



IP Office

one-X Portal for IP Office User Guide

Notice

While reasonable efforts were made to ensure that the information in this document was complete and accurate at the time of printing, Avaya Inc. can assume no liability for any errors. Changes and corrections to the information in this document may be incorporated in future releases.

Documentation Disclaimer

Avaya Inc. is not responsible for any modifications, additions, or deletions to the original published version of this documentation unless such modifications, additions, or deletions were performed by Avaya.

Link Disclaimer

Avaya Inc. is not responsible for the contents or reliability of any linked Web sites referenced elsewhere within this Documentation, and Avaya does not necessarily endorse the products, services, or information described or offered within them. We cannot guarantee that these links will work all of the time and we have no control over the availability of the linked pages.

License

USE OR INSTALLATION OF THE PRODUCT INDICATES THE END USER'S ACCEPTANCE OF THE TERMS SET FORTH HEREIN AND THE GENERAL LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE AT <http://support.avaya.com/LicenseInfo/> ("GENERAL LICENSE TERMS"). IF YOU DO NOT WISH TO BE BOUND BY THESE TERMS, YOU MUST RETURN THE PRODUCT(S) TO THE POINT OF PURCHASE WITHIN TEN (10) DAYS OF DELIVERY FOR A REFUND OR CREDIT.

Avaya grants End User a license within the scope of the license types described below. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the Documentation or other materials available to End User. "Designated Processor" means a single stand-alone computing device. "Server" means a Designated Processor that hosts a software application to be accessed by multiple users. "Software" means the computer programs in object code, originally licensed by Avaya and ultimately utilized by End User, whether as stand-alone Products or pre-installed on Hardware. "Hardware" means the standard hardware Products, originally sold by Avaya and ultimately utilized by End User.

License Type(s): Designated System(s) License (DS).

End User may install and use each copy of the Software on only one Designated Processor, unless a different number of Designated Processors is indicated in the Documentation or other materials available to End User. Avaya may require the Designated Processor(s) to be identified by type, serial number, feature key, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Copyright

Except where expressly stated otherwise, the Product is protected by copyright and other laws respecting proprietary rights. Unauthorized reproduction, transfer, and or use can be a criminal, as well as a civil, offense under the applicable law.

Third-Party Components

Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information identifying Third Party Components and the Third Party Terms that apply to them is available on Avaya's web site at: <http://support.avaya.com/ThirdPartyLicense/>

Avaya Fraud Intervention

If you suspect that you are being victimized by toll fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. Suspected security vulnerabilities with Avaya Products should be reported to Avaya by sending mail to: securityalerts@avaya.com. For additional support telephone numbers, see the Avaya Support web site (<http://www.avaya.com/support>).

Trademarks

Avaya and the Avaya logo are registered trademarks of Avaya Inc. in the United States of America and other jurisdictions. Unless otherwise provided in this document, marks identified by "®," "™" and "SM" are registered marks, trademarks and service marks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

Documentation information

For the most current versions of documentation, go to the Avaya Support web site (<http://www.avaya.com/support>) or the IP Office Knowledge Base (<http://marketingtools.avaya.com/knowledgebase/>).

Avaya Support

Avaya provides a telephone number for you to use to report problems or to ask questions about your contact center. The support telephone number is 1 800 628 2888 in the United States. For additional support telephone numbers, see the Avaya Web site: <http://www.avaya.com/support>.

Contents

1. one-X Portal for IP Office

1.1 How Do I...	8
1.2 Logging In	9
1.3 Logging Out	11
1.4 Your Presence and Status	12
1.5 Gadgets and Tabs	13
1.6 Phone Notes	15
1.7 Hot Desking	16

2. Making and Answering Calls

2.1 Making a Call	20
2.1.1 ... from the Calls Gadget	20
2.1.2 ... from the Directory	21
2.1.3 ... from the Call Log	22
2.1.4 ... from Voicemail	23
2.2 Answering a Call	24
2.3 Pickup a Call	26
2.4 Unanswered Calls	26
2.5 Ending a Call	26
2.6 Holding Calls	27
2.6.1 Holding a Call	27
2.6.2 Retrieving a Held Call	28
2.6.3 Ending a Held Call	28
2.7 Switching Between Calls	29
2.8 Recording a Call	30
2.9 Transferring Calls	31
2.9.1 Making an Unsupervised Transfer	31
2.9.2 Making a Supervised Transfer	32
2.9.3 Transferring Calls Using the Directory	33
2.10 Parking Calls	34
2.10.1 Configuring Your Park Slots	34
2.10.2 Parking a Call	35
2.10.3 Unparking a Call	36
2.11 Instant Messaging Other Users	37
2.12 Do Not Disturb	38

3. Conference Calls

3.1 Setup a Conference	41
3.2 Turning Held Calls into a Conference	43
3.3 Turning a Normal Call into a Conference	44
3.4 Adding a Another Call to a Conference	45
3.5 Muting Conference Parties	46
3.6 Dropping Conference Parties	47
3.7 Holding a Conference	48
3.8 Conference Call Controls	49
3.9 Configuring Your Conference Bridge Number	50

4. The Call Log

4.1 Using the Call Log	53
4.2 Making a Call from the Call Log	54
4.3 Adding a Caller to Your Directory	55

5. Directories

5.1 Viewing the Directories	59
5.2 Directory Icons	60
5.3 Searching the Directories	60

5.4 Making a Call	61
5.5 Transferring a Call	62
5.6 Adding a New Personal Directory Contact	63
5.6.1 Adding a Contact from the System Directory	64
5.6.2 Adding a Caller from the Call Log	65
5.6.3 Adding a Voicemail Caller to the Directory	66
5.7 Editing a Personal Contact	67
5.8 Deleting a Personal Directory Contact	68
5.9 Adding Another Personal Contacts Tab	68
5.10 Emailing a Contact	69
5.11 Instant Messaging a Contact	70

6. Profiles

6.1 The Detected Profile	73
6.2 Selecting Your Profile	73
6.3 Editing a Profile	74
6.4 Adding a Profile	75
6.5 Profile Settings	76
6.5.1 Call Pickup	76
6.5.2 Mobility - Use Default Deskphone	76
6.5.3 Mobility - Forward	76
6.5.4 Mobility - Mobile Twinning	77
6.5.5 Mobility - Telecommuter Mode	78
6.5.6 Voicemail	79

7. Voicemail

7.1 Checking Voicemail Messages	83
7.2 Call Someone Who Left a Message	84
7.3 Switching Between Phone and PC Playback	84
7.4 Adding a Caller to Your Personal Directory	85
7.5 Changing Your Voicemail Code	86
7.6 Recording Voicemail Greetings	87
7.7 Select Your Voicemail Greeting	88

8. Configuration

8.1 Do Not Disturb Exceptions	91
8.2 Keyboard Shortcuts	92
8.3 Park Slots	93
8.4 Sound Configuration	94
8.4.1 Proxy Server Exceptions	94
8.5 Language	95
8.5.1 Language IE	95
8.5.2 Language Firefox	96
8.5.3 Language Google Chrome	96

9. The Call Assistant

9.1 Installing Call Assistant	99
9.2 Starting Call Assistant	101
9.3 one-X Portal Call Assistant Settings	102
9.4 Call Assistant Settings	103
9.5 Screen Popping	105
9.6 Hot Key Dialing	106
9.7 Starting one-X Portal	107
9.8 Call Assistant Messages	108

10. Glossary

10.1 Appearance Buttons	112
10.2 Auto Hold	112
10.3 Busy	112

10.4 Do Not Disturb.....	112
10.5 Forward on Busy.....	112
10.6 Forward on No Answer.....	112
10.7 Forward To.....	112
10.8 Hot Desk.....	112
10.9 Hunt Group.....	112
10.10 IP Office.....	112
10.11 Log In/Log Out.....	112
10.12 Park	113
10.13 Primary Phone.....	113
10.14 System Administrator.....	113
10.15 Small Community Network.....	113
10.16 Supervised Transfer.....	113
10.17 Unsupervised Transfer.....	113
Index	115

Chapter 1.

one-X Portal for IP Office

1. one-X Portal for IP Office

one-X Portal for IP Office is an application that runs on a web server connected to the [IP Office telephone system](#)^[1]. Using a web browser, you can access the one-X Portal and use it to perform actions such as:

- Control your telephone and telephone calls.
- View details of calls and directories of contacts.
- Configure settings that affect how your calls are treated by the telephone system.

The screenshot displays the one-X Portal for IP Office interface. At the top, the AVAYA one-X Portal for IP Office logo is visible, along with user status 'MarkG(675)' and 'Available'. The interface is divided into four main sections:

- Calls:** Shows a call in progress with 'Agent A (288)' and a timer at '00:00:04'. Buttons for 'Drop', 'Hold', 'Record', and 'Conference' are present. A 'Call' button is also visible at the top.
- Directory:** Lists contacts under tabs 'External', 'System', 'Personal', and 'Sales'. A detailed view for 'Ashley' is shown, including 'Call work 1860', 'Call mobile 5554567788', and 'E-mail work ash@example.com'. Other contacts listed include Alex, Andy, Walter, Brad, Dave, Richard, Extn1861, Graham, Brian, and Emma.
- Messages (7 unread):** A table listing messages with columns for State, From, Time, and Length.

State	From	Time	Length
[icon]	Ernie (450)	07-Jul 10:39 AM	1s
[icon]	Albert (300)	07-Jul 10:37 AM	1s
[icon]	Alex (456)	16-May 8:50 PM	22s
[icon]	Alison (289)	16-May 6:44 PM	0s
[icon]	Claire (443)	16-May 6:44 PM	5s
[icon]	John (678)	16-May 6:30 PM	0s
[icon]	Simon (455)	16-May 6:30 PM	38s
- Call Log:** A table listing call history with columns for Type, Name, Time, Duration, and Calls.

Type	Name	Time	Duration	Calls
[icon]	Spare 8 (425)	16-Jul 11:47:49 AM	8s	75
[icon]	Chris (400)	15-Jul 3:37:24 PM	0s	7
[icon]	Spare 8 (425)	15-Jul 3:37:24 PM	0s	7
[icon]	MarkG (670)	15-Jul 3:36:53 PM	20s	10
[icon]	MarkG (670)	14-Jul 3:35:39 PM	6s	45
[icon]	Spare 8 (425)	14-Jul 8:34:17 AM	0s	1
[icon]	Mark (431)	14-Jul 7:36:42 AM	14s	43

This documentation covers the use of one-X Portal version 6.0.

1.1 How Do I...

- [Login](#) ⁹ / [Logout](#) ¹¹

Make and Answer Calls		
<ul style="list-style-type: none"> • Make a Call ²⁰ <ul style="list-style-type: none"> • ...from the Call Log ²² • ...from the Directory ²¹ • ...from a Voicemail Message ²³ • Answer a Call ²⁴ • Pickup Calls ²⁶ 	<ul style="list-style-type: none"> • Hold a Call ²⁷ • Retrieve a Held Call ²⁷ • Park a Call ³⁵ • Unpark a Call ³⁶ • Switch Between Calls ²⁹ • Select Do Not Disturb ³⁸ 	<ul style="list-style-type: none"> • Record a Call ³⁰ • Make a Supervised Transfer ³² • Make an Unsupervised Transfer ³¹ • End a Call ²⁸ • Send Instant Messages (Chat) ³⁷
Create and Use Profiles		
<ul style="list-style-type: none"> • Selecting Your Active Profile ⁷³ • Adding a New Profile ⁷⁵ 	<ul style="list-style-type: none"> • Editing a Profile ⁷⁴ 	<ul style="list-style-type: none"> • The 'Detected' Profile ⁷³
Start and Manage Conference Calls		
<ul style="list-style-type: none"> • Setup a conference. ⁴¹ • Turning held calls into a conference call ⁴³ • Turning a normal call into a conference ⁴⁴ 	<ul style="list-style-type: none"> • Add another party to a conference ⁴⁵ • Mute conference parties ⁴⁶ • Drop conference parties ⁴⁷ 	<ul style="list-style-type: none"> • Holding a Conference Call ⁴⁸ • Set Your Conference Number ⁵⁰
Use the Directories		
<ul style="list-style-type: none"> • View the Directories ⁵⁹ • Search the Directories ⁶⁰ • Make Calls from the Directory ⁶¹ • Adding a Contacts Group Tab ⁶⁸ 	<ul style="list-style-type: none"> • Add a Directory Contact ⁶³ <ul style="list-style-type: none"> • ...from My Call Log ⁵⁵ • ...from a Voicemail Message ⁸⁵ • ...from the System Directory ⁶⁴ 	<ul style="list-style-type: none"> • Delete a Directory Contact ⁶⁸ • Edit a Directory Contact ⁶⁷ • Transfer a Call to a Directory Contact ³³ • Email a Contact ⁶⁹ • Instant Messaging a Contact ⁷⁰
Access and Use Voicemail		
<ul style="list-style-type: none"> • Play My Messages ⁸³ • Switch Between Phone and PC Playback ⁸⁴ 	<ul style="list-style-type: none"> • Add a Voicemail Caller to My Directory ⁸⁵ • Call Someone Who Left a Message ⁸⁴ 	<ul style="list-style-type: none"> • Change My Voicemail Mailbox Code ⁸⁶ • Record Mailbox Greetings ⁸⁷ • Select Your Mailbox Greeting ⁸⁸
Use My Call Log		
<ul style="list-style-type: none"> • View My Call Log ⁵³ 	<ul style="list-style-type: none"> • Make a Call From the Call Log ⁵⁴ 	<ul style="list-style-type: none"> • Add a Call Log Number to My Directory ⁵⁵
Configure My one-X Portal		
<ul style="list-style-type: none"> • Create and Manage Profiles ⁷² • Change My Keyboard Shortcuts ⁹² • Enable Sounds ⁹⁴ 	<ul style="list-style-type: none"> • Configure Park Slots ⁹³ • Set Your Conference Number ⁵⁰ • Upload Voicemail Greetings ⁸⁷ 	<ul style="list-style-type: none"> • Set Do Not Disturb Exceptions ⁹¹ • Change My Voicemail Mailbox Code ⁸⁶ • Select My Language ⁹⁵
Use the Call Assistant (Windows PCs Only)		
<ul style="list-style-type: none"> • Install the Call Assistant ⁹⁹ • Start the Call Assistant ¹⁰¹ • Enable Call Assistant Messages ¹⁰² 	<ul style="list-style-type: none"> • Configure Outlook Screen Popping ¹⁰⁵ • Make a Call From a Windows Application ¹⁰⁶ 	<ul style="list-style-type: none"> • Start one-X Portal ¹⁰⁷ • Pop one-X Portal ¹⁰²

1.2 Logging In

one-X Portal is a licensed through licenses entered by your [system administrator](#)^[113] into the [IP Office system](#)^[112]. They also configure which IP Office users are allowed to use one-X Portal. If you are licensed to use one-X Portal, you need the following to login:

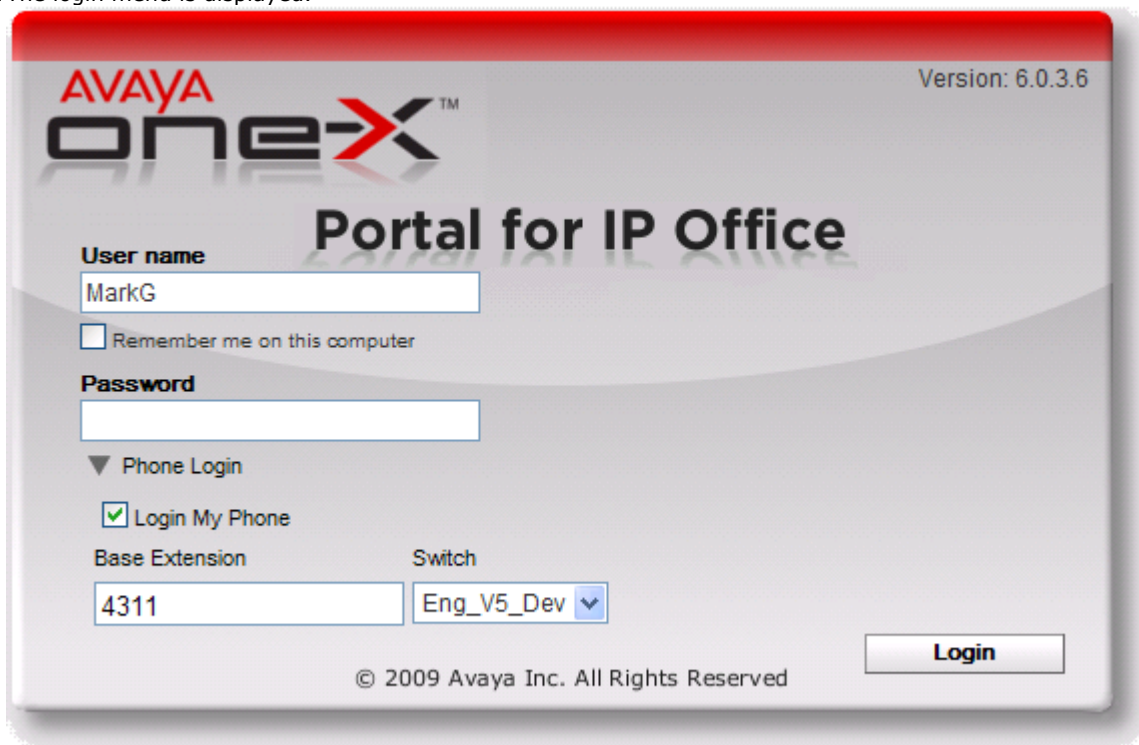
- **Computer**
You need a computer with a network connection to the one-X Portal server.
- **Web Browser**
You need a web browser that has JavaScript enabled. one-X Portal is tested using the current versions of Internet Explorer, Mozilla Firefox and Safari.
 - If you want sounds to be used, for example ringing for a call waiting, or voicemail playback through the computer, a media player such as [Windows Media Player](#) or [Quick Time](#) must be installed.
 - If using Internet Explorer, check that the option Play sound in webpages is enabled (**Tools | Internet Options | Advanced | Multimedia**).
 - The **Remember me on this computer** option shown in the login menu requires the browser to allow cookies.
- **IP Office Extension**
one-X Portal can be used with most phones supported by the Avaya IP Office telephone system but not with Phone Manager PC Softphone.
- **User Name**
You need your IP Office user name as set by the system administrator. Note that this is not necessarily the same as the name shown on your phone's display.
- **Password**
Your IP Office user password. Note that this may be different from your [telephone login code](#)^[112] if you also have one of those.
- **Server Address**
You need the web address of the one-X Portal for IP Office server.

one-X Portal currently supports **English, French, German, Italian, Dutch, Brazilian Portuguese** and **Russian**. The language it uses will be the best match your browser language preferences. Note that changing your browser's language preferences may also affect the languages used by other websites which you browse.

- [Internet Explorer](#)^[95]
- [Mozilla Firefox](#)^[96]
- **Safari**
The Safari browser does not have its own language settings. Instead it will match the language preferences of the computer on which it is running. Refer to the computer help.

Logging In

1. Using your web browser, browse to the address you have been given for the one-X Portal.
2. The login menu is displayed.



AVAYA one-X™

Version: 6.0.3.6

Portal for IP Office

User name
MarkG

☐ Remember me on this computer

Password
[Empty field]

▼ Phone Login

☒ Login My Phone

Base Extension: 4311 Switch: Eng_V5_Dev ▼

© 2009 Avaya Inc. All Rights Reserved

Login

- If the page is blank, your browser is not configured to support Javascript and cannot be used for one-X Portal, contact your system administrator to enable JavaScript.
3. Enter your user name and password.
 - If you tick the **Remember me on this computer** option, your user name will be remembered using a browser cookie. Only use this option if you are the only person who uses the computer.
 - You can login at any extension on the phone system. While you are logged in, that phone will assume your extension number and settings. To do this select **Login My Phone** and enter the **Base Extension** number of the phone extension at which you want to be logged in. For more information see [Hot Desking](#)^[16].
 4. Click **Login**.
 - The message *"Invalid user credentials"* indicates that either the name or password was incorrect.
 - The message *"Your telephone is logged out. Please log your telephone in, then try again"* indicates that you are not currently logged in at an [IP Office](#)^[112] phone.
 - The message *"A license could not be assigned to you. Please contact your administrator"* indicates that you are either not licensed for one-X Portal usage or that one-X Portal could not connect to the telephone system.
 - The message *"Csta Resource not available"* indicates that your browser will not support one-X Portal.

1.3 Logging Out

When you have finished using one-X Portal, you should click on the **Logout** link shown in the top right of the one-X Portal display. This will end your one-X Portal session and return the browser to the [log in screen](#)⁹. It also frees up the license consumed by your one-X Portal session after your log in.





If you simply browse to another website, your browsers back, forward and history functions can be used to return to your one-X Portal session without needing to log in again. While this may be useful to you, it is a risk if you use one-X Portal from a shared computer or one in a publicly accessible location. Therefore we recommend that when you have finished using one-X Portal you always use the **Logout** control and close the browser.






If you simply close the browser or browse to another site, the license consumed by your one-X Portal session is only released after 6 hours.

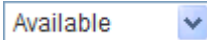
1.4 Your Presence and Status

The information line at the top-right of the one-X Portal screen shows you your current status.



-  **Call Waiting Indicator**
This icon indicates that you have a call waiting to be answered.
-  **New Voicemail Messages Indicator**
This icon indicates that you have new unread voicemail messages. These will be shown as  icons in the [Messages](#) ^[83] gadget.
- **MarkG(675) Name and Number**
Your name and extension number just in case you forget!
- **| In Office | Active Profile**
Your currently [active profile](#) ^[72]. Profiles allow you to pre-configure sets of telephone settings and then apply them at any time by selecting which profile is active.
-  **Your Presence Icon**
This icon indicates your current presence that is being reported to other one-X Portal users. The different presence states are:

Icon	Presence	Description
	Available	This icon shows that you are currently not on any call.
	Busy	This icon shows that you currently have a call in progress.
	Do Not Disturb	This icon shows that you have enabled Do No Disturb status (see below). While in this state calls to you are redirected to voicemail if available or otherwise receive busy tone. The exception is calls from numbers that you have added to your list of Do Not Disturb Exceptions ^[91] . In this state you can still make calls.
	Offline	This icon shows that you have enabled Offline status (see below). While in this state you cannot be instant messaged ^[37] by other one-X Portal users.
	Logged Out	This icon shows that you are not actually logged in at an extension of the phone system. While in this state all calls to you are redirected to voicemail if available or otherwise receive busy tone. In this state you cannot make calls. However you can still use one-X Portal to alter your configuration settings.

-  **Status Selector**
This drop down selector allows you to quickly select between the following states:

Status	Description
Available	This is the normal state in which you can make and receive calls.
Do not disturb	While in this state calls to you are redirected to voicemail if available or otherwise receive busy tone. The exception is calls from numbers that you have added to your list of Do Not Disturb Exceptions ^[91] . In this state you can still make calls.
Offline	You can select this state if you want to continue using one-X Portal but do not want other one-X Portal users to be able to send you instant messages ^[37] using one-X Portal.

- **Help**
Use this to open the one-X Portal help in a new browser tab or window.
- [Logout](#) ^[11]
Use this link when you have finished using one-X Portal. It will return you to the one-X Portal [login screen](#) ^[9].

1.5 Gadgets and Tabs

The one-X Portal screen consists of two tabs; [Main](#)^[13] and [Configure](#)^[14].

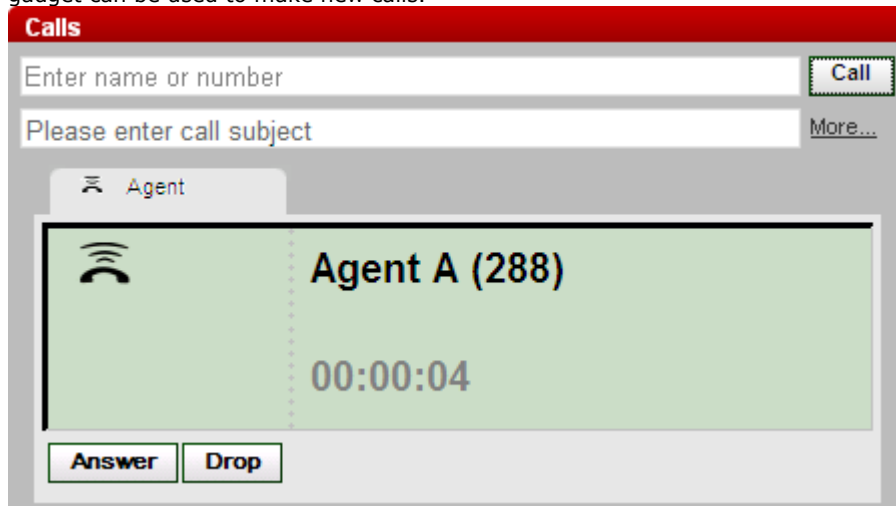
Main

The **Main** tab contains a number of 'gadgets'; they are [Calls](#)^[13], [Call Log](#)^[13], [Directory](#)^[14] and [Messages](#)^[14].



- [Calls](#)^[18]

The **Calls** gadget shows details of your current calls, with a sub-tab for each call. The text boxes at the top of the gadget can be used to make new calls.



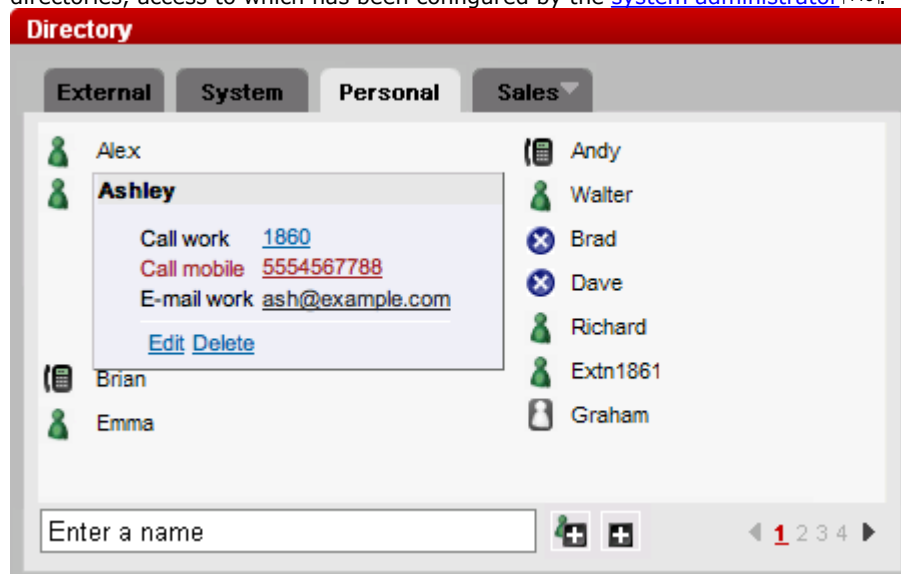
- [Call Log](#)^[53]

The **Call Log** gadget displays your call log which is stored by the telephone system.



