# Avaya one-X Communicator Suite.
How-to-Guide

Note. In order to use the Avaya one-X app. you **must be connected to MDC VPN
For more information regarding VPN visit
https://www.mdc.edu/oit/security/resource_vpn.aspx

Making or Receiving calls.

Make sure your computers speaker is not muted and volume is at the adequate level.
Also make sure you have a working microphone, whether built-in or external.

Receiving calls.

When receiving a call, you will hear a ring and see the following:
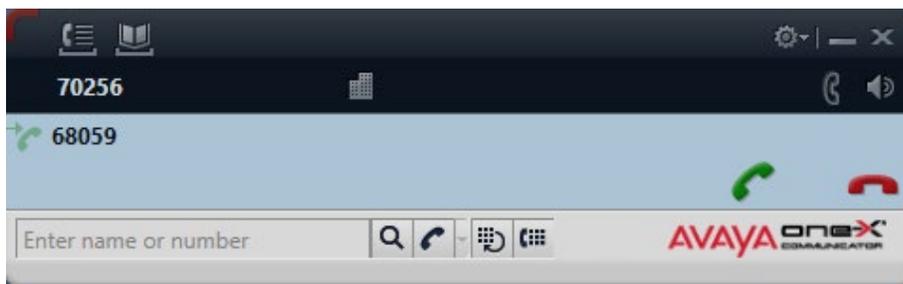
Click the "**Green phone**" to accept the call or "**Red phone**" to reject or send to voice mail.

When accepting a call, the caller's voice will be audible from the computers speakers or via a headset (if used).
The caller should also be able to hear you immediately.

Making a call.

Use the text box where "***Enter name or number***" is displayed to type the number you are going to call.
Example**: *305-XXX-XXXX, 786-XXX-XXXX*, etc
You may also dial a MDC extension number, example ***72505 , 7XXXX,***

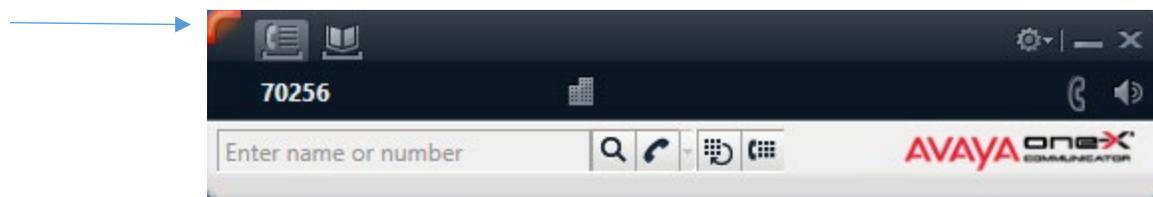Once entered, click the "**Phone**" icon, to the right, to place the call.

Voicemail

The top left corner of the Avaya one-X application will let you know if you have a voicemail or not.

No voicemail

If you have a voicemail, the upper left corner will be **highlighted orange**.

Dial / Place a call to **72900** to review your voicemail

Return to using your Avaya work phone station/handset.

While using Avaya one-X app. your physical Avaya work station will be displaying the following message

In order to return to using your physical Avaya workstation / handset, use the following steps:

