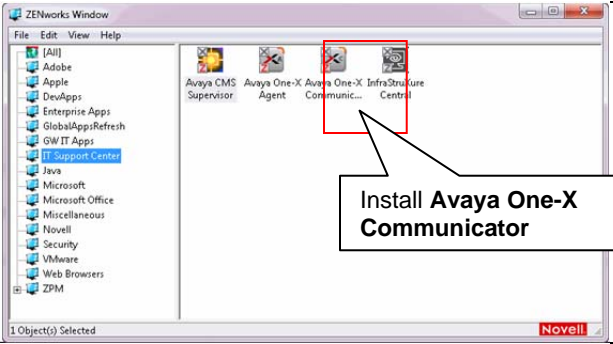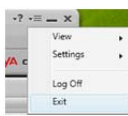|	
To get Avaya IP Soft Phone installed – **contact the GWIT Help Desk at (202) 994-4948 (GWIT)** • The **Avaya IP Soft Phone Communicator** will be pushed to your ZenWorks Application Window on your telecommuting laptop. o Start > All Programs > Novell ZenWorks > ZenWorks Application Window • Work with the GWIT Help Desk if you have difficulties with the installation.	Install **Avaya One-X Communicator**
User ID / Password • User ID: Your desk phone extension o 4#### for Foggy Bottom o 6#### for Virginia Campus o 2#### for Mt Vernon Campus • Password – the last 5 digits of your assigned cell phone o If you have not been assigned a cell phone as part of your Telework package, please contact **(?)**	**Starting Avaya IP SoftPhone** • If you are accessing Avaya IP SoftPhone from off campus, make sure you are logged into a VPN o You should have a VPN client icon on your desktop o Most will use **GW Remote Access VPN** from home. ▪ Other off-site VPN profiles (ERP_Dev, ERP_Core, etc) will also work o Talk to the GWIT Help Desk if you are missing the appropriate VPN profiles for your job. • **Plug in your headset microphone BEFORE starting Avaya IP SoftPhone**
Close IP SoftPhone • Click the Menu icon > Exit • DO NOT CLICK X. The Avaya IP SoftPhone will not close properly. **Assistance with Avaya IP SoftPhone** GWIT Help Desk (202) 994-4948 (GWIT)	• On your desktop – double-click the **Avaya One-X Communicator icon**. • You will see the login screen. After the first login, your user ID and password will automatically appear. • Click **LogOn**

Make sure your headset microphone is plugged in BEFORE starting Avaya One-X Communicator

Headsets and Audio

Audio Tuning Wizard

Use the Audio Tuning Wizard the first time you use Avaya IP Soft Phone or need to troubleshoot.

- Click the **Menu icon**.
- Choose **Settings**
- Choose **General Settings**
- Select **Audio**
- Click **Audio Tuning Wizard**
- Make sure the playback and recording device are both the USB Headset.
- Click **Next** for each screen and follow the instructions to set up your audio.
- Click **Finish** when done with the Audio Tuning Wizard
- Click **OK**

**Note** – small changes in the Audio Tuning Wizard = big changes in volume.

Troubleshooting Audio

- Go to the Audio Tuning Wizard
- Are the correct playback and recording devices listed?
- Computer / laptop audio controls (check the instructions for your individual operating system / computer)
  - Open the audio controls for your computer
  - Is it on Mute?
  - Do you have the appropriate device listed for playback and record?
  - Is the volume up?
- Headset audio controls (check the instructions for your individual headset
  - Is the volume too loud or too soft?
  - Have you accidentally hit Mute on the headset?
- Audio Tuning Wizard
  - Follow the Audio Tuning Wizard to change audio.
  - Small changes in the Audio Tuning Wizard = big changes in volume

You must log off and log back in for any changes to the audio to take effect.
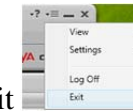
- Click the Menu icon > Exit
- On your desktop – double-click the **Avaya One-X Communicator icon**.
- You will see the login screen. After the first login, your user ID and password will automatically appear.
- Click **LogOn**
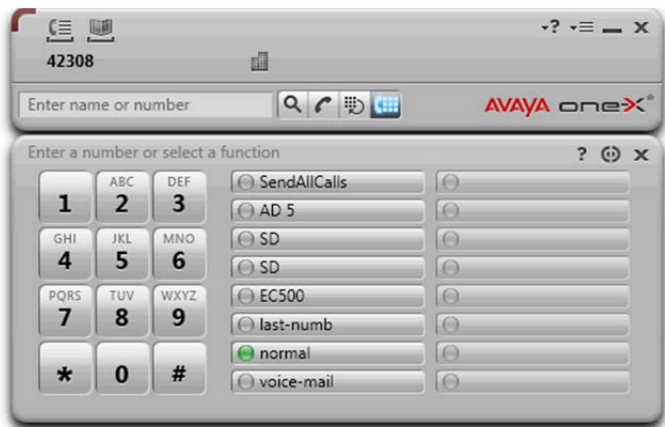
Avaya one-X interface – waiting for call