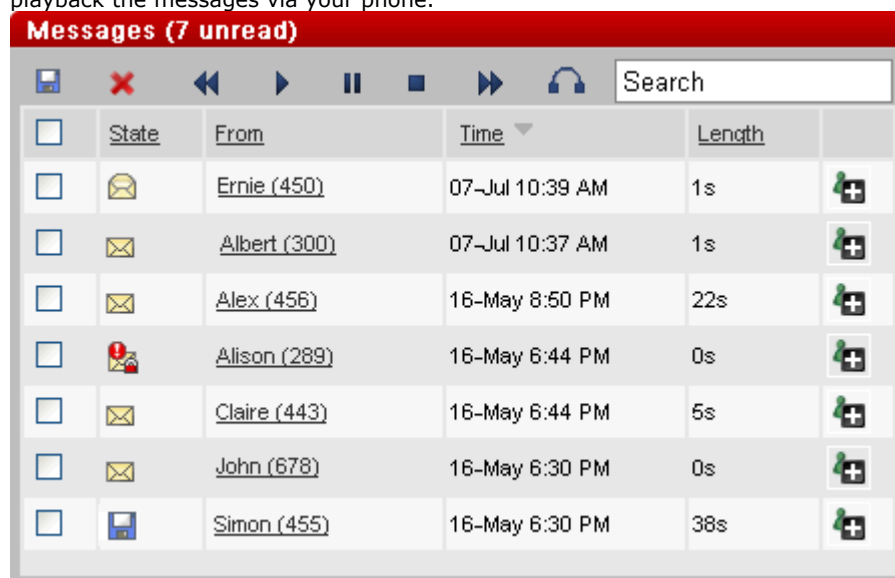
- [Directory](#) ^[59]

The **Directory** gadget shows a number of different directories. The **Personal** directory is your own private contacts. The **System** directory contains shared directory contacts stored by the telephone system plus the details of the other users and [hunt groups](#) ^[112] on the phone system. The **External** directory allows you to search other directories, access to which has been configured by the [system administrator](#) ^[113].



- [Messages](#) ^[83]

The **Messages** gadget shows you details of the messages in your voicemail mailbox. You can use the gadget to playback the messages via your phone.



Configure

The [Configure](#) ^[90] tab is used to setup and control a range of one-X Portal settings. The **Save** buttons are greyed out until you make changes that require saving (not all changes do). Changes requiring a save are also indicated by a * in the **Configure** tab label.

1.6 Phone Notes

The phone that you are using in parallel with one-X Portal will affect some aspects of how one-X Portal operates. This section provides notes on the interaction.

Phone Call Log

The call log shown by one-X Portal is stored on the telephone system as part of your user setting.

If you are using a 1400 Series, 1600 Series or 9600 Series phone with a **Call Log** button, the same call log is shown on the phone. You can then use and edit your call log from the phone or from one-X Portal. The two will change in parallel.

If you are using any other type of phone that has a call log, it will be a call log stored by the phone itself and so may not match the one-X Portal call log. For example calls made using the one-X Portal may not appear in the phone's call log.

Personal Directory

If you are using a 1400 Series, 1600 Series or 9600 Series phone with a **Contacts** button, or T3 Series phone, you can also use your **Personal** directory contacts through the phone and edit them using the phone.

1. As **Personal** directory contacts are added, they are stored by both the one-X Portal application and by the telephone system and kept in sync. The telephone system can only store up to 100 Personal directory contacts per user (subject to its own system limits), any additional contacts beyond that are stored by one-X Portal only.
2. The contacts can be edited through the phone or through one-X Portal.
3. Personal directory contacts shown by the one-X Portal can contain several numbers with one selected as the current **Primary phone** ^[113] number. The matching telephone system record contains just one number, which will be changed to match the currently selected **Primary phone** number on one-X Portal if that selection is changed.

Number of Calls

one-X Portal does not limit the number of calls that you can make and receive. While you can only have one call connected at any time, you can have multiple held calls at the same time. However the phone system may limit the number of incoming calls that you can receive.

• Phones With Appearance Buttons

Many Avaya phones have programmable buttons that are configured by the system administrator ^[113] as appearance buttons ^[112]. When using one of these phones, each call that you make or receive normally uses an appearance button and can be controlled using that button (press to hold, retrieve, view details, etc).

- For an incoming call, the call is presented on a suitable appearance button if available. If no suitable appearance button is available, the telephone system will treat the call as if you are busy ^[112] to any further incoming calls.
- For outgoing calls, you can use one-X Portal to make additional outgoing calls even when all your phone's appearance buttons are in use. If you do this, some calls will not be represented by and therefore controllable by an appearance button on the phone.

• Phones Without Appearance Buttons

If the phone you are using does not have appearance buttons, your **Calls Waiting On** setting, as set by your system administrator, controls the number of calls that you can receive.

- If your **Calls Waiting On** setting is enabled, you can use one-X Portal to answer an additional incoming call. Once you have two calls being handled, for any additional incoming calls, the phone system treats you as being busy ^[112]. However, using one-X Portal you can still make additional outgoing calls.
- If your **Calls Waiting On** setting is not enabled, once you have one connected call to which you are talking the phone system treats you as being busy ^[112]. However, using one-X Portal you can still make additional outgoing calls.

Notes

1. You can only have one connected call at a time. If you connect to another call (by making a call, answering a call, unpark a call, retrieve a call from hold, etc.), the existing call to which you were connected is automatically put on hold. This is called **Auto Hold**. Your system administrator ^[113] can disable **Auto Hold** for the whole system. If this is done, when you connect to a call, any current call is disconnected.
2. Calls that have been parked are not included. Unlike held calls they are parked on the phone system rather than held at your phone.

1.7 Hot Desking

Typically you will have a permanent phone extension associated with your extension number. That phone extension can be used to make and answer your calls regardless of whether you have one-X Portal running or not. Hot desking allows you to assume control of another phone extension so that it uses your extension number and phone system settings.

You can select the extension at which you want to make and receive calls when you [log in to one-X Portal](#)^{9b} and so hot desk onto that phone extension. The phone assumes your extension number and you are logged off any other phone extension that you may have been using.

When you log out of one-X Portal, your extension number is returned back to your normal phone extension if you have one and it is not in use by another hot desking user. If you don't have a normal extension or it is not available, you are treated as being logged off from the phone system and your calls will go to voicemail if available or receive busy.

Chapter 2.

Making and Answering Calls

2. Making and Answering Calls








This section covers how you can use one-X Portal to make and answer calls. Using the **Calls** gadget, details of each call are shown on separate tabs using [icons](#)^[19]. The [buttons](#)^[19] shown will vary but generally indicate actions that you can perform with the currently displayed call.



Make and Answer Calls		
<ul style="list-style-type: none">• Make a Call^[20]<ul style="list-style-type: none">• ...from the Call Log^[22]• ...from the Directory^[21]• ...from a Voicemail Message^[23]• Answer a Call^[24]• Pickup Calls^[26]	<ul style="list-style-type: none">• Hold a Call^[27]• Retrieve a Held Call^[27]• Park a Call^[35]• Unpark a Call^[36]• Switch Between Calls^[29]• Select Do Not Disturb^[38]	<ul style="list-style-type: none">• Record a Call^[30]• Make a Supervised Transfer^[32]• Make an Unsupervised Transfer^[31]• End a Call^[28]• Send Instant Messages (Chat)^[37]

Call Icons

Call icons are used by the **Calls** gadget. They indicate the current status of a call and are shown on the label of the gadget's sub-tabs and within the sub-tab's contents. Icons are shown for each end of the call, you and the number calling or called.

Icon	Name	Description
	Alerting	This icon indicates a call being presented to you to be answered ^[24] . Depending on other phone settings your phone may also give an audible ring and flash its lamp or icons. This icon is also shown at the top of the screen so that you can see that you have an alerting call even when the Calls gadget is not in view.
	Connected	This icon indicates the call to which you are currently talking or listening.
	Making a Call	This icon is shown when you are in the process of making a call but not yet ringing or connected, for example still dialing the number.
	Held	This icon indicates a call that you have placed on hold.
	Conference	This icon is shown when you start a conference call.
	Recording	This icon indicates that you are recording the call.
	Failed	This icon indicates that the call could not be connected.

Buttons

Each tab includes buttons that will change to match actions that you can perform with that call.

Label	Button Action
Answer ^[24]	Answer an alerting call. This button is not visible when you are using a phone where you must first lift the handset to answer a call.
Consult ^[32]	Hold a call and make a consultation call to another number.
Complete Transfer ^[32]	With a call on hold, transfer it to the current connected party.
Conference ^[43]	With a call on hold and another call in progress, you can conference the calls.
Drop ^[26]	For a currently connected call, pressing Drop disconnects the call. For an alerting call, pressing Drop will redirect the call using your a Forward on No Answer setting if set or otherwise to voicemail if available. You cannot drop a call returning from being held or parked for too long.
Hold ^[27]	Puts the call on hold.
Mute	Mute your connection to a call.
Mute All	For conferences which you initiate, this control allows you to mute all the other conference parties.
Record ^[30]	Start recording the current call.
Stop Rec. ^[30]	Stop recording the current call.
Retrieve ^[28]	Take a call back from hold.
Transfer ^[31]	Transfer the call.
Unmute	Unmute your connection to a call.
Unmute All	For conferences which you initiate, this control allows you to unmute all the other conference parties.

The buttons across the bottom of the **Calls** gadget are [call park buttons](#) ^[34]. Each represents a call park slot on the telephone system.

2.1 Making a Call

one-X Portal provides a number of ways to make calls.

- [Using the Calls gadget.](#) ^[20]
- [Using the Directory.](#) ^[21]
- [Using the Call Log.](#) ^[22]
- [Using the Messages gadget.](#) ^[23]

2.1.1 ... from the Calls Gadget

The text boxes and buttons at the top of the **Calls** gadget can be used make a call.

1. Using the text box at the top of **Calls** gadget, enter a number.

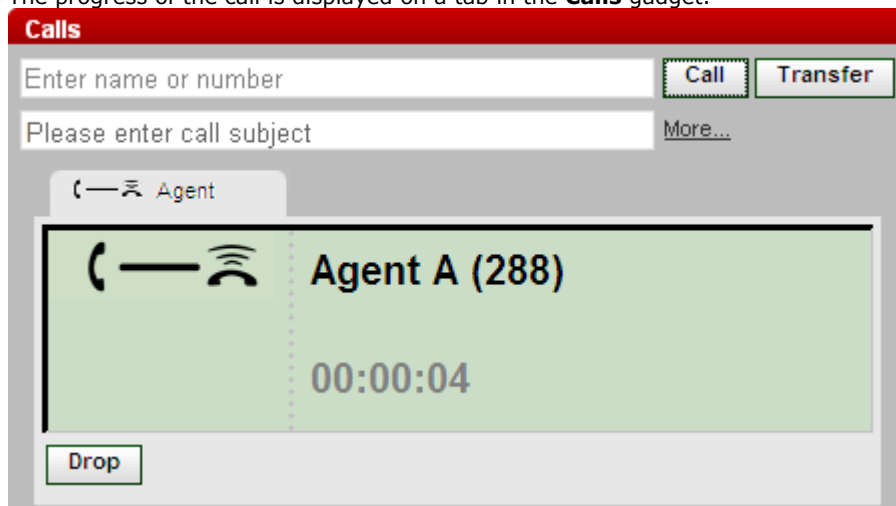


- For external calls, remember to add any external dialing prefix used by your telephone system.
- You can also enter a name. If it matches a contact in your Personal or System directory, the number stored with that contact will be dialed by one-X Portal.
- If you enter a subject it will be added to the call details. If you are calling an internal user, it may be displayed on their phone or in their one-X Portal call display.
- If you need to enter an account code to make calls, click on **More....** Use the additional text box to enter the required code. To hide the text box again, click on **Less....**








2. When the details are set as you require, click **Call**. If you already have another call in progress, that call will be [automatically put on hold](#) ^[112].

- The progress of the call is displayed on a tab in the **Calls** gadget.




2.1.2 ... from the Directory

1. Using the **Directory** gadget on the **Main** tab, locate the name that you require in the directory.
2. To filter the names shown, start entering a name or number in the text box at the bottom of the directory tab. As you enter a name, directory contacts that do not match are hidden from the view.
 - For some directory contacts, one-X Portal can indicate the contacts current status by using different icons. For contacts that have multiple telephone numbers, the status is based that of the work number.

State	Icon	Description
Available		The normal state for a user showing that their work extension is not in use.
Busy		The normal state for a user showing that their work extension is currently on a call.
Do Not Disturb		The user has set Do Not Disturb ^[12] . Calls to them will go to voicemail if enabled or else get busy tone unless you are in the user's Do Not Disturb exception list ^[91] .
Logged Out		The user has logged out ^[112] from their phone. Calls to them will most likely go to voicemail if available.
Other		This icon is used when the status is not known.

5. Click the name to show the directory details.


Joesph

Call work [1860](#)
 Call mobile [555326777](#)
 Call other [55567788](#)
 E-mail work joe.work@example.com
[Edit](#) [Delete](#)

6. To call the number shown, click on it. **Personal** directory contacts can have several numbers available to be used.

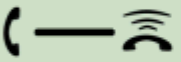
- The progress of the call is displayed on a tab in the **Calls** gadget.

Calls

Enter name or number Call Transfer

Please enter call subject More...

Agent


Agent A (288)

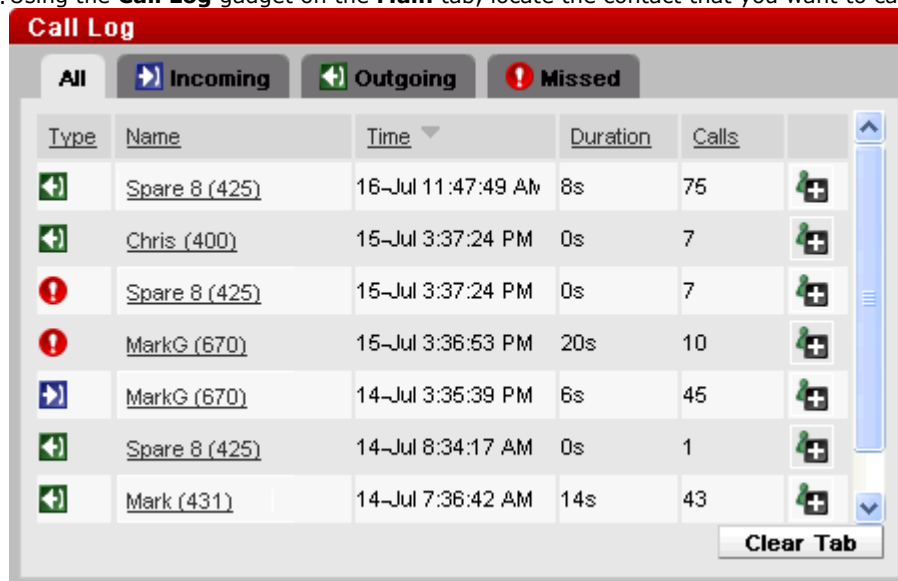
00:00:04

Drop

2.1.3 ... from the Call Log

You can use the numbers in the call log to make a repeat or return call.

1. Using the **Call Log** gadget on the **Main** tab, locate the contact that you want to call.

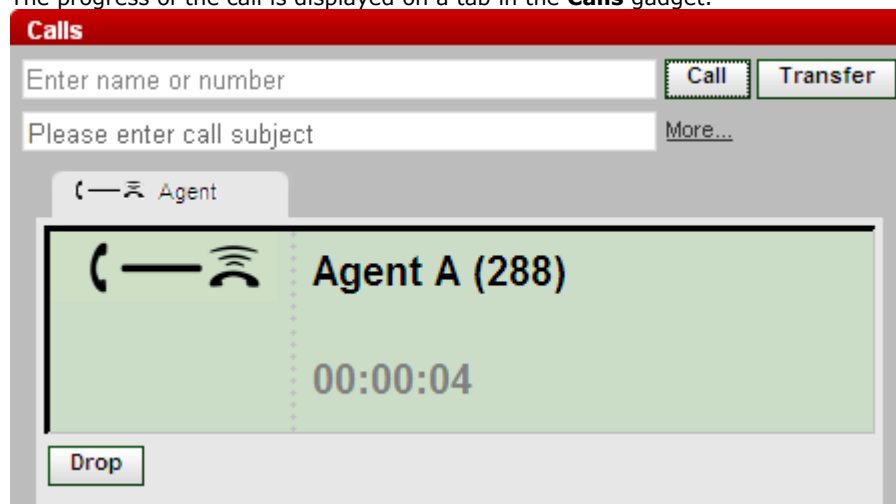


The screenshot shows the 'Call Log' gadget with a red header. Below the header are four tabs: 'All', 'Incoming', 'Outgoing', and 'Missed'. The 'Incoming' tab is selected. The table below lists call records with columns for Type, Name, Time, Duration, and Calls. Each row has a small icon to its left and a '+' icon to its right. A 'Clear Tab' button is at the bottom right.

Type	Name	Time	Duration	Calls
Incoming	Spare 8 (425)	16-Jul 11:47:49 AM	8s	75
Incoming	Chris (400)	15-Jul 3:37:24 PM	0s	7
Missed	Spare 8 (425)	15-Jul 3:37:24 PM	0s	7
Missed	MarkG (670)	15-Jul 3:36:53 PM	20s	10
Incoming	MarkG (670)	14-Jul 3:35:39 PM	6s	45
Incoming	Spare 8 (425)	14-Jul 8:34:17 AM	0s	1
Incoming	Mark (431)	14-Jul 7:36:42 AM	14s	43

2. Click on the underlined number.

- The progress of the call is displayed on a tab in the **Calls** gadget.



The screenshot shows the 'Calls' gadget with a red header. Below the header is a search bar with the text 'Enter name or number' and buttons for 'Call' and 'Transfer'. Below the search bar is a text input field with the placeholder 'Please enter call subject' and a 'More...' link. Below the text input field is a tab labeled 'Agent'. The main area of the gadget shows a call progress bar with a phone icon, the text 'Agent A (288)', and a timer showing '00:00:04'. A 'Drop' button is at the bottom left.

2.1.4 ... from Voicemail

You can make a return call to someone who has left you a voicemail message.

1. Using the **Messages** gadget on the **Main** tab, locate the message from the person that you want to callback.

Messages (7 unread)					
<input type="checkbox"/>	State	From	Time	Length	
<input type="checkbox"/>		<u>Ernie (450)</u>	07-Jul 10:39 AM	1s	
<input type="checkbox"/>		<u>Albert (300)</u>	07-Jul 10:37 AM	1s	
<input type="checkbox"/>		<u>Alex (456)</u>	16-May 8:50 PM	22s	
<input type="checkbox"/>		<u>Alison (289)</u>	16-May 6:44 PM	0s	
<input type="checkbox"/>		<u>Claire (443)</u>	16-May 6:44 PM	5s	
<input type="checkbox"/>		<u>John (678)</u>	16-May 6:30 PM	0s	
<input type="checkbox"/>		<u>Simon (455)</u>	16-May 6:30 PM	38s	

2. Click on the underlined name and number details of the message source.

- The progress of the call is displayed on a tab in the **Calls** gadget.


Calls

Agent


Agent A (288)

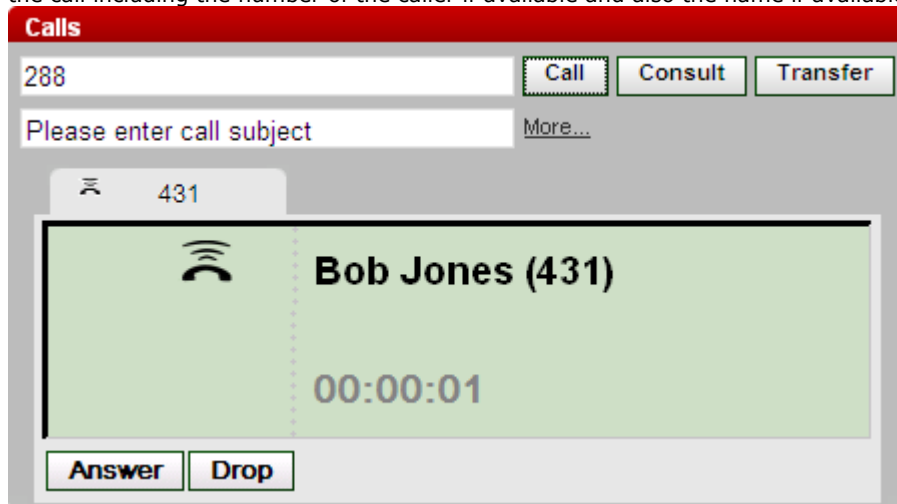
00:00:04

2.2 Answering a Call

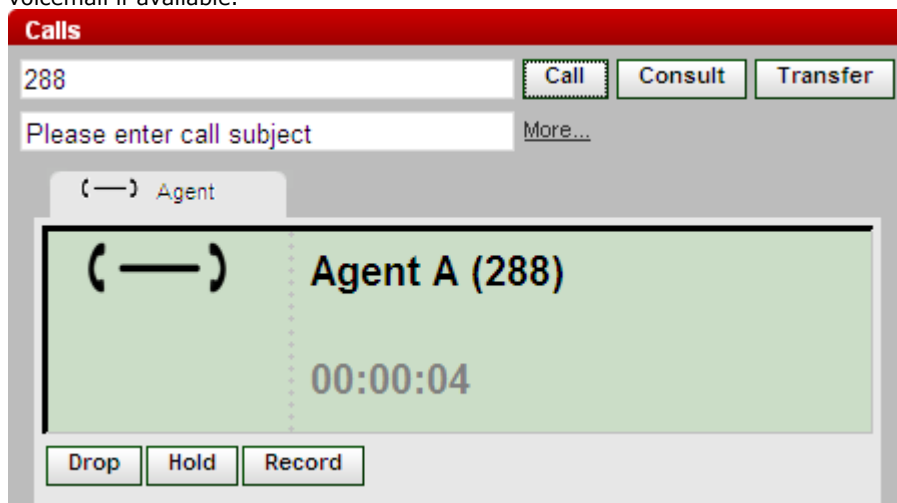
When a new call alerts your phone, one-X Portal displays its details in the **Calls** gadget. one-X Portal also displays a ringing handset  icon at the top of the one-X Portal window to indicate that you have an alerting call.

By default new calls will ring your phone for 15 seconds before following your [forward on no answer](#)^[112] settings or going to voicemail. If you already have a call connected, answering another call using one-X Portal will automatically put the existing call on [hold](#)^[28].

1. Using the **Calls** gadget on the **Main** tab, select the tab with the ringing handset  icon. This will show details of the call including the number of the caller if available and also the name if available.







2. To answer the call, click **Answer**. If you already have another call in progress, that call will be [automatically put on hold](#)^[112]. Pressing **Drop** will redirect the call using your forward on no answer setting if set or otherwise to voicemail if available.



- The **Answer** button is not present for phones that cannot answer calls without the handset first being lifted or some other phone control being used. For those phones, answer the call by lifting the handset or using the phone's own controls for answering calls.
- The **Calls** gadget can display a range of other button indicating other actions that you can perform.

Label	Button Action
Answer ^[24]	Answer an alerting call. This button is not visible when you are using a phone where you must first lift the handset to answer a call.
Consult ^[32]	Hold a call and make a consultation call to another number.
Complete Transfer ^[32]	With a call on hold, transfer it to the current connected party.
Conference ^[43]	With a call on hold and another call in progress, you can conference the calls.
Drop ^[26]	For a currently connected call, pressing Drop disconnects the call. For an alerting call, pressing Drop will redirect the call using your a Forward on No Answer setting if set or otherwise to voicemail if available. You cannot drop a call returning from being held or parked for too long.
Hold ^[27]	Puts the call on hold.
Mute	Mute your connection to a call.
Mute All	For conferences which you initiate, this control allows you to mute all the other conference parties.

Label	Button Action
Record 	Start recording the current call.
Stop Rec. 	Stop recording the current call.
Retrieve 	Take a call back from hold.
Transfer 	Transfer the call.
Unmute	Unmute your connection to a call.
Unmute All	For conferences which you initiate, this control allows you to unmute all the other conference parties.


The buttons across the bottom of the **Calls** gadget are [call park buttons](#) . Each represents a call park slot on the telephone system.

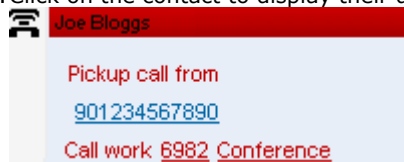
2.3 Pickup a Call

Each one-X Portal user, including you, has an active profile that includes a [Call Pickup](#)^[74] setting. When this setting is enabled, other one-X Portal users can see when you have a call waiting to be answered and can pickup the calls if required. Note that this is not applied to all calls waiting to be answered, for example it is not used for hunt group calls.

When a user has enabled call pickup, their name is shown on a red background in the one-X Portal directories when they have a calls waiting that can be answered using one-X Portal call pickup.

To pickup a call

1. A red background and a  icon for a contact in the directories indicates that they have a call or calls waiting to be answered.
2. Click on the contact to display their details including information about the calls waiting to be answered.



3. To pickup a call click on the number link.

2.4 Unanswered Calls

How unanswered calls are treated depends both on your phone settings and the type of call.

For Calls Direct To You

Using the [IP Office](#)^[112] system configuration you have a set **No Answer Time** (the default is 15 seconds). For calls direct to you, if you do not answer within that time, the IP Office will do a number of things.

- If you have [Forward on No Answer](#)^[112] enabled, the call will be redirected to that number to ring for another period of your **No Answer Time** before going to voicemail if available.
 - If your Forward on No Answer destination is an external number, the phone system will try to retrieve the call and send it to voicemail if it is still unanswered, however that may not be possible in all cases.
 - You can switch forwarding on/off and change the destination number using a one-X Portal [profile](#)^[72].
- If you are enabled to use voicemail, the caller will hear your mailbox greeting. You can switch voicemail on or off using a one-X Portal [profile](#)^[72].
- If neither of the above is available, the call will continue ringing.

If the call is answered by someone else or by voicemail, it will be recorded in your [call log](#)^[53] as a missed call.

For Calls To A Hunt Group Of Which You Are A Member

[Hunt groups](#)^[112] have their own **No Answer Time** setting. If unanswered by you, the call is normally presented to the next available member of the hunt group.

2.5 Ending a Call

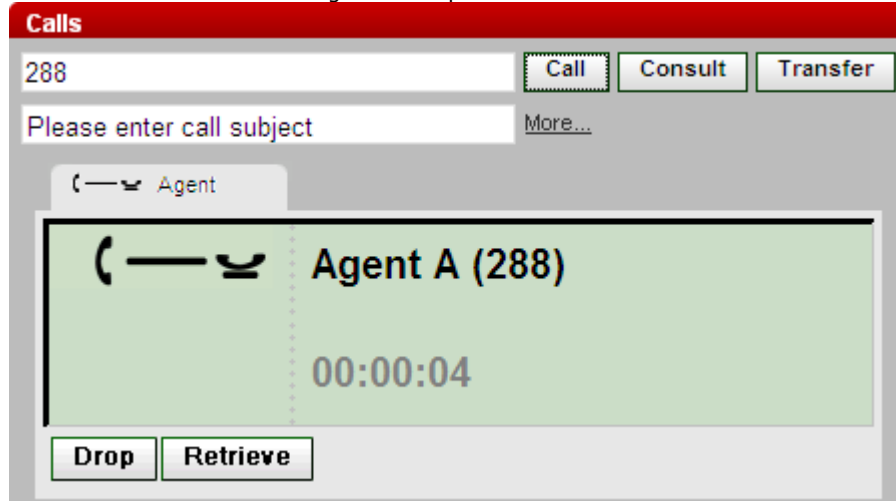
You can end a call by clicking on the **Drop** button displayed with the call details in the **Calls** gadget.

2.6 Holding Calls

You can use one-X Portal to put calls on hold and to then retrieve calls from hold. While held, the caller will hear music on hold or regular hold reminder tones.

2.6.1 Holding a Call

1. Using the **Calls** gadget on the **Main** tab, select the call tab for the connected call. It will be the tab with two connected handset (—) icons.
2. Click **Hold**. The call icon changes to an upturned handset ☏ icon.



3. If you are not connected to another call, then after a set time the held call will automatically alert your phone again.

Notes

1. Held callers hear music on hold if available. The music heard depends on the phone system's configuration. If no hold music is configured, the caller will hear a double beep tone every 4 seconds.
2. The **Hold Timeout** for all held calls is set by the [system administrator](#)^[113]. By default it is 15 seconds but it can be changed or switched off. The returning held call ignores any forwarding or [do not disturb](#)^[112] settings. You cannot drop a hold reminder.
3. If the system administrator has configured you for **Busy on Held**, while you have any held calls, the phone system will treat you as being [busy](#)^[112] to further incoming calls.

