Avaya one-X
Communicator & Agent.
Unified Messaging
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
one-X Agent

• 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

### Messages

<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>
</tr>
<tr>
<td>Test</td>
<td>2790</td>
<td>08/05/2014 15:13</td>
<td>0:04</td>
</tr>
<tr>
<td>13655</td>
<td>13655</td>
<td>08/05/2014 15:13</td>
<td>0:02</td>
</tr>
</tbody>
</table>
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