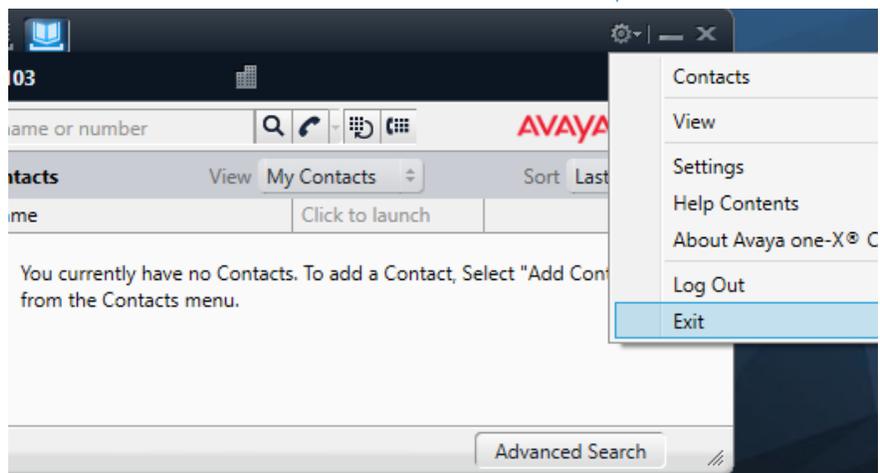On the computer you are using Avaya one-X app. you will first need to "**Log Out**" or "**Exit**" the app.
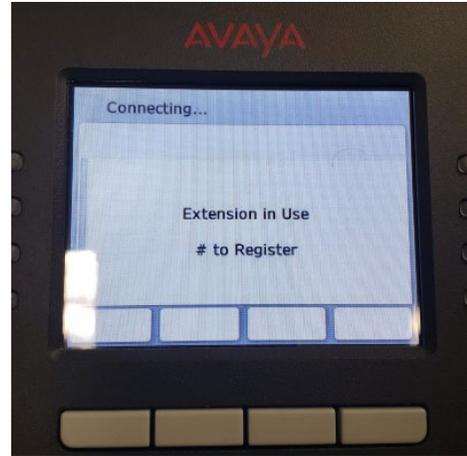
Step 1

Click on the Cog / Wheel located on the upper right corner.

Click "**Log Out**" or "**Exit**" from the menu.

Using "Log Out" will take you back to the login window.

Using "Exit" will close the app. completely and you would need to double click the icon to relaunch the app.
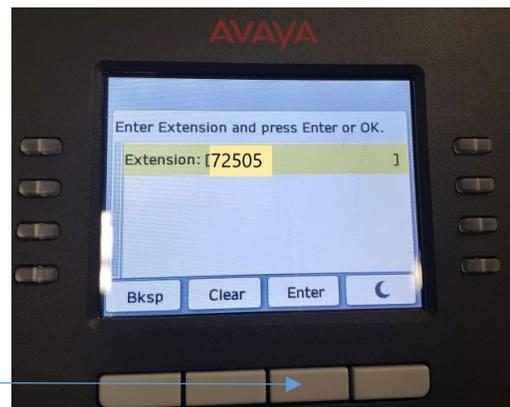
Step 2

On the physical Avaya work station/handset with the "**Extension in Use**" message.

Press the **#** button.

Your extension should show on the screen. Ex. 72505
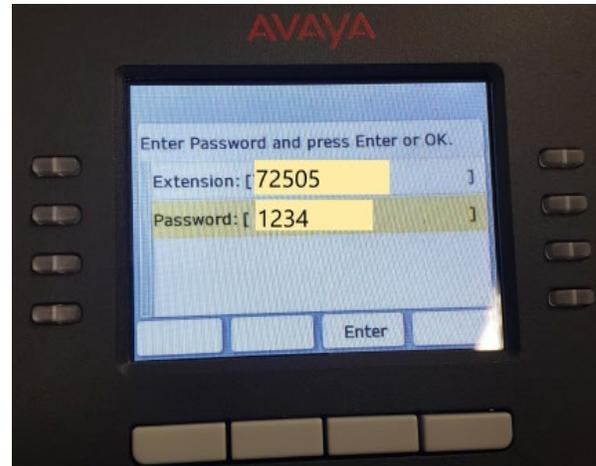If your extension is incorrect or missing, enter it using the dial pad.
If the extension is correct press the white button directly
 below "**Enter**"

Step 3

For the Password enter **1234**
using the dial pad.

Press the white button directly below "**Enter**"

Step 4

Press the white button directly below
"**Continue**"

Your Avaya work station / handset
should be back to normal !