2.6.2 Retrieving a Held Call

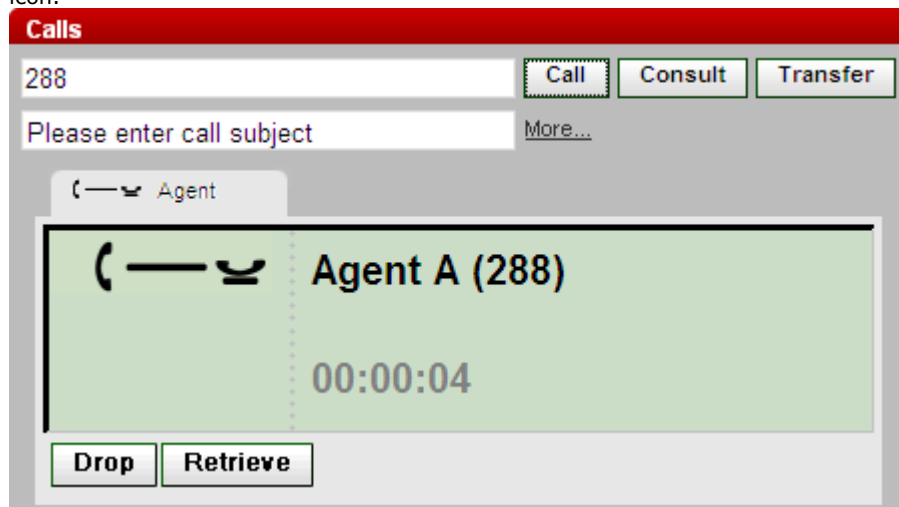
1. Using the **Calls** gadget on the **Main** tab, select the call tab for the held call. It will display an upturned handset icon.



2. Click **Retrieve**.
3. The call icon changes to two connected handset (—) icons.
4. Any other call that you had connected is changed to a held call.

2.6.3 Ending a Held Call

1. Using the **Calls** gadget on the **Main** tab, select the call tab for the held call. It will display an upturned handset icon.

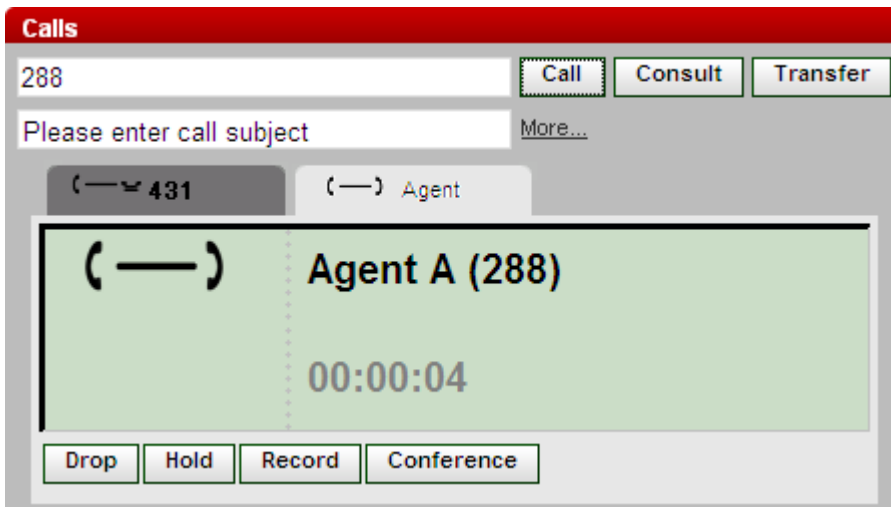


2. Click **Drop**.
3. The caller is disconnected.

2.7 Switching Between Calls

You can have several calls in progress at the same time (see below). That includes calls that are alerting you and calls that are on hold. However, you can only have one connected call, including calls that are still ringing while you wait to be answered.

To view the details of any call, simply click on the tab for that call. Just viewing the call details does not affect the calls.



If you answer or make another call while you already have a call in progress, that call will be [automatically put on hold](#)^[112].

Number of Calls

one-X Portal does not limit the number of calls that you can make and receive. While you can only have one call connected at any time, you can have multiple held calls at the same time. However the phone system may limit the number of incoming calls that you can receive.

- **Phones With Appearance Buttons**

Many Avaya phones have programmable buttons that are configured by the [system administrator](#)^[113] as [appearance buttons](#)^[112]. When using one of these phones, each call that you make or receive normally uses an appearance button and can be controlled using that button (press to hold, retrieve, view details, etc).

- For an incoming call, the call is presented on a suitable appearance button if available. If no suitable appearance button is available, the telephone system will treat the call as if you are [busy](#)^[112] to any further incoming calls.
- For outgoing calls, you can use one-X Portal to make additional outgoing calls even when all your phone's appearance buttons are in use. If you do this, some calls will not be represented by and therefore controllable by an appearance button on the phone.

- **Phones Without Appearance Buttons**

If the phone you are using does not have appearance buttons, your **Calls Waiting On** setting, as set by your system administrator, controls the number of calls that you can receive.

- If your **Calls Waiting On** setting is enabled, you can use one-X Portal to answer an additional incoming call. Once you have two calls being handled, for any additional incoming calls, the phone system treats you as being [busy](#)^[112]. However, using one-X Portal you can still make additional outgoing calls.
- If your **Calls Waiting On** setting is not enabled, once you have one connected call to which you are talking the phone system treats you as being [busy](#)^[112]. However, using one-X Portal you can still make additional outgoing calls.

Notes


1. You can only have one connected call at a time. If you connect to another call (by making a call, answering a call, unpark a call, retrieve a call from hold, etc.), the existing call to which you were connected is automatically put on hold. This is called **Auto Hold**. Your [system administrator](#)^[113] can disable **Auto Hold** for the whole system. If this is done, when you connect to a call, any current call is disconnected.
2. Calls that have been parked are not included. Unlike held calls they are parked on the phone system rather than held at your phone.

2.8 Recording a Call

If your telephone system has a Voicemail Pro voicemail system attached, you are able to record calls.

- By default, the caller will hear a call recording warning. If you bring other parties into a call that is being recorded, for example by starting a conference, the warning will be heard again. Your [system administrator](#)^[113] can switch off the call recording warning message, however doing this may be prohibited or subject to legal requirements.
- By default the recording is placed into your own voicemail mailbox. Your system administrator can change the mailbox into which your call recordings are placed.
- The recording will continue while you are connected to the call. If you transfer the call to another user or number, the recording ends.

To Start Call Recording

1. Using the **Calls** gadget on the **Main** tab, select the call tab for the call, it will display two connected handset (—) icons
2. Click **Record**.
3. The red recording dot  icon is shown while the call is being recorded.



4. Once you have started call recording, you can stop it using the **Stop Rec.** button. Call recording also automatically stops if you park, transfer or conference the call. If you hold the call, call recording is paused while the call is on hold.

2.9 Transferring Calls

You can use one-X Portal to transfer calls. There are several types of transfer:

Unsupervised Transfer	An unsupervised transfer is one where, having dialed the number of the transfer destination, you complete the transfer without waiting for the call to be answered.
Supervised Transfer	<p>A supervised transfer is one where you talk (or try to talk) to the transfer destination before completing the transfer. Your initial call to the transfer destination is called a consultation call or enquiry call.</p> <p>This method of transferring calls allows you to confirm if the transfer target is present and wants to accept the call.</p>
Conference Transfer	You can also transfer a call by starting a conference ^[43] between all the parties and then leaving the conference.

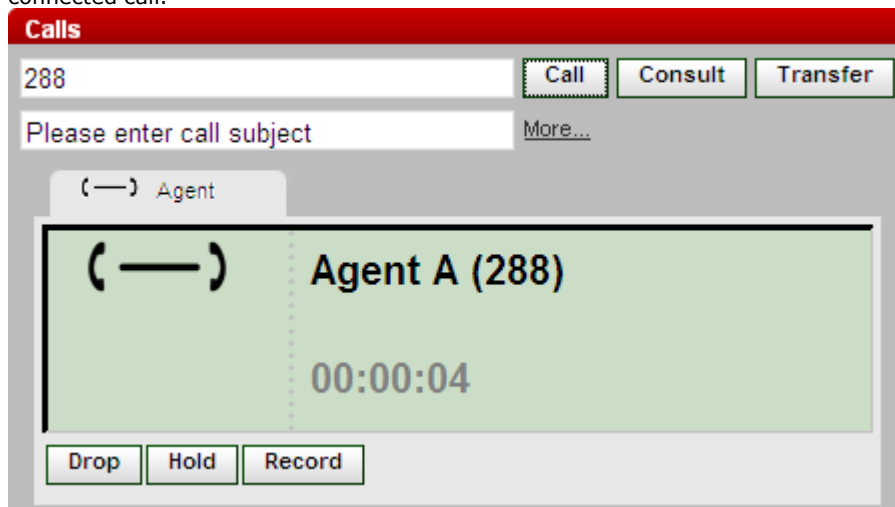
Notes

1. Your [system administrator](#) ^[113] can enable a **Transfer Return Time** for you. When set, if a transferred call is not answered within that time, it may recall to you.
2. The ability to transfer an external call to another external number can be restricted by your system administrator.

2.9.1 Making an Unsupervised Transfer

An unsupervised transfer is one where, having dialed the number of the transfer destination, you complete the transfer without waiting for the call to be answered.

1. Using the **Calls** gadget on the **Main** tab, select the call tab for the call you want to transfer. You can transfer a connected call.



2. Using the text box at the top of the **Calls** gadget, enter the number to which you want to transfer the call and click **Transfer**. Alternatively, locate a name in the [directory](#) ^[33] and click on the **Transfer** option shown in the contact's details.
3. The call is transferred.

Notes

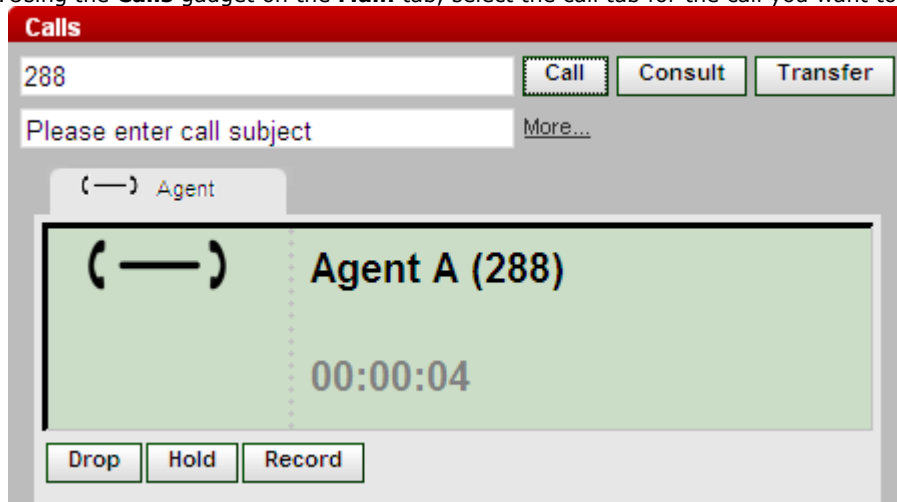
1. Your [system administrator](#) ^[113] can enable a **Transfer Return Time** for you. When set, if a transferred call is not answered within that time, it may recall to you.
2. The ability to transfer an external call to another external number can be restricted by your system administrator.

2.9.2 Making a Supervised Transfer

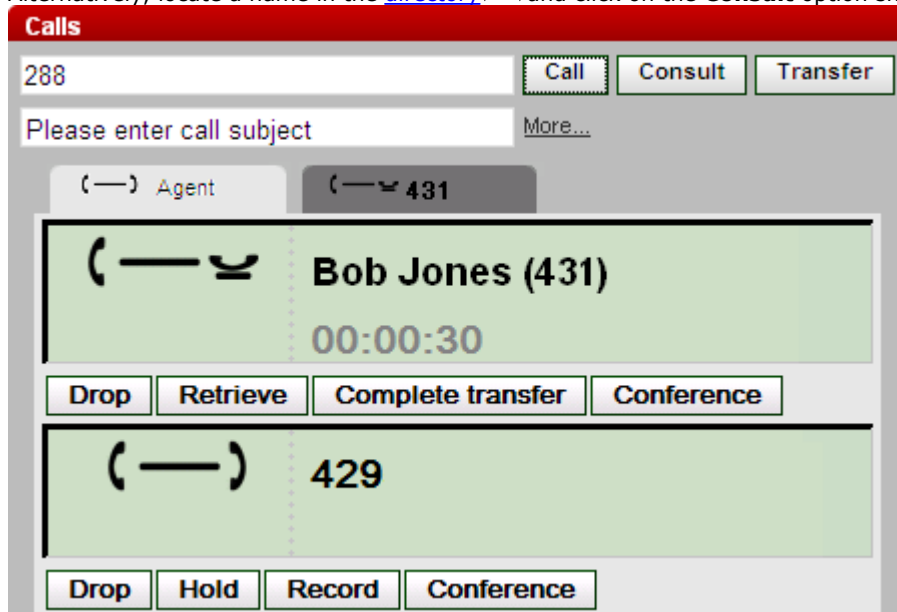
A supervised transfer is one where you talk (or try to talk) to the transfer destination before completing the transfer. Your initial call to the transfer destination is called a consultation call or enquiry call.

This method of transferring calls allows you to confirm if the transfer target is present and wants to accept the call.

1. Using the **Calls** gadget on the **Main** tab, select the call tab for the call you want to transfer.



2. Using the text box at the top of the tab, enter the number to which you want to transfer the call and click **Consult**. Alternatively, locate a name in the [directory](#) and click on the **Consult** option shown in the contact's details.



3. Your current call is put on hold. You will hear the progress of the call to the transfer destination. This is called an enquiry or consultation call.
4. To complete the transfer, click **Complete Transfer**. Alternatively you can turn the calls into a conference by clicking on **Conference**.
 - You can switch between the calls using the **Retrieve** button, however you can only complete the transfer while talking to the transfer destination.

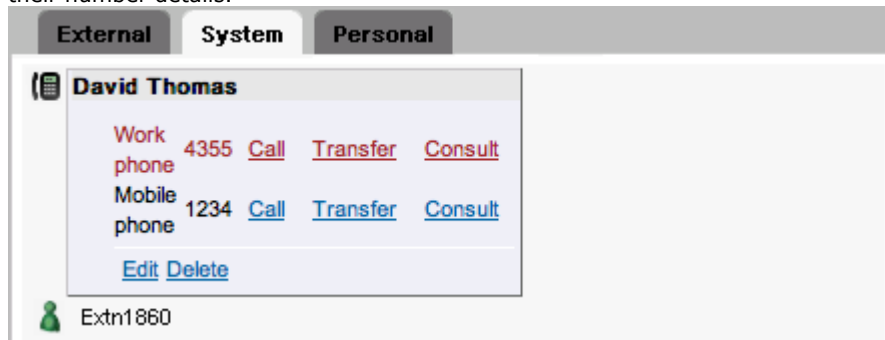
Notes

1. Your [system administrator](#) can enable a **Transfer Return Time** for you. When set, if a transferred call is not answered within that time, it may recall to you.
2. The ability to transfer an external call to another external number can be restricted by your system administrator.

2.9.3 Transferring Calls Using the Directory

You can transfer a call to a contact in your directory rather than having to enter the destination number yourself.

1. Use the **Directory** gadget to locate the party to which you want to transfer the call. Click on their name to display their number details.



2. Because you already have a connected call, options in addition to **Call** are displayed next to each contact number.

- Use the **Transfer** link to do a simple [unsupervised transfer](#)^[31].
- Use the **Consult** link to start a [supervised transfer](#)^[32].

2.10 Parking Calls

Normally when you put a call on hold, only you can retrieve that call. Parking a call is similar to holding a call. However a parked call can be retrieved by other users if they know the park slot number or name used to park the call. one-X Portal provides you with 4 park buttons. You can configure which park slot number or name each button uses. You can then use the buttons to park a call in a particular park slot, see when a call has been parked in that park slot by you or by someone else and to unpark a call parked in that slot.

Notes

- 1.If you park a call and leave it parked too long it will recall to you. The default is to recall after 5 minutes but your [system administrator](#)^[113] can adjust this. You cannot drop a parked call that recalls your phone.
- 2.Park slots are unique to your telephone system. Park and unpark is not supported between different phone systems in a [Small Community Network](#)^[113].

2.10.1 Configuring Your Park Slots

one-X Portal provides you with 4 park slot buttons. You can configure which phone system park slots the buttons match. If the numbers or names you use match those also used by other users, you will be able to see when they have parked a call in those park slots. You can use the buttons to unpark those calls. Similarly other users will be able to see and unpark calls that you park.

- 1.Click on the **Configure** tab and scroll down to the **Park Slots** section.

Park Slots	<input type="text" value="1"/>
	<input type="text" value="2"/>
	<input type="text" value="3"/>
	<input type="text" value="4"/>

- 2.For each of the park slot buttons that your one-X Portal supports, enter the park slot number or name that it matches. Typically numbers are used, with everyone using 1 to 4 as their defaults.
- 3.Click **Save**.

2.10.2 Parking a Call

1. Using the **Calls** gadget on the **Main** tab, select the tab representing the call that you want to park.

The screenshot shows the 'Calls' gadget interface. At the top, there's a red header with the word 'Calls'. Below it, a text input field contains '288', followed by buttons 'Call', 'Consult', and 'Transfer'. Below that, another text input field says 'Please enter call subject' with a 'More...' link. A tab labeled '(—) Agent' is selected. The main area displays '(—) Agent A (288)' and a timer '00:00:04'. At the bottom of this area are buttons 'Drop', 'Hold', and 'Record'. The very bottom has a bar with four buttons labeled '1', '2', '3', and '4'.

2. Click on one of the park buttons at the bottom of the **Calls** gadget.

This screenshot shows the 'Calls' gadget after a call has been parked. The red header 'Calls' is still present. The text input fields now say 'Enter name or number' and 'Enter call subject', with 'Call' and 'More...' buttons. The tab area is empty. The main display area shows a phone icon and the text 'You have no calls'. The bottom bar now has buttons labeled '1(431)', '2', '3', and '4', where '1(431)' is highlighted with a red border.

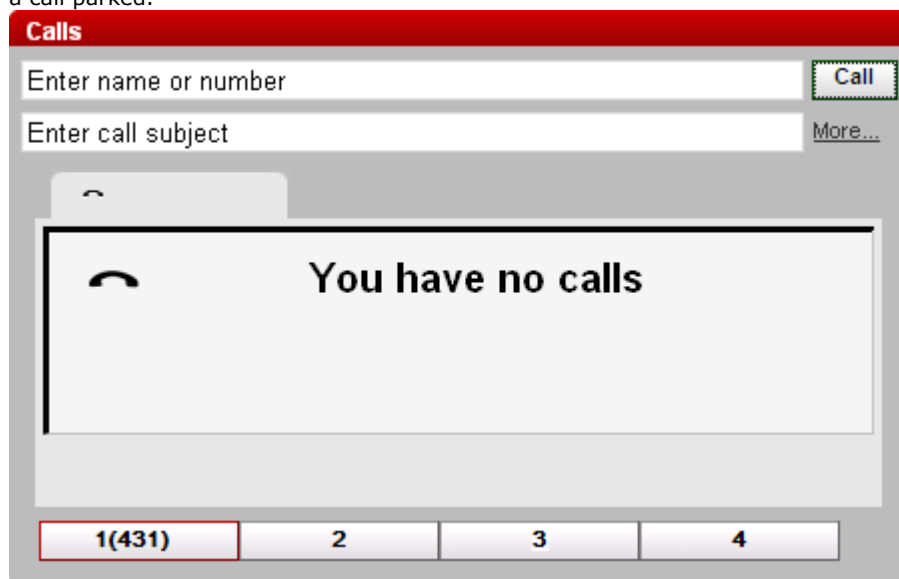
3. The call is parked and the button now indicates that the system park slot is in use.

Notes

1. If you park a call and leave it parked too long it will recall to you. The default is to recall after 5 minutes but your [system administrator](#) ^[113] can adjust this. You cannot drop a parked call that recalls your phone.

2.10.3 Unparking a Call

1. Using the **Calls** gadget on the **Main** tab, the park buttons at the bottom of the **Calls** gadget will indicate if there is a call parked.



The screenshot shows a web interface titled "Calls" with a red header. Below the header are two input fields: "Enter name or number" and "Enter call subject". To the right of the first field is a "Call" button, and to the right of the second field is a "More..." link. Below these fields is a large rectangular area with a light gray background and a black border. Inside this area, on the left, is a small icon of a telephone handset, and to its right, the text "You have no calls" is displayed in a bold, black font. At the bottom of the interface, there are four buttons arranged horizontally. The first button is labeled "1(431)" and has a red border. The other three buttons are labeled "2", "3", and "4" respectively, and have gray borders.


2. Placing your cursor over the button will display the name and number of the parked caller if known.
3. Click on the parked call button to unpark the call.

2.11 Instant Messaging Other Users

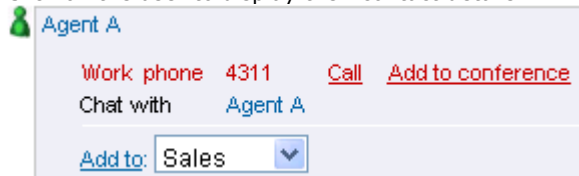
one-X Portal allows you to have instant message chat sessions with other one-X Portal users. You can only do this if they have one-X Portal running on their computer. You can use an instant message session even when on a call to the same user that you are messaging.

If you do not want other users to be able to start chat sessions with you while you are using one-X Portal, [set your presence status](#) ⁽¹²⁾ to **Offline**.

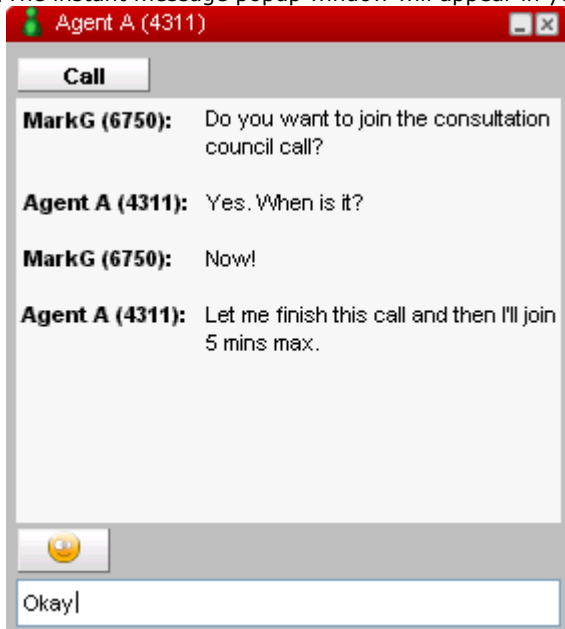
1. Locate the other one-X Portal user in your **Directory** gadget.

- A grey  icon indicates they are either available but not using one-X Portal or that they have selected Offline status. In either case they cannot be instant messaged.

2. Click on the user to display their contact details.



3. Click on the name next to **Chat with** if available. It will not be available if the user is currently not logged in to one-X Portal.
4. The instant message popup window will appear in your one-X Portal and in the other user's one-X Portal.


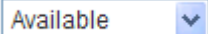



5. You can start typing your messages and they can reply.
6. You can start instant messaging session with other one-X Portal users at the same time. Each will appear in a separate popup.


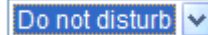


2.12 Do Not Disturb

When you select this state, you only receive calls from selected numbers that you have indicated by adding to your [Do Not Disturb Exceptions](#)^[91]. All other callers are routed to voicemail if available or otherwise receive busy tone. You can still make calls while in the Do Not Disturb state.

To switch Do Not Disturb On

1. At the top-right, click on the   status selector.
2. Select **Do Not Disturb**.
3. Your status icon will change to  do not disturb.

To switch Do Not Disturb Off

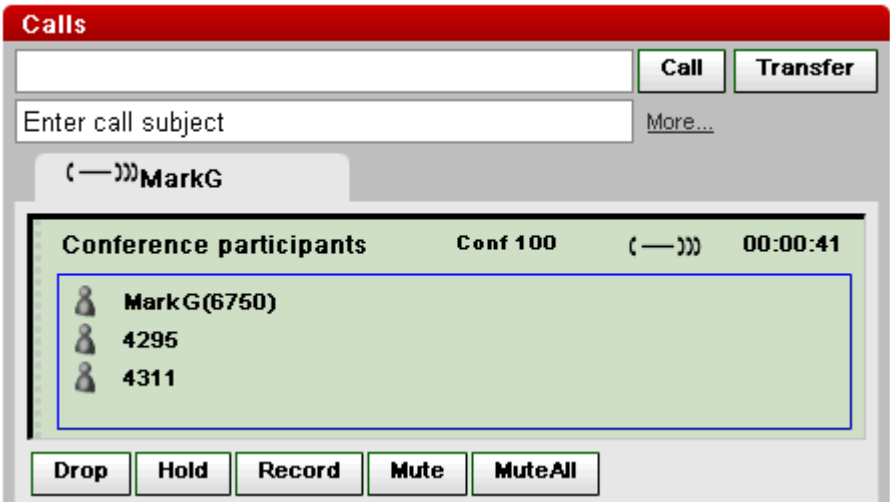
1. At the top-right, click on the   status selector.
2. Select **Available** or **Offline**.
3. Your status icon will change to  available or  busy.

Chapter 3.

Conference Calls

3. Conference Calls

You can use one-X Portal to start and manage a conference call. The conference parties are listed in the **Calls** gadget.



Start and Manage Conference Calls		
<ul style="list-style-type: none">• Setup a conference. ⁴¹• Turning held calls into a conference call ⁴³• Turning a normal call into a conference ⁴⁴	<ul style="list-style-type: none">• Add another party to a conference ⁴⁵• Mute conference parties ⁴⁶• Drop conference parties ⁴⁷	<ul style="list-style-type: none">• Holding a Conference Call ⁴⁸• Set Your Conference Number ⁵⁰

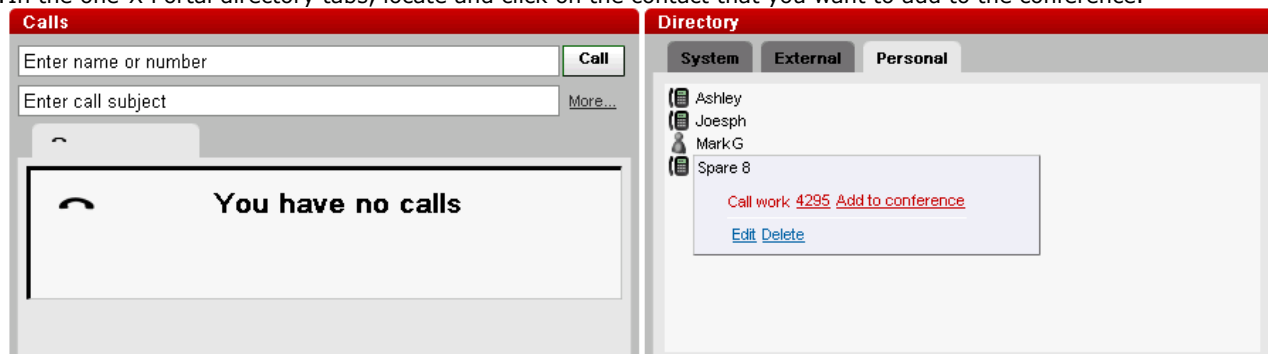
Notes

1. The maximum number of participants in any particular conference is 64. However that may be limited by the number of participants in other conferences already in progress. It may also be limited by other features, for example call recording, that also use the telephone system's conference facilities.
2. Depending on phone system settings, a conference can automatically end if all internal users exit leaving only external users.

