Avaya one-X
Communicator & Agent.
Unified Messaging
<table>
<thead>
<tr>
<th>Name</th>
<th>Status</th>
<th>Click to launch</th>
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<tbody>
<tr>
<td>Jeff Carpenter</td>
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<td>Gail Clancy</td>
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<td>Telecom Demo</td>
<td>On a call</td>
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<td>Adam Joyce</td>
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<td>Nicholas Kwiatkowski</td>
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<td>thomas matt</td>
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<td>Sherrie Medved2</td>
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<td>John Vallie</td>
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<td>Michael Waiters</td>
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Enter a number or select a function:

1: ABC  2: DEF  3: GOB
4: GHI  5: JKL  6: MNO
7: PQRS 8: TUV  9: WXYZ
*  0  #

- Transfer to Voicemail
- Busy 27911
- EC500
- Busy 33777
- Extend Call
- Busy 27913
- Send All Calls
- Busy 36747
- TAACC, Demo 8
- Busy 29211
- Call Pickup Directed
- Busy 27903
- Busy 22528
- Busy 27902
- Busy 27915
- Busy 34567
one-X Communicator

• Advantages of Communicator:
  • Manage voicemail, IM*, conferencing, communication history all from a single interface.
  • Flexibility – bring you office with you, make and receive calls using VoIP on your computer.
  • Maintain Business Continuity – work virtually from anywhere while accessing all the features of your desk phone.

• * IM – only capable with other Presence enabled devices
one-x options

• one-x Communicator is available for both Windows and Mac.
  • Supported on Windows XP Professional, Windows 7 (Enterprise, Ultimate and Professional), Windows 8/8.1 (Enterprise and Pro)
  • Supported on MacBook Pro (regular and retina display), MacBook Air, Mac Mini, and iMac.
    • Supported Operating Systems:
      – Mountain Lion 10.8
      – Maverick 10.9
one-x Communicator Demo
Advantages of Agent:

- Single application, multiple ways to connect – whether it’s VoIP or separate lines for voice and data the agent has the choice.
- Can be used by all users not just Call Centers.
- Real-time status updates.
- Screen pops.
- Contact Lists.
- Section 508 compliant and TTY capable.
- Supervisor Desktop features are embedded.
- Video Capable (not currently available)
one-X Agent

• Supported Platforms
  • Windows XP SP2/SP3 and Windows Vista (32 or 64bit), Windows 7 SP1.
  • Windows 8 Enterprise and Pro (32 or 64 bit)
  • Internet Explorer 7.0 32 bit or later (to use Click-to-Dial)
  • Firefox 3.5 (to use Click-to-Dial)

• One-X Agent requires a VPN connection to Telecom.
one-x Agent Demo
Unified Messaging

http://messaging.telecom.pp.msu.edu
### Unified Messaging

<table>
<thead>
<tr>
<th>Caller ID</th>
<th>Mailbox</th>
<th>Received</th>
<th>Length</th>
</tr>
</thead>
<tbody>
<tr>
<td>HPC Staff</td>
<td>25138</td>
<td>20/04/2014 09:26</td>
<td>0:27</td>
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<tr>
<td>test</td>
<td>27980</td>
<td>08/05/2014 13:13</td>
<td>0:04</td>
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<tr>
<td>13655</td>
<td>13655</td>
<td>08/05/2014 13:13</td>
<td>0:02</td>
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Unified Messaging

MICHIGAN STATE UNIVERSITY
Telecommunication Systems

http://ipf.msu.edu/index.html

Unified Messaging
User Guide
Thank you.
If you need further information or have questions contact Telecom at:
http://www.ipf.msu.edu
353-5515