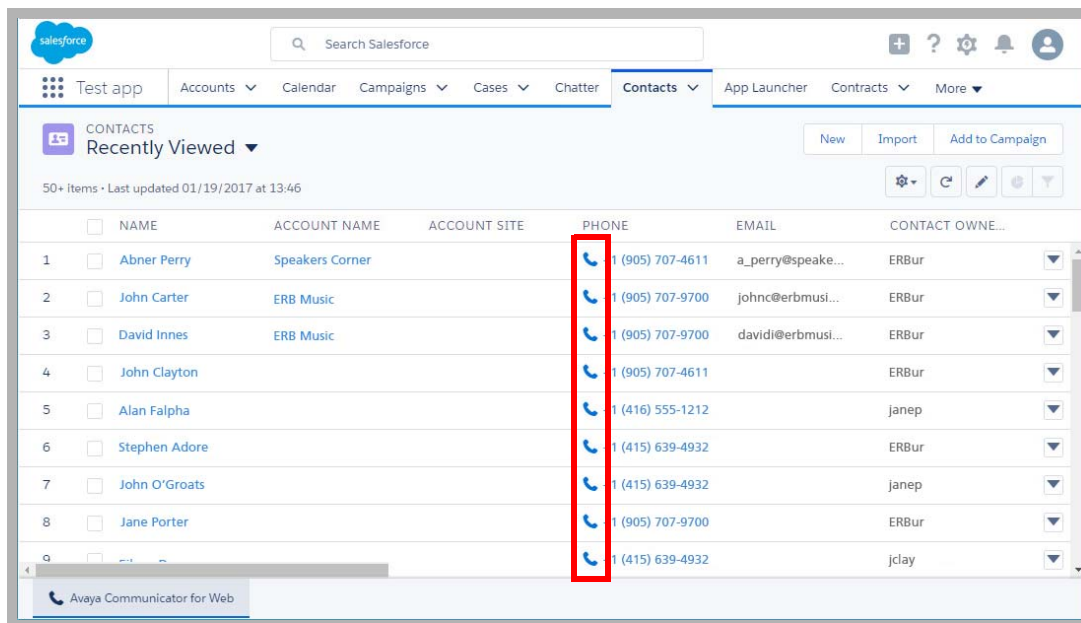
Upon receiving an call, Avaya Communicator will read the caller ID information, if present, and will pass the details to Salesforce to process according to the behaviors configured above.

## For Outgoing Calls

When placing a call, Avaya Communicator does not open a contact record. When the number is clicked within Salesforce, Avaya Communicator will use that information to locate the contact record and add an activity report to the database with the call details.

### Click-to-Dial

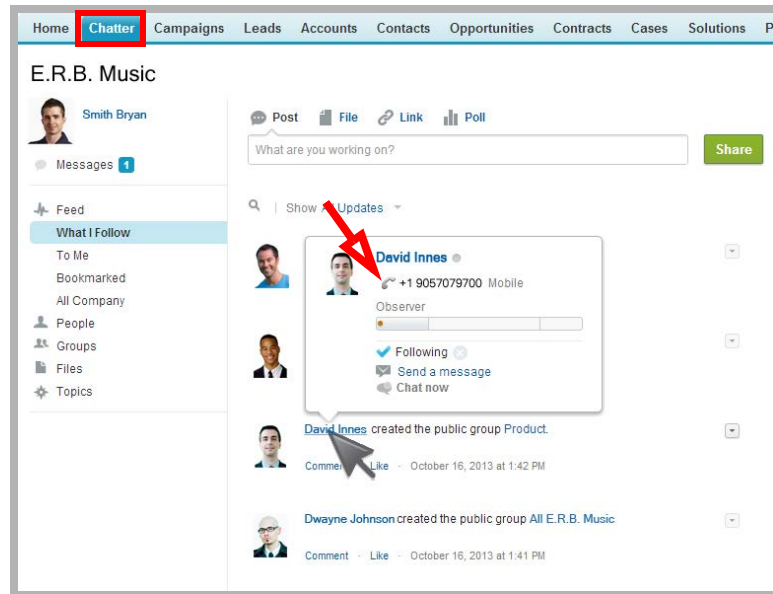
The Click-to-Dial feature is active within Salesforce. Any contact telephone numbers the plug-in finds will have the click-to-dial icon  placed beside them for quick and easy dialing.



Click the icon or the number to place a telephone call to that contact using your currently selected telephone device.

## Calling from Chatter

From the Chatter tab within Salesforce, contacts that you are following are displayed. Moving the mouse over a contact's name pops-up the Hovercard. If a telephone number is present on the Hovercard, the Click-to-Dial feature will be available for that number too. Click the program icon to place the call.



## Creating a Filter

Salesforce provides the ability to collect similar items together for easier processing.



### Tip:

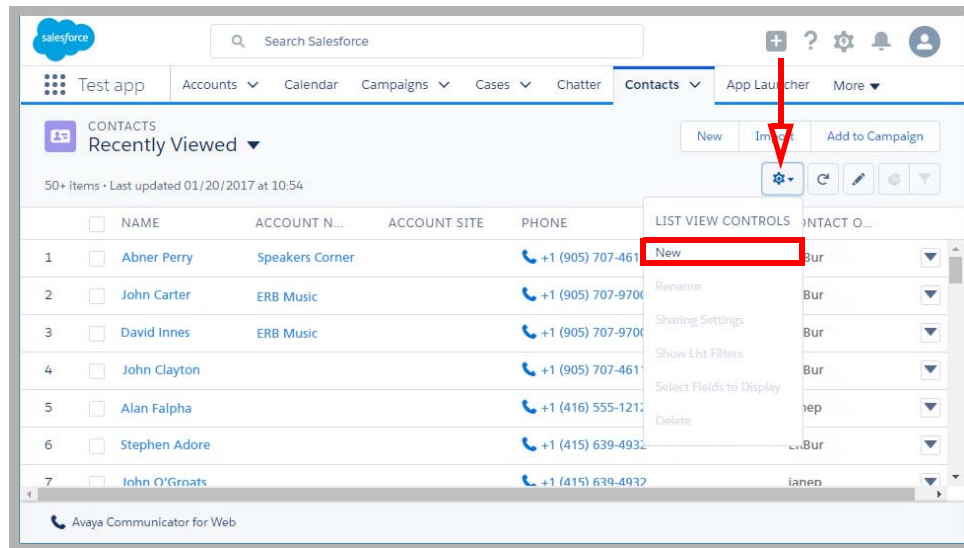
To find all of the calls received from unknown contacts, build a filter to do a first name search looking for the "-" (hyphen) character, which Avaya Communicator for Web adds as the default when receiving unidentifiable calls.

To create a filter:

1. Open Salesforce and go to the Contacts tab.

## Chapter 8: Installing the plug-in: Salesforce Lightning Interface

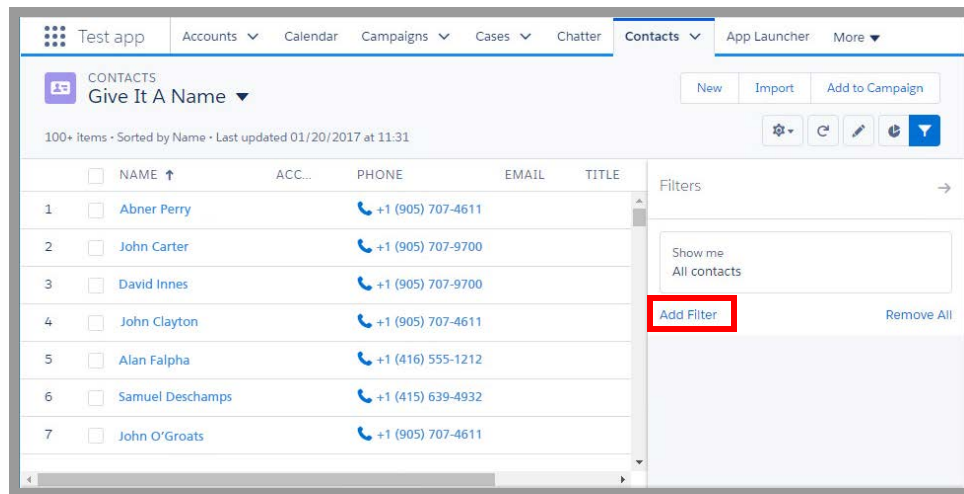
2. Under the List View Controls icon, select New.



3. On the New List View window, give the filter a name. Select which people can access this filter. When ready, click Save.

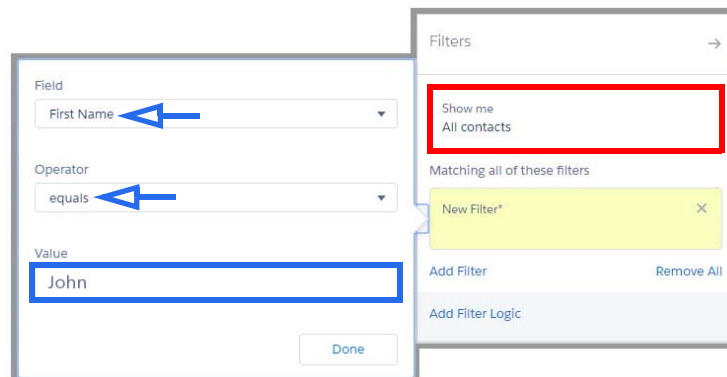
The 'New List View' dialog box is shown. It has a title bar 'New List View'. Below the title bar, there is a section 'List Name' with a text input field containing 'Give It A Name'. Below this, there is a section 'Who sees this list view?' with two radio button options: 'Only I can see this list view' (selected) and 'All users can see this list view'. At the bottom right, there are 'Cancel' and 'Save' buttons.

## 4. Click Add Filter.



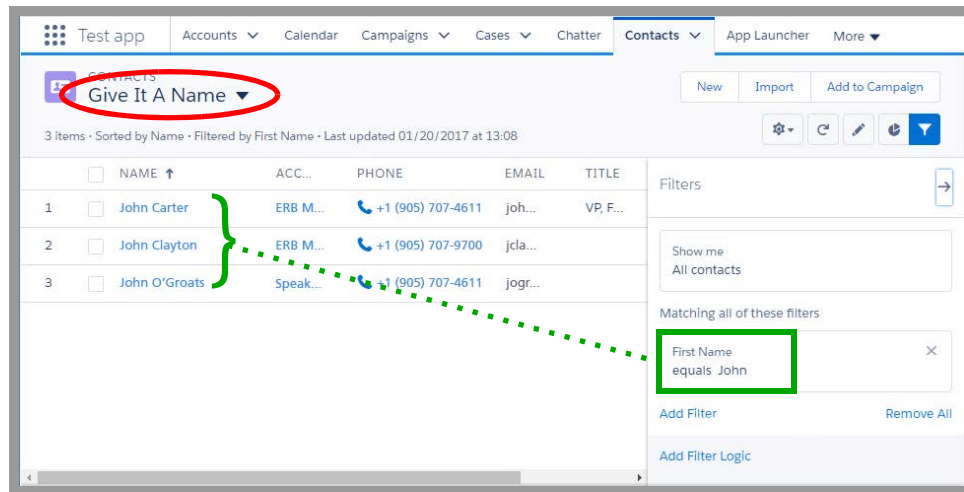
## 5. Choose Show me All Contacts.

Set the **Field** and **Operator** entries to specify where to search and the logic to apply. Enter the string to search for in the **Value** field.  
Click Done.

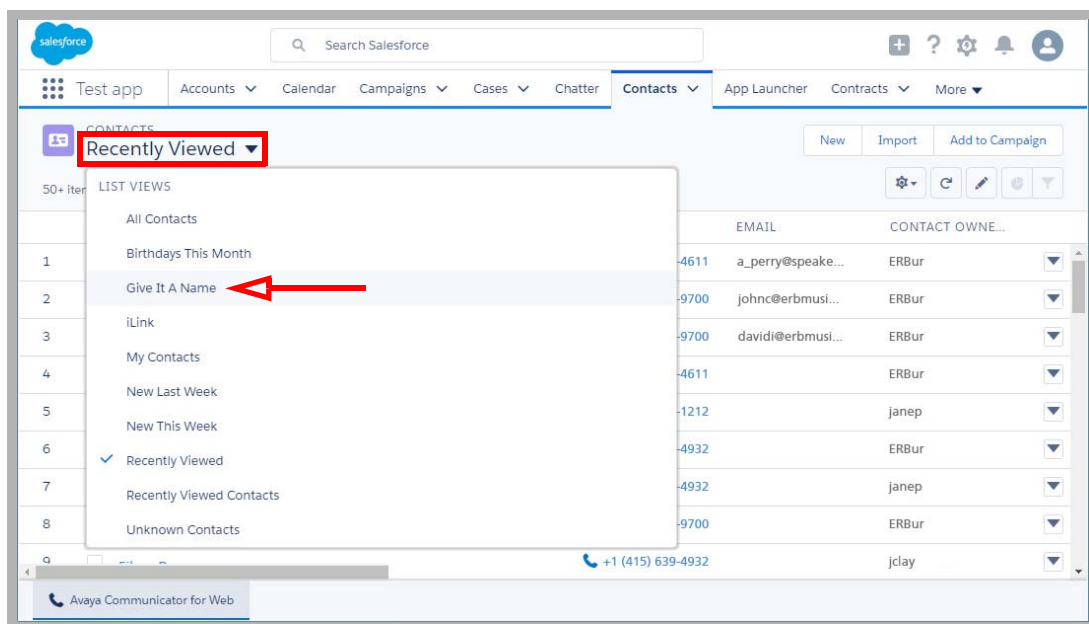


## Chapter 8: Installing the plug-in: Salesforce Lightning Interface

- Click Save. The filter will be created, and then applied to the contact list.



Run the filter when necessary to see a list contacts specified. Click the current view name on the Contacts tab and select a filter from those available.



# Chapter 9: Using Avaya Communicator for Web With Office 365

---

## Introduction

Once the Avaya Communicator for Web extension has been installed into the web browser, the application can be accessed in 3 ways:

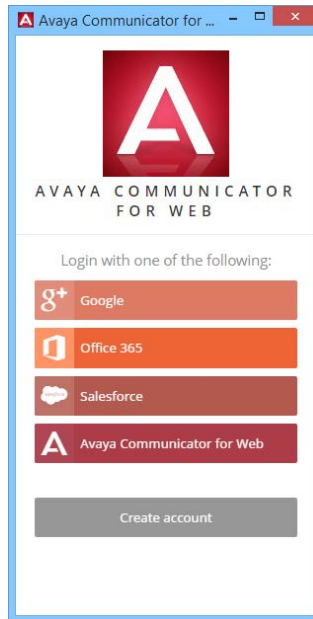
- [Mail](#)
- [People](#)
- [Calendar](#)

The Mail and People sections open the extension at the Actions page for the selected contact. Calendar allows you to setup a meeting that will change your presence setting at the scheduled time.

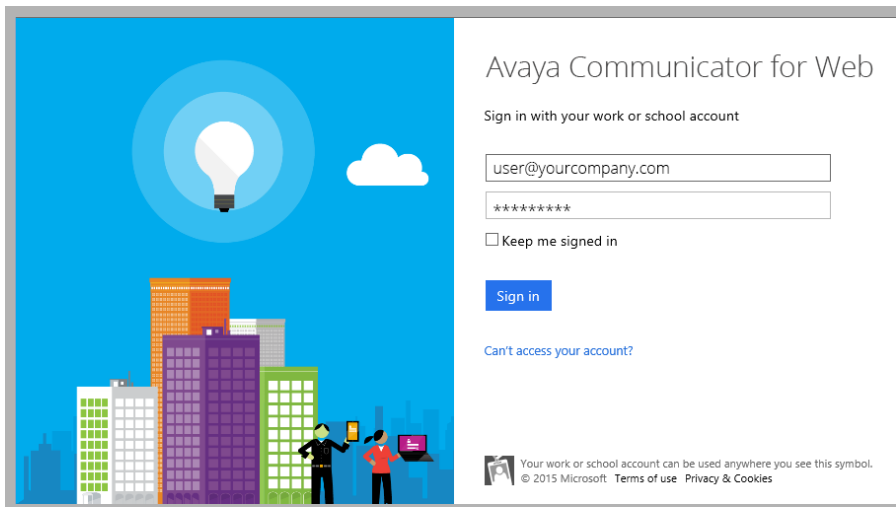
## Login with Office 365 Credentials

To extend the Avaya Communicator for Web functions into Office 365, the user must login to Avaya Communicator for Web using Office 365 credentials. Logging in using Google credentials will launch the application, but the Office 365 component will not be active.

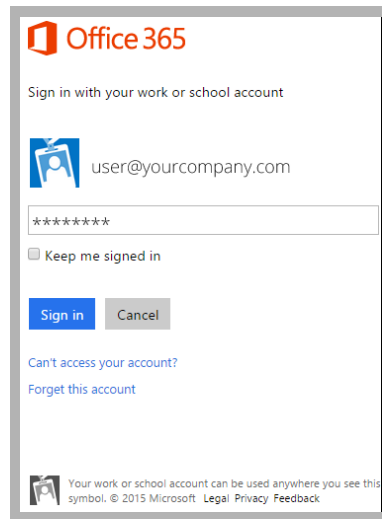
1. Launch the program and at the login screen, choose Office 365 credentials.



