Avaya one-X Communicator user guide

Avaya one-X Communicator is a softphone application which enable enterprise users to log into the corporate phone extensions and make and receive phone calls from their computers.

**Note:**
- Avaya one-X Communicator only works on Windows machines. Please close all applications before installing Avaya one-X communicator on your PC.
- Avaya one-X Communicator requires VPN connection, please refer to the IT Service Desk page for more information.

**Making a phone call**

To make a phone call, firstly press the **Place Call** button, then press **Show Dialpad** button, and use the dialpad to enter the **telephone number** you want to dial.

- Dial to another extension - enter the extension number (e.g. 1234)
- Dial to an external landline number - enter 0 + area code + phone number (e.g. 0 02 9850 1234)
- Dial to a mobile number - enter 0 + mobile phone number (e.g. 0 0412 345 678)
During a phone call

Press the **Mute** button to mute your microphone.
Press the **Hold** button to place the call on hold.
Press the **Transfer** button and enter the phone number to transfer the call.
To hang up a call, press the **Drop** button.

Answering a phone call

Press **answer** button to answer a phone call, or press the **drop** button to decline the phone call.
Using call logs

Press `Show call log` button to view the call logs. Press the button again to `Hide call log`.

Click on the `telephone` button next to each entry to make the call.

Show contacts

Press `Show contacts` button to show the list of contacts. Press the button again to `Hide contacts`.