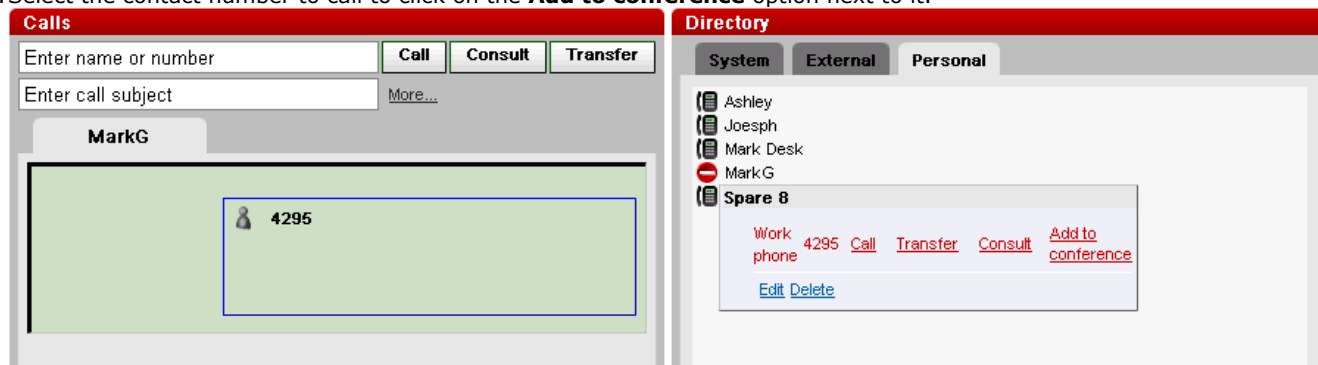
3.1 Setup a Conference

You can use the one-X Portal directories to select and call the parties that you want to include in the conference and then start the conference.

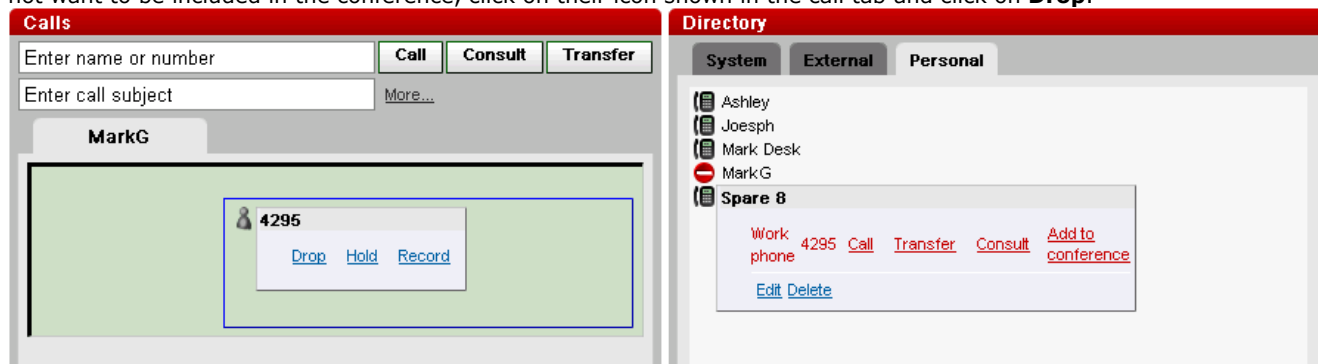
1. In the one-X Portal directory tabs, locate and click on the contact that you want to add to the conference.



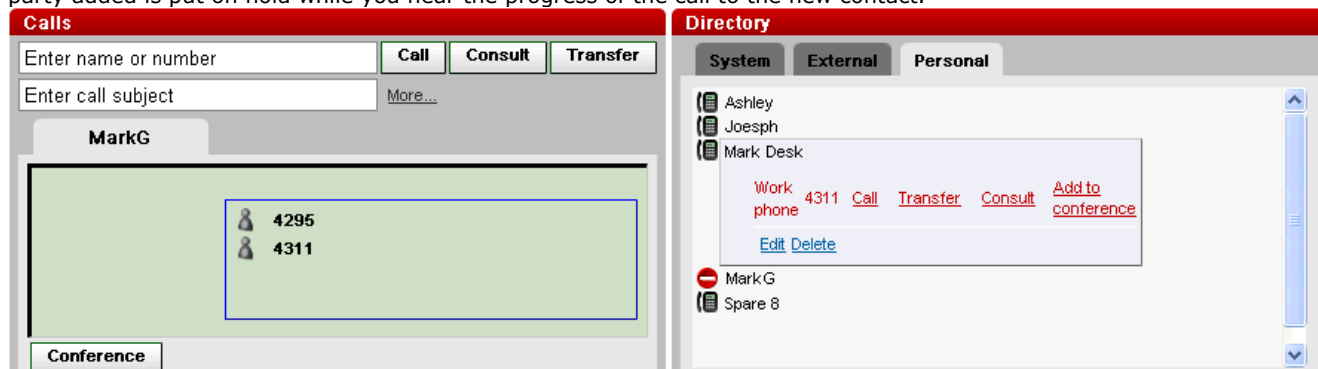
2. Select the contact number to call to click on the **Add to conference** option next to it.



3. When the party answers, informs them that you want to include them in a conference. If they do not answer or do not want to be included in the conference, click on their icon shown in the call tab and click on **Drop**.



4. Click on the next contact that you want to add and select **Add to conference** to repeat the process. The previous party added is put on hold while you hear the progress of the call to the new contact.



5. When you have added all the contacts, click on **Conference** to start the conference call.

Calls

[More...](#)

(—)))MarkG

Conference participantsConf 100(—)))00:00:41

MarkG(6750)

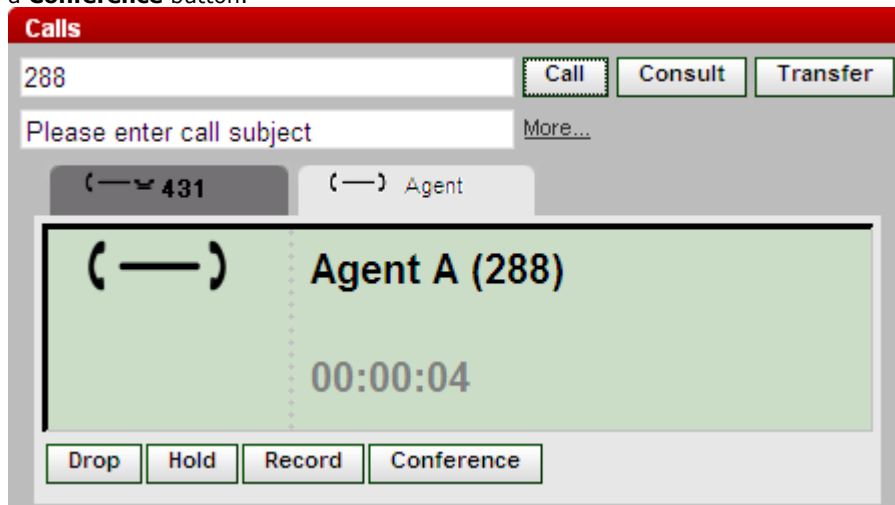
4295

4311

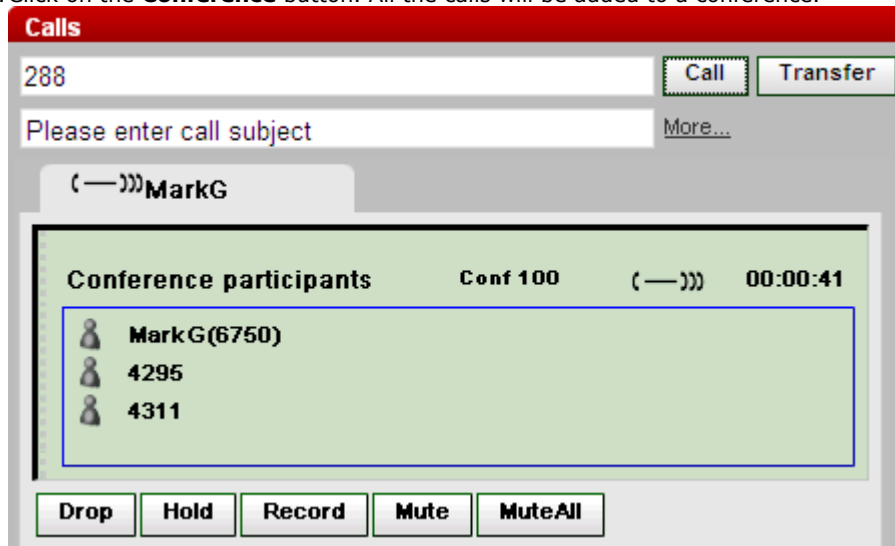
3.2 Turning Held Calls into a Conference

If you have several held calls or held calls plus a connected call, you can turn them into a conference call.

1. When you have several held calls, or a call in progress and other calls on hold, the tabs in the **Calls** gadget display a **Conference** button.



2. Click on the **Conference** button. All the calls will be added to a conference.



3.3 Turning a Normal Call into a Conference

With an existing call in progress, you can make another call and then start a conference.

1. Using the text box at the top of the tab, enter the number to which you conference with and click **Consult**. Alternatively, locate a name in the [directory](#) and click on the **Consult** option shown in the contact's details.

The screenshot shows a web interface titled "Calls" with a red header. Below the header, there is a text input field containing "288" and three buttons: "Call", "Consult", and "Transfer". Below this is another text input field with the placeholder "Please enter call subject" and a "More..." link. The interface is divided into two main sections. The top section shows a call in progress with a status bar indicating "(—) Agent" and "(— 431)". Below this, a green box displays a call icon, the name "Bob Jones (431)", and a timer "00:00:30". Below the green box are four buttons: "Drop", "Retrieve", "Complete transfer", and "Conference". The bottom section shows another call with a status bar indicating "(—)" and "429". Below this, a green box displays a call icon and the number "429". Below the green box are four buttons: "Drop", "Hold", "Record", and "Conference".

2. Your current call is put on hold. You will hear the progress of the call to the transfer destination. This is called an enquiry or consultation call.
3. When answered to start the conference, click **Conference**.

3.4 Adding a Another Call to a Conference

You can add an additional party to the conference.

1. Enter the number you want to call and click on **Call**. Alternatively use the directory to call a contact.

2. Your connection to the conference is put on hold but the other participants can still talk to each other.

- If the other party is happy to join the conference, click on **Conference**.
- If the other party does not answer or does not want to join the conference, click on **Drop**. Then go to the tab for the conference call and click on **Retrieve** to rejoin the conference.

3.5 Muting Conference Parties

Parties within the conference can be muted. This can improve the clarity of the conference call, especially if it includes parties on analog connections or using speaker phones.

While a party's connection to the conference is muted, they are shown with a muted  4311  icon.

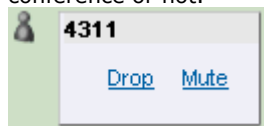
Note that the mute functions detailed here are performed by the telephone system. They do not switch on or off any mute function that may be provided by your phone.




To Mute Yourself

1. Click on the **Mute** button on the conference tab. Your icon will be changed to show that you are muted.

To Mute Another Party in the Conference

1. If you click on the details of a party in the conference, you will be displayed a list of the actions that you can perform. The options will vary depending on the conference party's current state and on whether you started the conference or not.



- **Drop**  4311
This option allows you to drop the party from the conference. Their icon is changed as shown to show that they are no longer in the conference.
- **Mute**  4311 
This option allows you to mute the party. While muted their icon is changed as shown.
- **Unmute**
Reconnect a party whose icon indicates that they were muted.

To Mute All Other Parties in the Conference

If you are able to do this, a **Mute All** button will be displayed at the bottom of the **Calls** gadget. Clicking on this will mute all the parties in the conference except you. While all the other parties are muted, your **Calls** gadget will display an **Unmute All** button.

3.6 Dropping Conference Parties

You can drop other parties from a conference. This can be useful if you have inadvertently added a call that has gone to voicemail to the conference or an external party has put their connection on hold (which may cause music on hold to be heard by the conference).

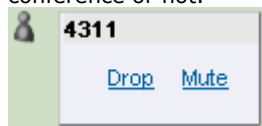
When a party has been dropped from the conference, they are shown with a dropped  icon.


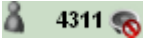
To Drop Yourself

1. Click on the **Drop** button on the conference tab. The conference call tab will disappear as you are no longer part of the conference.

To Drop Other Parties in the Conference

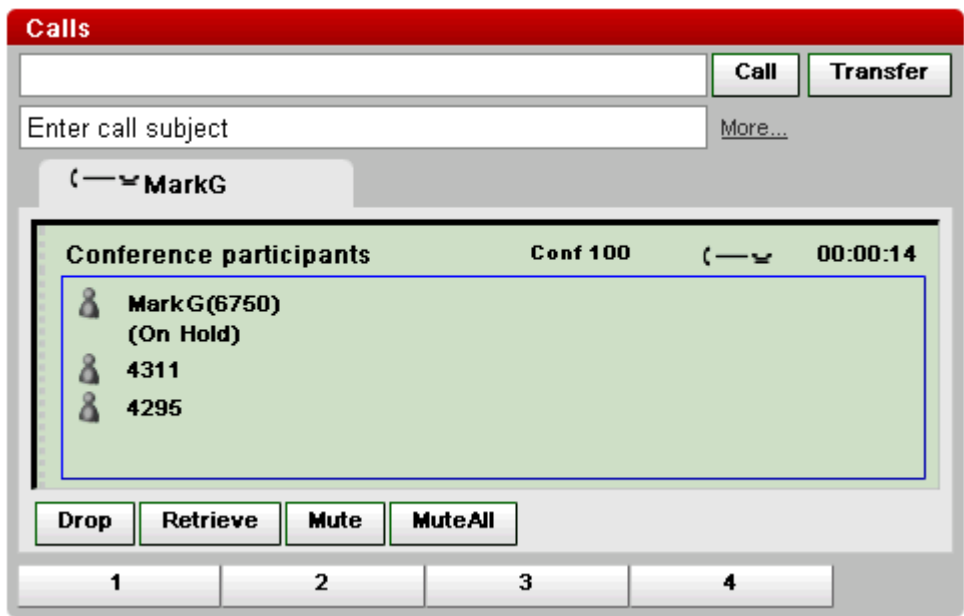
1. If you click on the details of a party in the conference, you will be displayed a list of the actions that you can perform. The options will vary depending on the conference party's current state and on whether you started the conference or not.



- **Drop**  4311
This option allows you to drop the party from the conference. Their icon is changed as shown to show that they are no longer in the conference.
- **Mute**  4311
This option allows you to mute the party. While muted their icon is changed as shown.
- **Unmute**
Reconnect a party whose icon indicates that they were muted.

3.7 Holding a Conference

You can put a conference call on hold. The other parties in the conference will still be able to talk to each other without you. Your status in the conference display is updated to show that you are on hold. To return to the conference click on **Retrieve**.



Note that this only applies to conference calls on your own phone system and displayed as conference calls by your one-X Portal. Putting your connection to any other type of conference, for example on another phone system, may cause that conference to hear your phone systems music on hold.

3.8 Conference Call Controls

When you have a conference call in progress, the conference call tab will display a range of controls.

Conference Buttons

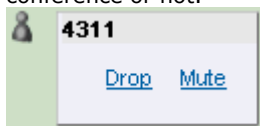
The buttons on the conference tab can be used as follows:




- **Drop**
Drop yourself from the conference.
- **Hold**
Put you connection to the conference on hold. The other parties in the conference are still connected and can continue talking.
- **Record**
You can start recording a conference call. All parties in the conference will hear an advice of call recording warning. If you add another party to the conference the warning is repeated.
- **Mute**
Mute your connection to the conference. This can help the clarity of the conference when there are several parties. To unmute yourself click on the **Unmute** button.
- **Mute All**
If you started the conference, you may also be able to use this control. It allows you to mute all other parties in the conference except yourself.
- **Unmute**
Unmute your connection to the conference.
- **Unmute All**
If you started the conference, you may also be able to use this control. It allows you to unmute all muted other parties in the conference.

Using the Conference Party Icons

By clicking on the icons of the parties in the conference you can perform actions on that party.

1. If you click on the details of a party in the conference, you will be displayed a list of the actions that you can perform. The options will vary depending on the conference party's current state and on whether you started the conference or not.



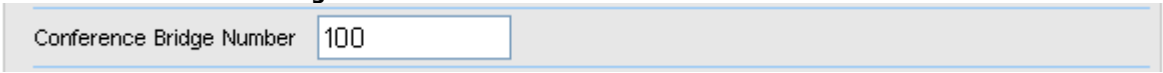
- **Drop**  4311
This option allows you to drop the party from the conference. Their icon is changed as shown to show that they are no longer in the conference.
- **Mute**  4311 
This option allows you to mute the party. While muted their icon is changed as shown.
- **Unmute**
Reconnect a party whose icon indicates that they were muted.

3.9 Configuring Your Conference Bridge Number

For conferences that you start, the one-X Portal conference display provides you with functions to mute and drop other parties or to mute all parties.

Each conference hosted by the IP Office is given an ID and your system administrator can configure methods for accessing or starting a conference with a particular ID. If your one-X Portal conference bridge number setting matches the conference ID, you will have the same conference controls to mute and drop other parties as provided for a conference that you started yourself.

1. Select the **Configure** tab.
2. Locate the **Conference Bridge Number** field.

A screenshot of a web form. It shows a label 'Conference Bridge Number' followed by a text input field containing the number '100'. The entire form is set against a light gray background.

Conference Bridge Number 100

3. Enter the name or number of the conference meet me that you want to control.
4. Click on **Save**.

Chapter 4.

The Call Log

4. The Call Log

The **Call Log** gadget displays details of calls you have made, received and missed. You can use the call log to [make a call](#) or [add the caller's details to your Personal Directory](#).

Call Log					
All Incoming Outgoing Missed					
Type	Name	Time	Duration	Calls	
Incoming	Spare 8 (425)	16-Jul 11:47:49 AM	8s	75	+
Incoming	Chris (400)	15-Jul 3:37:24 PM	0s	7	+
Missed	Spare 8 (425)	15-Jul 3:37:24 PM	0s	7	+
Missed	MarkG (670)	15-Jul 3:36:53 PM	20s	10	+
Outgoing	MarkG (670)	14-Jul 3:35:39 PM	6s	45	+
Incoming	Spare 8 (425)	14-Jul 8:34:17 AM	0s	1	+
Incoming	Mark (431)	14-Jul 7:36:42 AM	14s	43	+
					Clear Tab

Use My Call Log		
• View My Call Log	• Make a Call From the Call Log	• Add a Call Log Number to My Directory

Phone Call Log

The call log shown by one-X Portal is stored on the telephone system as part of your user setting.

If you are using a 1400 Series, 1600 Series or 9600 Series phone with a **Call Log** button, the [same call log](#) is shown on the phone. You can then use and edit your call log from the phone or from one-X Portal. The two will change in parallel.

If you are using any other type of phone that has a call log, it will be a call log stored by the phone itself and so may not match the one-X Portal call log. For example calls made using the one-X Portal may not appear in the phone's call log.

4.1 Using the Call Log

The **Call Log** displays details of calls you have made, received and missed. You can use the call log to [make a call](#)^[20] or [add the caller's details to your Personal directory](#)^[55].

Type	Name	Time	Duration	Calls
	Spare 8 (425)	16-Jul 11:47:49 AM	8s	75
	Chris (400)	15-Jul 3:37:24 PM	0s	7
	Spare 8 (425)	15-Jul 3:37:24 PM	0s	7
	MarkG (670)	15-Jul 3:36:53 PM	20s	10
	MarkG (670)	14-Jul 3:35:39 PM	6s	45
	Spare 8 (425)	14-Jul 8:34:17 AM	0s	1
	Mark (431)	14-Jul 7:36:42 AM	14s	43

Each call of particular type, to or from a particular number, only appears as a single call log record. For any additional calls of the same type and number as an existing call log record, the details (**Time** and **Duration**) shown for the existing record are updated and the **Calls** count is increased.

Tab	Description
All	This tab shows all the records from the other sub-tabs.
Incoming	This tab shows records for calls direct to your extension number that you have answered. Details of the 10 most recent calls are included.
Outgoing	This tab shows records for calls that you made. Details of the 10 most recent calls are included.
Missed	This tab shows records for calls that have rung your phone but were not answered there. They include calls then went to your voicemail, calls that were forwarded and calls that were picked up by another user. Details of the 10 most recent calls are included.

- **Hunt Group Calls**

Your [system administrator](#)^[113] can configure whether your missed calls call log includes missed calls for selected [hunt groups](#)^[112]. Missed hunt group calls are calls not answered by a member of the hunt group. They do not have to actually rung you and they may have been answered by a non-group member or voicemail; if so that will be indicated in the missed call details. When this option applies to your call log, the **Name** column is relabeled **From** and a **To** column is also displayed so you can distinguish between your own calls and calls to a hunt group.

- **Sort**

You can sort the call log entries by clicking on the column headers. The current column being used for sorting is indicated by a down arrow ▼ or up arrow ▲ icon. Clicking on the same column header again reverses the sort order.

- **Add the Caller Details to Your Personal Directory**^[55]

You can add the name and number to your **Personal** directory.

- **Clear Tab**

Delete all records from the currently viewed tab.

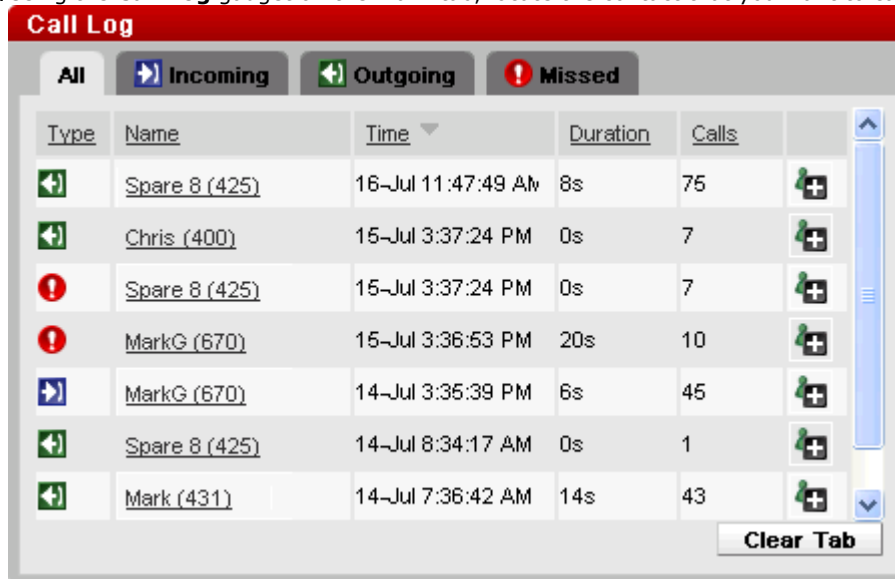
- **Name**^[54]

The entries in the name column are underlined and can be clicked to make a return call to the number stored by the call log.

4.2 Making a Call from the Call Log

You can use the numbers in the call log to make a repeat or return call.

1. Using the **Call Log** gadget on the **Main** tab, locate the contact that you want to call.

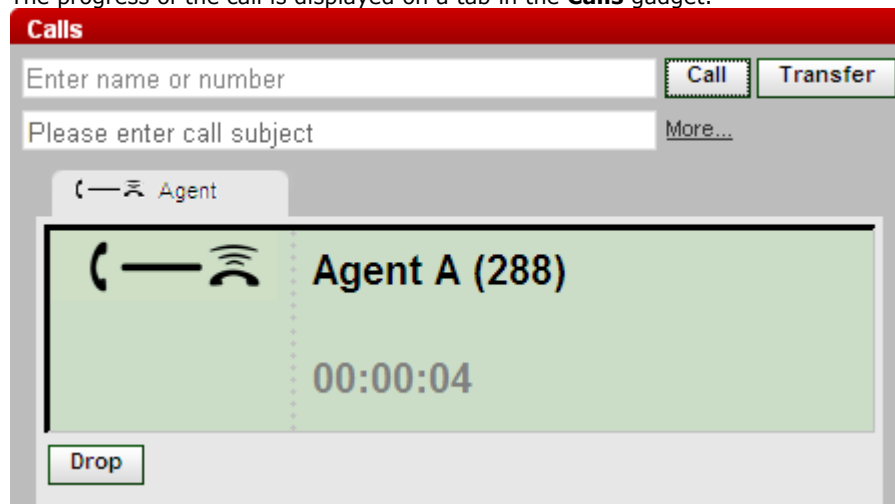


The screenshot shows the 'Call Log' gadget with a red header. Below the header are four tabs: 'All', 'Incoming', 'Outgoing', and 'Missed'. The 'Incoming' tab is selected. The table below lists call records with columns for Type, Name, Time, Duration, and Calls. Each row has a small icon to the left of the Name and a '+' icon to the right of the Calls column. A 'Clear Tab' button is at the bottom right.

Type	Name	Time	Duration	Calls
Incoming	Spare 8 (425)	16-Jul 11:47:49 AM	8s	75
Incoming	Chris (400)	15-Jul 3:37:24 PM	0s	7
Missed	Spare 8 (425)	15-Jul 3:37:24 PM	0s	7
Missed	MarkG (670)	15-Jul 3:36:53 PM	20s	10
Incoming	MarkG (670)	14-Jul 3:35:39 PM	6s	45
Incoming	Spare 8 (425)	14-Jul 8:34:17 AM	0s	1
Incoming	Mark (431)	14-Jul 7:36:42 AM	14s	43

2. Click on the underlined number.


- The progress of the call is displayed on a tab in the **Calls** gadget.

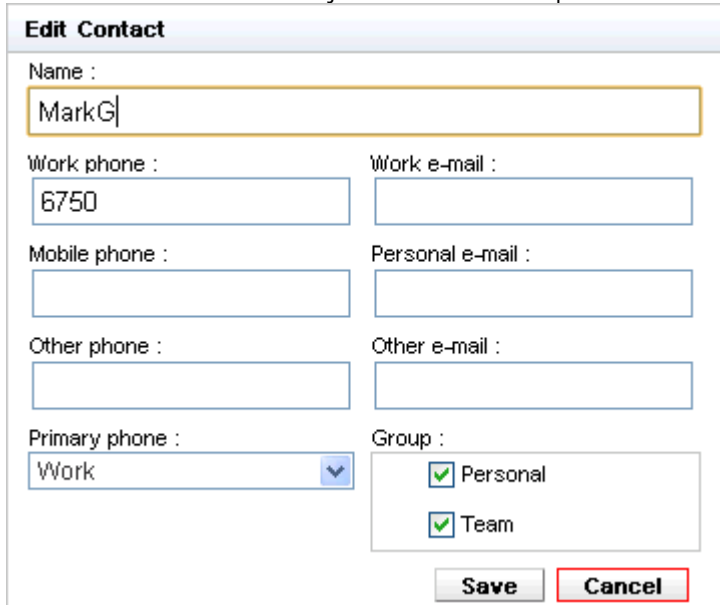


The screenshot shows the 'Calls' gadget with a red header. Below the header is a search bar with the text 'Enter name or number' and a 'Call' button. Below the search bar is another search bar with the text 'Please enter call subject' and a 'More...' link. Below the search bars is a tab labeled 'Agent'. The main area shows a call in progress for 'Agent A (288)' with a duration of '00:00:04'. A 'Drop' button is at the bottom left.

4.3 Adding a Caller to Your Directory

You can add the details of a caller shown in your call log to your **Personal** directory.

1. Locate the call in your call log.
 2. Click on the add  icon next to the call details.
 3. The contact details menu will be displayed pre-filled with the information from your call log.
- Use the menu to enter and adjust the details as required.