2. Enter your Office 365 credentials at the prompt to login to Avaya Communicator for Web.



3. In the browser window, go to the and login to Office 365.

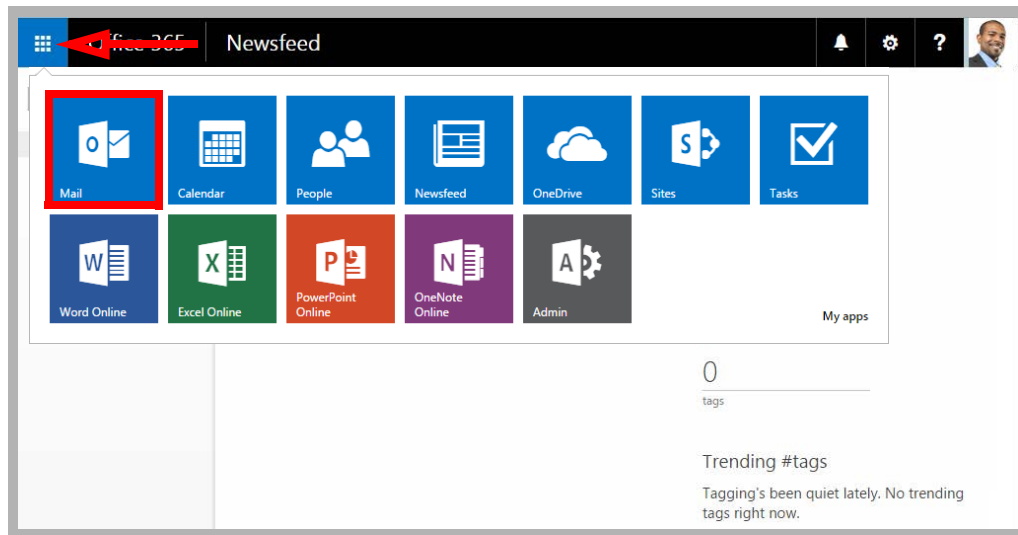


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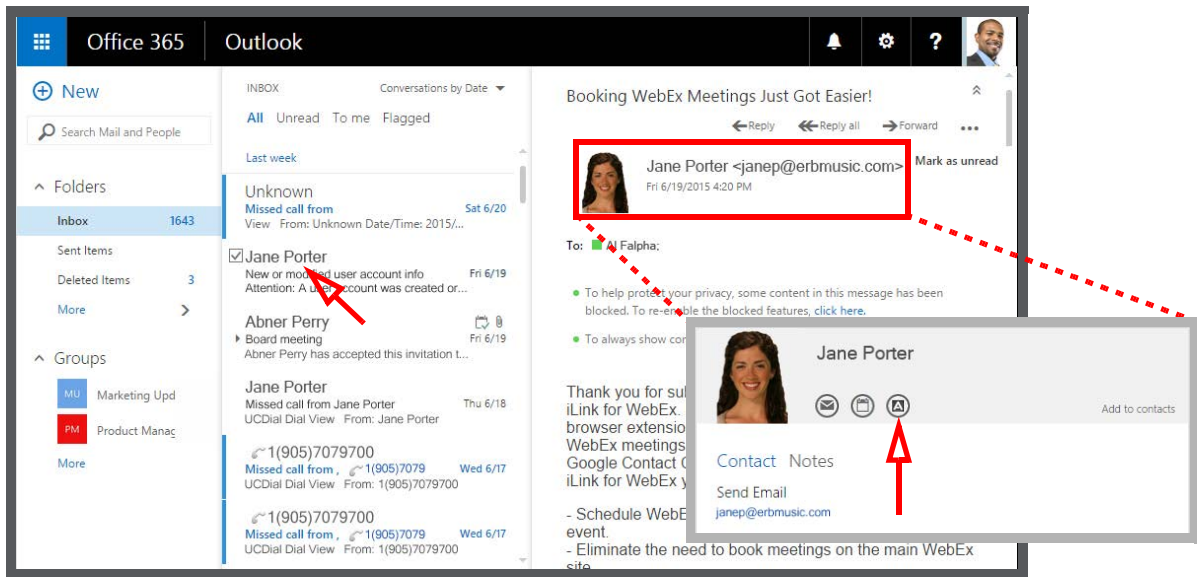
## Mail

Avaya Communicator for Web can be accessed from the Mail panel of Office 365.

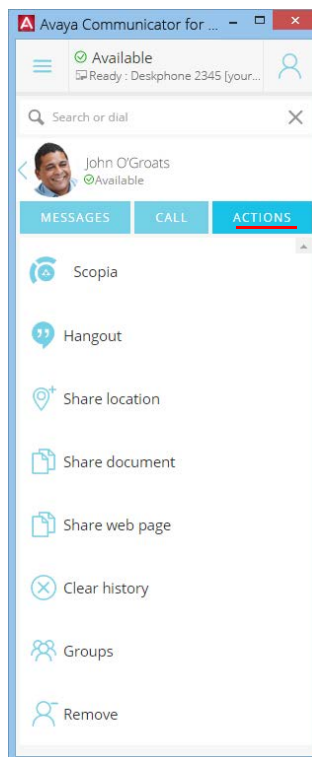
1. Open Office 365 and select Mail from the main menu.



2. Click on an email message, then click the contact's name or picture in the right-hand pane. This opens the person's contact card.



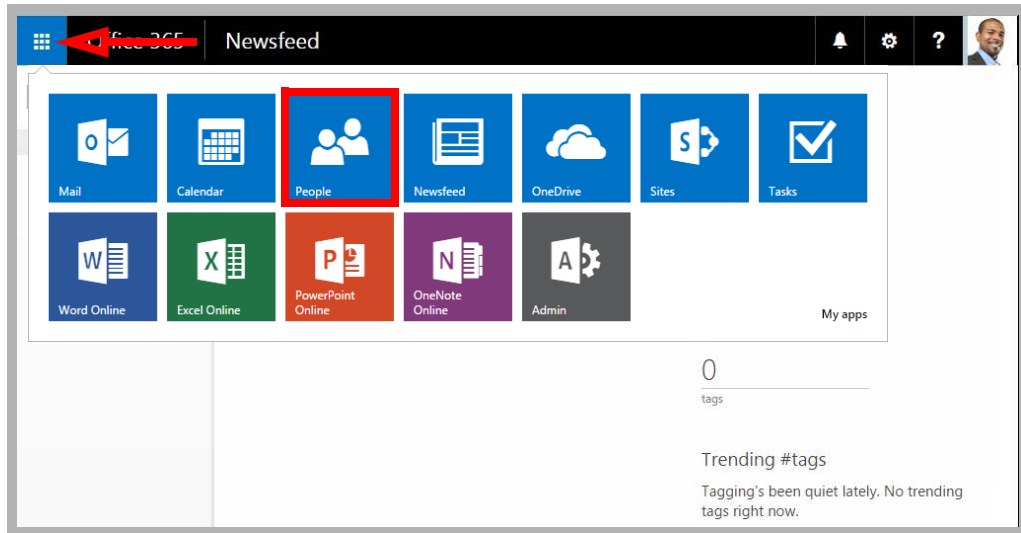
3. Click the Avaya Communicator for Web icon to open the application at that person's Actions page.



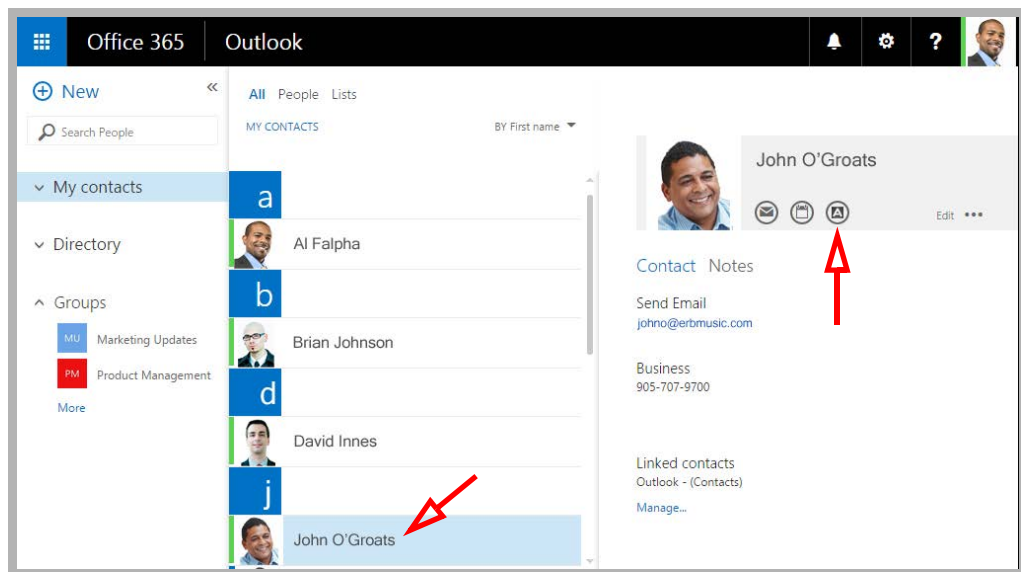
# People

Avaya Communicator for Web can be accessed from the People page of Office 365.

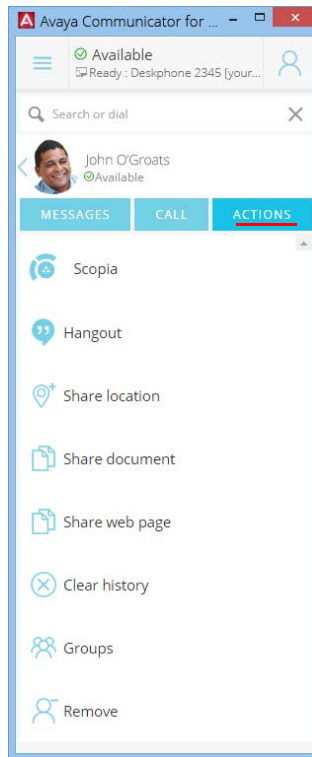
1. Open Office 365 and select People from the main menu.



2. Select a contact from the list on the left-hand side of the window.



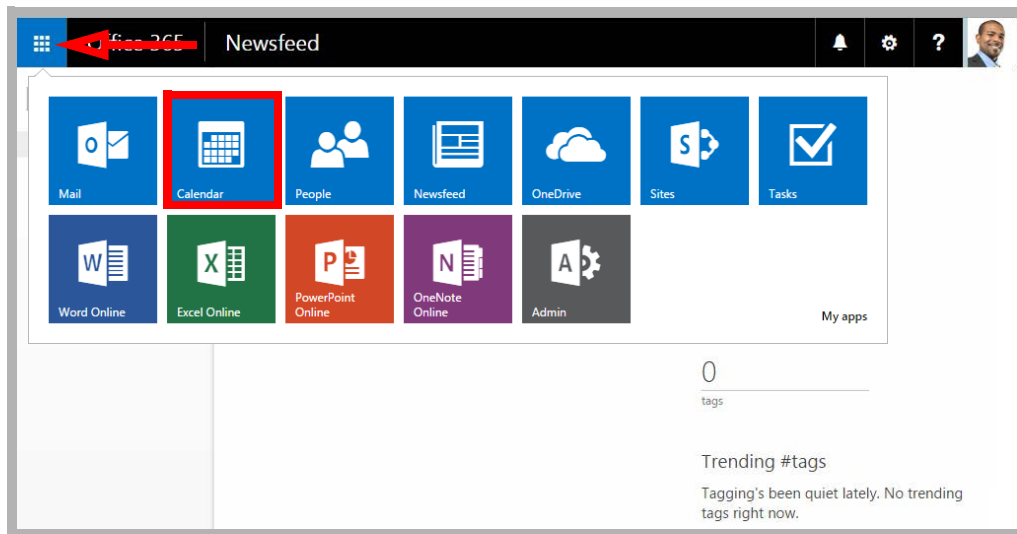
3. Click the Avaya Communicator for Web icon to open the application at that person's Actions page.



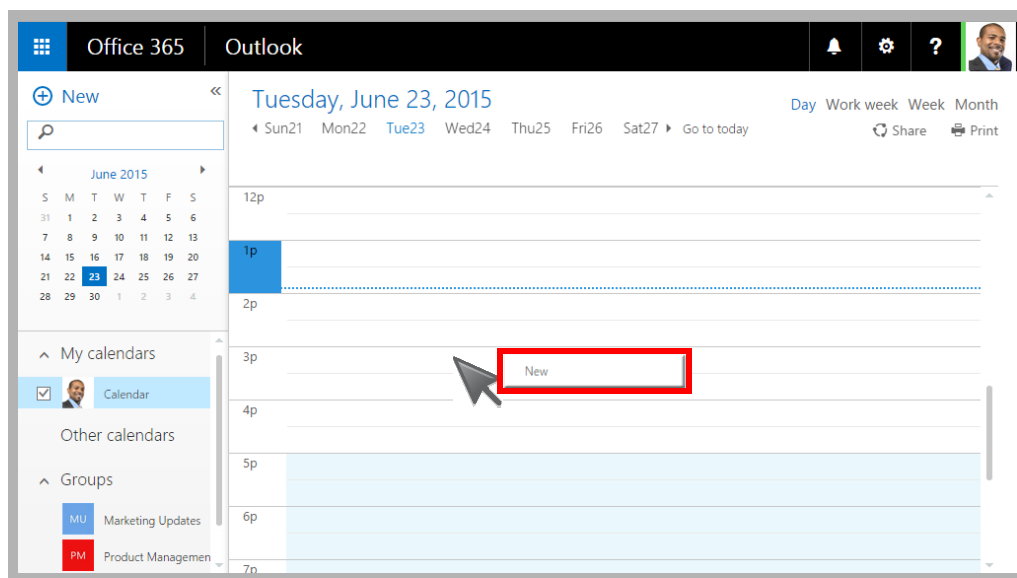
# Calendar

Meetings where any number of contacts can attend can be scheduled through the Office 365 Calendar. A meeting created through the calendar will change your presence flag to Unavailable at the scheduled time. It will also add a Presence label to your page that tells others that you are in a meeting.

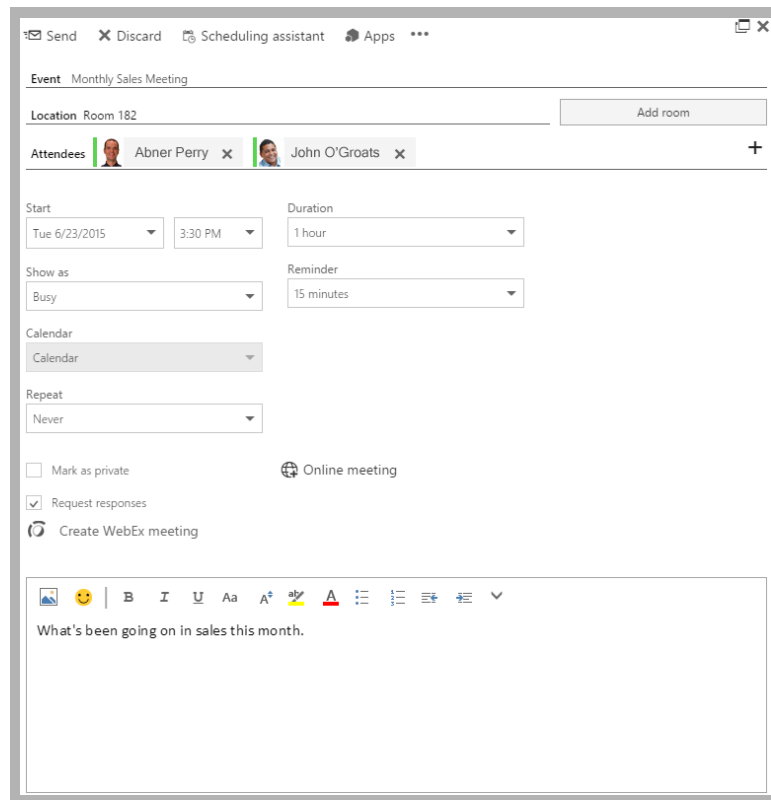
1. Open Office 365 and select Calendar from the main menu.



2. Locate the time for the meeting to start, then right-click on that space in the calendar. Select New.

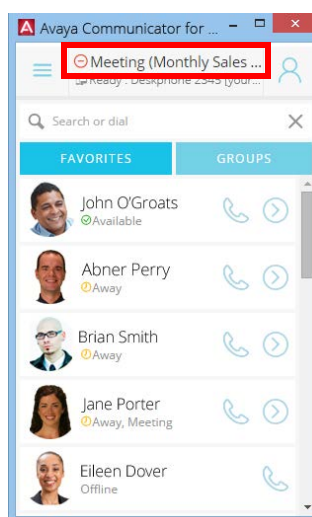


3. Give the meeting a name, and configure all other scheduling and descriptive options accordingly. Under Attendees, add the email addresses for all contacts who should attend the meeting.



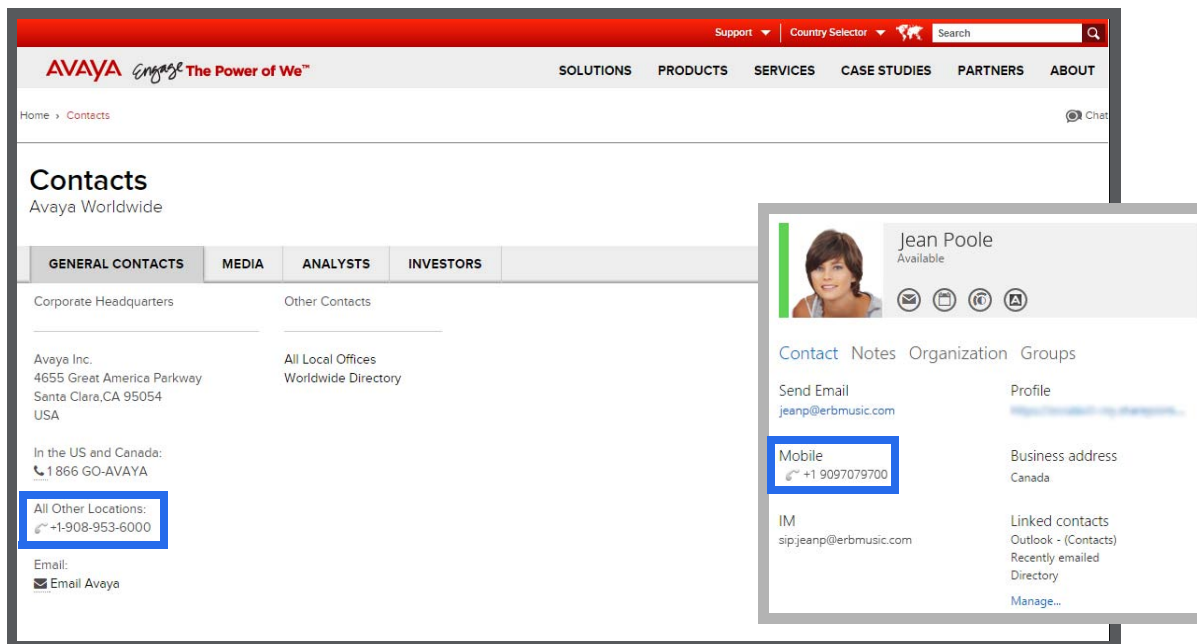
The screenshot shows the 'Monthly Sales Meeting' configuration window. At the top, there are buttons for 'Send', 'Discard', 'Scheduling assistant', and 'Apps'. The event name is 'Monthly Sales Meeting'. The location is 'Room 182' with an 'Add room' button. Under 'Attendees', two contacts are listed: Abner Perry and John O'Groats. The 'Start' date is 'Tue 6/23/2015' at '3:30 PM' with a 'Duration' of '1 hour'. The 'Show as' status is 'Busy' and the 'Reminder' is '15 minutes'. The 'Calendar' is set to 'Calendar' and 'Repeat' is 'Never'. There are checkboxes for 'Mark as private' (unchecked), 'Request responses' (checked), and a 'Create WebEx meeting' button. An 'Online meeting' icon is also present. At the bottom, there is a rich text editor with a toolbar and the text 'What's been going on in sales this month.'