Avaya one-X interface – active call

Making and Receiving Calls

Making a Call
- Click Enter Name or Number
- Type the number you wish to use to make the call
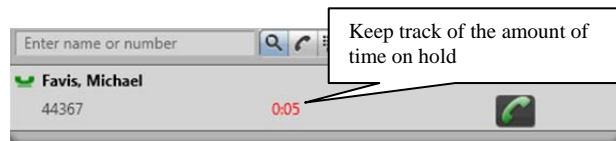- Hit [Enter] on your keyboard or click

Redial Last Number
- Click or **last-numb** to redial the last number you dialed from Avaya one-X

Receiving Calls
- Click for the incoming call
- Click to hang up

Place Call on Hold
- Click to place the call on hold.
- Click to take the call off hold.

Keep track of the amount of time on hold

GW Directory – the current accurate directory for the university.
- 4#### for Foggy Bottom
- 6#### for Virginia Campus
- 2#### for Mt Vernon Campus

External Calls – Local
9 + (area code) + (phone number) or
9 + 1 + (area code) + (phone number)

Long-Distance
9 + 1 + (area code) + (phone number) + (long distance code)

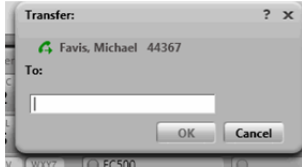To obtain a long distance code, please contact **itorder@gwu.edu**
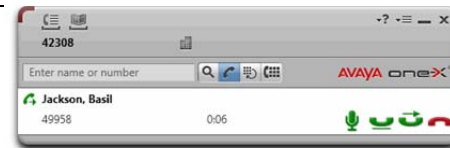
Transferring Calls

Transfer a Call to Another Number
- On an active call click Transfer

- In the To field, type the number you wish to transfer the call to
- Click **OK**.

The call will disappear from the Avaya one-X communicator window, indicating the transfer was successful

Using Dialpad to Enter Digits During a Call
- Click to show/hide the dial pad

Active call with hidden dialpad

Conference Calls

Conference Bridge Service
GW has a conference bridge service available that allows you to include up to 96 people on a call.

You will be charged per participant, per call.

Contact itorder@gwu.edu for more information.

Add a Participant
- You can have up to 6 people in a conference
- Perform one of the following steps
  - Call the party you wish to add to the conference
    - Click the Enter name or number field
    - Click
  - Answer the call from the party you want to add to the conference
- Click Conference for the party you want to add to the conference.
- The conference dialog will appear. Click Conference again.

Place Conference Call on Hold
- Click 📞 to place the call on hold.
- Click 📞 to take the call off hold.

Muting Your Microphone / Speaker
- Click 🎤 to mute your microphone.

Making a Conference Call
- You can have up to 6 people in a conference.
- Make sure there are at least 2 calls in the Avaya one-X Communicator Window
- Click **Conference**.
- The conference dialog will appear. Click **Conference** again.
- One call will be displayed for the entire conference.

Voice Mail / Call Forwarding

Accessing Voice Mail

Voice mail in Avaya one-X Communicator works the same way as on your desk phone.

- Click the **Voice Mail** button to call voice mail.
- Follow the prompts to enter your voice mail password (same as your desk phone) and retrieve your voice mail.

If you accidentally lock your voice mail – contact itorder@gwu.edu to unlock your voice mail.

Voice Mail Commands – Get Messages (Option 2)

- 0 – Listen to message
- 1 – Respond to / forward message
  - o   0 – call the sender
  - o   1 – reply to sender by voice mail
  - o   2 – forward with comment
  - o   4 – record new message
- *3 – Delete message
- **8 – Undelete message

EC500 / Call Forwarding

- Click the EC500 button to forward your phone to your university cell phone.
- To turn off call forwarding, click the EC500 button again.

Work with your manager if you need a University-issued cell phone.

- Contact itorder@gwu.edu to set up the EC500 service for your line.