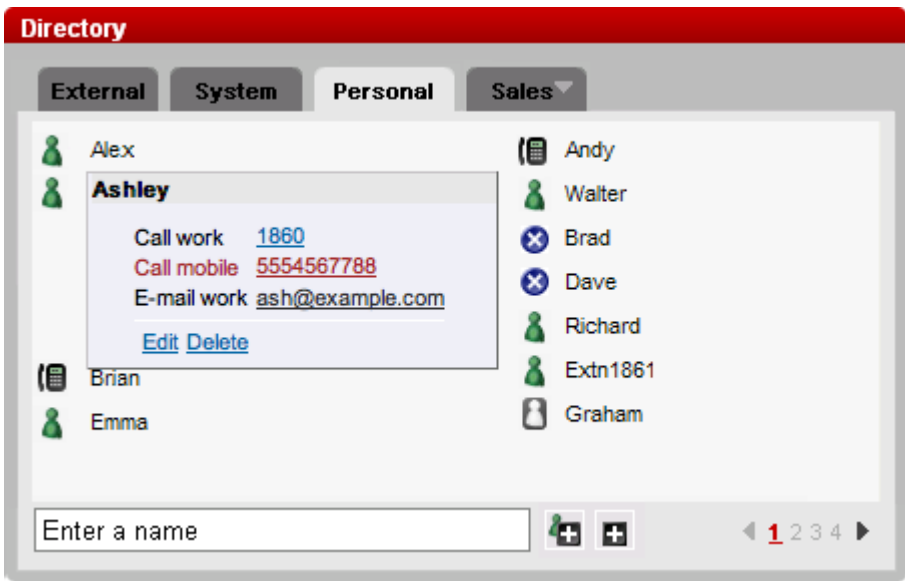
- If the **Work phone** setting matches a telephone system user's extension number, the directory contact will show the [user status](#)^[60] of the user. This applies even if another number is currently selected as the **Primary phone**^[113].
- You can use the **Group** list to select which of your personal [contacts tabs](#)^[68] the contact should appear on.
- You can add email addresses. These allow you to [start an email](#)^[69] from the one-X Portal directory.
- When finished, click **Save**.

Chapter 5.

Directories

5. Directories

Your one-X Portal can display several directories of names and associated telephone numbers. It does this in the **Directory** gadget.



Each of the different types of directory listed below is shown on a separate tab. In addition you can create up to 4 additional tabs to which you can add selected contacts.

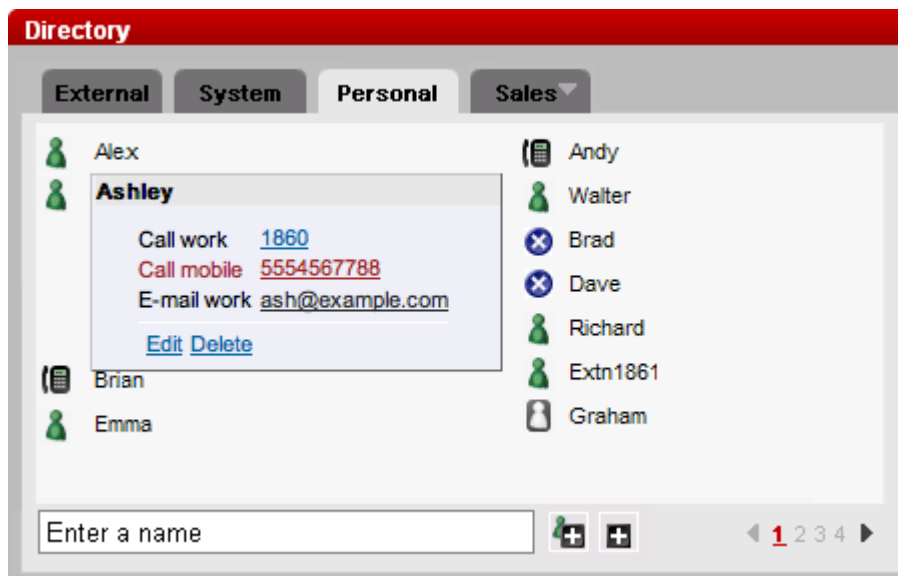
- **Personal**
This tab shows your personal contacts stored by the phone system. If you are using an Avaya phone these contacts may also be accessible on the phone.
- **System**
This tab shows contacts stored by the phone system for use by all users plus the details of other users and hunt groups.
- **External**
This tab allows you to search an external directory of contacts if configured by your administrator.

Use the Directories		
<ul style="list-style-type: none">• View the Directories ⁵⁹• Search the Directories ⁶⁰• Make Calls from the Directory ⁶¹• Adding a Contacts Group Tab ⁶⁸	<ul style="list-style-type: none">• Add a Directory Contact ⁶³<ul style="list-style-type: none">• ...from My Call Log ⁵⁵• ...from a Voicemail Message ⁸⁵• ...from the System Directory ⁶⁴	<ul style="list-style-type: none">• Delete a Directory Contact ⁶⁸• Edit a Directory Contact ⁶⁷• Transfer a Call to a Directory Contact ³³• Email a Contact ⁶⁹• Instant Messaging a Contact ⁷⁰

- **Dialing by Name**
When making calls using the [Calls](#) ²⁰ gadget, you can enter a name rather than a number. If the name matches a contact in your **Personal** directory or the **System** directory, the primary number of that contact is dialed.
- **Name Display on Incoming Calls**
When receiving a call, if the number of the caller matches a contact in your **Personal** directory or the **System** directory, the name of the contact is displayed by your one-X Portal.

5.1 Viewing the Directories

Your one-X Portal can display several directories (**System**, **Personal** and **External**) of names and associated telephone numbers.



- **Personal Directory**

This is your own directory of names and numbers. You can associate multiple numbers with a name and select which number to use when making a call. You can edit and change the directory contacts using one-X Portal.

- For some types of phone (*see below*), you can also access, use and edit your **Personal** directory from the phone.

- **System Directory**

This is the directory of names and numbers from your telephone system plus all the users and [groups](#)^[112] on the telephone system. Your one-X Portal administrator can also add System directory contacts. You cannot change these contacts. However, you can copy a System directory contact into your [Personal directory](#)^[64].

- **External Directory**

Your [system administrator](#)^[113] can configure one-X Portal to access an external directory. If your one-X Portal server has been configured to do this, you can perform a search of the external directory. The results of the search are shown here.






Personal Directory

If you are using a 1400 Series, 1600 Series or 9600 Series phone with a **Contacts** button, or T3 Series phone, you can also use your **Personal** directory contacts through the phone and edit them using the phone.

1. As **Personal** directory contacts are added, they are stored by both the one-X Portal application and by the telephone system and kept in sync. The telephone system can only store up to 100 Personal directory contacts per user (subject to its own system limits), any additional contacts beyond that are stored by one-X Portal only.
2. The contacts can be edited through the phone or through one-X Portal.
3. Personal directory contacts shown by the one-X Portal can contain several numbers with one selected as the current **Primary phone**^[113] number. The matching telephone system record contains just one number, which will be changed to match the currently selected **Primary phone** number on one-X Portal if that selection is changed.

5.2 Directory Icons

- For some directory contacts, one-X Portal can indicate the contacts current status by using different icons. For contacts that have multiple telephone numbers, the status is based that of the work number.

State	Icon	Description
Available		The normal state for a user showing that their work extension is not in use.
Busy		The normal state for a user showing that their work extension is currently on a call.
Do Not Disturb		The user has set Do Not Disturb ^[12] . Calls to them will go to voicemail if enabled or else get busy tone unless you are in the user's Do Not Disturb exception list ^[9] .
Logged Out		The user has logged out ^[11] from their phone. Calls to them will most likely go to voicemail if available.
Other		This icon is used when the status is not known.

5.3 Searching the Directories


Each of the individual directory tabs can be searched.

Searching the Personal and System Directories

Using the **Personal** directory and the **System** directory, you can use the text box at the bottom to enter a name. The directory contacts still shown will be those that match the name.






When there are multiple matches, you can use the page icons ◀ 1 2 3 4 ▶ at the bottom right to move between pages. Alternatively, add more details to the search term to improve the search matching and so reduce the number of contacts displayed.

Searching the External Directory

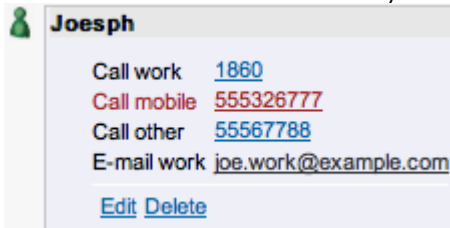
To search the **External** directory, enter a name or number in the text box at the bottom and click on the magnifying glass  icon. one-X Portal will then search the remote directory and return the matching contacts. To clear the results click on the **Clear** button.

5.4 Making a Call

1. Using the **Directory** gadget on the **Main** tab, locate the name that you require in the directory.
2. To filter the names shown, start entering a name or number in the text box at the bottom of the directory tab. As you enter a name, directory contacts that do not match are hidden from the view.
 - For some directory contacts, one-X Portal can indicate the contacts current status by using different icons. For contacts that have multiple telephone numbers, the status is based that of the work number.

State	Icon	Description
Available		The normal state for a user showing that their work extension is not in use.
Busy		The normal state for a user showing that their work extension is currently on a call.
Do Not Disturb		The user has set Do Not Disturb ^[12] . Calls to them will go to voicemail if enabled or else get busy tone unless you are in the user's Do Not Disturb exception list ^[91] .
Logged Out		The user has logged out ^[112] from their phone. Calls to them will most likely go to voicemail if available.
Other		This icon is used when the status is not known.

5. Click the name to show the directory details.



Joesph

Call work [1860](#)

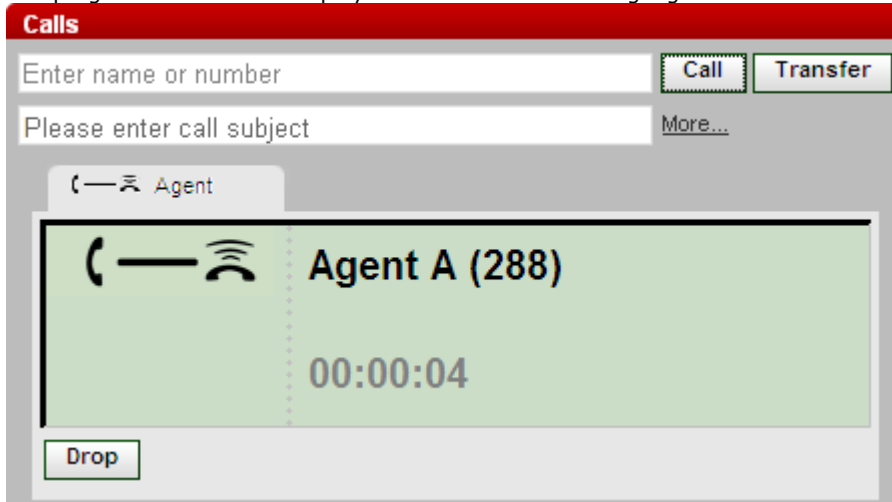
Call mobile [555326777](#)

Call other [55567788](#)

E-mail work joe.work@example.com

[Edit](#) [Delete](#)

6. To call the number shown, click on it. **Personal** directory contacts can have several numbers available to be used.
 - The progress of the call is displayed on a tab in the **Calls** gadget.



Calls

Enter name or number

Please enter call subject [More...](#)

(— ☎ Agent

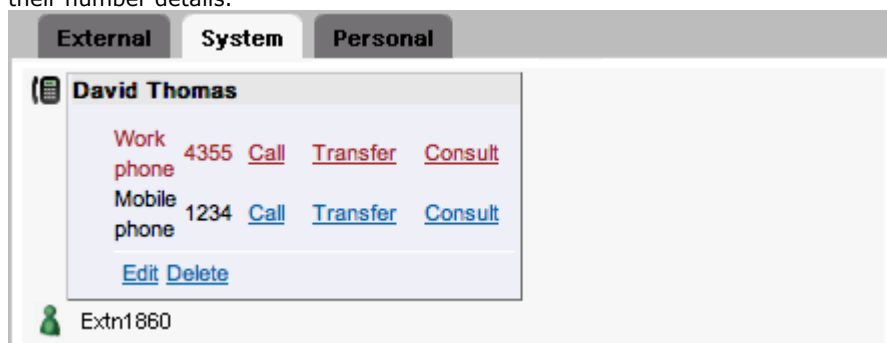
(— ☎ Agent A (288)

00:00:04

5.5 Transferring a Call

You can transfer a call to a contact in your directory rather than having to enter the destination number yourself.


1. Use the **Directory** gadget to locate the party to which you want to transfer the call. Click on their name to display their number details.

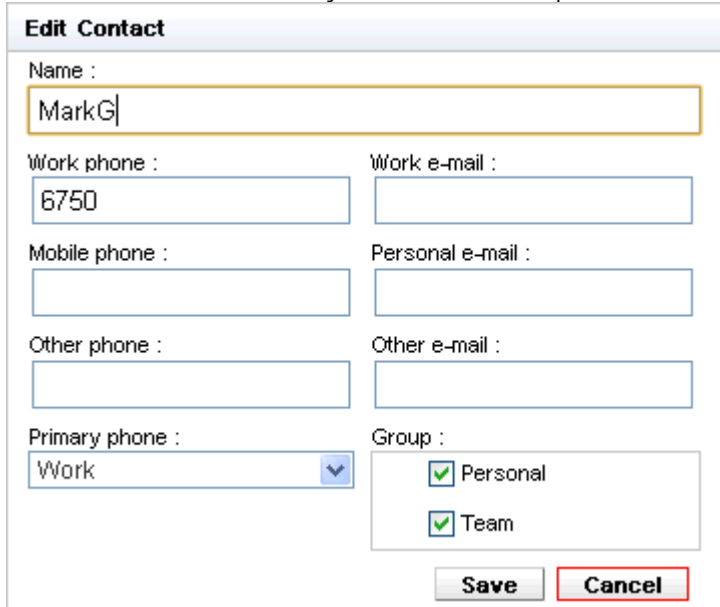


2. Because you already have a connected call, options in addition to **Call** are displayed next to each contact number.
 - Use the **Transfer** link to do a simple [unsupervised transfer](#)^[31].
 - Use the **Consult** link to start a [supervised transfer](#)^[32].

5.6 Adding a New Personal Directory Contact

In addition to the method below, you can add caller details from a [voicemail message](#)^[85], from the [call log](#)^[55] or from the [System directory](#)^[64].

1. Using the **Directory** gadget on the **Main** tab, select the **Personal** directory tab.
2. In the box at the bottom of the tab, enter the name or number you want to add and click the add  icon.
3. The menu for entering contact details is displayed.
 - Use the menu to enter and adjust the details as required.



- If the **Work phone** setting matches a telephone system user's extension number, the directory contact will show the [user status](#)^[60] of the user. This applies even if another number is currently selected as the [Primary phone](#)^[113].
- You can use the **Group** list to select which of your personal [contacts tabs](#)^[68] the contact should appear on.
- You can add email addresses. These allow you to [start an email](#)^[69] from the one-X Portal directory.
- When finished, click **Save**.

Personal Directory

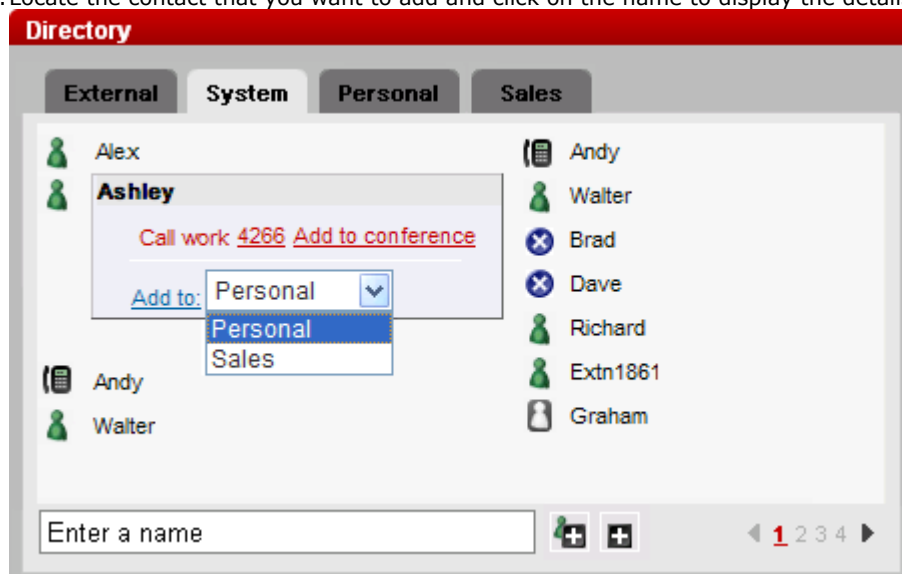
If you are using a 1400 Series, 1600 Series or 9600 Series phone with a **Contacts** button, or T3 Series phone, you can also use your **Personal** directory contacts through the phone and edit them using the phone.

1. As **Personal** directory contacts are added, they are stored by both the one-X Portal application and by the telephone system and kept in sync. The telephone system can only store up to 100 Personal directory contacts per user (subject to its own system limits), any additional contacts beyond that are stored by one-X Portal only.
2. The contacts can be edited through the phone or through one-X Portal.
3. Personal directory contacts shown by the one-X Portal can contain several numbers with one selected as the current [Primary phone](#)^[113] number. The matching telephone system record contains just one number, which will be changed to match the currently selected **Primary phone** number on one-X Portal if that selection is changed.

5.6.1 Adding a Contact from the System Directory

You can add a contact in the **System** directory to your **Personal** directory. The copy remains linked to the **System** directory, you cannot edit it but changes in the **System** directory will apply to the copy in your **Personal** directory.

1. Using the **Directory** gadget on the **Main** tab, select the **System** directory tab.
2. Locate the contact that you want to add and click on the name to display the details.




3. Use the drop down list to select which of your [personal contacts tabs](#) you want to add a copy of the system directory contact.
4. Click on **Add to**.
5. The contact is added to the selected tab.

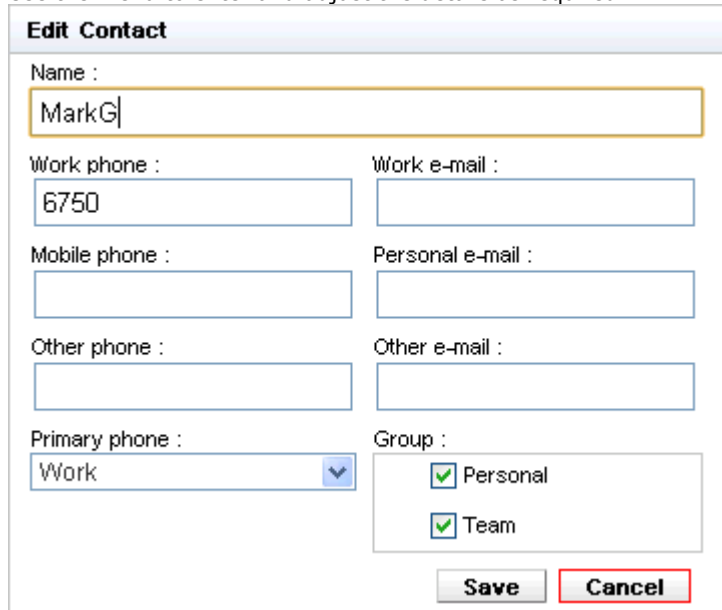
Hint

- To add a copy of a system contact that you can then edit and add other contact details such as additional numbers and email addresses, use the standard method of adding a personal directory contact. If the **Work Phone** number matches a system user's extension number, the personal contact will show the user status of that user.

5.6.2 Adding a Caller from the Call Log

You can add the details of a caller shown in your call log to your **Personal** directory.


1. Locate the call in your call log.
 2. Click on the add  icon next to the call details.
 3. The contact details menu will be displayed pre-filled with the information from your call log.
- Use the menu to enter and adjust the details as required.

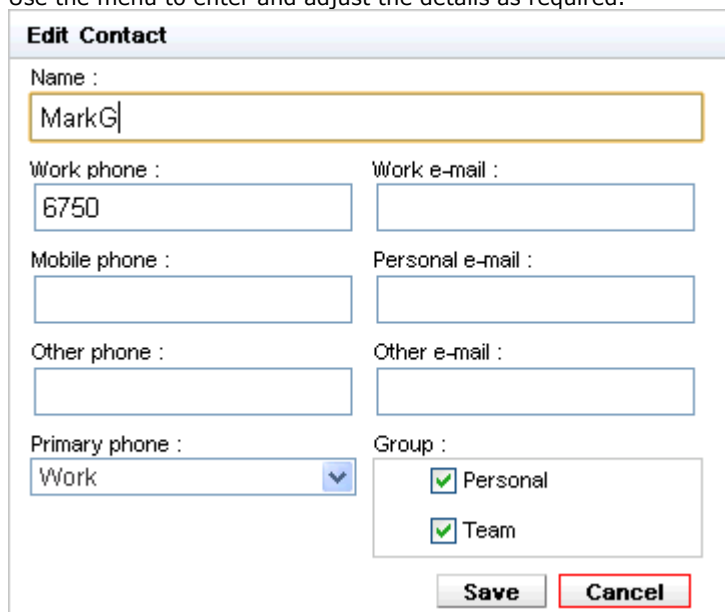


- If the **Work phone** setting matches a telephone system user's extension number, the directory contact will show the [user status](#) ^[60] of the user. This applies even if another number is currently selected as the **Primary phone** ^[113].
- You can use the **Group** list to select which of your personal [contacts tabs](#) ^[68] the contact should appear on.
- You can add email addresses. These allow you to [start an email](#) ^[69] from the one-X Portal directory.
- When finished, click **Save**.

5.6.3 Adding a Voicemail Caller to the Directory

You can add the details of a caller who left you a voicemail message to your **Personal** directory.

1. Click on **Main**.
2. View the **Messages**.
3. Click on the add  icon shown in the message details.
 - Use the menu to enter and adjust the details as required.



Edit Contact

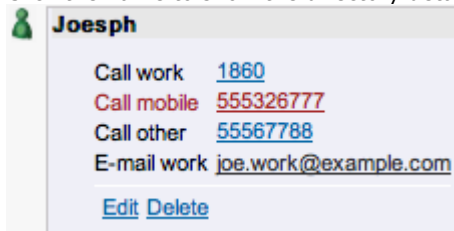
Name :
MarkG

Work phone : 6750 Work e-mail :
Mobile phone : Personal e-mail :
Other phone : Other e-mail :
Primary phone : Work Group :
☒ Personal
☒ Team
Save **Cancel**

- If the **Work phone** setting matches a telephone system user's extension number, the directory contact will show the [user status](#) ^[60] of the user. This applies even if another number is currently selected as the [Primary phone](#) ^[113].
- You can use the **Group** list to select which of your personal [contacts tabs](#) ^[68] the contact should appear on.
- You can add email addresses. These allow you to [start an email](#) ^[69] from the one-X Portal directory.
- When finished, click **Save**.

5.7 Editing a Personal Contact

1. Using the **Directory** gadget on the **Main** tab, locate the name that you require in the directory.
2. To filter the names shown, start entering a name or number in the text box at the bottom of the directory tab. As you enter a name, directory contacts that do not match are hidden from the view.
5. Click the name to show the directory details.



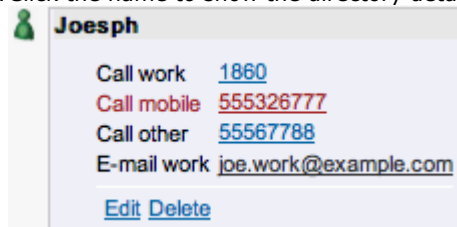
- Click **Edit**.
 - This option is not available for contacts that have been added from the system directory, they remain linked to the matching entry on the System directory tab.
- Use the menu to enter and adjust the details as required.

- If the **Work phone** setting matches a telephone system user's extension number, the directory contact will show the [user status](#)^[60] of the user. This applies even if another number is currently selected as the [Primary phone](#)^[113].
- You can use the **Group** list to select which of your personal [contacts tabs](#)^[68] the contact should appear on.
- You can add email addresses. These allow you to [start an email](#)^[69] from the one-X Portal directory.
- When finished, click **Save**.

5.8 Deleting a Personal Directory Contact

Note that if the same contact appears on several personal tabs, this action will only delete the contact from the currently displayed tab. To see which tabs a personal contact appears on, select **Edit** instead of **Delete**.

1. Using the **Directory** gadget on the **Main** tab, locate the name that you require in the directory.
2. To filter the names shown, start entering a name or number in the text box at the bottom of the directory tab. As you enter a name, directory contacts that do not match are hidden from the view.
5. Click the name to show the directory details.




6. Click **Delete**.

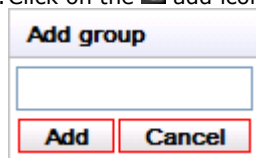
5.9 Adding Another Personal Contacts Tab

In addition to the standard directory tabs (**Personal**, **System** and **External**) you can create up to 5 additional tabs for personal contacts. You can use those additional tabs in the same way as the **Personal** tab.

The same personal contact can appear on several tabs. The tabs are selected when [editing the personal contact](#)^[67].

Adding a Personal Contacts Tab

1. Select the **Personal** tab in the **Directory** gadget.
2. Click on the  add icon.



3. Enter a name for the new tab and click **Add**.
4. The new tab will be displayed.

Renaming an Additional Tab

To rename a tab, click on the ▼ down arrow icon by the tab name and select **Edit**. Enter the name required and click **Modify**.

Deleting a Personal Contacts Tab

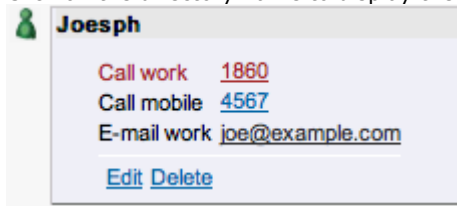
To delete a personal directory tab, click on the ▼ down arrow icon by the tab name and select **Remove**.

If you delete a tab that contains personal contacts, those contacts will be moved to your **Personal** tab. If you do not want this to happen you must [delete the contacts](#)^[68] from the tab before deleting it.

5.10 Emailing a Contact

Contacts in your **Personal** and **External** directories can include email addresses. You can click these in order to email the contact.

1. Using the **Directory** gadget on the **Main** tab, locate the name that you require in the directory.
2. To filter the names shown, start entering a name or number in the text box at the bottom of the directory tab. As you enter a name, directory contacts that do not match are hidden from the view.
3. Click on the directory name to display the number and email address details.




4. Click on the email address that you want to use. Some contacts can have more than one email address from which you can select.
5. A new email will be started using the computer's default email application, with the selected email address in the **To** field.

5.11 Instant Messaging a Contact

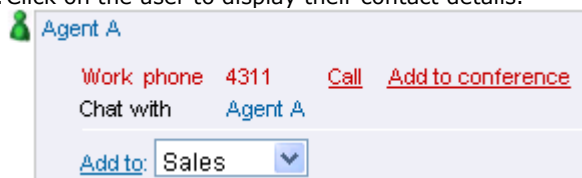
one-X Portal allows you to have instant message chat sessions with other one-X Portal users. You can only do this if they have one-X Portal running on their computer. You can use an instant message session even when on a call to the same user that you are messaging.

If you do not want other users to be able to start chat sessions with you while you are using one-X Portal, [set your presence status](#) ^[12] to **Offline**.