4. When all of the meeting parameters have been configured, click Save.
5. When the meeting is scheduled to begin, Avaya Communicator for Web will automatically change your presence to unavailable, and a presence label will be applied that contains the name of the event.

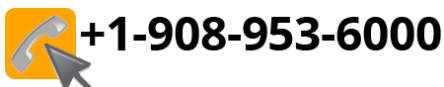


## Click-to-Dial

On web pages that contain telephone numbers, Avaya Communicator for Web will identify them and place a click-to-dial icon beside each one. This includes pages within Office 365.



Click the icon to place a call to that number through Avaya Communicator for Web.





# Chapter 10: Using Avaya Communicator with Skype for Business

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## Introduction

Once the Avaya Communicator for Web Extension has been installed into the web browser, you can connect to an existing Skype for Business account.

---

## Pre-requisites

You must have a Skype for Business account already setup and working.

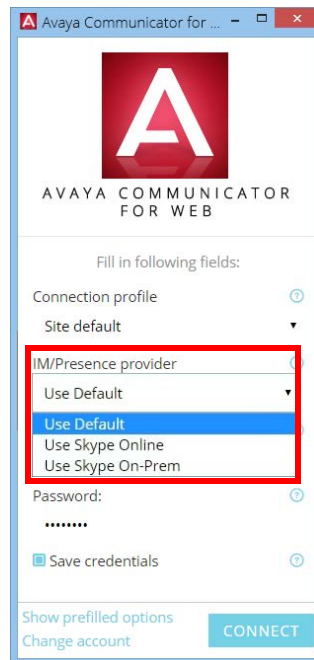
This can be either through the web service, or an on-premise Skype server.

---

## Logging In

To use Skype for Business, you need to login to Avaya Communicator for Web and specify that the IM/Presence Server to use is Skype.

At the login screen, select one of the Skype options from the IM/Presence provider field. Choose either Skype Online if you are using the web based platform, or Skype On-prem if you have a Skype server on-site.



Enter your Jabber username and password, then click Connect.

You will be prompted to login using your Skype/Microsoft credentials. Enter your details and click Sign in.

When Avaya Communicator for Web launches, it will read your contacts from Skype for Business so you have easy access to them at all times.

---

## Limitations

Not all Skype functions are supported when using Avaya Communicator for Web. The following Skype features are available in Avaya Communicator for Web.

- All calls are placed through Avaya Communicator for Web.
- Skype directory search.
- Presence - monitoring & changing.
- Peer-to-peer chat.
- Group chat.

# Chapter 11: Microsoft Teams

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## Introduction

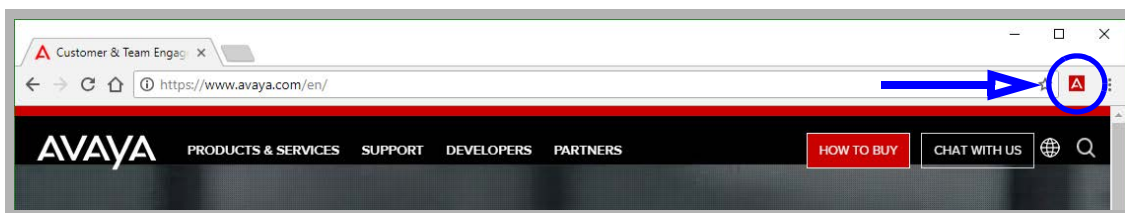
Avaya Communicator for Web offers a Chrome extension that allows for integration into Microsoft Teams. Access all Avaya Communicator for Web features from within the Teams workspace.

---

## Set-Up

The Avaya Communicator for Web extension must be added to your Chrome Web browser before it can be used. Teams integration is included with the Chrome extension. See [page 25](#) for complete instructions on adding the extension to Chrome.

When finished, the Avaya Communicator for Web icon  appears to the right of the address bar.



Close all tabs in Google Chrome and relaunch the browser to complete the installation.

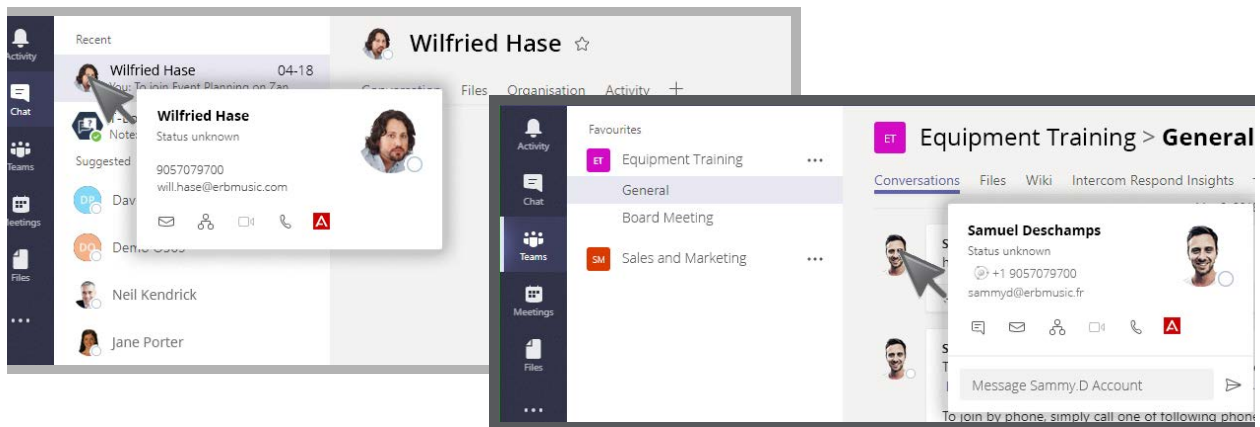
## Using Avaya Communicator for Web with Microsoft Teams

Once the Chrome Extension has been installed, the Avaya Communicator for Web icon will appear on contact cards within Microsoft Teams. Clicking this icon will open the Avaya Communicator for Web interface.

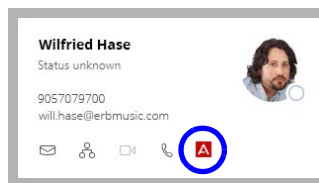
Launch Microsoft Teams to continue.

### Contact Card

In the Chat or Teams windows, hovering the mouse over a person's picture brings up the contact card for that person.



At the bottom of the card are some action icons including Avaya Communicator for Web .



# Chapter 12: Remote Connections via STUN/TURN

---

## Introduction

The standard configuration for Avaya Communicator for Web requires that all devices that will connect through it are on the same network as the Avaya IP Office server. Devices, such as laptops while off-site, will not be able to access the IP Office server without some other considerations.

One solution for corporate administrators is to setup the site to use STUN or TURN. These options for IP Office allow Avaya Communicator for Web enabled devices to connect to the IP Office servers from outside of the corporate network. An Avaya Session Border Controller (SBC) must be setup and configured to use STUN/TURN.

For sites that are already using STUN/TURN, this chapter provides the steps required to setup Avaya Communicator for Web accordingly.

For sites that do not use STUN or TURN, this chapter can be skipped.

- **STUN** - Session Traversal Utilities for NAT.
- **TURN** - Traversal Using Relay NAT.

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## Configuration


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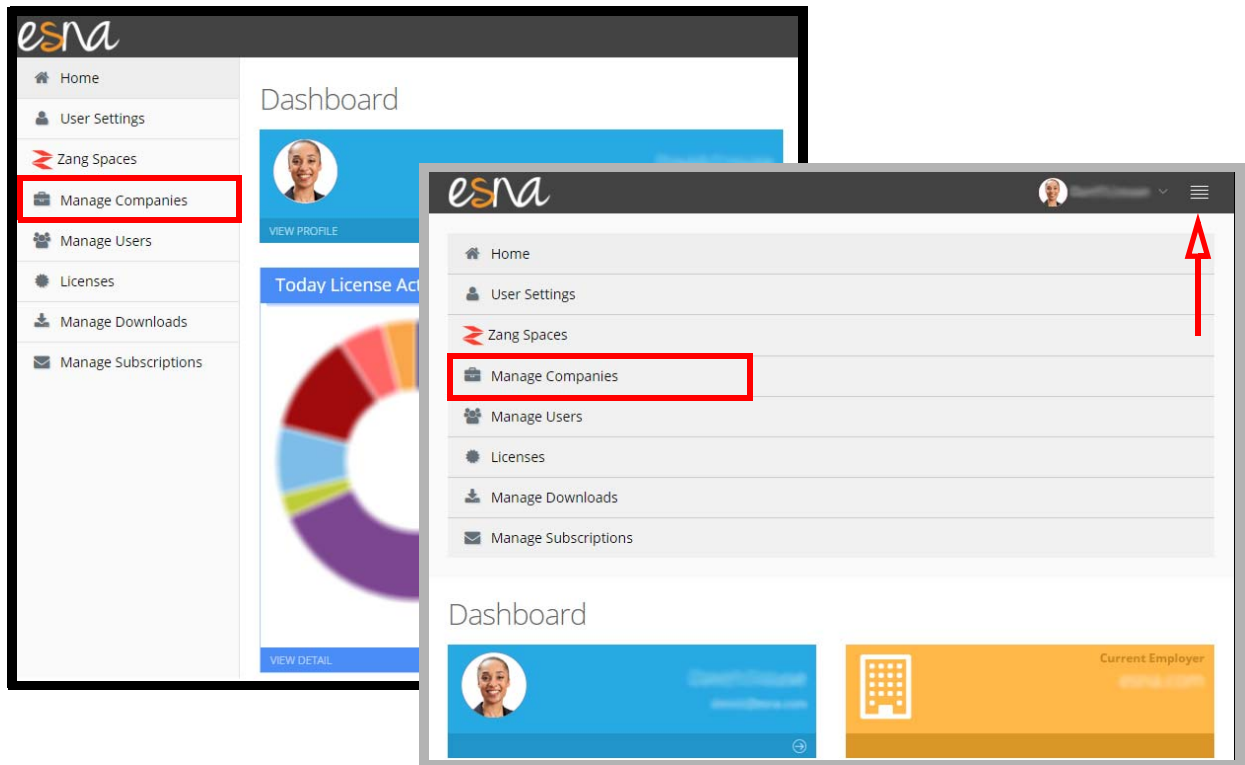
### OnEsna

Your company's settings, configured through OnEsna, control the destination IP Address for connections made through Avaya Communicator for Web to the IP Office server. Modify the settings to include the IP Address and port details of the SBC.

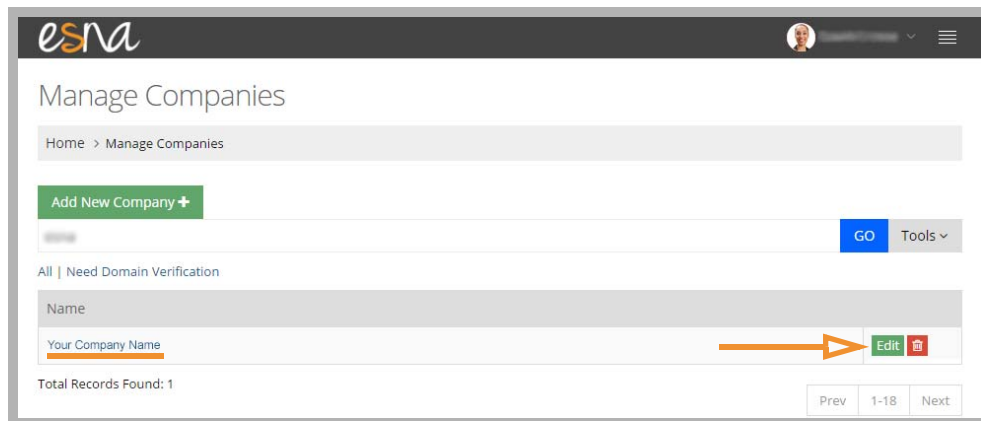
1. Open a web browser and go to [www.onesna.com](http://www.onesna.com). Login using a corporate administrator account.

## Chapter 12: Remote Connections via STUN/TURN

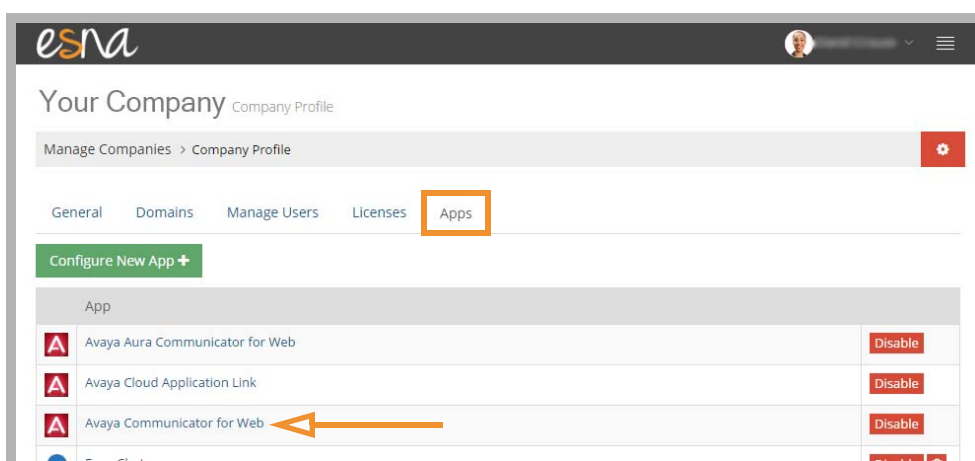
2. Go to **Manage Companies**. If this option is not visible, make the browser full screen, or click the menu icon  and select it from the dropdown menu.



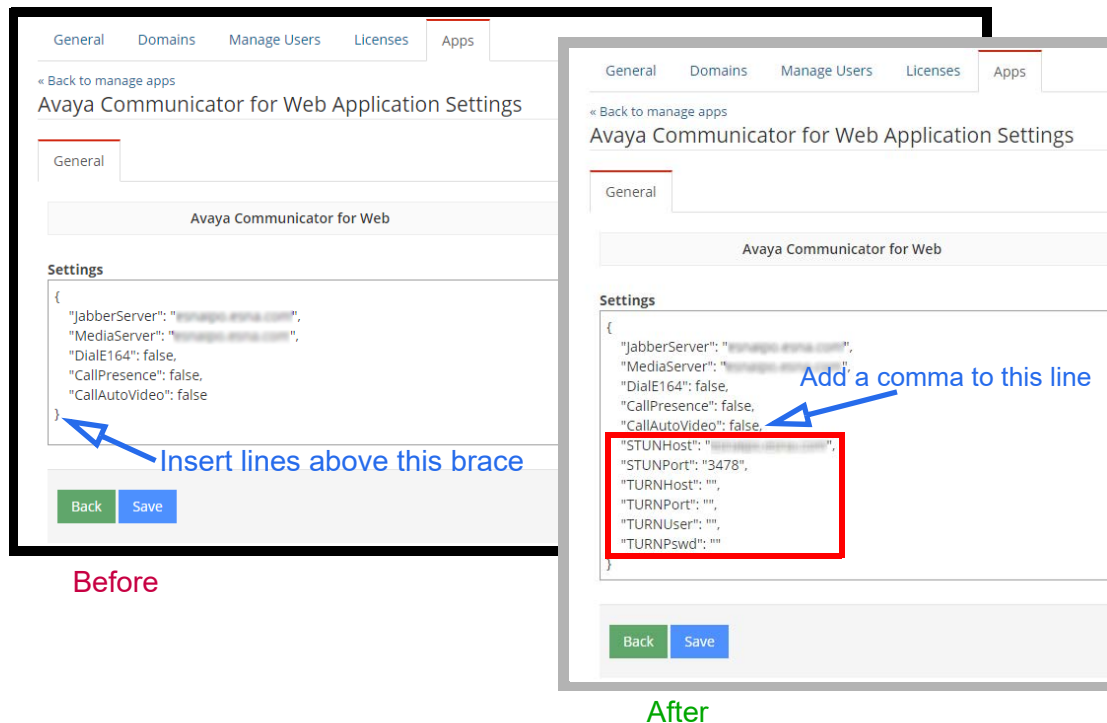
3. Click **Edit** beside your company.



4. Open the **Apps** tab and select **Avaya Communicator for Web**.



- Under Settings, add the following 8 lines to the code just above the closing brace }.



"STUNHost": "*enter the IP address or the FQDN of STUN server*",  
 "STUNPort": "*this is the port of STUN server*",

"TURNHost": "*enter the IP address or the FQDN of TURN server*",  
 "TURNPort": "*this is the port of TURN server*",  
 "TURNUser": "*put the Username for TURN here*",  
 "TURNPswd": "*put the password for TURN here*"



### Important:

These entries are **case sensitive**. Include all punctuation as it appears. Replace the *colored, italicized text* with your corporate appropriate values. Each line must end with a comma, except for the last line which does not. Be sure to add a comma to the previous last line.



### Tip:

Copy and paste the text lines above into the field within the browser window, and then make the necessary changes.

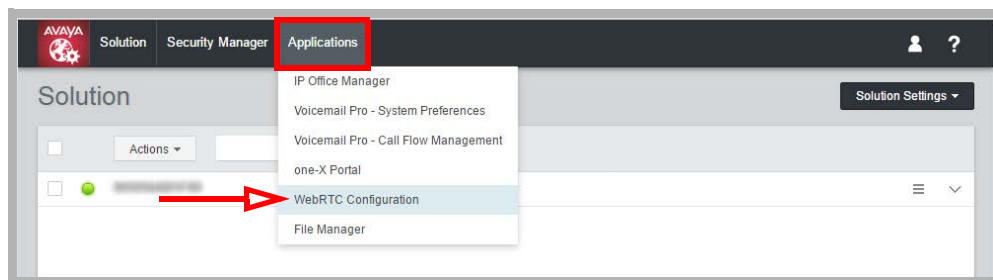
- Click **Save** when finished.

## Finding the Values

- If any of the required values are not known, login to the **Avaya IP Office Application Server**, on the **IP Office Web Manager**.



- Select **Applications > WebRTC Configuration**.



**Note:**

If WebRTC Configuration does not appear on the dropdown menu, reboot the application server.

3. Go to the **Media Gateway Settings** tab.

The screenshot shows the Avaya WebRTC Gateway configuration interface. The left sidebar contains a menu with 'System Settings', 'SIP Server Settings', and 'Media Gateway Settings'. A red arrow points to 'Media Gateway Settings'. The main content area is titled 'WebRTC Gateway' and contains 'MEDIA GATEWAY SETTINGS'. This section includes fields for 'RTP Port Range (Private)' (Minimum: 58002, Maximum: 60002) and 'RTP Port Range (Public)' (Minimum: 56000, Maximum: 58000). Below these are 'Codecs - Audio' (1. PCMU, 2. PCMA, 3. telephone-event) and 'Codecs - Video' (1. VP8). The 'DTMF Payload Type' is set to 101. The 'STUN' section is highlighted with a red box and contains 'STUN Server Address' and 'STUN Server Port'. The 'TURN' section is highlighted with a purple box and contains 'TURN Server Address', 'TURN Server Port', 'TURN User Name' (Administrator), and 'TURN Password'. A 'Save' button is at the bottom left, and a 'Help' link is at the bottom right.

The necessary values can be found here.

---

## Verification

Once the configuration has been completed, test the setup by attempting to connect to the system from outside of the company network.

If Avaya Communicator for Web can login to the server and provide all of its functions, then the setup was successful.

If the connection is not successful, retrace your steps to see where the error occurred.

# Chapter 13: User Guide

---

## Introduction

**Note:**

By default, many web browsers block pop-ups automatically. Avaya Communicator for Web, when used as a plug-in with Salesforce, requires pop-ups to access advanced searches to identify incoming callers and access records.

When installed with Internet Explorer, Avaya Communicator for Web requires pop-ups to fully integrate with Google Hangouts.

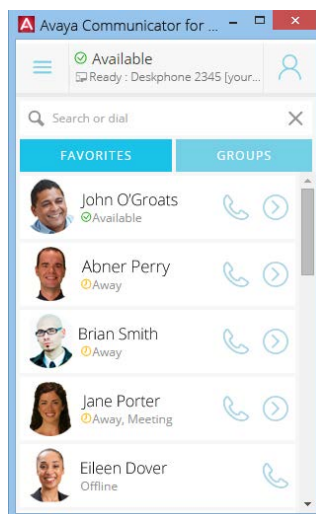
If either of these situations applies to you, ensure that pop-ups are permitted in your browser settings. Turn off any pop-up blocking options on your computer.

**Tip:**

Avaya Communicator for Web also works on Google's Chromebooks.

---


## The Main Screen




The Main Screen is the starting point for all interactions within Avaya Communicator for Web. Clicking on an area of the window will open up additional possibilities.

Click on a part of the image, or select an item from the following list.

- Search the contact list
- Presence Management
- Favorites
- Groups
- Menu Options

From any location within the program, clicking on the  icon will return you to the main page.

Many pages include a Previous icon  that will return you to the previously viewed page.



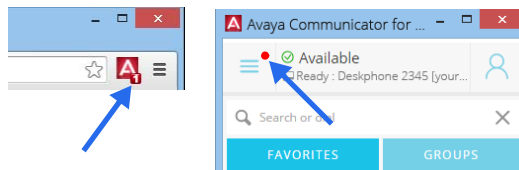
**Note:**

The Main Screen displays all of the contacts that you are currently subscribed to as Favorites. These are your most frequently used contacts. All other people in the database are available through the Search bar.

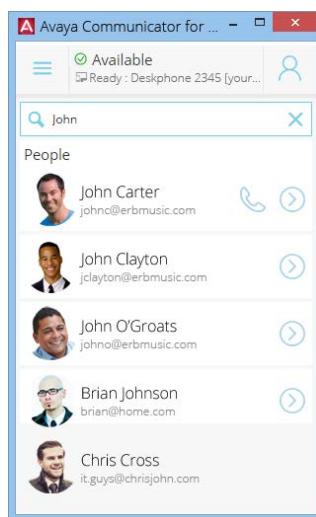
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## Incoming Notification

Whenever a message or telephone call has been received, a red light will flash in the menu bar to alert the user.



## Searching for Contacts



The search bar appears throughout the application just below the presence bar. Use this field to look through the contact database to find the person you want to connect with. The results of a search will displace the current screen.

To search your personal contacts list, the company directory, and your Google contacts, type the mailbox number, extension, email address, or the contact's first or last name into the Search or dial field.


A search for **john** will find:

- **John** Carter
- Brian **Johnson**
- it.guys@chris**john**.com.

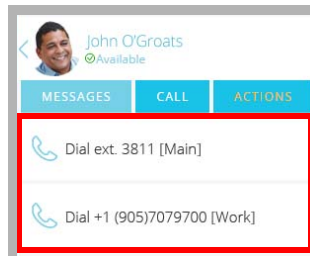
All contacts that match the entered parameters are displayed. Click on a contact to view their details.

Click **X** to clear the search parameters and return to the previous page.


## Call the Contact



Click the Call icon  to place a telephone call to the contact. A list of numbers to call will be displayed.

Click the appropriate number to place the call using your default device.





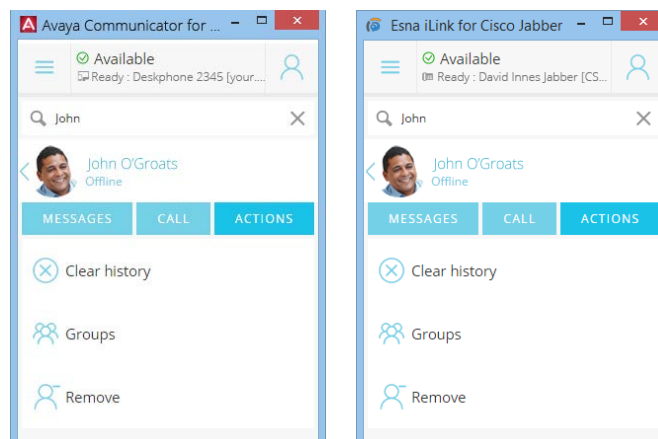
## Contact Options

Click on the  button beside a contact to view more options.

- Use **Clear History**  to remove all archived entries for this contact. These include records of chat sessions, timeline entries, and telephone conversations. The contact will remain on your Favorites list.
- The **Groups** icon  allows you to add this contact to an existing collection. Refer to the section on [Groups](#) for more information.

Contacts that do not appear in your Favorites list can be subscribed to.

- Click **Subscribe**  to add this contact to your Favorites list.
- If this contact is already in the Favorites list, click **Remove**  to delete their entry. The contact is not removed from the contact database. It is only removed from your Favorites list or any groups.

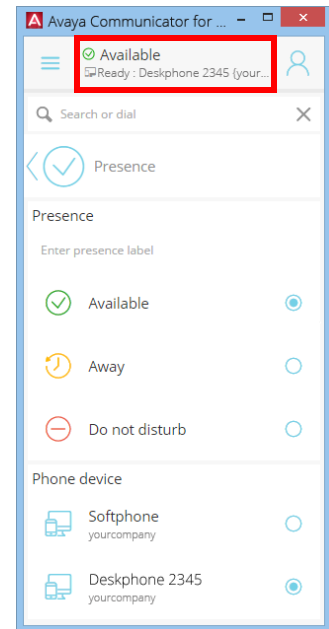


---

## Presence Management

The bar across the top throughout the application allows you to modify your current availability and default telephone device. Share with everyone in your contacts list your location and whether or not you are free. The Presence Label can be used to provide additional details to others (i.e. "In a Meeting").

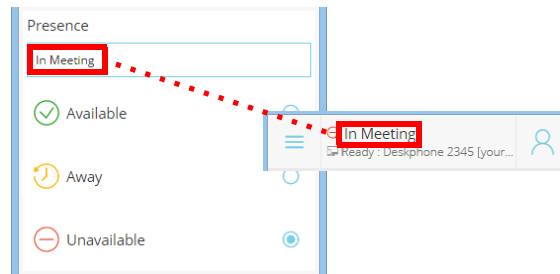
Click in the presence bar at the top of any page.





## Presence


From this pane, you can set your availability and enter a location.

**Presence label:** In the space provided, enter the text that you want to appear beside your availability icon in the presence bar. This value will be seen by other contacts using the extension.



 **Available:** Enabled by default, click this icon to show other users that you are able to take calls and join chat sessions.

 **Away:** Select this option to show that you are away from your desk or on the phone.

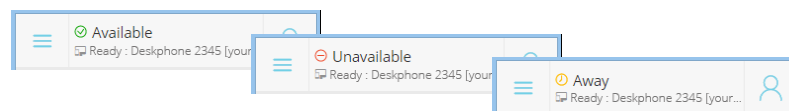
 **Unavailable:** Enable this option to show others that you are not to be disturbed at the moment, and that they should try again later.



### CAUTION:

These settings affect the display of your status bar only. No additional call routing is provided.

Only one of these options can be enabled at one time.



## Phone device



Use this field to set your current telephone device from the list of those available. Incoming and outgoing calls will be made through the selected device.

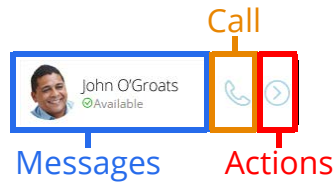
### Note:

These devices are configured by the administrator on the system hardware. All options may not be available at all sites.

## Favorites

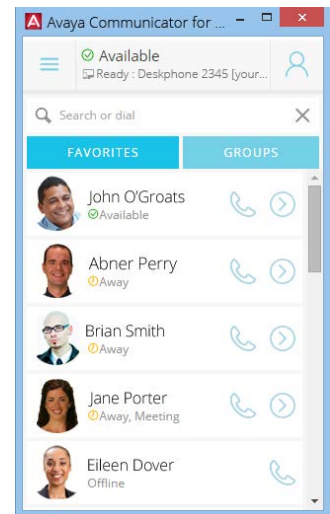
This screen is the starting point for all interactions within the application. It shows all of your subscribed contacts. Contacts that are not shown in the Favorites list are still available through the [Search](#) field. [Click here](#) for more information on subscribing to contacts.

Each contact record contains 3 tabs. Click on the appropriate portion of the window to open that tab.

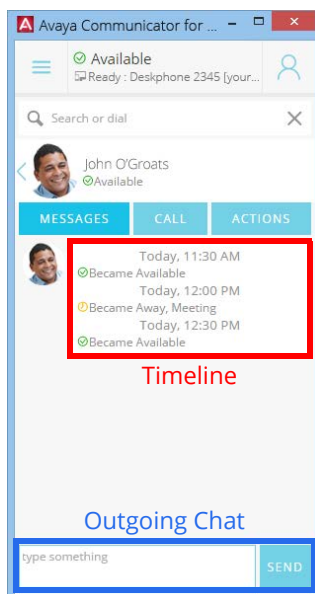


Click for further details on the tabs:

- Messages
- Call
- Actions



## Messages



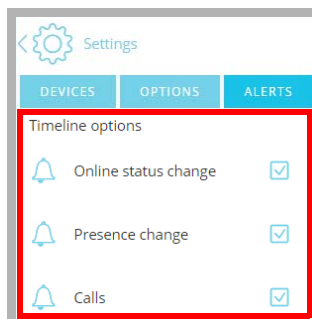
The Messages tab contains the Timeline events related to the contact, and the text Chat window.

## Timeline

The Timeline is the accumulation of all notices configured for contacts within the application. Only notices that apply to the selected contact are shown here.

A time stamp appears above the event.

[Click here](#) for more information on configuring Timeline options.



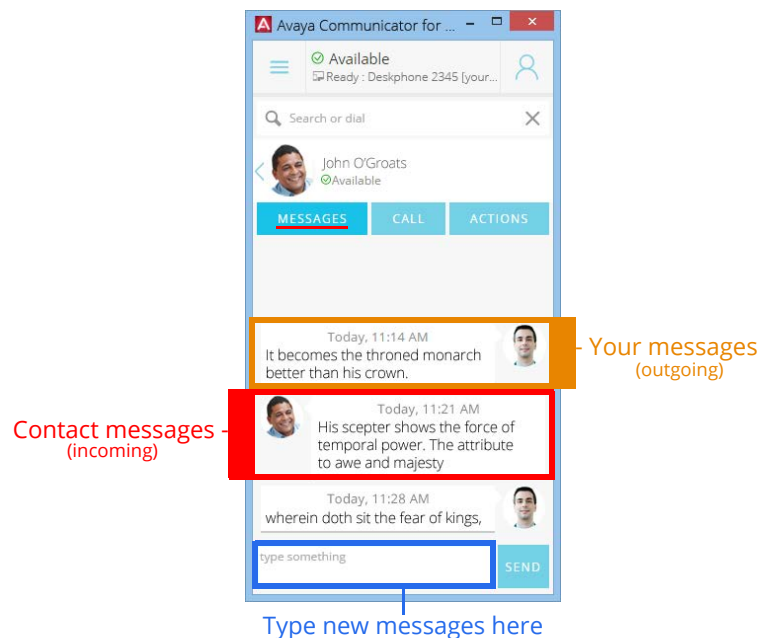
## Chat

To send a text chat message to the contact, type the message into the space provided at the bottom of the screen and click Send.

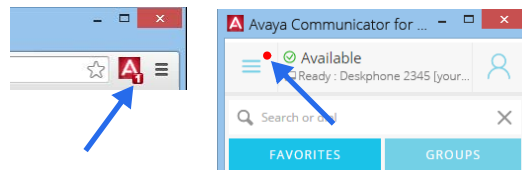
All messages in the conversation appear in the window above the text entry box, with the most recent messages appearing at the bottom and scrolling up as new messages are received.

Your outgoing messages appear with your profile picture on the right.

Incoming messages show the contact's picture to the left.



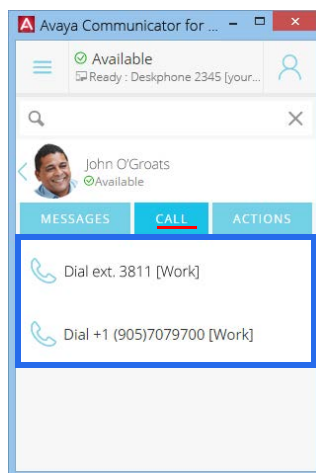
If the contact has enabled Incoming chat notifications under Settings, they will see a flag on the extension icon in the browser address bar, and a light will flash within the extension to alert the user of the incoming message.



### Tip:

Chat messages cannot be sent to contacts that are currently offline.

## Call



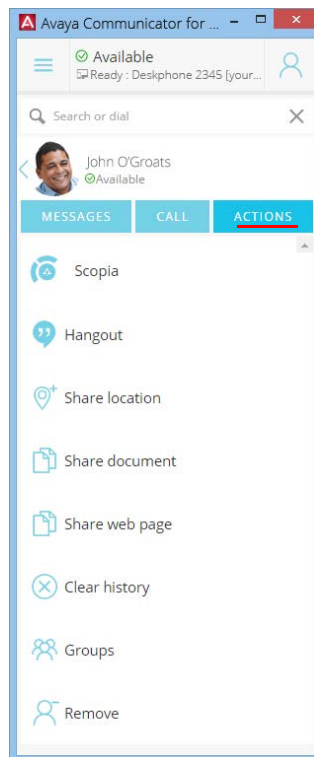
The Call tab is where you place telephone calls to the contact.

On the Call tab, all telephone numbers and extensions associated with the person are displayed. Click on one to place the call. Your current default telephone device will ring and you will be connected to the contact at the chosen number.

**Note:**

You do not need to enter any additional digits to reach an outside line (where applicable) as this has already been configured through the PBX.

## Actions



Use the Actions tab to interact with the contact in other ways. Not all options are available for all contacts. Some of these options require additional licensing, so contact your administrator for details.

## Scopia / Hangout

Launch an Avaya Scopia meeting or a Google Hangout from the Actions tab. If there is a chat session currently in-progress, it will continue during the event.

Avaya's Scopia and Google's Hangouts are applications that can be used to setup larger meetings, and can include desktop and program sharing, whiteboards, and audio / video conferencing. Both applications are launched within a browser, but they may require some additional licensing, extensions or plug-ins to be installed.

**Note:**

The Esna iLink for Avaya Scopia Desktop application must also be installed if Scopia meeting support is required.

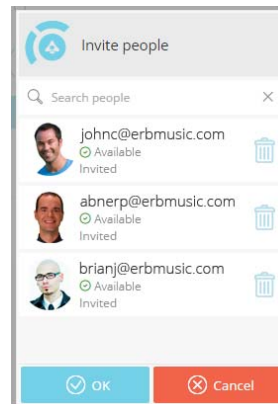
1. Select Scopia  or Hangout .

**Note:**

Where appropriate, the necessary licenses for each program must be purchased separately.

2. For the person who started the Scopia event or Google Hangout, Avaya Communicator will automatically launch the chosen application to host the meeting.

- **For Scopia .**

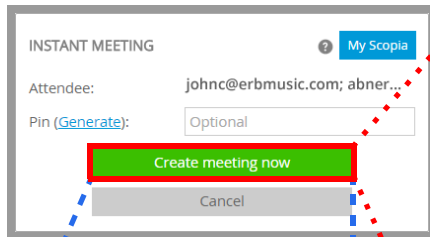


If the meeting was started from a Group, a list of the group members will be shown. From here, add more people to the event, or remove some that are not required. Click OK.

For a single contact, or if the group selection shown above is complete, the iLink for Avaya Scopia Desktop Instant Meeting window appears. The selected contact or group is already included as an attendee. You have the option to add a password to provide secure access to the meeting if desired.

Click Create meeting now to launch the Scopia meeting in a browser and send each

attendee an invitation through both their chat window and email. The invitation includes a link to join the meeting.