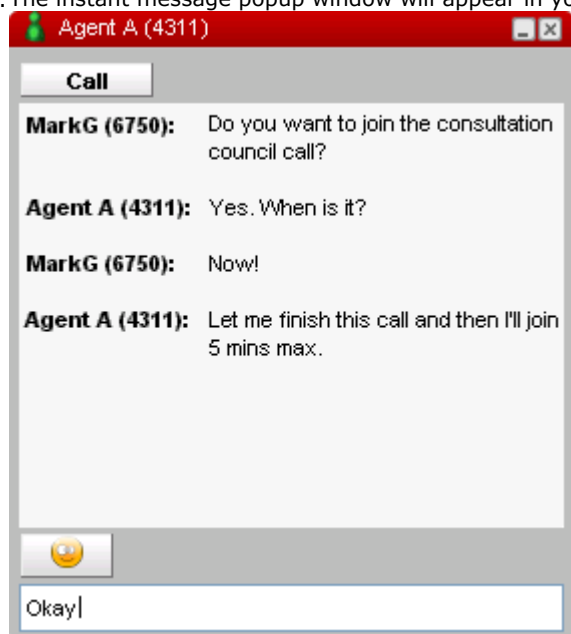
1. Locate the other one-X Portal user in your **Directory** gadget.

- A grey  icon indicates they are either available but not using one-X Portal or that they have selected Offline status. In either case they cannot be instant messaged.

2. Click on the user to display their contact details.



3. Click on the name next to **Chat with** if available. It will not be available if the user is currently not logged in to one-X Portal.
4. The instant message popup window will appear in your one-X Portal and in the other user's one-X Portal.



5. You can start typing your messages and they can reply.
6. You can start instant messaging session with other one-X Portal users at the same time. Each will appear in a separate popup.

Chapter 6.

Profiles

6. Profiles

one-X Portal allows you to create profiles which contain a set of telephone system settings. By selecting which of your saved profiles is active, you apply that set of settings to the telephone system. Thus using profiles you are able to easily control where your calls are directed and how they are treated.

By default you have 3 profiles, called **Office**, **Mobile** and **Home**. You can edit these profiles but you cannot delete them. However you can also add 4 more profiles which you can edit and delete. A special profile call **Detected** may also appear. It is displayed when your current telephone system settings don't match any of your profiles.

Profile Settings	
Mobility	<ul style="list-style-type: none">Default DeskphoneForward calls.Mobile Twinning.Telecommuter.
Voicemail	<ul style="list-style-type: none">Voicemail on/off.Voicemail Ringback on/off.Voicemail Outcalling on/off.Listen on your phone/Listen on your PC.Select which voicemail greeting to use.
Call Pickup	<ul style="list-style-type: none">Call Pickup on/off.

Example

Using a set of profiles, you can quickly switch between different forwarding locations and different calls received. For example, you could configure a set of profiles as follows:

Name	Description	Active	
Office	At Deskphone, VM ON, Call Pickup ON	<input checked="" type="radio"/>	Edit
Mobile	Mobile Twinned at:123456, VM ON, Call Pickup ON	<input type="radio"/>	Edit
Home	Forwarded to:9123456, VM ON, Call Pickup OFF	<input type="radio"/>	Edit
Add a new profile definition			

This user has configured the profiles to work as follows:

- The **Office** profile is set to send calls to the user's desk extension. Voicemail is on if calls ring unanswered and so is call pickup to allow other one-X Portal users to pickup calls.
- The **Mobile** profile is set to use mobile twinning to ring at both the user's desk extension and at another number. Voicemail and call pickup are also still on.
- The **Home** profile is set to forward calls to an external number. Voicemail is on but call pickup is off.

Create and Use Profiles		
<ul style="list-style-type: none">Selecting Your Active ProfileAdding a New Profile	<ul style="list-style-type: none">Editing a Profile	<ul style="list-style-type: none">The 'Detected' Profile

6.1 The Detected Profile

If your settings on the telephone system do not match any of your profiles, one-X Portal will show you as being set to a profile called **Detected**. This profile will contain your current settings read from the phone system.

Name	Description	Active	
Detected	At Deskphone, VM OFF, Ringback ON, Email OFF, Call Pickup OFF	<input checked="" type="radio"/>	View
Office	Mobile Twinned at :96775655, VM ON, Ringback ON, Email OFF, Call Pickup OFF	<input type="radio"/>	Edit
Mobile	At Deskphone, VM ON, Ringback ON, Email OFF, Call Pickup OFF	<input type="radio"/>	Edit
Home	At Deskphone, VM ON, Ringback ON, Email OFF, Call Pickup OFF	<input type="radio"/>	Edit
Add a new profile definition			

The **Detected** profile can reappear even after you have selected an active profile. When you select a profile to be active, that profile's settings are applied to your settings on the telephone system. However many of those settings can also be changed using other methods such as dialing short codes. If you do that, your telephone system settings no longer match your profile and so you are changed back to the Detected profile.

- **Changing Voicemail Settings Using Other Interfaces**

one-X Portal loads your voicemail settings when you login. If you then change your voicemail settings using another method, such as through your phone, the details held by one-X Portal may be incorrect. If you make voicemail setting changes through a method other than one-X Portal, you should log out of one-X Portal and log in again.

6.2 Selecting Your Profile

Your currently active profile is shown in the [status line](#) ¹² at the top-right of the one-X Portal screen.

1. Select the **Configure** tab.
2. The list of profiles is shown at the top of the form.

Name	Description	Active	
Office	At Deskphone, VM ON, Call Pickup ON	<input checked="" type="radio"/>	Edit
Mobile	Mobile Twinned at:123456, VM ON, Call Pickup ON	<input type="radio"/>	Edit
Home	Forwarded to:9123456, VM ON, Call Pickup OFF	<input type="radio"/>	Edit
Add a new profile definition			

3. In the list of profiles, click on the profile that you want used.
 - When you select or edit an active profile, there is a small delay while the profile settings are applied to your settings on the telephone system. An **orange background** indicates that the profile changes have not yet been fully applied by the telephone system. A **green background** indicates that the active profile changes have now been fully applied.

6.3 Editing a Profile

1. Select the **Configure** tab.

2. The list of profiles is shown at the top of the form.

Name	Description	Active	
Office	At Deskphone, VM ON, Call Pickup ON	<input checked="" type="radio"/>	Edit
Mobile	Mobile Twinned at:123456, VM ON, Call Pickup ON	<input type="radio"/>	Edit
Home	Forwarded to:9123456, VM ON, Call Pickup OFF	<input type="radio"/>	Edit
Add a new profile definition			

3. In the list of profiles, click on the **Edit** link next to the profile that you want to edit.

Profile Definition

Name

Office

► Mobility

► Voicemail

► Call Pickup

► Active Greeting

OK

Cancel

4. Use the ► and ▼ arrow icons to show and hide the different sets of settings that are available to you to use within your profiles.

5. When you have set the profile as required, click on **OK**.

6. Click on **Save**.

- When you select or edit an active profile, there is a small delay while the profile settings are applied to your settings on the telephone system. An **orange background** indicates that the profile changes have not yet been fully applied by the telephone system. A **green background** indicates that the active profile changes have now been fully applied.

6.4 Adding a Profile

In addition to the 3 default profiles, you can add 4 more.

1. Select the **Configure** tab.
2. The list of profiles is shown at the top of the form.

Name	Description	Active	
Office	At Deskphone, VM ON, Call Pickup ON	<input checked="" type="radio"/>	Edit
Mobile	Mobile Twinned at:123456, VM ON, Call Pickup ON	<input type="radio"/>	Edit
Home	Forwarded to:9123456, VM ON, Call Pickup OFF	<input type="radio"/>	Edit
Add a new profile definition			

3. Click on **Add a new profile definition**.

Profile Definition

Name

▶ Mobility
▶ Voicemail
▶ Call Pickup
▶ Active Greeting

4. Enter a name for the profile.
5. Use the ▶ and ▼ icons to show and hide the different sets of settings that are available to you to use within your profiles.
6. When you have set the profile as required, click on **OK**.
7. Click on **Save**.

6.5 Profile Settings

This section summarizes the various different settings that are part of a profile.

Profile Settings	
Mobility	<ul style="list-style-type: none">Default DeskphoneForward callsMobile TwinningTelecommuter
Voicemail	<ul style="list-style-type: none">Voicemail on/off.Voicemail Ringback on/off.Voicemail Outcalling on/off.Listen on your phone/Listen on your PC.Select which voicemail greeting to use.
Call Pickup	<ul style="list-style-type: none">Call Pickup on/off.

6.5.1 Call Pickup

This option allows you to set whether other one-X Portal users to be able to [pickup your calls](#) when this profile is your active profile.

▼ Call Pickup

☐ Enable

In their **Directory** gadget, your contact will indicate when you have calls waiting to be answered and allow them to pickup the call.

Joe Bloggs

Pickup call from

[901234567890](#)

Call work [6982](#) Conference

6.5.2 Mobility - Use Default Deskphone

In this mode, your calls simply ring at the IP Office extension which you are using. This mode has no additional mobility settings.

▼ Mobility

Mode

Use Default Deskphone

6.5.3 Mobility - Forward

In this mode, you can have your calls forwarded to another number that you set. The calls can either be forwarded without ringing at the extension you are using or only after having first rung unanswered at that extension.

Normally only your incoming external calls are forwarded. Internal and groups calls are only forwarded if configured elsewhere by your system administrator or using controls on your phone.

▼ Mobility

Mode

Forward

☒ Forward all incoming calls unconditionally to

☐ Forward all incoming calls on no answer to

Number

9555123456

These options control when your calls are forwarded while the profile is active:

- Forward all incoming calls unconditionally to**
If this option is selected, the calls are forwarded immediately without ringing at your IP Office extension. This function is also called 'send all calls' or 'forward all'.
- Forward all incoming calls on no answer to**
If this option is selected, calls are only forwarded if you phone is busy or if the call has rung unanswered for a period of time.
- Number**
This sets the number to which you want your calls to be forwarded. You can enter an internal or external number. Remember to add any external dialing prefix used by your phone system if the number is external.

- You can also use your IP Office phones menus to select your forwarding settings. If those settings differ from the one set in your profile, the one-X Portal will change your profile to **Detected**.

6.5.4 Mobility - Mobile Twinning

Mobile twinning allows your incoming calls to ring at both your IP Office extension and at another number that you have entered. The option to use Mobile Twinning is not available to all users.

▼ Mobility

Mode

Number

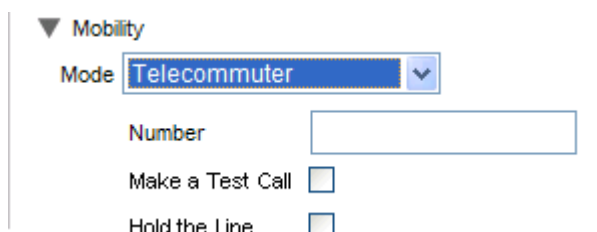
- **Number**

This sets the number to which your twinned calls will be sent in addition to ringing at your desk extension.

6.5.5 Mobility - Telecommuter Mode

Telecommuter mode allows you to make and receive calls using a phone at a remote location with all calls being started by and going via the telephone system. It requires you to also have a data connection from that location over which you can connect a web browser to your company's one-X Portal server. This mode is not available to all users.

- You make calls using one-X Portal to dial the number. The phone system will make a call to your configured telecommute number and when answered it will then make a call to the number dialed as if it had been dialed from your normal internal extension. The numbers that you can call will still be subject to your normal dialing restrictions if any.
- Incoming calls to your normal extension are redirected to the telecommute number and accompanying call details are displayed in one-X Portal.
- While telecommute mode is selected, you are logged out of your normal phone extension. When you end telecommute mode, your extension number is returned back to your normal phone extension if you have one and it is not in use by another [hot desking](#) user. If you don't have a normal extension or it is not available, you are treated as being logged off from the phone system and your calls will go to voicemail if available or receive busy.
- The phone at the telecommute number location is assumed to be a single line phone. If call waiting is enabled in your IP Office configuration it can be used for a single additional call when an existing call via the IP Office is connected.



- **Number**
Enter the telecommute number to which you want calls to your directed. This must be a number that can be dialed directly from the phone system.
- **Make a Test Call**
If selected, when you make this profile active, the telephone system will make a call to the telecommute number. Note that if you log in to one-X Portal with this profile already active no test call is made.
- **Hold the Line**
This setting controls how you use the connection from the phone system to the telecommute number.
 - **If Not Selected**
In this mode, the phone system only calls the telecommute number when required, that is when making or receiving a call for you. For example, when you make a call using one-X Portal, the phone system will call the telecommute number and only when answered will it connect and make a call to the number you dialed in one-X Portal. You can end the call through either using one-X Portal or simply replacing the handset.
 - In this mode, it is possible for the telecommute number to also receive and make non-telecommute calls. You can recognize telecommute calls as they will be displayed in one-X Portal.
 - Calls will not succeed if the phone system detects that the wrong type of trunk is being used (analog loop start or analog loop start emulation).
 - Pages calls are not redirected to the telecommute number. Intercom and dial direct calls are redirected but as normal calls.
 - **If Selected**
In this mode, once you make the profile active, the phone system will make a call to the telecommute number. When you answer you should leave the connection open (off-hook). You should then use one-X Portal to make, answer and control calls without replacing the handset between calls.
 - This option should be used whenever analog loop start trunks or analog loop start emulation trunks are involved or you suspect they are involved. This may include cellular phones connected to cellular gateways on analog trunks.
 - In this mode, if the continuous call is ended while there are parked or held calls, whether a new call is established when using one-X Portal to unhold/unpark the calls may not always work.

6.5.6 Voicemail

The following profile settings can be used to alter your voicemail operation.

▼ Voicemail



Active Greeting

Voicemail ☒

Voicemail Ringback ☐

Voicemail Outcalling ☒

Listen to messages on ☐ Browser ☒ Phone

- **Voicemail**
This setting controls whether voicemail is used to take voicemail messages when you cannot answer calls.
- **Voicemail Ringback**
When on, if you have any new voicemail messages, when you next use your phone extension, after that call the voicemail server will call you to alert you to the messages.
- **Voicemail Outcalling**
If you have outcalling configured for your voicemail mailbox, you can use this profile setting to switch the use of outcalling on or off.
- **Listen to messages on**
This setting allows you to select whether when using the Messages gadget, one-X Portal should playback your messages to your phone or to your browser. Playback to your browser is only supported for Voicemail Pro.
 - If using Internet Explorer, check that the option Play sound in webpages is enabled (**Tools | Internet Options | Advanced | Multimedia**).
 - A handset  icon is shown on your messages gadget when you are set for playback to your phone.
 - A headset  icon is shown on your messages gadget when you are set for playback to your browser.
- **Active Greeting**
If your voicemail is provided by Voicemail Pro, your mailbox can include up to 9 greetings that you have [recorded](#)^[87]. Within each of your one-X Portal profiles you can use the **Active Greeting** setting to select which greeting should be used for your mailbox when the profile is active.
- **Changing Voicemail Settings Using Other Interfaces**
one-X Portal loads your voicemail settings when you login. If you then change your voicemail settings using another method, such as through your phone, the details held by one-X Portal may be incorrect. If you make voicemail setting changes through a method other than one-X Portal, you should log out of one-X Portal and log in again.

Chapter 7.

Voicemail

7. Voicemail

If your telephone system has an Avaya voicemail server attached, you can check the messages in your voicemail mailbox using one-X Portal **Messages** gadget.

Messages (7 unread)

<input type="checkbox"/>	State	From	Time	Length	
<input type="checkbox"/>		Ernie (450)	07-Jul 10:39 AM	1s	
<input type="checkbox"/>		Albert (300)	07-Jul 10:37 AM	1s	
<input type="checkbox"/>		Alex (456)	16-May 8:50 PM	22s	
<input type="checkbox"/>		Allison (289)	16-May 6:44 PM	0s	
<input type="checkbox"/>		Claire (443)	16-May 6:44 PM	5s	
<input type="checkbox"/>		John (678)	16-May 6:30 PM	0s	
<input type="checkbox"/>		Simon (455)	16-May 6:30 PM	38s	

Access and Use Voicemail		
<ul style="list-style-type: none">• Play My Messages ⁸³• Switch Between Phone and PC Playback ⁸⁴	<ul style="list-style-type: none">• Add a Voicemail Caller to My Directory ⁸⁵• Call Someone Who Left a Message ⁸⁴	<ul style="list-style-type: none">• Change My Voicemail Mailbox Code ⁸⁶• Record Mailbox Greetings ⁸⁷• Select Your Mailbox Greeting ⁸⁸

- **Changing Voicemail Settings Using Other Interfaces**
one-X Portal loads your voicemail settings when you login. If you then change your voicemail settings using another method, such as through your phone, the details held by one-X Portal may be incorrect. If you make voicemail setting changes through a method other than one-X Portal, you should log out of one-X Portal and log in again.

7.1 Checking Voicemail Messages

A closed envelope  icon at the top right of the one-X Portal screen indicates that you have unread messages. These, and other messages, can be viewed and accessed using the **Messages** gadget.

1. On the **Main** tab, the **Messages** gadget displays the voicemail messages in your mailbox.



2. You can click on a column header to sort the messages using that column.
3. You can use the **Search** box at the top to filter the messages displayed to matching **From** value names or numbers.
4. To call the number associated with the message, click on the underlined **From** details.
5. You can click on the check boxes to select a message or messages and then:
 - **Save** - Mark the messages as saved. The messages' icon (see below) changes to a computer disk icon.
 - **Delete** - Delete the messages.
 - **Play the message** - While it is playing you can use the other controls below. This only works for a single selected message. You can also select the message to play by clicking on the , , or message icon.
 - **Stop**
 - **Pause**
 - **Skip Forwards**
 - **Skip Backwards**
 - This icon indicates that your current active [profile](#)^[72] is set to playback messages to your phone extension.
 - This icon indicates that your current active [profile](#)^[72] is set to playback messages through your PC.

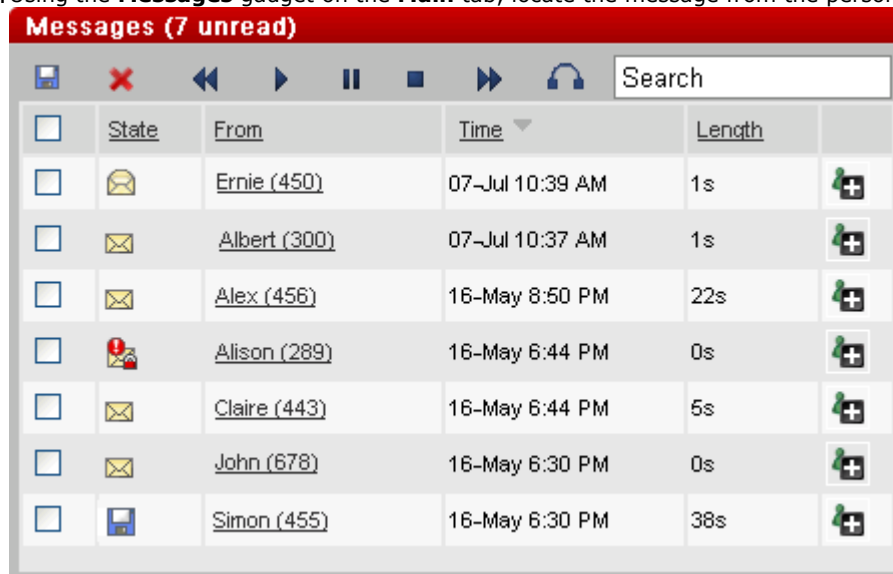
Message Icons

- **Unread message**
- **Read message**
Note that by default, a read message is permanently deleted from the mailbox after 30 days unless changed to a saved message.
- **Saved message**
Setting a message as saved stops it being automatically deleted after a period of time.
- **Priority message**
This icon is added to the message icon to indicate that the caller has set the message as a priority message. For example is a priority unread message.
- **Private message**
This icon is added to the message icons above to indicate that the caller has set the messages as a private message. Private messages cannot be forwarded to another voicemail mailbox. For example is a private unread message, is a private priority message.

7.2 Call Someone Who Left a Message

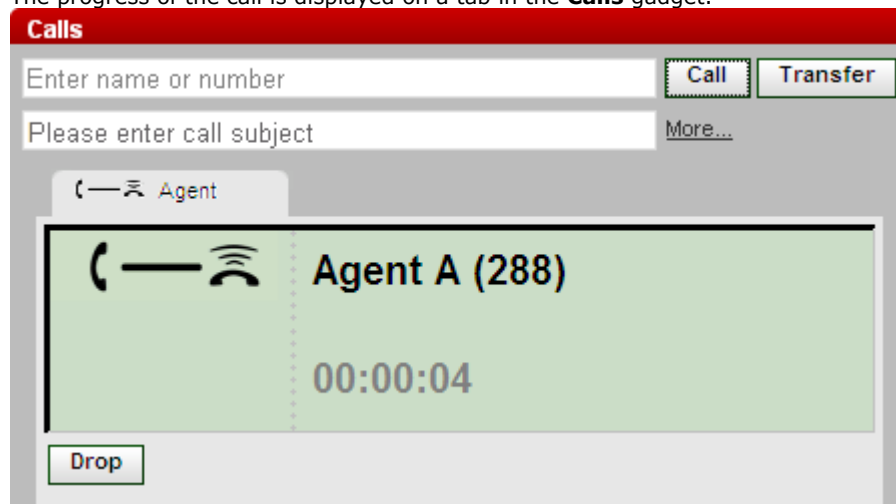
You can make a return call to someone who has left you a voicemail message.

1. Using the **Messages** gadget on the **Main** tab, locate the message from the person that you want to callback.



2. Click on the underlined name and number details of the message source.

- The progress of the call is displayed on a tab in the **Calls** gadget.




7.3 Switching Between Phone and PC Playback

You can have the **Messages** gadget playback your messages to your phone or to your computer. The setting used is part of your currently active [profiles](#) ⁷² voicemail options.

7.4 Adding a Caller to Your Personal Directory

You can add the details of a caller who left you a voicemail message to your **Personal** directory.

1. Click on **Main**.
 2. View the **Messages**.
 3. Click on the add  icon shown in the message details.
- Use the menu to enter and adjust the details as required.

Edit Contact

Name :

MarkG

Work phone :

6750

Work e-mail :

Mobile phone :

Personal e-mail :

Other phone :

Other e-mail :

Primary phone :

Work

Group :

☒ Personal
 ☒ Team

Save

Cancel

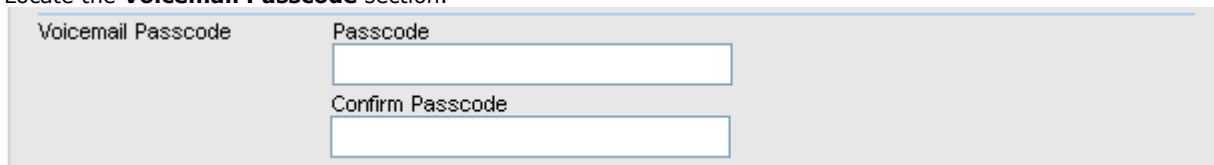
- If the **Work phone** setting matches a telephone system user's extension number, the directory contact will show the [user status](#) ^[60] of the user. This applies even if another number is currently selected as the **Primary phone** ^[113].
- You can use the **Group** list to select which of your personal [contacts tabs](#) ^[68] the contact should appear on.
- You can add email addresses. These allow you to [start an email](#) ^[69] from the one-X Portal directory.
- When finished, click **Save**.

7.5 Changing Your Voicemail Code

Using one-X Portal's **Messages** gadget you can [access your voicemail messages](#)^[83] without needing any special code as you have logged into one-X Portal using a name and password. However when accessing your voicemail mailbox by other methods, such as through the phone, you can have access protected by a voicemail passcode.

You can use one-X Portal to set and change your voicemail code.

1. Select the **Configure** tab.
2. Locate the **Voicemail Passcode** section.



The screenshot shows a configuration form for the Voicemail Passcode. It has a light gray background. On the left, the text 'Voicemail Passcode' is displayed. To its right, there are two input fields. The first field is labeled 'Passcode' and the second field is labeled 'Confirm Passcode'. Both fields are empty and have a white background with a thin blue border.

3. Enter the new code that you want to use and confirm the code.
4. Click on **Save**.

- **Changing Voicemail Settings Using Other Interfaces**

one-X Portal loads your voicemail settings when you login. If you then change your voicemail settings using another method, such as through your phone, the details held by one-X Portal may be incorrect. If you make voicemail setting changes through a method other than one-X Portal, you should log out of one-X Portal and log in again.

7.6 Recording Voicemail Greetings

You can use one-X Portal to record up to 9 greeting files for use with your voicemail mailbox. You can then use the [Active Greeting](#) setting within your profiles to select which of the greetings should be used by each profile.

- **Changing Voicemail Settings Using Other Interfaces**

one-X Portal loads your voicemail settings when you login. If you then change your voicemail settings using another method, such as through your phone, the details held by one-X Portal may be incorrect. If you make voicemail setting changes through a method other than one-X Portal, you should log out of one-X Portal and log in again.

1. Select the **Configure** tab.
2. Click on **Edit Personalized Greetings**.

Personalized Greetings						
1	In Office	▶	●	■	💾	✖
2	Out of Office	▶	●	■	💾	✖
3	Out of Hours	▶	●	■	💾	✖
4	Greeting-4	▶	●	■	💾	✖
5	Greeting-5	▶	●	■	💾	✖
6	Greeting-6	▶	●	■	💾	✖
7	Greeting-7	▶	●	■	💾	✖
8	Greeting-8	▶	●	■	💾	✖
9	Greeting-9	▶	●	■	💾	✖
<input type="button" value="OK"/> <input type="button" value="Cancel"/>						

3. A call will be made to your extension/
4. In the name field enter a name that will be used for the greeting.
5. Use the **Record** icon to start recording and the **Stop** icon to finish recording. While recording a red background is displayed.
6. Once a greeting has been uploaded you can use the **Play** and **Stop** icons to playback the greeting. You can also delete the file by clicking on **Delete**.
7. To save the recording click on the **Save** icon. You will hear a tone when the file has been saved.

7.7 Select Your Voicemail Greeting

If your voicemail is provided by Voicemail Pro, your mailbox can include up to 9 greetings that you have [recorded](#)^[87]. Within each of your one-X Portal [profiles](#)^[72] you can use the **Active Greeting** setting to select which greeting should be used for your mailbox when that profile is active.

Chapter 8.

Configuration

8. Configuration

The **Configure** tab is used to setup and control a range of one-X Portal settings. The **Save** buttons are greyed out until you make changes that require saving (not all changes do). Changes requiring a save are also indicated by a * in the **Configure** tab label.

Main
Configure

Save Changes
Save

DND Exceptions
Do Not Disturb Exceptions

Profile	Name	Description	Active	
	Office	At Deskphone, VM ON, Ringback OFF, Email OFF, Call Pickup ON	<input checked="" type="radio"/>	Edit
	Mobile	At Deskphone, VM OFF, Ringback OFF, Email OFF, Call Pickup ON	<input type="radio"/>	Edit
	Home	At Deskphone, VM OFF, Ringback OFF, Email OFF, Call Pickup OFF	<input type="radio"/>	Edit
Add a new profile definition				

Consult your administrator. Telecommuter mode is not enabled in IP Office.

Keyboard shortcuts

Answer
CTRL+ALT+A

Call
CTRL+ALT+C

Hold
CTRL+ALT+H

Drop
CTRL+ALT+D

Sound Configuration
☐ Enable sound notifications

Voicemail Passcode

Passcode

Confirm Passcode

Park Slots

1

2

3

4

Conference Bridge Number
0

Personalized Greetings
[Edit Personalized Greetings](#)

Save Changes
Save

Configure My one-X Portal

- [Create and Manage Profiles](#) ⁷²
- [Configure Park Slots](#) ⁹³
- [Set Do Not Disturb Exceptions](#) ⁹¹
- [Change My Keyboard Shortcuts](#) ⁹²
- [Set Your Conference Number](#) ⁵⁰
- [Change My Voicemail Mailbox Code](#) ⁸⁶
- [Enable Sounds](#) ⁹⁴
- [Upload Voicemail Greetings](#) ⁸⁷
- [Select My Language](#) ⁹⁵

8.1 Do Not Disturb Exceptions

Calls from numbers in this list are still be able to ring your phone even when you have **Do Not Disturb** [enabled](#)^[38]. This only applies for calls direct to your extension number; it does not apply for calls to any [hunt group](#)^[112] of which you are a member.