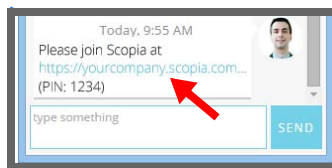
INSTANT MEETING

Attendee: johnc@erbmusic.com; abner...

Pin (Generate): Optional

**Create meeting now**

Cancel



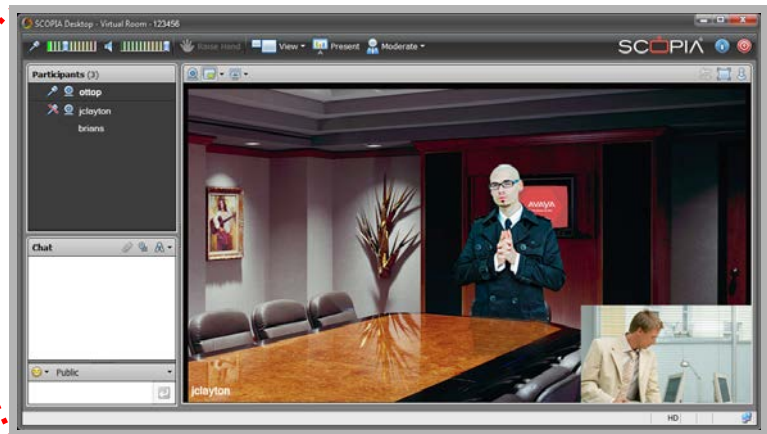
Today, 9:55 AM

Please join Scopia at  
<https://yourcompany.scopia.com...>  
(PIN: 1234)

type something

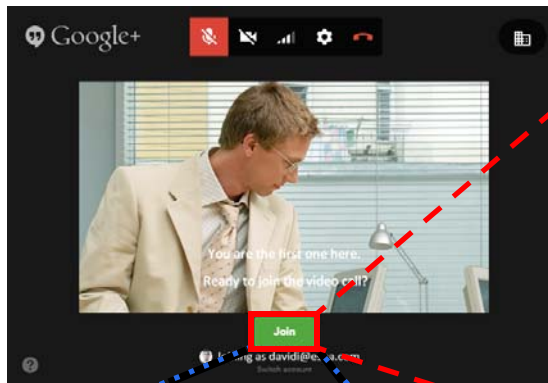
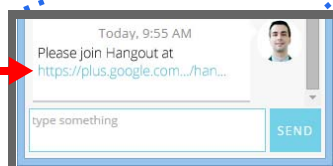
SEND

Send link to contact



- **For Google Hangouts** :

Google Hangouts will launch in the browser window. Click Join to start the meeting. The contact will receive an invitation in the chat window of Avaya Communicator. The invitation includes a link to join the meeting.

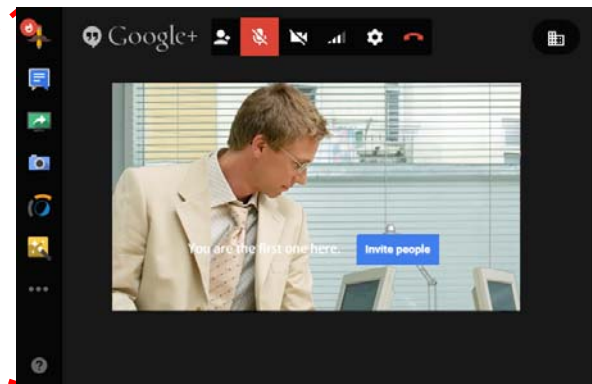
Today, 9:55 AM

Please join Hangout at  
<https://plus.google.com.../hang...>

type something

SEND

Send link to contact

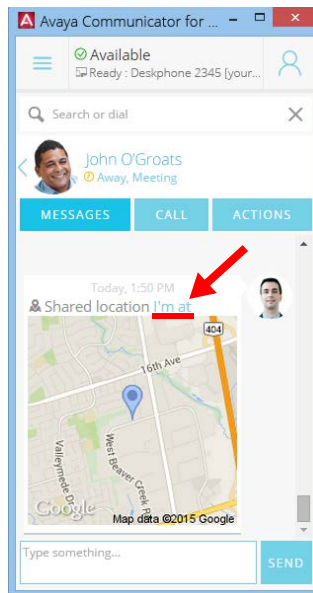


**Tip:**

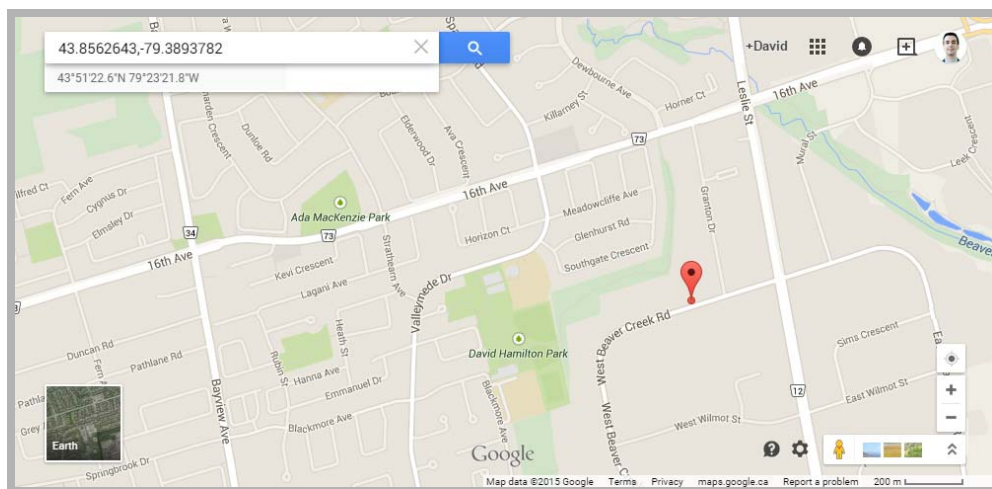
Refer to the Scopia or Hangout documentation for details on available features for these applications.

## Share location

Select this item to send a Google Maps image through Chat that shows your location.



Click I'm at above the map to open Google Maps in a browser with a larger version of the map displayed.

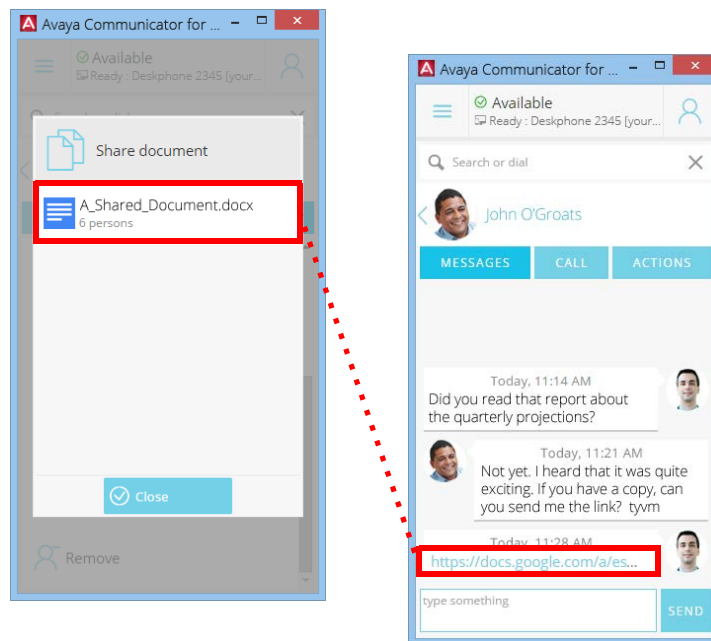


## Share document

Use this option to share a document with the contact. The document must be stored on Google Drive, already shared with the contact, and you must have it open before it will appear in the list to share.

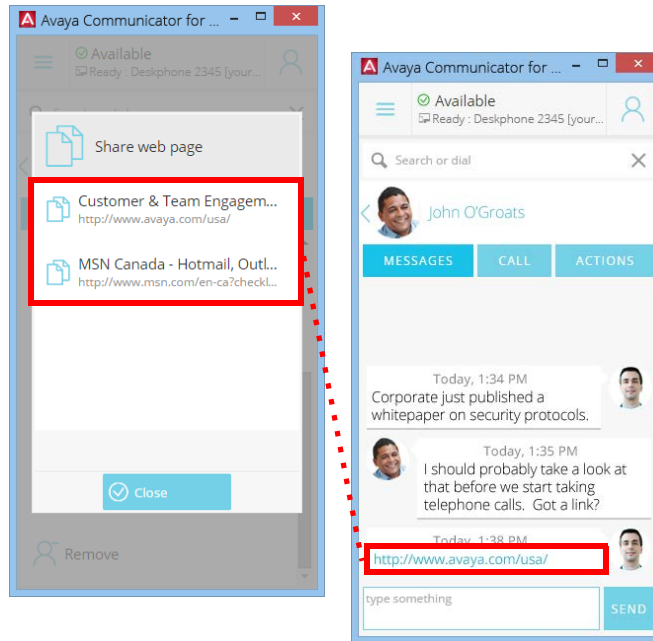
Once shared, the contact will receive a link in their chat window that will take them to the document.

Click the document to send a link to the contact.



## Share web page

The Share web page item will display a list of all pages open in the browser. Click on the desired page to send the contact a link to that site in the chat window.



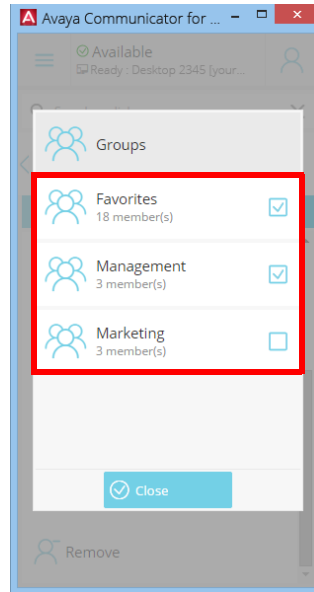
## Clear history

This item will remove all stored entries for this contact. These include records of chat sessions, timeline entries, and telephone conversations. The contact will remain on the Favorites list or in a group if assigned to one.


## Groups

**Groups** are collections of related contacts that are created by the user as required. The Groups button allows you to assign the contact to an existing collection. Groups are managed through the Groups tab [here](#).

Enable the group(s) you want the contact to belong to. Only contacts you have subscribed to can be added to a group. The Favorites group is embedded in the application and cannot be deleted. Adding a contact to another group will remove that contact from Favorites, but the person can be added to Favorites again if desired.



## Subscribe/Remove

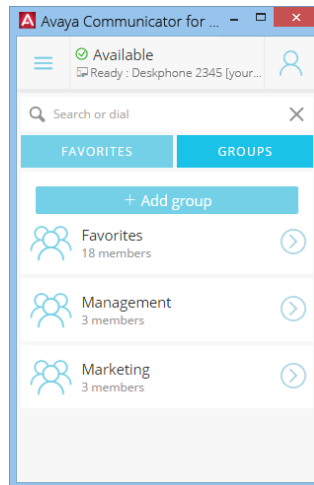
Click this icon  to add a contact (Subscribe) to your Favorites group.

If they have previously been subscribed to, click Remove  to delete them from your list.

The contact's details will remain in the database, but they will no longer appear in the extension except through a search. A contact can be subscribed to again when required.

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## Groups



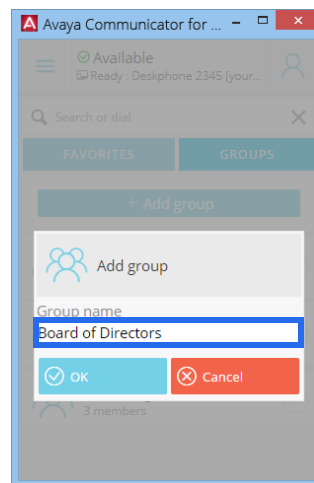
Large lists of contacts can make it difficult to find the one you are looking for. Organize contacts into logical Groups to make finding them easier.

From the Groups tab you can create, delete and rename groups, as well as control the membership of each.

The Favorites group is created automatically by the application and cannot be deleted.


---

### Add group

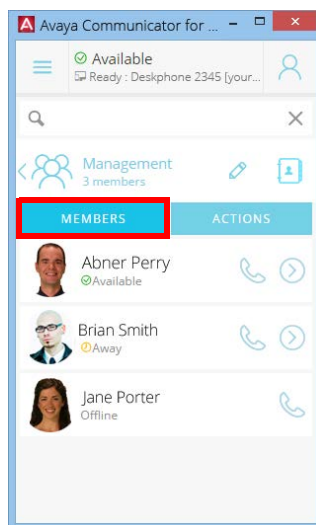


Select Add group to create a new collection of contacts.

Give the group a name, then click OK to create the group.

Once a group has been created, you can add contacts through the [Manage group members](#)  option within the group.

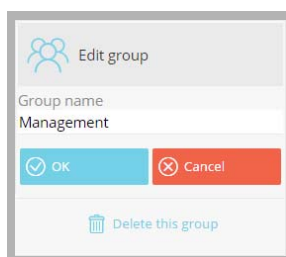
## Members




Click on any group to view the list of contacts within.

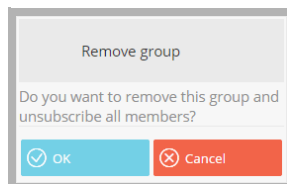
Selecting a contact will open their details page where you can view their timeline or begin a chat session. You can also place a call through your default device by clicking the telephone icon.

## Edit Group

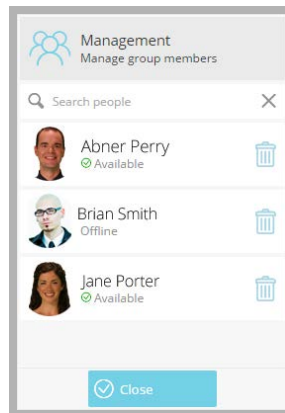


Use the Edit Group icon  to change the name of the group, or to remove it from the application.


- Enter a new Group name and click OK to confirm the change.
- Click Delete this group to permanently remove the collection from the program. Click OK to confirm this action. All members of the collection will continue to appear in other groups, and are not removed from the database. Any group members that are not members of other groups will be removed from your subscription list but not from the database.

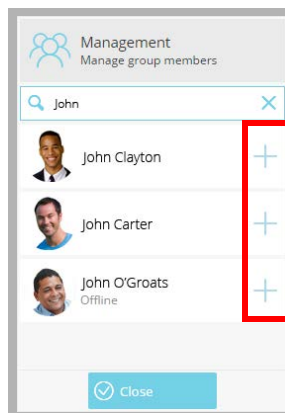


## Manage Group Members




Click the Manage members button to see all contacts who have been placed into this group.

- Add new members to the group using the Search people field. When a contact has been located, click the Add icon  to the right of the person's name to add them to the group.

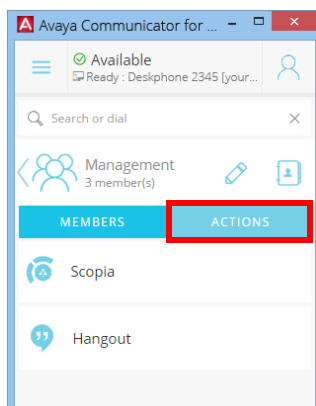


### Tip:


A search will also find any matches in the current group. Since those contacts are already in the group, the delete button will appear instead of the add button.

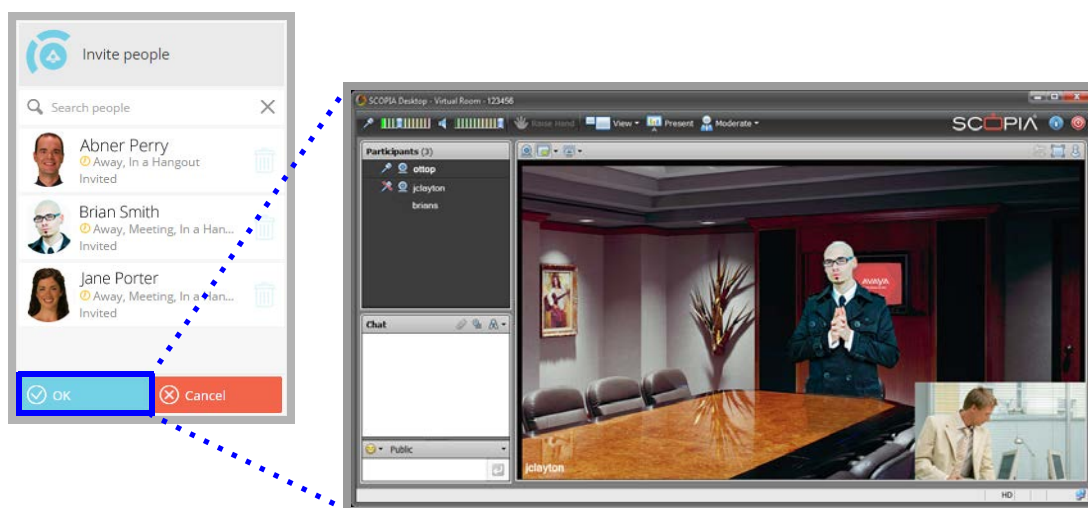
- Click the trash can  to the right of the contact's name to remove them from the group. All members of the collection will continue to appear in other groups, and are not removed from the database.

## Actions

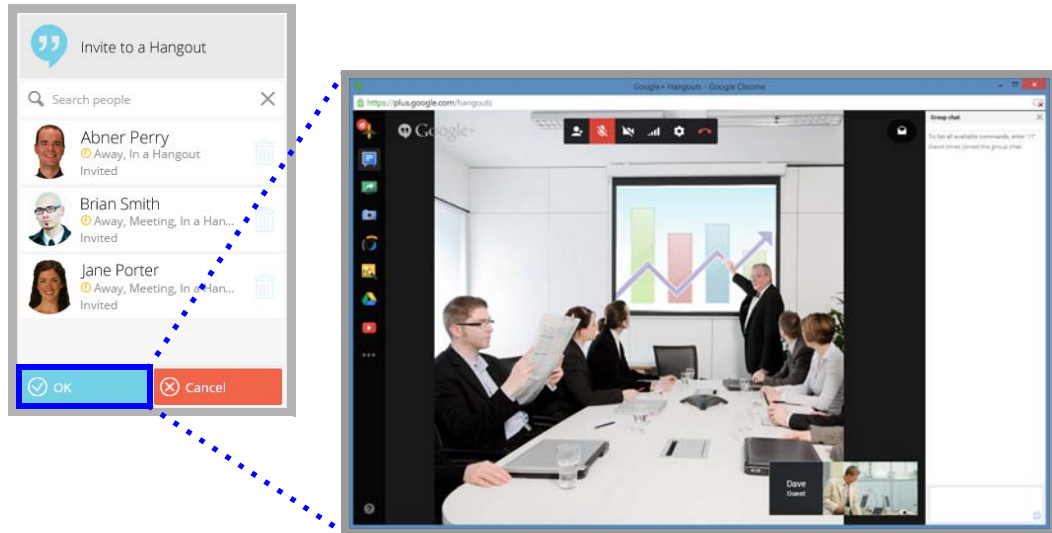


Under the Group Actions tab you can connect with all members of the chosen group through the selected channel.