Numbers are added to the Do Not Disturb Exceptions list in a number of ways. You can use one-X Portal to added numbers from your Personal and the System directories to your existing Do Not Disturb Exceptions list. Numbers added in other ways, for example by your system administrator, are shown and can be deleted using one-X Portal.

1. Click on the **Configure** tab.
2. In the **Presence** section, click on **Do Not Disturb Exceptions**.

3. The list of exceptions is shown. Where the number in the exception list matches a number in your **Personal** or **System** directory, the name is also displayed in the exceptions list.

- **To Add a Number from the Directory**

Click on either the **Personal** or **System** tab. Select the contacts that you want added to your **Exceptions**. For **Personal** directory contacts, it will be the contact's [primary phone](#)^[113] number that is added.

- **To Remove a Number**

To remove a number from the list of exceptions, click on the **X** next to the number.

4. Click **OK**.
5. Click **Save**.

Note

1. Names are not stored as part of the exceptions list, only the numbers. The names shown in the list are done by the one-X Portal matching numbers in the exceptions list to the [primary phone](#)^[113] numbers of your directory contacts. If the directory contact no longer matches the number in the exceptions list, no name is displayed.
2. one-X Portal does not currently allow the entry of the wildcards *N* and *X*, where *N* represents any numbers and *X* represents any single digit. For example, to allow all numbers from 5551000 to 5551099, add the exception number as either 55510XX or 55510N. These can be entered by your [system administrator](#)^[113].

8.2 Keyboard Shortcuts

You can use the following default keyboard short cuts within one-X Portal. You can also change them if required.

- **Answer a Call:** Ctrl+Alt+A
- **Make a Call:** Ctrl+Alt+C
- **Hold the Current Call:** Ctrl+Alt+H
- **Drop the Current Call:** Ctrl+Alt+D

Changing Your Keyboard Shortcuts

You can change the keyboard shortcuts to your own selection of keys.

- **IMPORTANT**

Your web browser's own keyboard shortcuts take priority over those useable with one-X Portal. For example, attempting to enter **Ctrl+Q** will probably cause your web browser to close. Consult your web browser help for details of the keyboard shortcuts that it uses.

1. Select the **Configure** tab.
2. In the **Keyboard shortcuts** section, click on the shortcut that you want to change.
3. Press the key or key combination that you want to use as your shortcut. If the key or key combination is available to be used, the key string will be added.
4. Click **Save**.

8.3 Park Slots

one-X Portal provides you with 4 park slot buttons. You can configure which phone system park slots the buttons match. If the numbers or names you use match those also used by other users, you will be able to see when they have parked a call in those park slots. You can use the buttons to unpark those calls. Similarly other users will be able to see and unpark calls that you park.

1. Click on the **Configure** tab and scroll down to the **Park Slots** section.

Park Slots	<input type="text" value="1"/>
	<input type="text" value="2"/>
	<input type="text" value="3"/>
	<input type="text" value="4"/>

2. For each of the park slot buttons that your one-X Portal supports, enter the park slot number or name that it matches. Typically numbers are used, with everyone using 1 to 4 as their defaults.
3. Click **Save**.

8.4 Sound Configuration

If your computer and browser are configured for audio, one-X Portal can provide sounds to indicate events such as a call ringing or new voicemail message. This requires the browser to support a media player such as [Windows Media Player](#)^[1] or [Quick Time](#).

- If using Internet Explorer, check that the option Play sound in webpages is enabled (**Tools | Internet Options | Advanced | Multimedia**).

1. Click on the **Configure** tab and scroll down to **Sound Configuration**.

Sound Configuration

☐ Enable Sound Notifications (Call Ringing etc.)

Sound configuration options for the application

2. To enable the use of sounds by your one-X Portal, select **Enable Sound Notifications**.
3. Click on **Save** to save the change.

8.4.1 Proxy Server Exceptions

The playback of voicemail messages on your computer may require the IP address of the voicemail server to be entered into your browsers list of proxy server exceptions.

- **Internet Explorer**
Select **Tools | Internet Options | Connections | LAN settings | Advanced**. Enter the IP address of the voicemail server in the **Exceptions** list.
- **Google Chrome**
Click on the customize icon and select **Options**. Select **Under the Hood** and click on **Change proxy settings**. Select **Connections | LAN settings | Advanced**. Enter the IP address of the voicemail server in the **Exceptions** list.
- **Firefox**
Select **Tools | Options | Network | Setting | Manual proxy configuration**. Enter the IP address of the voicemail server in the **No proxy for** list.

8.5 Language

one-X Portal currently supports **English, French, German, Italian, Dutch, Brazilian Portuguese** and **Russian**. The language it uses will be the best match your browser language preferences. Note that changing your browser's language preferences may also affect the languages used by other websites which you browse.

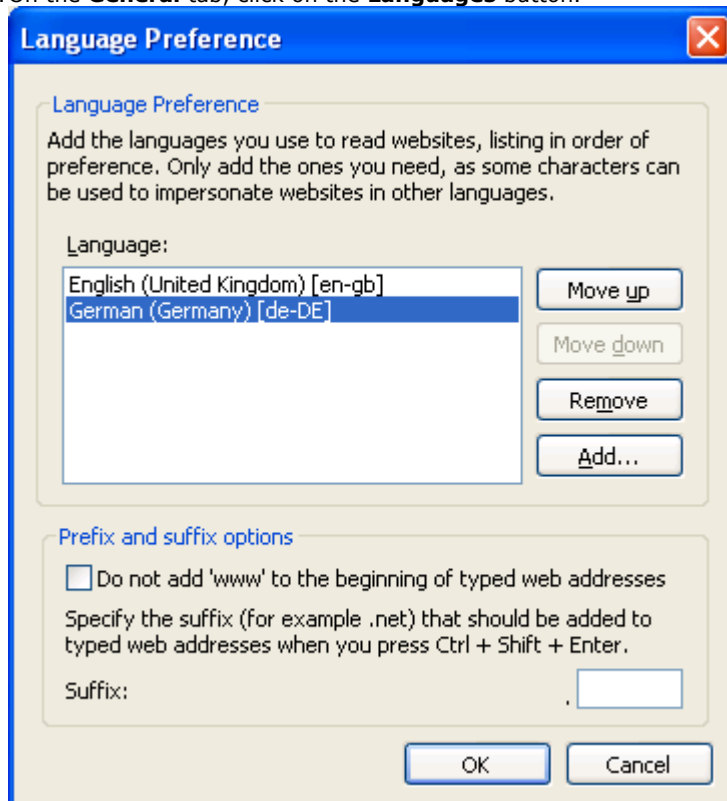
- [Internet Explorer](#) 
- [Mozilla Firefox](#) 

- **Safari**

The Safari browser does not have its own language settings. Instead it will match the language preferences of the computer on which it is running. Refer to the computer help.

8.5.1 Language IE

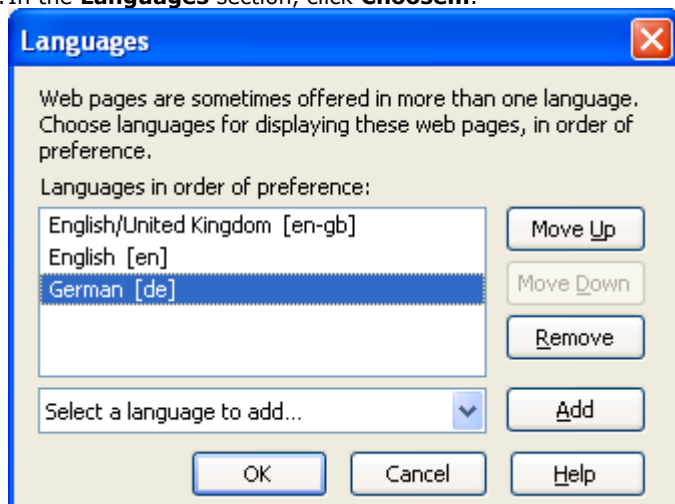
1. Click on **Tools** and select **Internet Options**.
2. On the **General** tab, click on the **Languages** button.



3. Use the menu to select languages and to configure your preferred order of preference for your selected languages.
4. Click **OK** twice.
5. If you are already running one-X Portal, you will need to login again for one-X Portal to use the new language selection.


8.5.2 Language Firefox

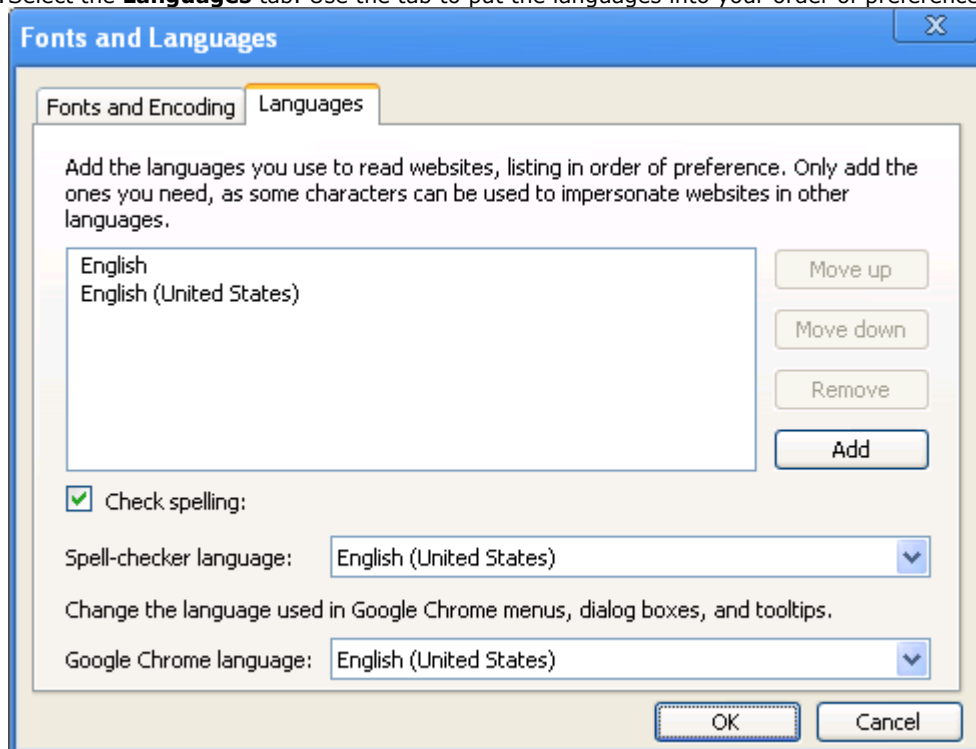
1. Click on **Tools** and select **Options**.
2. Select the **Content** icon.
3. In the **Languages** section, click **Choose....**



4. Use the menu to select languages and to configure your preferred order of preference for your selected languages.
5. Click **OK** twice.
6. If you are already running one-X Portal, you will need to login again for one-X Portal to use the new language selection.

8.5.3 Language Google Chrome

1. Click on the  customize icon and select **Options**.
2. Select **Under the Hood**. Scroll down and click on **Change font and language settings**.
3. Select the **Languages** tab. Use the tab to put the languages into your order of preference.



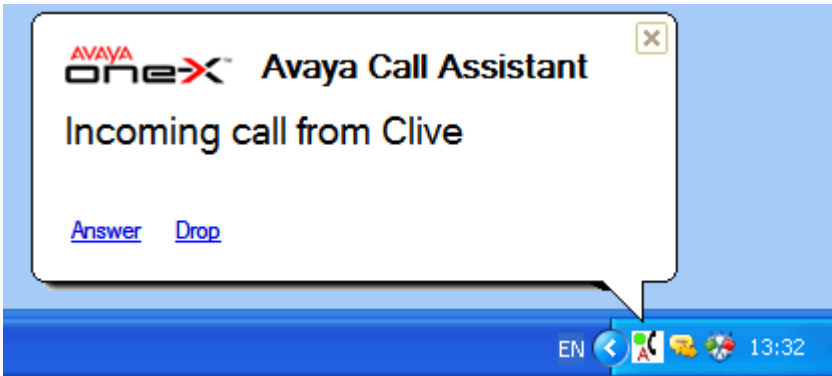
Chapter 9.

The Call Assistant

9. The Call Assistant

The one-X Portal Call Assistant is a Windows tool that runs in the Windows taskbar. It can be used to perform a range of function, even if you have not logged your browser into one-X Portal.

When you make and receive calls the Call Assistant can display messages on your Windows desktop even if you do not have one-X Portal running. The messages display information about the calls that you make and receive.



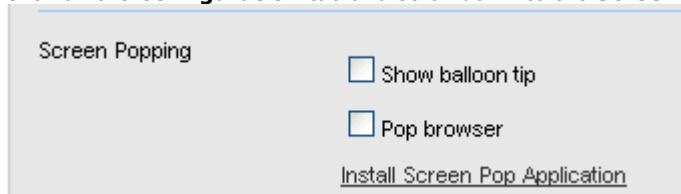
Call Assistant can also be used to start one-X Portal or to pop up details of the matching contact in Microsoft Outlook if you run Outlook at the same time as the Call Assistant. You can also use the Call Assistant to select and dial a number shown by another Windows application.

Use the Call Assistant (Windows PCs Only)		
<ul style="list-style-type: none">• Install the Call Assistant ⁹⁹• Start the Call Assistant ¹⁰¹• Enable Call Assistant Messages ¹⁰²	<ul style="list-style-type: none">• Configure Outlook Screen Popping ¹⁰⁵• Make a Call From a Windows Application ¹⁰⁶	<ul style="list-style-type: none">• Start one-X Portal ¹⁰⁷• Pop one-X Portal ¹⁰²

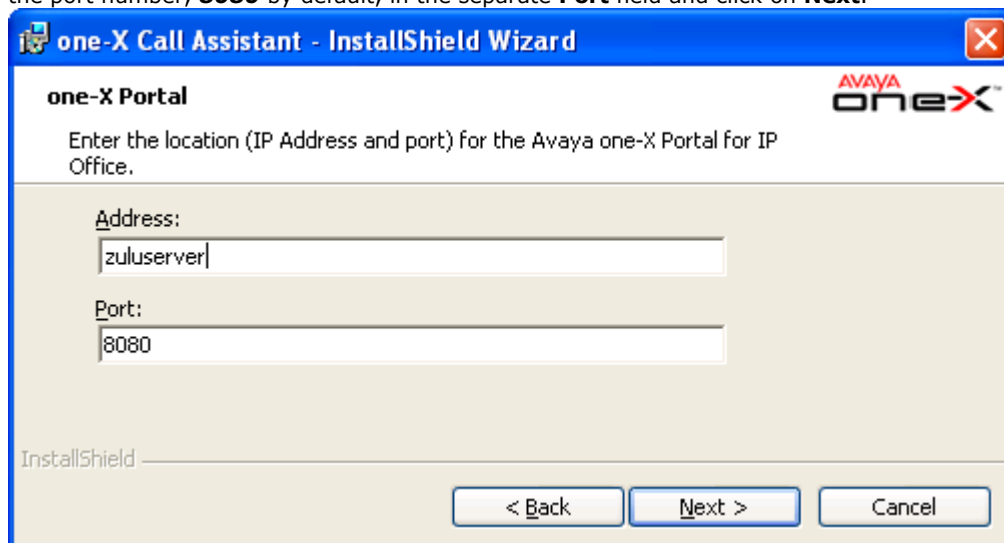
9.1 Installing Call Assistant

The Call Assistant can be installed from the one-X Portal server.

1. Login to one-X Portal.
2. Click on the **Configuration** tab and scroll down to the **Screen Popping** section.

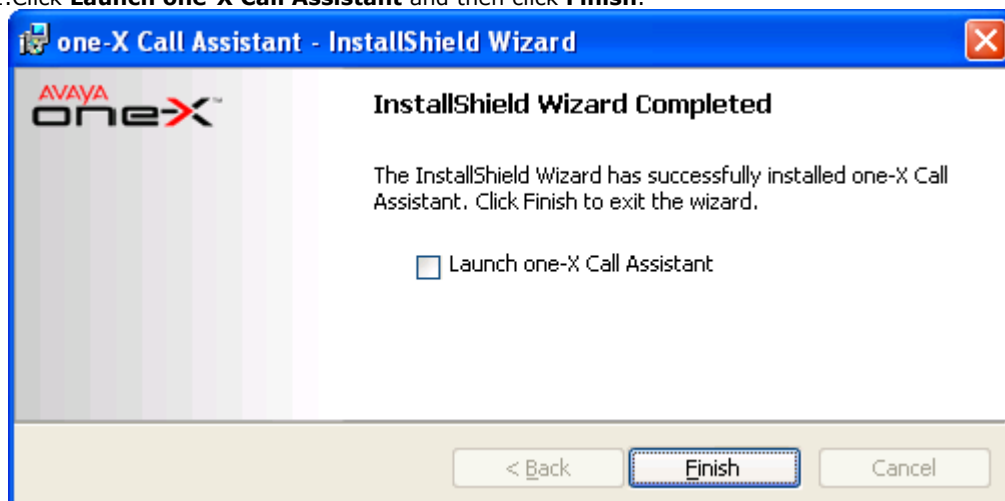


3. Click on **Install Screen Pop Application**.
4. The next steps will vary depending on which browser you are using:
 - **Internet Explorer**
The file download menu should prompt you for what action you want to perform with the file setup.exe. Select **Run**.
 - **Google Chrome**
When prompt select Save. Chrome will download the installation file. When the download is complete, double click on the downloaded file and select **Run**.
5. The installer is unpacked and prepares to install the Call Assistant software. At the welcome screen click **Next**.
 - If a menu offering the options **Modify**, **Repair** and **Remove** appears it is because you already have a version of Call Assistant installed. Select **Modify** to install this version over the existing one.
6. Enter a name for yourself and the organization you work for. These are for information only and do not affect Call Assistant or one-X Portal operation. Click **Next**.
7. Enter the address that you normally use to browse to one-X Portal but without the /inyama/inyama.html part. Enter the port number, **8080** by default, in the separate **Port** field and click on **Next**.

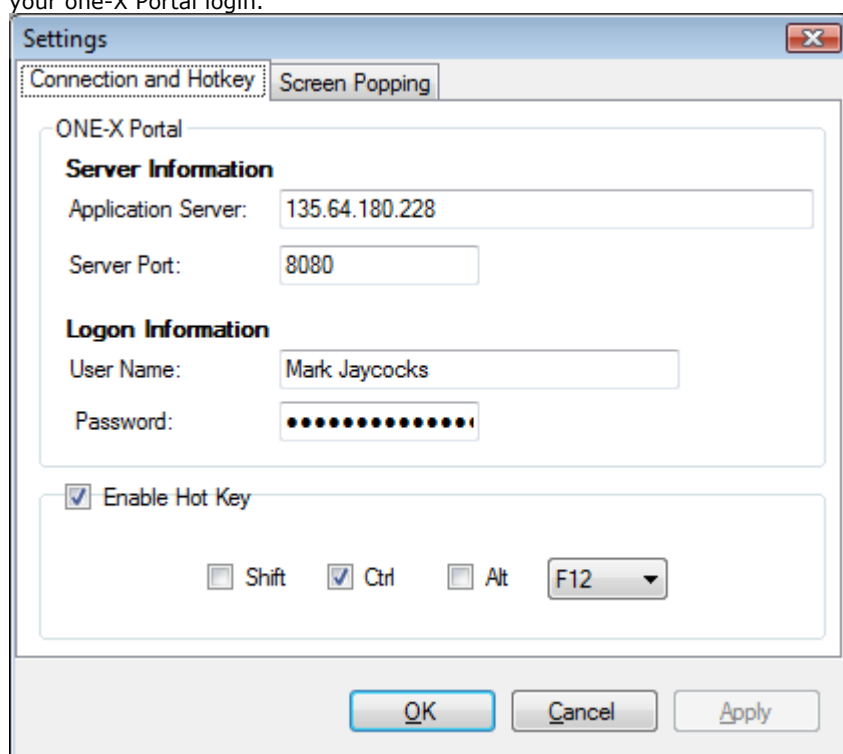



8. You can select a folder into which the software is installed. However we recommend that you accept the default offered. Click **Next**.
9. The software is now ready to be installed. Click **Next**.
10. The progress of the installation is displayed.

11. Click **Launch one-X Call Assistant** and then click **Finish**.



12. If you selected **Launch one-X Call Assistant**, the application will now start and request some information about your one-X Portal login.





- The **Server Information** fields will have been completed using the information entered during the software installation. Check that this is correct.
- In the **Logon Information** section enter the user name and password that you use to login to one-X Portal.
- Click **OK**.
- The Call Assistant  icon should appear in the Windows task bar and will show a message when it connects to one-X Portal. If the icon remains with a red dot instead of green dot then it has failed to connect to one-X Portal. You will need to check the connection settings you entered by right clicking on the icon and selecting **Settings**.

9.2 Starting Call Assistant

By default the Call Assistant is installed to automatically start when you start your computer. However if required it can be started manually.

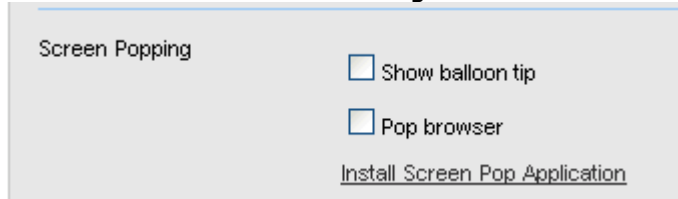
1. Click **Start** and select **All Programs**.
2. Select **IP Office** and click on **one-X Call Assistant**.
 - If this is the first time the Call Assistant has been started, it will request information about your one-X Portal login.

- The **Server Information** fields will have been completed using the information entered during the software installation. Check that this is correct.
 - In the **Logon Information** section enter the user name and password that you use to login to one-X Portal.
 - Click **OK**.
3. The Call Assistant icon  will appear in the Windows taskbar with a red dot, indicating that it is not connected with the one-X Portal server. After a few seconds a message will appear indicating whether it has connected to one-X Portal or not.
 4. If the Call Assistant has successfully connected to the one-X Portal server, the Call Assistant icon will change to  showing a green dot.
 5. If the Call Assistant does not successfully connect to the one-X Portal server, it may be because the Call Assistant settings need to be adjusted. Right click on the icon and select **Settings**.

9.3 one-X Portal Call Assistant Settings

Within one-X Portal you can configure whether the Call Assistant should display messages on your Windows desktop and whether it should open your one-X Portal browser window when you have an incoming call.

1. Within one-X Portal click on the **Configuration** tab and scroll down to the **Screen Popping** section.



The screenshot shows a configuration panel titled "Screen Popping". It contains two checkboxes: "Show balloon tip" and "Pop browser", both of which are currently unchecked. Below these checkboxes is a link that reads "Install Screen Pop Application".

- **Show balloon tips**

If selected, Call Assistant will display various [messages](#) about itself and about the calls you make and receive.

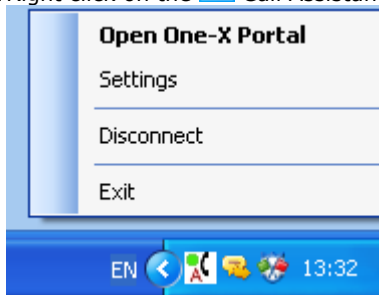
- **Pop browser**

If you are logged into one-X Portal but it is minimized or not visible, when Call Assistant receives information about an incoming call it will attempt to open the one-X Portal browser window.

2. The options for Call Assistant screen popping are listed.
3. Set the options as you require them and click on **Save**.

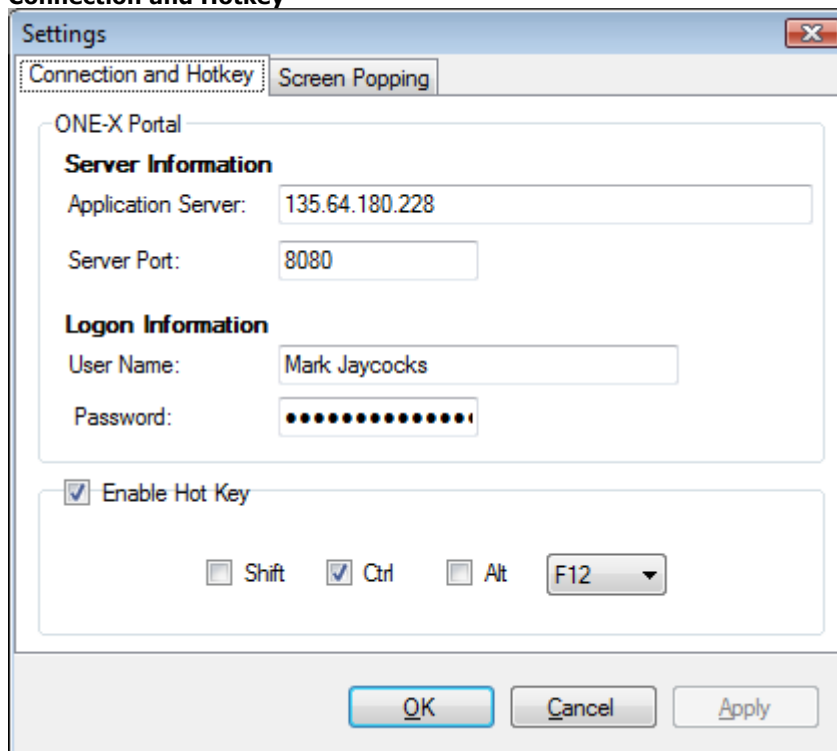
9.4 Call Assistant Settings

1. Right click on the  Call Assistant icon.



2. Select **Settings**. The Call Assistant settings menus are displayed. These are separated into two tabs:

- **Connection and Hotkey**



- **Server Information**

This information should be supplied by your system administrator. In most cases it will match the web address you use in your web browser to access one-X Portal.

- **Application Server**

This will match the part of your one-X Portal web address between the **//** and **:** characters.

- **Server Port**

This will match the number shown in your one-X Portal web address after the **:** character. The normal default is **8080**.

- **Logon Information**

This information will match the user name and password that you use to login to one-X Portal.

- **User Name**

Enter the user name that you use to login to one-X Portal.

- **Password**

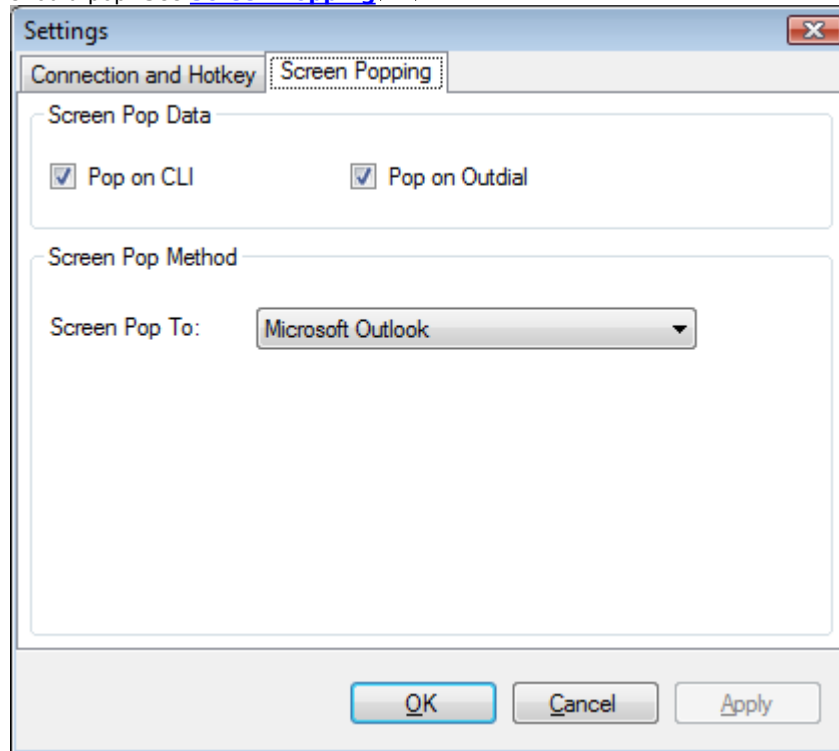
Enter the password that you use to login to one-X Portal.