- Scopia**  will open a browser window and launch a Scopia meeting. All members of the group are automatically included, but you can add and remove participants before starting the session. When ready, click OK to send email invitations to each listed contact.



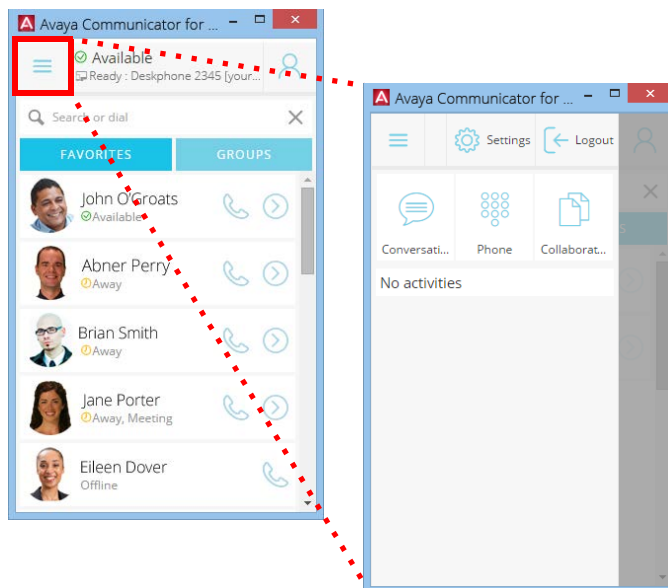
- Selecting the option for **Hangout** will open a browser window and create a Google Hangout. All members of the group are automatically included, but you can add and remove participants before starting the session. When ready, click OK to send a text chat message with a link to the room to each listed contact.



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## Menu

The Menu button at the top of the screen provides instant access to your chat and telephone archives. It also give access to program configuration items so you can customize your experience.



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## Settings

Use the options under Settings to configure the program to work the way that you do. Specify your default telephone device, and which audio and video hardware to route traffic through when using a softphone.

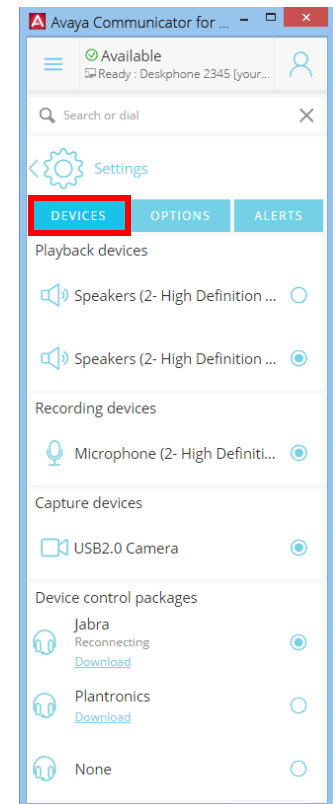
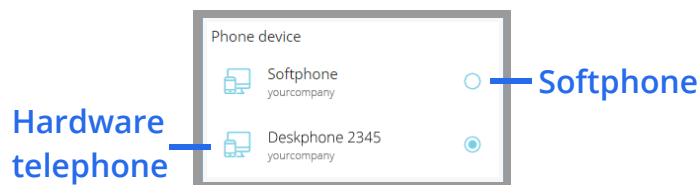
## Devices




The Devices tab is where the various hardware devices are chosen. Enable one option from each listed category to configure your user experience.

**Note:**

Hardware devices must be installed and connected to the computer or they will not appear in the list.

These settings are applied to a softphone when configured by the administrator. When you are using a desktop telephone or a Jabra handset, these settings do not apply.



- **Playback devices**  Select which set of speakers to use when listening to telephone and video conversations (i.e. desktop speakers or headphones).
- **Recording devices**  Recording devices allows you to pick the microphone to use when on a call (i.e. headset mic or built-in to a webcam).
- **Capture devices**  This options shows the webcams currently connected to the computer. The chosen device will be used for all video functions.
- **Device control packages** If additional telephone hardware is available, specify here which set of controls you want to use to place and receive telephone calls.
  - | **Jabra / Plantronics** is used if you have the appropriate telephone hardware attached to your device.
  - | **None** is the default setting used when there is no additional hardware attached.

## Options

Configure your Options to have the application work the way you do.

Each item on this list toggles on / off.

All of these settings are optional. Although none are required, some are enabled by default.

### – Calls

This section of Settings allows you to configure how the program handles incoming and outgoing telephone calls and alerts.

- | Autoanswer when available, on incoming calls, will cause your default telephone device answer the call, if possible, after several seconds if you are **Available**. On a desktop telephone, if the handset is still on the hook, the call will be answered by the speakerphone.
- | When this option is enabled, Start video automatically will use your local capture device to transmit a video signal with the call. If they also have video enabled, the call will be connected as a video call.
- | Enable the E.164 dialing option to have telephone calls formatted using this international system.

### – Dialing rules

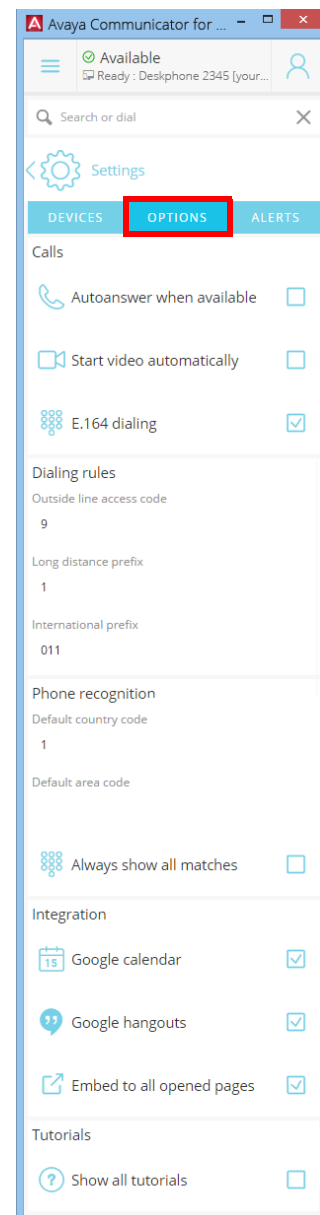
Use these settings to configure telephone access from your location. These values can be changed by the user as required.

- | The Outside line access code is the prefix applied to all outbound telephone calls to route the call out of the corporate network. The default code is 9.
- | The Long distance prefix value is added to all numbers to which long distance charges may apply. The default value is 1.
- | An International prefix is attached to any number that is being routed to another country, and is usually followed by the country code. The default value is 011.

### – Phone recognition

These settings control any additional numbers that are added to a dialed number.

- | The administrator will configure the values for Area code and Country code on the server, and those values will be displayed here. Change these settings if you are out of the office and require different local dialing rules at your location.

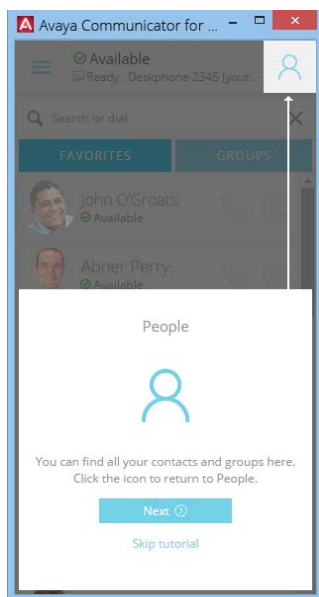


- | Always show all matches changes the manner in which search results are displayed. When enabled, the program will show all matches to a search, with multiple versions of the phone number parsed using the local dialing rules (e.g. enter 7079700, results are +1(905)707-9700 or 90 5 707 9700). When disabled, the phone number will not be parsed and will be shown and dialed as entered (e.g. 7079700).
- **Integration**  
Integration controls how Avaya Communicator interacts with your other applications.
  - | Enable Google calendar to allow Avaya Communicator to update your presence using the entries in your calendar. For example, if a meeting is scheduled in Google Calendar, your presence in Avaya Communicator will be changed automatically to Away, Meeting at the correct time to reflect your status.
  - | When the Google Hangouts box is enabled, the presence bar will be updated whenever you join a Hangout.
  - | Embed to all opened pages will add the Avaya Communicator slider to the browser window to make accessing the extension much easier. Reboot the browser after setting this option to complete the change.



## – Tutorials

- I Turn on Show all tutorials to enable the in-program learning pop-ups that will help guide you through the application.



## Alerts

This menu allows you to define how and when the program provides notifications regarding your contacts.

### – Sounds

This section covers how the application alerts you to changes. Choose whether or not the application will play a sound when an alert is generated.

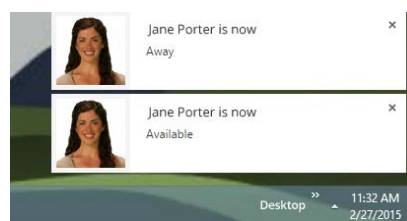
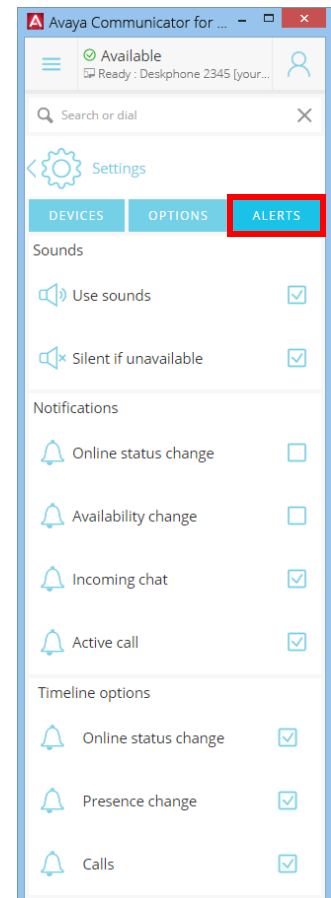
- | Enable Use sounds to play a sound effect when a notifiable event occurs. If this item is turned off, only on-screen prompts will be used for notifications.
- | Silent if unavailable will mute all sound effects configured for alerts if your presence is set to Unavailable. This prevents your meetings from being disturbed.

### – Notifications

Specify when the application alerts you to changes with your contacts. Whenever a contact's status changes, an entry will appear in the timeline for the contact, and a pop-up alert in the Windows desktop will be generated.

A notification may be generated with any:

- | Online status change - the contact logs into or logs off from Avaya Communicator.
- | Availability change - an online contact becomes available / unavailable / away.
- | Incoming chat - generates an alert whenever someone else wants to start a text chat session with you.
- | Active call - an alert is generated when the contact starts and ends a telephone call.



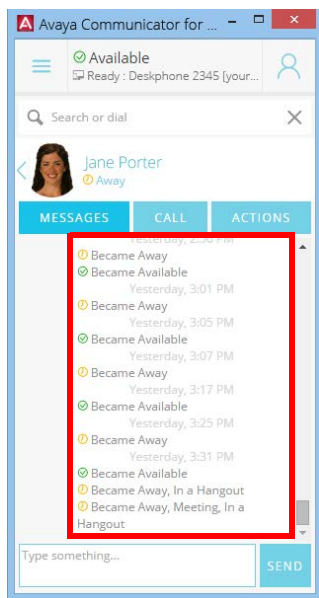
Notifications in Windows Desktop

### – Timeline options

The Timeline options create alerts for the contact within that contact's timeline for the selected events.

- | Online status change - the contact logs into or logs off from Avaya Communicator.

- | Presence change - an online contact becomes available / unavailable / away.
- | Calls - an timeline entry is generated when the contact starts and ends a telephone call.



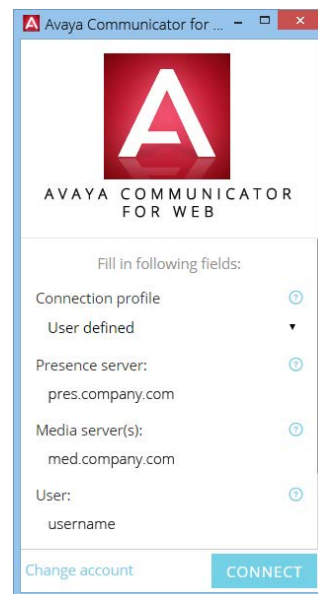
Contact Timeline

## Logout

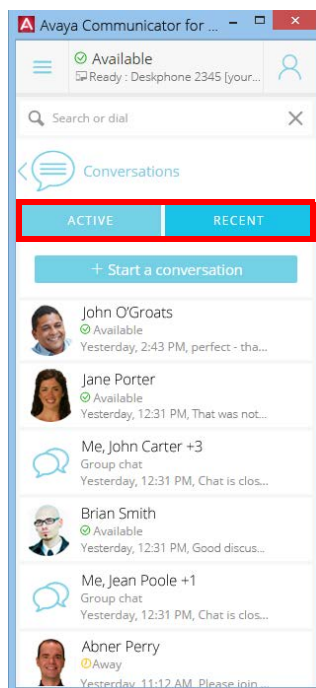
This item will terminate all functions and disconnect you from the program. You will be returned to the login screen.

Click Connect to log back in to the program.

Use Change account to login using different credentials.



## Conversations



Conversations provides an archive of any text chat sessions you have had. A new chat session can be launched from here as well.

### Active

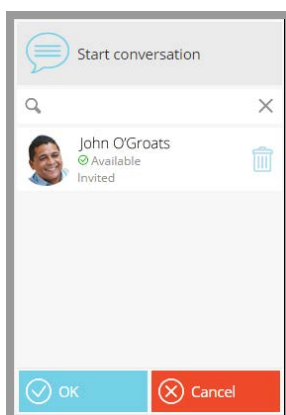
Displays all currently active chat sessions.

### Recent

Recent text chat sessions are stored here.

Click on any Active or Recent session to reconnect with that person.

## Start Conversation



The Start conversation button is used to create a new chat session. You will be asked to select the contact to invite.

Click OK to start the chat session. The invitee will receive a notification through Avaya Communicator chat that they are requested to attend.

**Note:**

The search function will only find contacts that you are subscribed to.  
Unsubscribed contacts cannot receive chat requests.

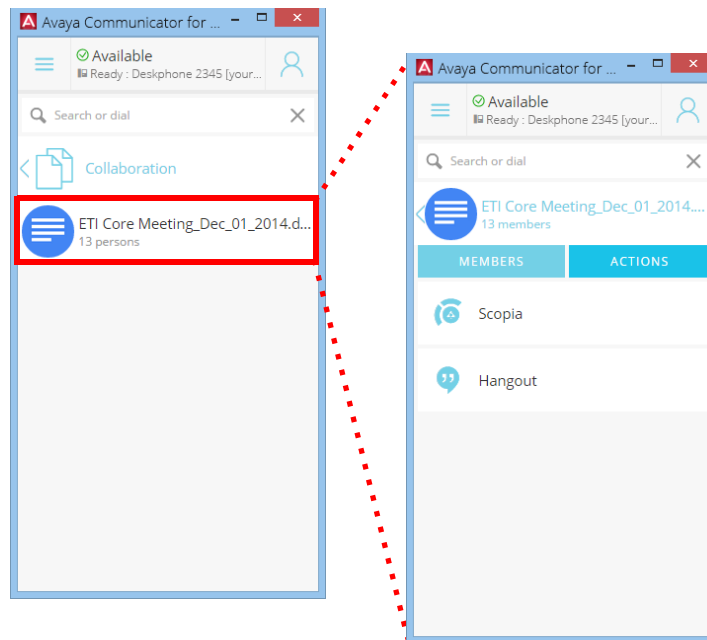
---

## Collaboration

A document that is stored on Google Drive, and that is shared with other people, can be used to start a meeting.

The document must be open in your browser (e.g. in Google Docs), not viewed directly from the drive, before it will appear under the Collaboration tab.

Click the document to invite everyone that it was shared with to a Scopia meeting or a Google Hangout. Click on one of the Collaboration Actions options to start the selected event with all contacts who had the document shared receiving an invitation through Avaya Communicator (for Chat and Google Hangouts), or through an email (for Scopia).



**Note:**

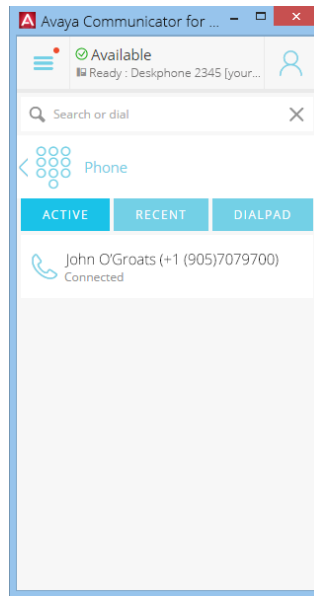
You must be subscribed to a contact for them to receive an invitation. Contacts that you have not subscribed to will not receive the invitation even if they are on the document's shared list.

---

## Phone

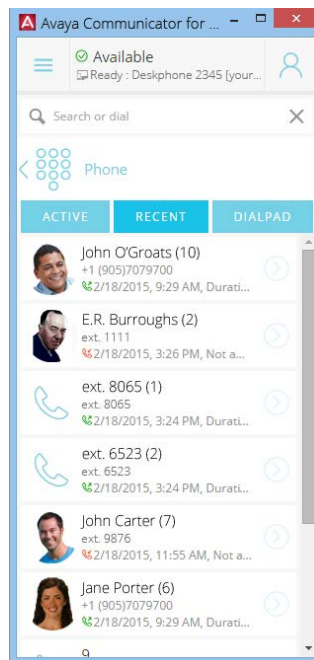
The Phone tab contains the history of your Active and Recent telephone calls. The Dialpad allows you to manually dial a call from the computer.

## Active Calls

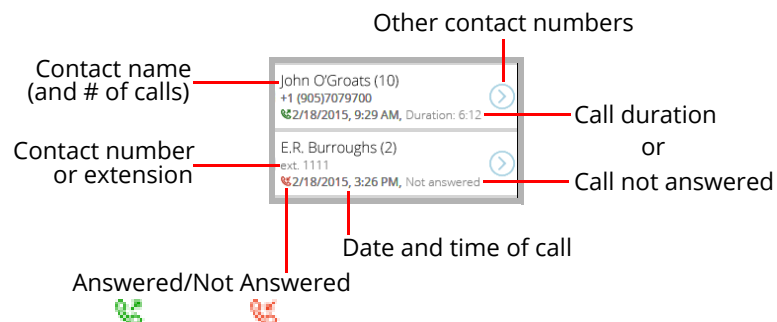


Displays all ongoing (Active) telephone conversations. Click on a call to view the Call Controls.

## Recent Calls

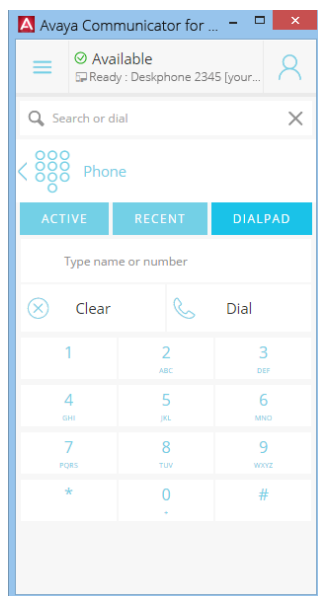


The specifics for Recent telephone calls are kept here. The details of the call are shown.



Click on any Recent entry to reconnect with that person. Click the contact to place a call back to the listed number, or click the arrow ➤ to choose the number to call for that contact.

## Dialpad



Use the Dialpad to place a new telephone call to any number or extension.

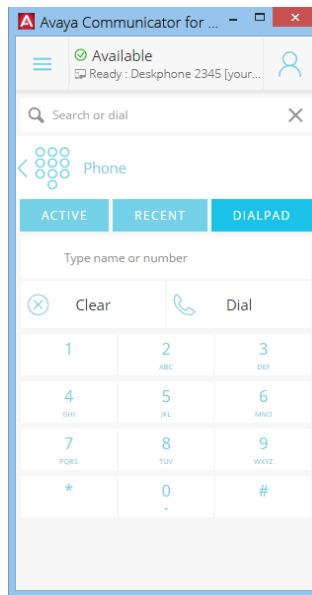
Use the mouse to click the keys, or enter the numbers through the computer keyboard. When ready, click Dial to place the call through the current default telephone device.

You can also enter a number or a person's name into the search field to find the contact, then click dial to place the call automatically. If multiple matches are found, an icon showing the number of matches appears. Click the icon, and when you select the contact you want to reach, the call will be placed immediately.



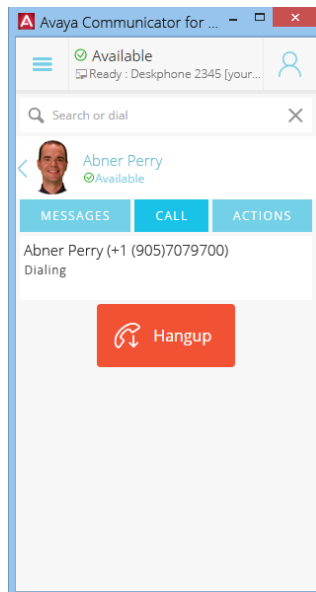
## Call Controls

Call Controls are available whenever a call is made through the Avaya Communicator dialer, from the keypad of the device, and for all incoming calls received through Avaya Communicator.

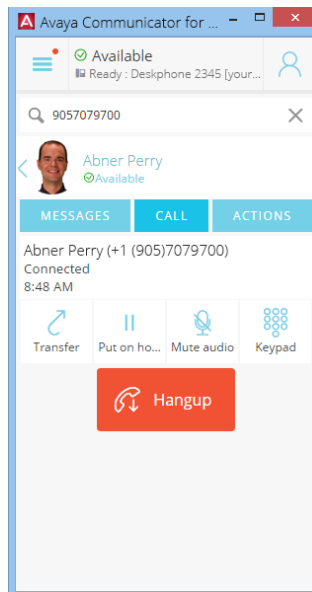


From the telephone, the Hold, Mute and Hangup functions are supported. When present on the device, the Speakerphone is also available and is controlled from the set.

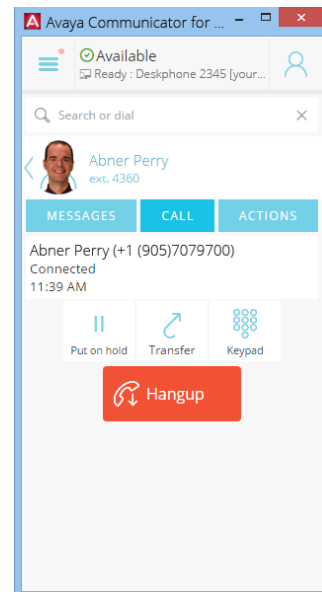
The keypad within Avaya Communicator also supports call transfer during the call.



While ringing



Softphone answered

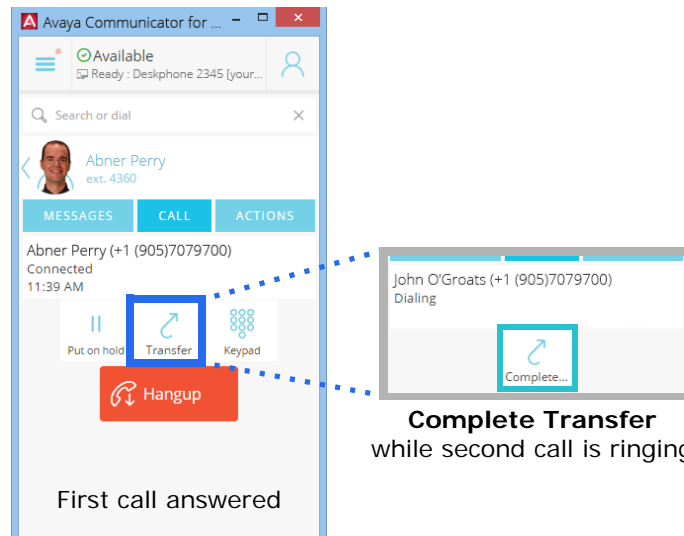


Desk phone answered

**||** - **Put on hold** will pause the call, muting the microphone and allowing another call to be placed.

**↪** - When **Transfer** is selected, the current call is put on hold. Place a second call to another contact.

When the second number called begins to ring, click **Complete transfer** to send the call to that number.



**Complete Transfer**  
while second call is ringing.

**🔇** - **Mute audio** will stop the outgoing audio stream until this item is pressed again. This prevents local conversations from being broadcast to the listener.

**1234** - Click **Dialpad** to bring up a number pad which will allow you to enter additional keystrokes for the call. If you need to enter a security code or a mailbox number, use this keypad.

**↪** - When sending a call to another number, click **Complete Transfer** to forward the call once the second number starts to ring.

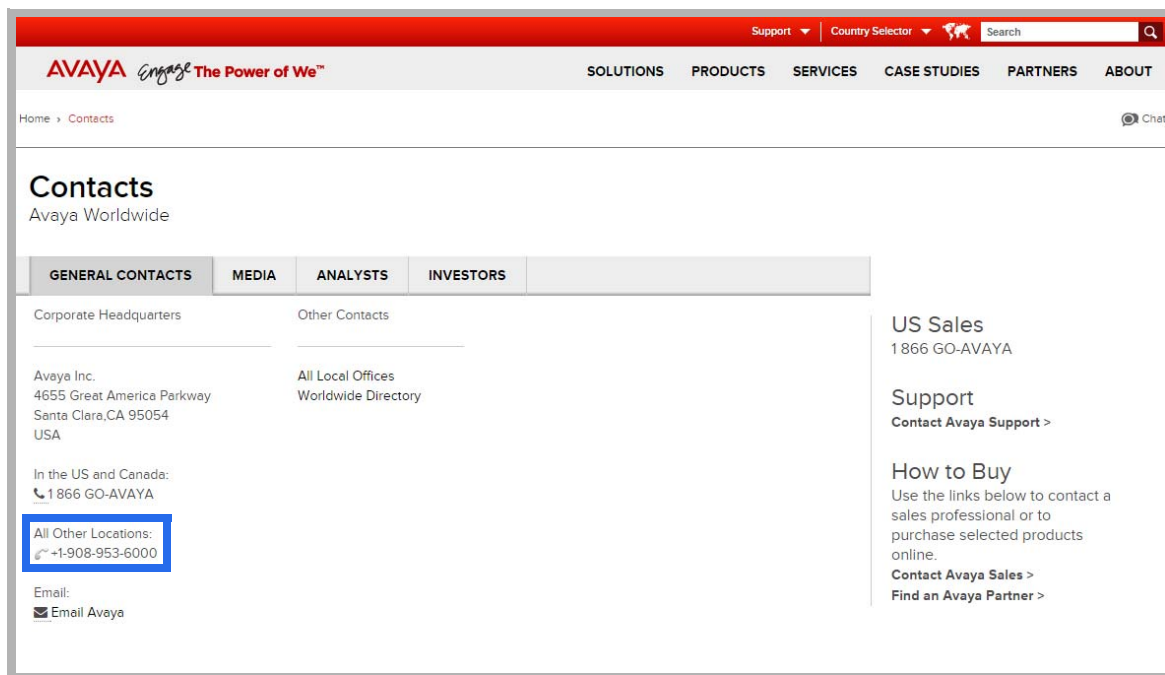
**✕** - Use **Cancel Transfer** to terminate a call to a new contact before they answer.

**📞 Hangup** - Click **Hangup** to end the call.

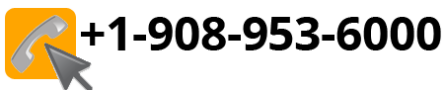
You can navigate away from the Call window without interrupting the call.

## Click-to-Dial

On web pages that contain telephone numbers, Avaya Avaya Communicator will identify them and place a click-to-dial icon beside each one.



Click the icon to place a call to that number through Avaya Communicator.



# Chapter 14: How to Guide

---

## Introduction

This chapter shows how to use some common features of Avaya Communicator.

Included are:

- [Placing a call](#)

- [Transferring a call](#)

- [Working with Messages](#)

- [Convert Chat Sessions into Scopia Events and Hangouts](#)


- Video Calling**

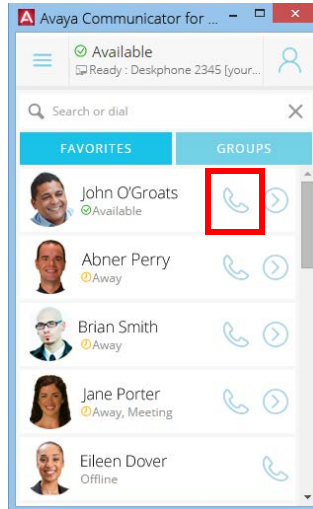
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## Placing a call

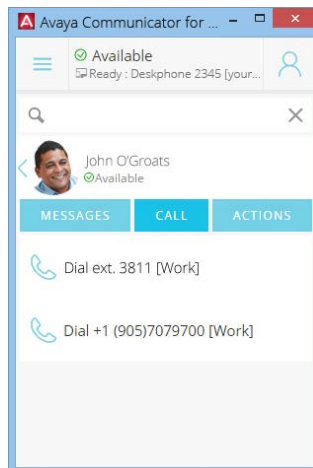
A telephone call to a contact from Avaya Communicator can be started from several locations within the program.

## Main Page

1. On the Main Page, locate a contact to place a telephone call to.
2. Click the telephone icon  next to the person's name.



3. From the list of possible telephone numbers and extensions displayed, choose one to place a call to the contact.



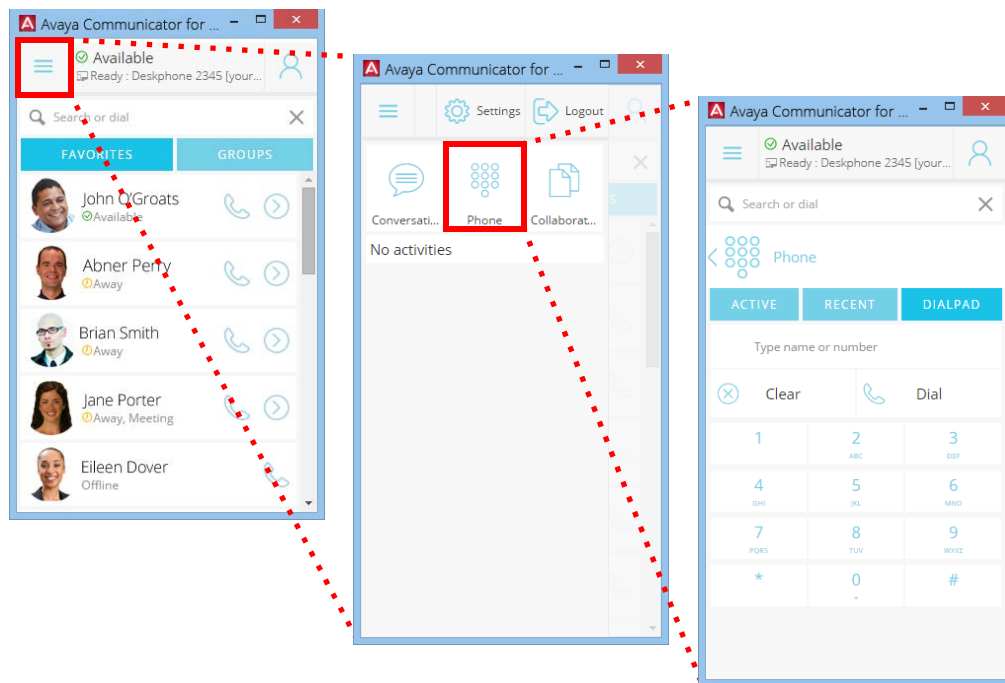
4. Your currently selected telephone device will be connected (through the speaker or headset) and the program will dial the chosen number to make the connection.

**Note:**

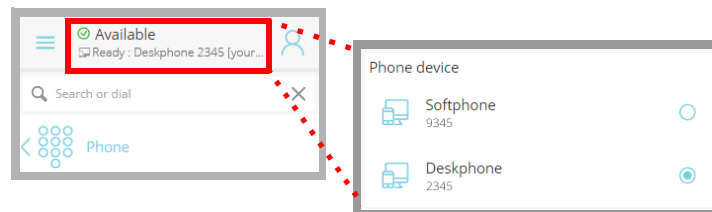
It is not necessary to add any digits to reach an outside line. The system will add the appropriate codes where required.

## Phone Page

1. From the main window, go to Menu > Phone.



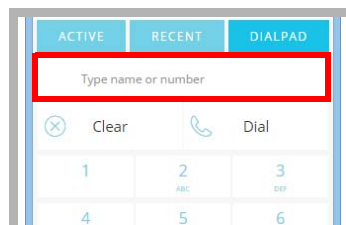
2. **Optional:** Your currently selected device is displayed at the top of the window. If necessary, click on this space and select a different device from those listed.




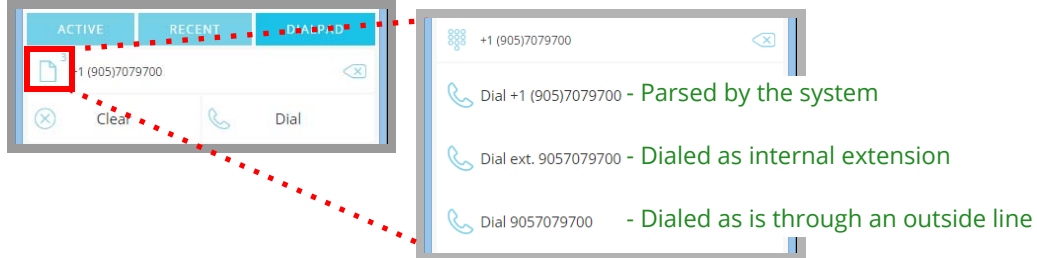
**Note:**

The devices available to an account are setup by the system administrator.

3. In the space provided, enter the extension, telephone number, or the name of the person to call, or use the number pad.



4. A selection icon  appears to the left of the number entered showing how many matches were found. Click the icon to display the list, then click on a number to place the call.



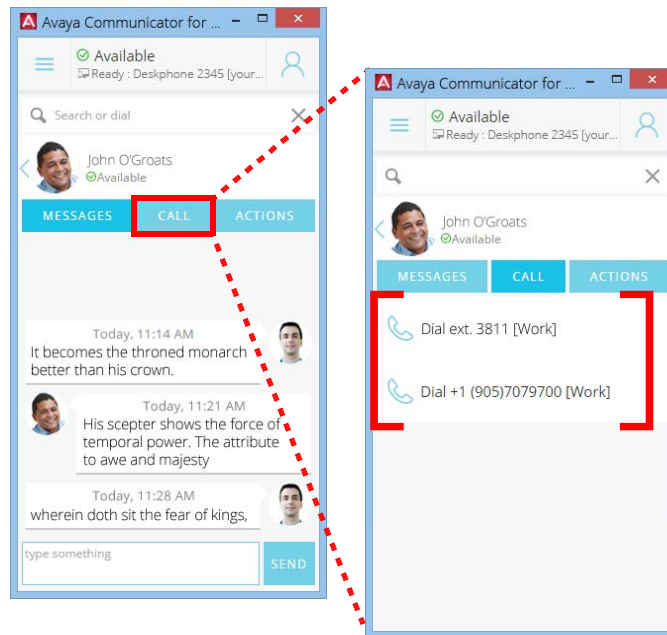
- The first number has been formatted by the system according to built in dialing rules. It may add +1 for a long distance number, and identify the area code. Any additional codes required to place the call using an outside line will also be added to the number automatically.
  - The second option will dial the number as entered. As an extension, the system will not add any additional codes to use an outside line. The number is assumed to reside within the company telephone network.
  - The last item dials the number as entered, but will attach any additional codes required to access an outside line. This number is not a part of the company telephone network.
5. Click the Dial button to place the call. Your currently selected telephone device will be connected (through the speaker or headset) and the program will dial the chosen number to make the connection.