- **Enable Hot Key**

You can use these options to use Call Assistant to make calls. See [Hot Key Dialing](#) ^[106].

- **Screen Popping**

These options are used to set when the Call Assistant should user screen popping and which application is should pop. See [Screen Popping](#) ¹⁰⁵.




3. Click **OK** to save any changes you have made.

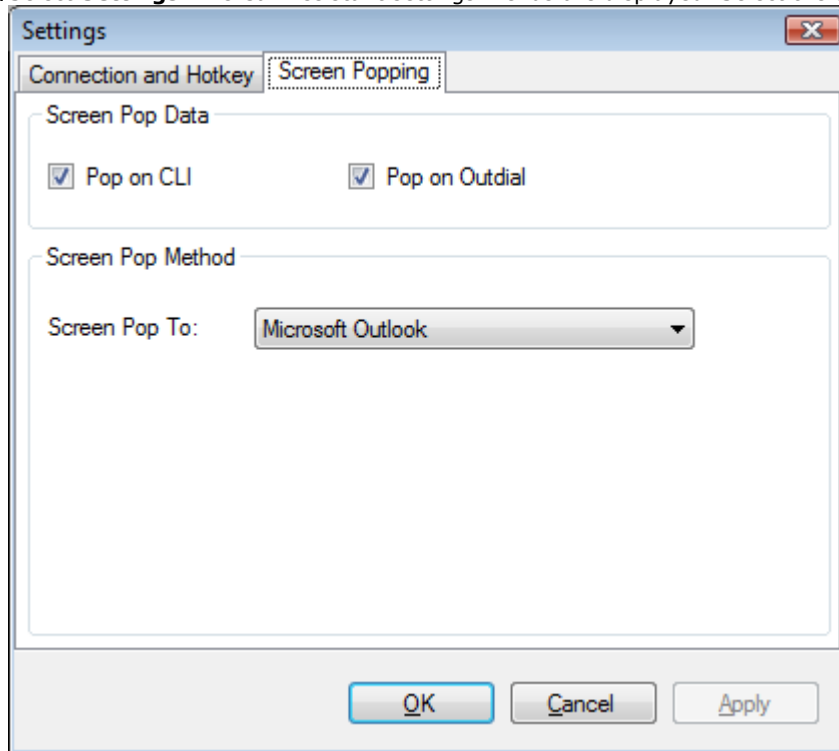
9.5 Screen Popping

The Call Assistant can be used to screen pop information within another application. The other application needs to be running at the same time as Call Assistant though the application can be minimized.

Current only Microsoft Outlook 2003 and 2007 are supported for this. The screen popping will attempt to match the number received with a call or used to make a call against the contacts in your Outlook address book. If a match is found that contact will be displayed.

To configure screen popping to Outlook

1. Right click on the  Call Assistant icon.
2. Select **Settings**. The Call Assistant settings menus are displayed. Select the **Screen Popping** tab.



3. Configure the settings that you require:
 - **Pop on CLI**
If this option is selected, the Call Assistant will attempt screen popping on incoming calls using the caller ID number received with the call.
 - **Pop on Outdial**
If this option is selected, the Call Assistant will attempt screen popping on calls that you make using the number that you dialed to make the call.
 - **Screen Pop To**
Select **Microsoft Outlook** to enable Outlook screen popping. The screen popping will be done against contacts in your Outlook Address Book.
4. Click **OK**.

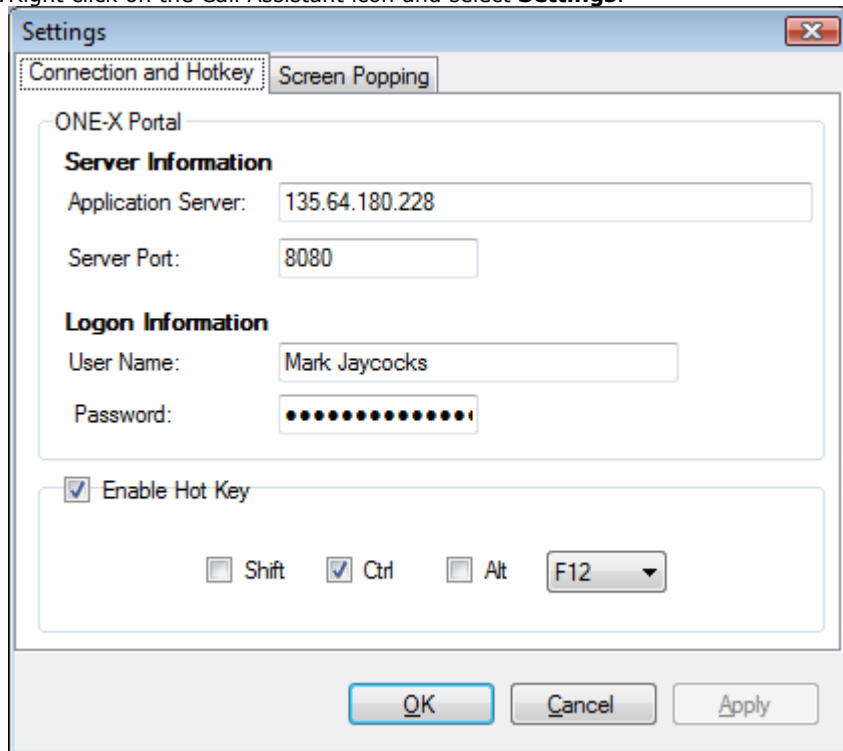
9.6 Hot Key Dialing

The Call Assistant can be used to make a call by dialing a number selected in a Windows application. To do this, simply select or highlight the number in the Windows application and then press your Call Assistant's hot key combination.

- It is not possible to predicate which hot key combination will always work. There will be scenarios where the hot key combination you use for Call Assistant will match one used by the application containing the number that you wish to dial. In that case the application function may take precedence over Call Assistant dialing.

To set your Call Assistant Dialing Hot Key Combination

1. Right click on the Call Assistant icon and select **Settings**.



The screenshot shows the 'Settings' dialog box for the ONE-X Portal. The 'Connection and Hotkey' tab is selected. The 'Server Information' section contains 'Application Server' (135.64.180.228) and 'Server Port' (8080). The 'Logon Information' section contains 'User Name' (Mark Jaycocks) and 'Password' (masked with dots). The 'Enable Hot Key' checkbox is checked. Below it, the 'Shift' checkbox is unchecked, the 'Ctrl' checkbox is checked, the 'Alt' checkbox is unchecked, and the 'F12' dropdown menu is set to 'F12'. The 'OK', 'Cancel', and 'Apply' buttons are at the bottom.


2. Ensure that **Enable Hot Key** is selected.
3. Use the options below to select the hot key combination that you want to use.
4. Click **OK**.

9.7 Starting one-X Portal

You can use your Call Assistant to start one-X Portal if it is not already running.

- Do not use this option if you normally use the one-X Portal login screen to also specify the phone extension at which you want to work after starting one-X Portal. The Call Assistant can only log you in at your default extension number.

To start one-X Portal from Call Assistant

1. Double click on the  Call Assistant icon or right click on it and select **Open one-X Portal**.
2. The Call Assistant will use the user name and password information you entered when it was installed to log you in to one-X Portal.

- **Tip**

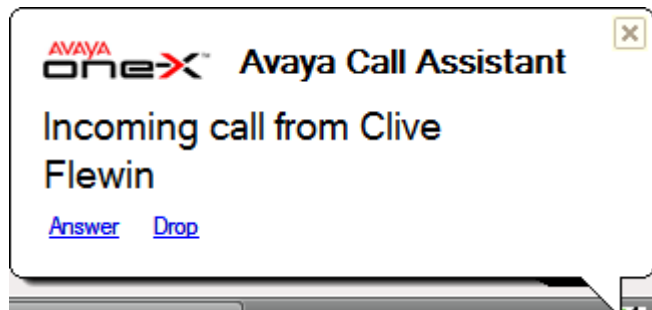
If you bookmark the web address that was used by the Call Assistant to start one-X Portal, you can then use that bookmark in future to start one-X Portal without having to go through the login screen. Do not do this on a shared computer or one in a public area.

9.8 Call Assistant Messages

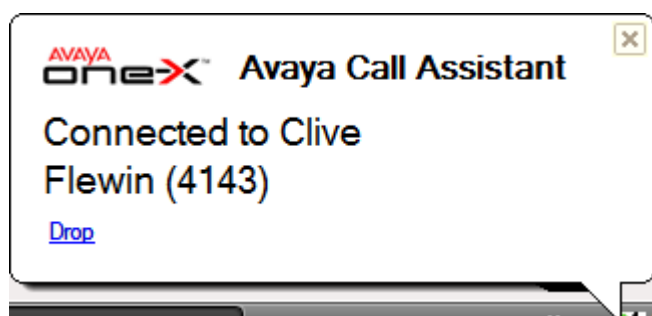
If the one-X Portal option [Show Balloon Tips](#)^[102] is selected, Call Assistant will display messages about itself and about the calls you make and receive.

When you make and receive calls, the Call Assistant messages will show the call progress. If the name for the party at the other end of the call is known it will be shown, otherwise the number is shown.

Incoming Call Message

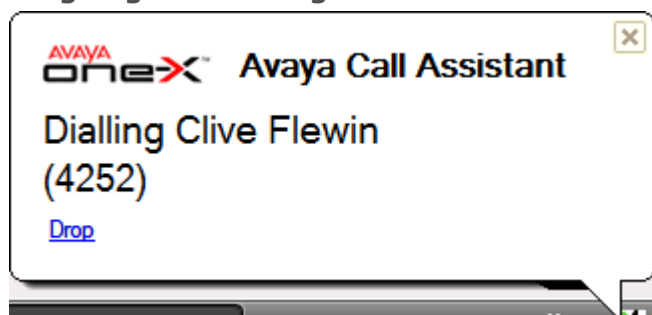


- When you have a call waiting to be answered, the Call Assistant message will show details of the caller. You can click on the **Answer** option to answer the call.



- This message indicates that the call is now connected.

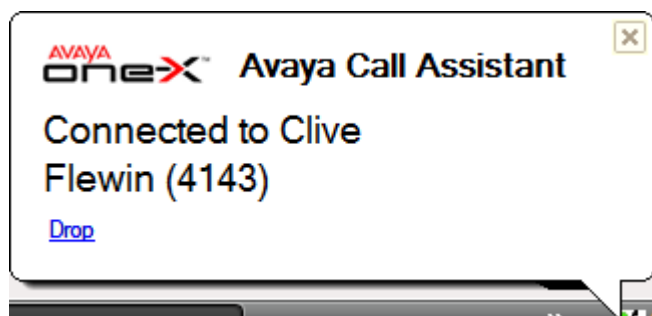
Outgoing Call Messages

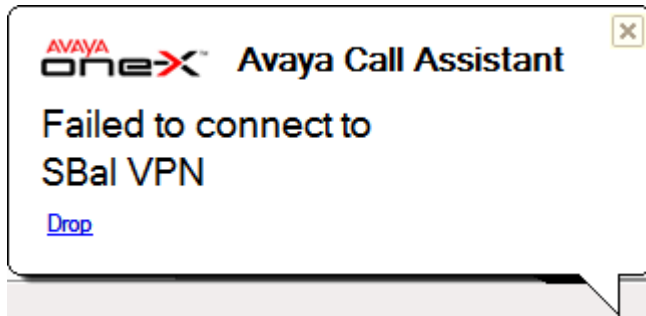


Outgoing Calls

When you make a call, using your phone, one-X Portal or [Call Assistant](#)^[106], the Call Assistant message will show details of the number being called and the progress of the call. You can use the **Drop** option to end the call.

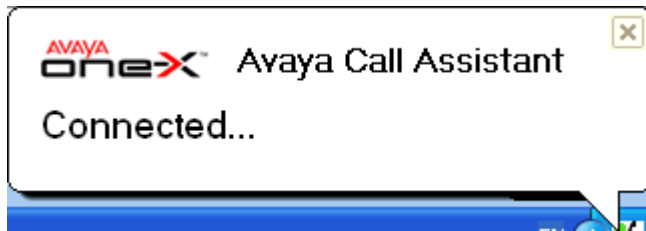
- This message indicates that a number has been dialed and the call is now waiting to be answered.
 - For some types of external calls, for example analog phone lines, it is not possible to detect the call progress and so the call is regarded as connected (below) immediately even though the call may still be ringing.
- This message indicates that the call is now connected.



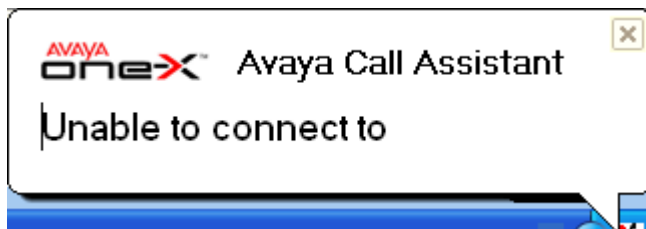



- This message indicates that the call attempt failed for some reason.

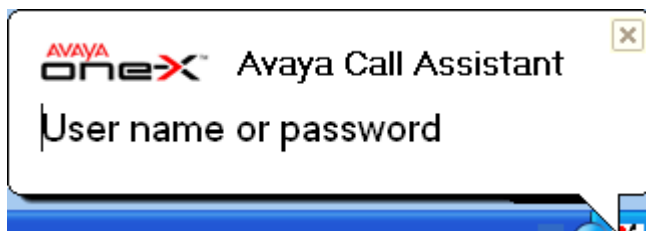
Call Assistant Operation Messages




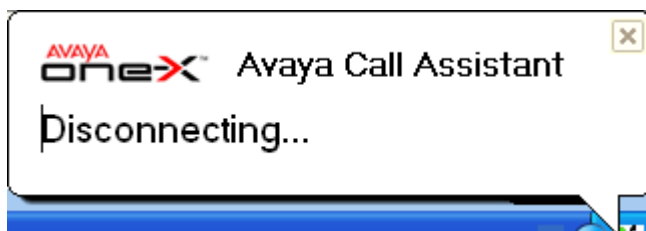
- This message is shown when Call Assistant has just been started and is attempted to login to the one-X Portal server in order to start sending and receiving information about your calls.




- This message is shown if Call Assistant is unable to connect to one-X Portal.
 - If this happens, using your web browser check that you can login to one-X Portal. If successful, right click on the Call Assistant  icon and select **Settings**. Check that the details on the **Connection and Hot Key** tab are correct and click **OK**.



- This message is shown if Call Assistant can connect to the one-X Portal server but the user name or password details it has been given do not match your settings for a one-X Portal login.
 - Right click on the Call Assistant  icon and select **Settings**. Enter the correct details on the **Connection and Hot Key** tab are correct and click **OK**.



- This message is shown if you select to disconnect the Call Assistant by right clicking on its  icon and selecting **Disconnect**.

Chapter 10.

Glossary

10. Glossary

10.1 Appearance Buttons

Many Avaya phones have programmable buttons that can be configured for different functions. These include setting them as 'appearance buttons' which can be used to make and answer different types of calls. The different types are 'call appearance', 'line appearance', 'bridged appearance' and 'coverage appearance' buttons.

10.2 Auto Hold

By default, if you already have a call connected and then go and make or answer another call, the existing call is automatically put on hold. This is called **Auto Hold**. The system administrator can disable Auto Hold for the whole system, in which case the existing calls are disconnected. This documentation assumes that Auto Hold is being used.

10.3 Busy

Both the phone system and one-X Portal can allow you to make and receive multiple calls. Therefore even when you are active on calls you are not necessarily seen as being busy to further incoming calls. See

However, there are some conditions where you will be treated as being busy to any further incoming calls. When this occurs, the following may happen to the incoming call, in order of priority of use:

1. If you have a [Forward on Busy](#)^[112] destination enabled, the call is forwarded to that destination.
2. If you have voicemail enabled, the call is sent to voicemail.
3. If neither of the above is available, the caller receives busy indication.

10.4 Do Not Disturb

When you select this state, you only receive calls from selected numbers that you have indicated by adding to your [Do Not Disturb Exceptions](#)^[91]. All other callers are routed to voicemail if available or otherwise receive busy tone. You can still make calls while in the Do Not Disturb state.

10.5 Forward on Busy

A Forward on No Answer/Busy number can be set for your calls. When set and enabled; if a call arrives for you when you are [busy](#)^[112] to any further calls, it will be forwarded to that number. The number can be internal or external.

10.6 Forward on No Answer

A Forward on No Answer/Busy number can be set for your calls. If set and enabled, if a call for you rings unanswered for too long, it will be forwarded to your Forward on No Answer number. The number can be internal or external.

10.7 Forward To

Also known as Forward All or Forward Unconditional. When enabled, some of your calls are forwarded to the selected number. Normally only external personal calls are forwarded, however it is possible to also forward internal and hunt group calls though that cannot currently be setup using one-X Portal.

10.8 Hot Desk

If you have a login code for the telephone system, that allows you to use any phone on the system as your own extension. This ability to work at any phone is referred to a hot desking.

10.9 Hunt Group

A hunt group is a set of telephone users. The group has its own name and extension number. Calls to that extension number are presented to the hunt group members who are available (ie. not logged off and not already on a call).

10.10 IP Office

IP Office is a telephone system from Avaya. It works with the one-X Portal to provide call information and control of your phone.

10.11 Log In/Log Out

If you have a login code for the telephone system, that allows you to use any phone on the system as your own extension. You can also log out. While logged out from any phone, calls to you are treated in the same way as if your phone was [busy](#)^[112].

Logging in and out of a phone is separate from logging in or out of one-X Portal. You must be logged in to an extension in order to login to one-X Portal.

10.12 Park

Normally when you put a call on hold, only you can retrieve that call. Parking a call is similar to holding a call. However a parked call can be retrieved by other users if they know the park slot number or name used to park the call. one-X Portal provides you with 4 park buttons. You can configure which park slot number or name each button uses. You can then use the buttons to park a call in a particular park slot, see when a call has been parked in that park slot by you or by someone else and to unpark a call parked in that slot.

10.13 Primary Phone

Some contacts in your directories can have several associated phone numbers. The **Primary phone** setting for each of those contacts is used to indicate which of the numbers should be used by one-X Portal when that contact is selected for a function.

10.14 System Administrator

This term refers to the person able to make changes to your telephone system or arrange those changes.

10.15 Small Community Network

Your telephone system may actually be several telephone systems connected together in a network (called a Small Community Network). While most telephone and one-X Portal features will work for names and numbers anywhere in the network some features will not. For example, parking and unparking of calls is not supported between networked telephone systems. Your system administrator will advise you if there are any other restrictions in your network.

10.16 Supervised Transfer

A supervised transfer is one where you talk (or try to talk) to the transfer destination before completing the transfer. Your initial call to the transfer destination is called a consultation call or enquiry call.

This method of transferring calls allows you to confirm if the transfer target is present and wants to accept the call.

10.17 Unsupervised Transfer

An unsupervised transfer is one where, having dialed the number of the transfer destination, you complete the transfer without waiting for the call to be answered.

Index

1

1400 Series 15, 52, 59, 63
1600 Series 15, 52, 59, 63

9

9600 Series 15, 52, 59, 63

A

Account code 20
Add
 Contacts Tab 68
 Personal directory contact 63
Add to Personal Directory
 From Call Log 55, 65
 From the System Directory 64
 From voicemail messages 66, 85
Adding a Caller to Your Directory 55
Alerting 18
All 53
Answer 18, 24
 Shortcut 92
Appearance buttons 15, 29
Application Server 103
Assigned 9
Audio 94
Auto Hold 27
Available 12

B

Balloon Tips 102, 108
Brazilian Portuguese 9, 95
Browser 9
 Pop 102
Busy 12
Busy on Held 27
Buttons 18

C

Call 20
 From the Call Log 22
 From the Directory 21
 From Voicemail 23
 Icons 18
 Record 30
 Swap 29
 Toggle 29
Call Assistant 98
 Start 101
Call Log 13, 15, 52, 53
 Add to personal directory 55, 65
 Make a call 22, 54
Call progress 20, 21, 22, 23, 54, 61, 84
Call recording warning 30
Call redirection settings 12
Call Waiting Indicator 12
Call Waiting On 15, 29
Calls 13
Centralized call log 53
Chat with 37, 70
Checking Voicemail Messages 83
Chrome 9, 94
Clear Tab 53
Color 73, 74
Complete Transfer 18, 24, 32
Conference 18, 24, 32, 43, 50
 Transfer 31
Conferencing Calls 43

Configuration 90
 Screen Popping 102
 Sounds 94
Configure 34, 90, 91, 93
Connected 18
Consult 18, 24, 32, 33, 62
Consultation call 32, 43
Contact 55, 63, 65, 66, 67, 85
 Email 69
 Primary phone 15, 59, 63
Credentials 9

D

Default Deskphone 76
Delete
 Call log 53
 Personal directory contact 68
 Voicemail messages 83
Deskphone 76
Detected 73
Directories 59
Directory 13
 Add tab 68
 Icons 18, 21, 60, 61
 Make a call 21, 61
Do Not Disturb 12, 21, 38, 60, 61, 90, 91
 Exceptions 90, 91
Drop 18, 24, 26, 43, 46, 47, 49
 Shortcut 92
Dutch 9, 95

E

Edit
 Personal directory 55, 63, 65, 66, 67, 85
 Personal directory contact 67
Email 55, 63, 65, 66, 67, 69, 85
Enable
 Sound Notifications 94
Enable Hot Key 103, 106
English 9, 95
Enquiry call 32, 43
Exceptions 91
Explorer 9
 Language 95
Extension 9
External 13
External directory 59

F

Failed 18
Firefox 9, 94
 Language 96
Format 87
Forward
 Immediate 76
Forward on No Answer 24, 26
Forwarding 21, 60, 61
French 9, 95

G

Gadgets 13
German 9, 95
Google Chrome 9, 94
Green background 73, 74
Greetings 87
Group Tab 68

H

Held 18

Hold 18, 24, 27
 Shortcut 92
Hold the Line 78
Hold Timeout 27
Home 72
Hot desking 16, 112
Hot Key 103, 106
hunt groups 53

I

Icons
 Call 18
 Directory 18, 21, 60, 61
 Messages 83
 User 21, 60, 61
Immediate 76
Incoming 53
Indicator 12
Initial Test Call 78
Install
 Screen Pop Application 99
Instant Message 37, 70
Internet Explorer 9
 Language 95
Invalid 9
Italian 9, 95

J

JavaScript 9

K

Keyboard shortcuts 90, 92

L

Language 9, 95
 Firefox 96
 Internet Explorer 95
LDAP 59
Less... 20
License 9
Licensed 9
Listen on 79
Logged in 9
Logged out 12, 21, 60, 61, 112
Login 9
Login code 112
Logon Information 103
Logout 11

M

Mailbox 83
Main 13
Make a call 20
 From Messages 23, 84
 From the Call Log 22, 54
 From the Directory 21, 61
 From Voicemail 23
 Shortcut 92
Making a Supervised Transfer 32
Making an Unsupervised Transfer 31
Media player 94
Message 37, 70
Message Icons 83
Messages 13, 83, 108
 Make a call 23, 84
Messages Indicator 12
Missed 53
Missed call 26
Missed hunt group calls 53

Mobile 72
Mobile twinning 77
Mobility
 Forward 76
 Mobile twinning 77
 Telecommuter Mode 78
 Use Default Deskphone 76
More... 20
Mozilla Firefox 9, 94
 Language 96
Music on hold 27
Mute 46, 47, 49
Mute All 46, 47, 49

N

Network 113
New
 Personal directory contact 63
No Answer 26, 76
Normal 21, 60, 61
Number 18

O

Off Hook 18, 21, 60, 61
Office 72
Offline 12
On Hook 21, 60, 61
Orange background 73, 74
Outcalling 79
Outgoing 53

P

Park 34, 113
 Recall 34, 35
 Return 34
Park Slot Numbers 34
Park Slots 34, 90, 93
Parking Calls 34
Passcode 86
Password 9, 103
Pause 83
Personal directory 13, 59
 Add from Call Log 55, 65
 Add from System Directory 64
 Add from voicemail 66, 85
 Capacity 15, 59, 63
 Edit 55, 63, 65, 66, 67, 85
Personalized Greetings 87
Phones 9
pickup 76
Play the message 83
Playback 13
Pop browser 102
Pop on CLI 105
Pop on Outdial 105
Popup Window 37, 70
Portuguese 9, 95
Prefix 20
Presence 12, 90, 91
Primary phone 15, 55, 59, 63, 65, 66, 67, 85, 113
Priority message 83
Private message 83
Profile
 Color 73, 74
 Detected 73
Progress 20, 21, 22, 23, 54, 61, 84
Proxy server exceptions 94

Q

Quick Time 94

R

Read message 83

Recall 34, 35

Received 53

Record 18, 24, 30

Warning 30

Recording 18

Remember me 9

Retrieve 18, 24, 32, 43

Parked Call 34

Return

Park 34

Return Time 31, 32

Ringback 79

Ringing 94

Russian 9, 95

S

Safari 94

Save 83

Saved message 83

Screen Pop To 105

Screen Popping 99, 103

Searching

Directories 60

Messages 83

Server Information 103

Server Port 103

Shortcuts 90, 92

Show balloon tips 102

Skip

Backwards 83

Forwards 83

Slot number 34, 113

Small Community Network 34, 113

Softphone 9

Sound Configuration 94

Sounds 94

Start

Call Assistant 101

Status 12, 60

Stop 83

Recording 30

Stop Rec 18, 24

Subject 20

supervised transfer 31, 32, 113

Swap Calls 29

Switching Between Calls 29

System directory 13, 59

Add to Personal Directory 64

T

T3 Series 15, 59, 63

Tabs 13

Tag 20

Taskbar 98

Telecommuter Mode 78

Telephones 9

Test Call 78

Toggle Calls 29

transfer 18, 24, 31, 32, 33, 62, 113

Complete 32

Return Time 31, 32

Supervised 32

Unsupervised 31

Transferring Calls

Unsupervised 31

Transfers Using the Directory 33

Twinning 77

U

Unconditional 76

Unknown 21, 60, 61

Unmute 46, 47, 49

Unmute All 46, 47, 49

Unpark 34, 113

Unread message 83

unsupervised transfer 31, 113

Upload Personalized Greeting 87

URL 9

Use Default Deskphone 76

User

Icons 21, 60, 61

Name 9

Password 9

User Name 103

User Status 60

V

Voicemail 24

Add to personal directory 66, 85

Listen on 79

Messages 83

Outcalling 79

Ringback 79

Voicemail code 86

Voicemail Messages Indicator 12

W

Warning

Recording 30

Wav 87

Web

Address 9

Browser 9

Windows

Safari 94

Windows Media Player 94

Performance figures and data quoted in this document are typical, and must be specifically confirmed in writing by Avaya before they become applicable to any particular order or contract. The company reserves the right to make alterations or amendments to the detailed specifications at its discretion. The publication of information in this document does not imply freedom from patent or other protective rights of Avaya or others.

Intellectual property related to this product (including trademarks) and registered to Lucent Technologies have been transferred or licensed to Avaya.

All trademarks identified by the ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

This document contains proprietary information of Avaya and is not to be disclosed or used except in accordance with applicable agreements.

Any comments or suggestions regarding this document should be sent to "wgctechpubs@avaya.com".

© 2010 Avaya Inc. All rights reserved.

Avaya
Unit 1, Sterling Court
15 - 21 Mundells
Welwyn Garden City
Hertfordshire
AL7 1LZ
England.

Tel: +44 (0) 1707 392200
Fax: +44 (0) 1707 376933

Web: <http://marketingtools.avaya.com/knowledgebase>