**Note:**

It is not necessary to add any digits to reach an outside line. The system will add the appropriate codes where required, although they will not be displayed.

## Contact Page

1. While viewing a contact's details, click the Call tab to see the list of numbers associated with that person. Click one to place a call to that number.

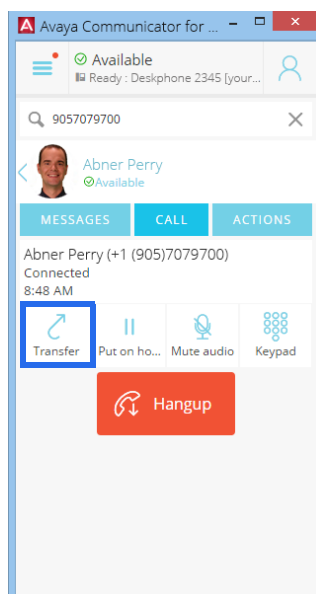


2. Your currently selected telephone device will be connected through the speaker or headset and the program will dial the chosen number to make the connection.

**Note:**


It is not necessary to add any digits to reach an outside line. The system will add the appropriate codes where required.

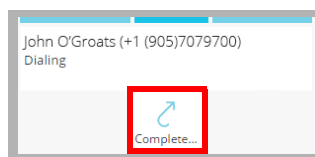
## Transferring a call



Any currently active call can be sent to another number using the Call Control features of Avaya Communicator.

Call Controls appear in the window during a telephone call.

1. To send the call to another number, during the call click Transfer .
2. The current call will be placed on hold and you will be prompted to select another contact or enter a number to pass the call to. Search for the contact, select one from the Favorites page, or enter the number / extension on the dialpad.
3. Once the second call starts to ring, click Complete Transfer to send the call to the new number.

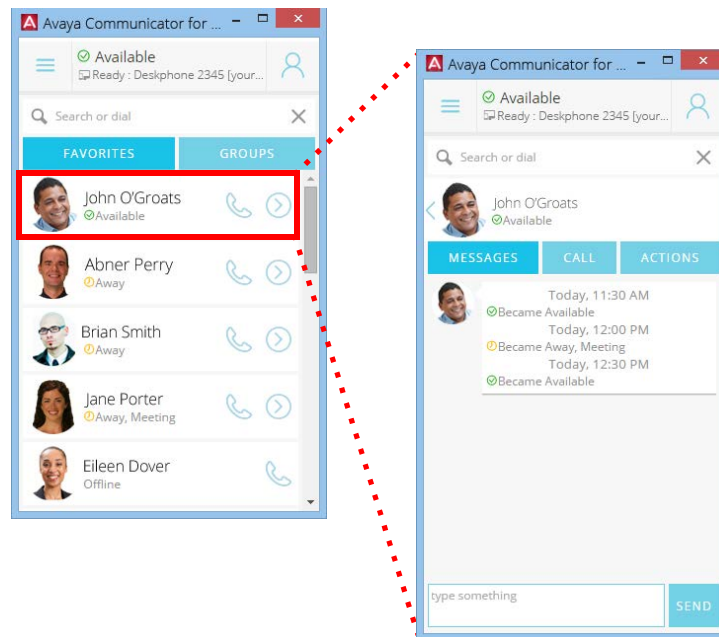


## Working with Messages

Messages provides text chat support directly from within the program.

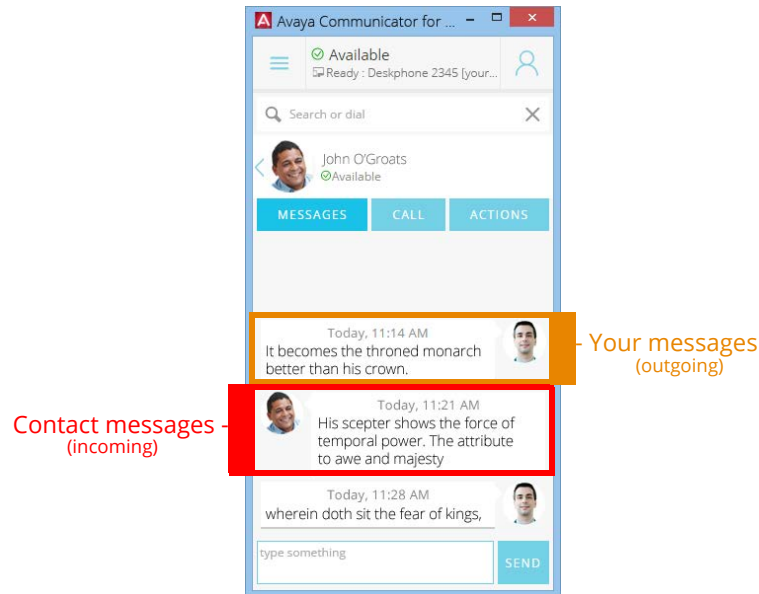
1. To start a chat session with a contact, locate the contact on the main page.

Click on the contact to open the details page.



2. On the Messages tab, enter a text message in the space provided at the bottom of the window. Hit Send to transmit the message to the contact.



The message will appear in the top part of the window, tagged with your picture (to the right) and the time the message was sent. The responses from the other person are also displayed with their picture (on the left) and the time of the reply.



---

## Convert Chat Sessions into Scopia Events and Hangouts

A chat session can be escalated into a Scopia meeting or a Google Hangout. The chat session will continue during the event.

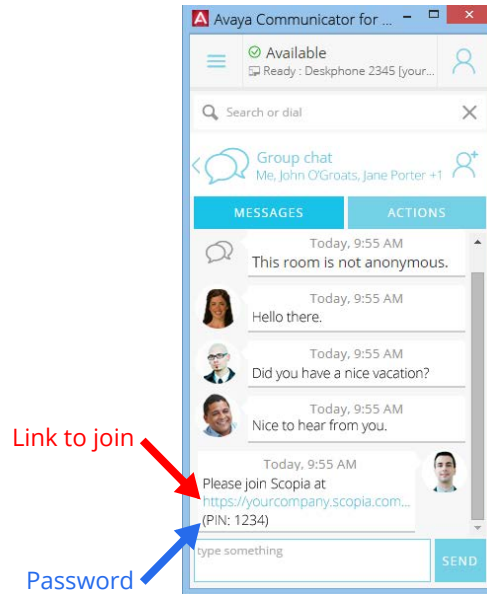
1. While in a chat session, open the Actions tab. Select either Scopia  or Hangout  to launch the appropriate app.

**Note:**

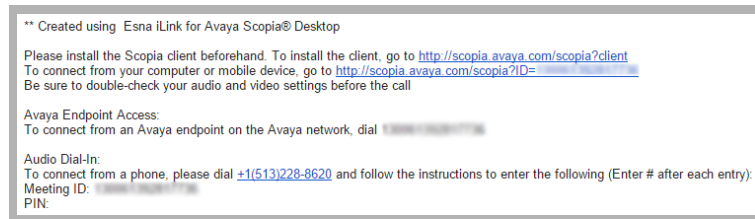
Where appropriate, the necessary licenses for each program must be purchased separately.

2. For the person who initiated the move to Scopia or a Hangout, the program will automatically launch the appropriate application to host the meeting.

All other participants will see a link to the event in the chat window. If a password / PIN is required to access the meeting, it will also be included in the link.



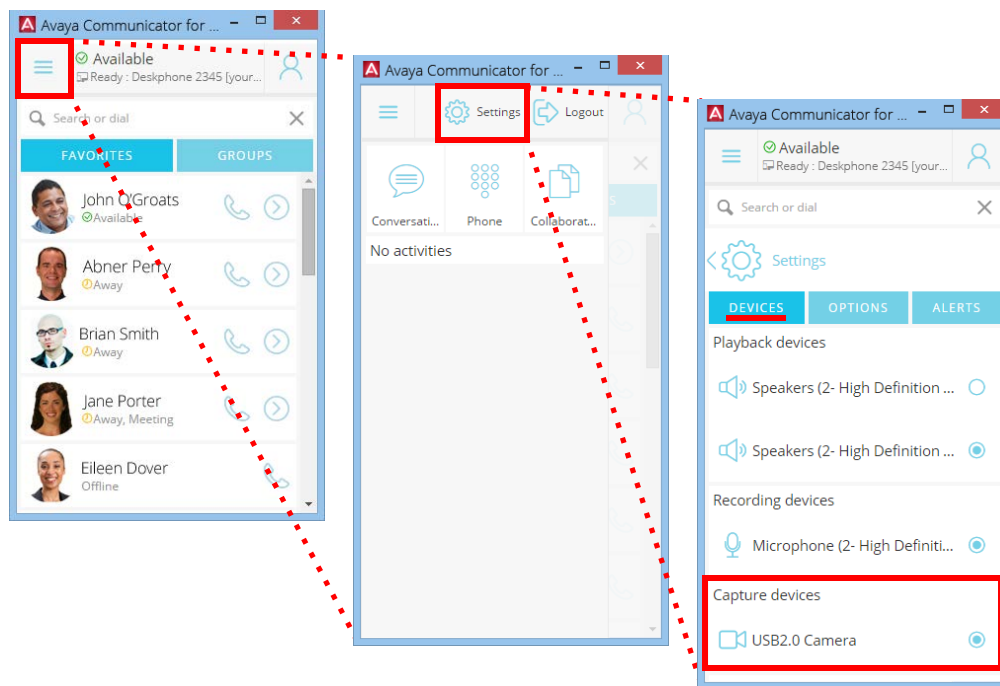
Everyone currently in the meeting will also receive an email invitation which includes links to the event site and any security details.



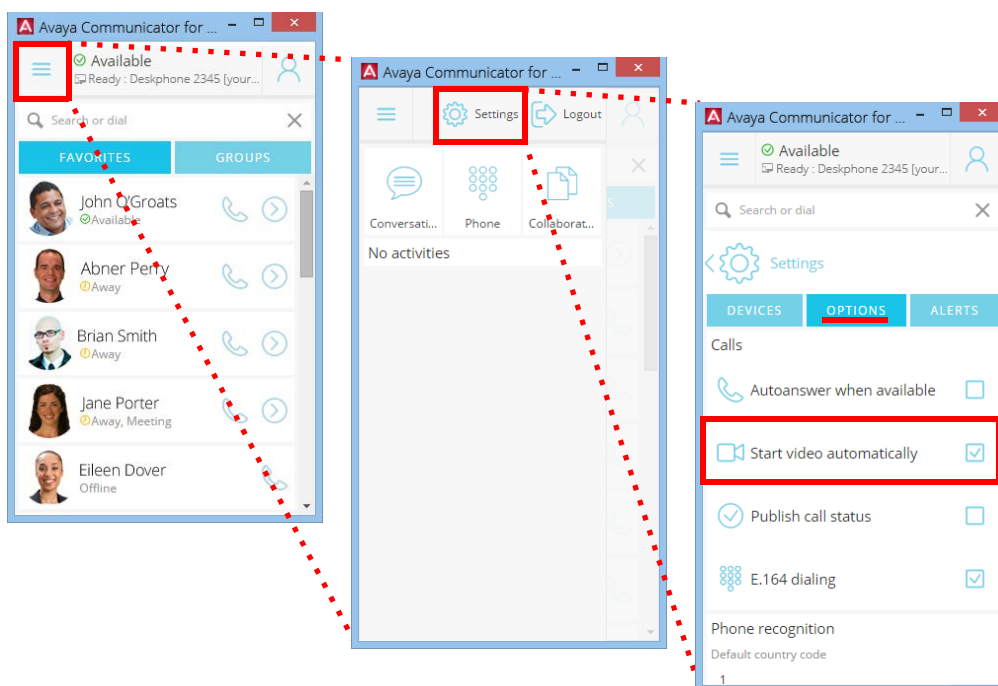
## Video Calling

Creating a video call is automatic if it has been configured.

1. Go to Menu > Settings > Devices, and specify the Capture (camera) device to use when video calling.



2. Go to Menu > Settings > Options, and enable Start video automatically.



Whenever a call is placed or received, and the other person also has video available and configured, then you will both be automatically connected as a video call.

# Appendix A: Authentication Flow

---

## Description

IP Office Release 10+ must support Esna Technologies' security tokens when authenticating IP Office clients using Avaya Communicator for Web.

A Unique Identity for each user is enabled by Esna Technologies and Avaya IP Office for voice, video and other forms of collaboration. The identity takes the form of an email ID assigned by the domain administrator, and configured through IP Office under the user section.

This identity is used with Esna Client integrations, and the Gmail / VMPro integration feature in IP Office Release 10+.

---

## Call Flow

The Avaya Communicator for Web - IP Office client will exchange a token with the Esna Authentication server, then pass the token to the one-X portal to launch the OpenAPI login, XMPP, and WebRTC sessions.

The one-X portal will validate the token with the Esna servers to obtain the unique ID associated with that client. one-X will then query IP Office for the user's password and return the required details for the Client to use with subsequent calls to set up the telephony, IM, and presence sessions.



# Appendix B: Revision History

| Date          | Issue  | Change Summary   |
|---------------|--------|--|
| 17 June, 2015 | 1.0    | <ul style="list-style-type: none"> <li>● Initial Release</li> </ul>  |
| 29 June, 2015 | 1.0.1  | <ul style="list-style-type: none"> <li>● Added support for Internet Explorer</li> <li>● Added support for Office 365 integration</li> <li>● Changed the required ports to be opened</li> </ul> |
| 17 July, 2015 | 1.0.2  | <ul style="list-style-type: none"> <li>● Expanded installation instructions regarding certificates and creating users.</li> <li>● Modified the legal page.</li> </ul>                          |
| 24 Sept, 2015 | 1.0.3  | <ul style="list-style-type: none"> <li>● Added note regarding Chrome 45 requiring IP Office 9.1.4.</li> </ul>  |
| 8 Oct., 2015  | 1.0.4  | <ul style="list-style-type: none"> <li>● Added several steps to the certificate installation procedure.</li> <li>● Included note regarding support for Chromebooks.</li> </ul>                 |
| 4 Jan., 2016  | 1.0.5  | <ul style="list-style-type: none"> <li>● Added note to ports regarding Avaya IP Office WebRTC Phone Service and UDP.</li> </ul>  |
| 5 May, 2016   | 1.0.6  | <ul style="list-style-type: none"> <li>● Added a chapter on remote connections using STUN/TURN.</li> </ul>   |
| 15 June, 2016 | 1.0.7  | <ul style="list-style-type: none"> <li>● Updated the login pages to reflect additions of ACW credentials.</li> <li>● Updated the OnEsna account pages with new login procedures.</li> </ul>    |
| 11 Aug., 2016 | 1.0.8  | <ul style="list-style-type: none"> <li>● Added appendix B, Authentication flow.</li> </ul>   |
| 16 Aug., 2016 | 1.0.9  | <ul style="list-style-type: none"> <li>● Removed invalid links from appendix B.</li> </ul>   |
| 18 Aug., 2016 | 1.0.10 | <ul style="list-style-type: none"> <li>● Split common doc into User and Admin guides. GA Released.</li> </ul>  |
| 14 Oct., 2016 | 1.0.11 | <ul style="list-style-type: none"> <li>● Changed product name to Avaya Communicator for Web - IP Office Platform.</li> </ul>   |

## Appendix B: Revision History

| Date          | Issue  | Change Summary  |
|---------------|--------|---|
| 20 Jan., 2017 | 1.0.16 | <ul style="list-style-type: none"><li>• New chapter for Salesforce Lightning incorporated.</li></ul>  |
| 30 Oct., 2017 | 1.0.17 | <ul style="list-style-type: none"><li>• Added section and notes for Skype for Business support.</li></ul>                                     |
| 27 Mar., 2018 | 1.0.18 | <ul style="list-style-type: none"><li>• Removed warnings about video calling through Windows Terminal Services not being supported.</li></ul> |
| 9 May, 2018   | 1.0.19 | <ul style="list-style-type: none"><li>• Added a new chapter for integration with Microsoft Teams.</li></ul>                                   |

# Glossary

## E

**E.164** - The E.164 standard defines a numbering plan telephones world-wide, describing the general format to be used for international telephone number dialing.

**Esna iLink for Avaya Scopia Desktop** - This is a third-party extension that allows Avaya Communicator for Web to launch a Scopia meeting directly within the browser window. Invitations to attend and links to join the meeting will be automatically sent to all selected contacts.

## F

**FQDN** - A Fully Qualified Domain Name is a specific location in the tree hierarchy of the Domain Name System (DNS), providing a complete, unambiguous path to that location.

## H

**Hovercard** - In an application, a Hovercard often appears when the mouse pointer lingers above a contact's name. The card typically shows the contact's picture, telephone number, email and other details determined by the program.

## I

**IM** - Internet Messaging commonly refers to text chat communication between connected parties. It does not include voice or video communications.

## O

**Open CTI** - Open CTI provides CTI integration with various applications through third-party plug-ins. Computer Telephony Integration combines data with voice systems in order to enhance telephone services. For example, automatic number identification (ANI) allows a caller's records to be retrieved from the database while the call is forwarded to the appropriate party. An outbound example would be automatic telephone dialing from an address list.

## P

**Presence** - Within Avaya Communicator for Web, Presence refers to your current location, availability and telephone extension. These options can be modified manually, or updated automatically by a calendar application (i.e. Google Calendar).

## S

**Slider** - A Slider is a small tab that sticks out from the lower right-hand-side of a browser window and is linked to a specific application. Clicking on the slider will launch the extension/add-on associated with it.

Softphone - A softphone a computer program for placing and receiving telephone calls through a computer. It uses the computer's microphone, speaker and video capabilities to establish a connection to your contacts through the Internet.

STUN - Short for Session Traversal Utilities for NAT, this is an Avaya IPO option that is used to allow connections from outside of the current network to reach the server. 109

## **T**

TURN - Short for Traversal Using Relay NAT, this is an Avaya IPO option that is used to allow connections from outside of the current network to reach the server. 109

## **V**

VoIP - Voice over Internet Protocol allows computers with Internet access to transmit and receive voice and video data over their connection. These calls are not subject to telephone fees or long distance charges as they make use of the existing Internet connection.

VPN - A Virtual Private Network extends a corporate/private network to the Internet. It allows remote computers to access a company network as through they were directly connected.

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