



Avaya Microsoft Lync Integration User Guide for IP Office

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Chapter 1: Avaya Microsoft Lync Integration for Avaya IP Office

The Avaya Microsoft Lync Integration is an add-in that seamlessly integrates with the Microsoft Lync client look and feel to provide telephony capabilities.

Avaya Lync Integration for IP Office lets you:

- make and end phone calls
- hold and retrieve calls
- answer and decline incoming calls
- handle multiple calls
- join two calls or transfer an active call to a call that is on hold
- display telephony presence status in the Lync client

Integrating with Lync 2010

The Avaya Lync Integration uses phone numbers published by Microsoft Lync 2010. To publish your work phone number, open the Lync 2010 **Options** window and select **Phones**. Click **Work Phone** and enter a number in the Edit Work Phone window. Ensure that **Include in my contact card** is checked. Lync Integration cannot provide telephony integration unless your work number is published.

* Note:

You must enter the phone number in the E.164 (international) format with no spaces or dashes. For example, a North American number must be preceded by +1 and the area code (+1613xxxxxx)

Controlling access to published phone numbers is managed by Microsoft Lync 2010.

Starting Avaya Lync Integration

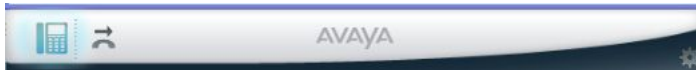
You can start Avaya Lync Integration from the Microsoft Lync 2010 client.

Procedure




1. Open Lync 2010.
 2. From the **Tools** menu, select **Avaya Microsoft Lync Integration**.
-

Lync Integration bar

The Lync Integration bar provides a centralized location to manage your Lync Integration and telephone line settings.



On the Lync Integration bar:

	<p>Indicates that you can use the Microsoft Lync 2010 client to control your desk phone.</p>
	<p>Click to configure call forwarding of your calls to your voice mail, or another telephone number published within Microsoft Lync 2010. When you click the icon, you are prompted to select the number that calls are forwarded to. Click the call forward icon again to turn off call forwarding. When call forwarding is turned off, the call forwarding icon is grayed out.</p>
	<p>Click to configure settings. See Settings on page 12 for more information on settings.</p> <p>* Note: In the Lync Integration Settings panel, the version number displayed is 6.2.0.</p>

Making a call


Microsoft Lync 2010 main window





You can start a telephone conversation from the main Lync 2010 window.

- Right click on a contact name and select **Make Voice Call** from the menu.


 **Note:**

If the user you are trying to call has not published a phone number in the Lync client, the **Make Voice Call** button is grayed out.

- Left click on a contact's name and select . Select the published phone number from the contact card. The contact's published phone numbers are listed next to the following icons:


	Contact's office phone number
	Contact's home phone number
	Contact's mobile phone number
	Contact's other phone number


- Type a telephone number into the search contact field at the top of the Lync Integration window. In the results list, right click to open a menu or click the phone icon to open a contact card.

The Conversation Bar displays the contact you are calling and a status message (for example, calling). Click  to end the call.

A call may also be initiated from the phone normally.

Microsoft Lync 2010 conversation window

All existing Lync 2010 conversations include an associated Conversation window. To start a telephone conversation from within an existing conversation, click the  drop-down arrow and select the number to call the contact.

The Conversation Bar for the call displays the contact you are calling and a status message (for example, calling). Click  to cancel the call.

Other Microsoft programs

When you try to make a call from another Microsoft program, such as Outlook or Internet Explorer, you receive a warning message: `The calling feature is disabled`. Click the green phone icon below the message to make the call.

No call options available

If you try to make a call and receive the message “No call options available”, then the contact:

- has not published a phone number
- has not granted you access to their contact information.

The rules that apply to Microsoft Lync 2010 presence and privacy relationships also apply to Avaya Lync Integration. For information on presence and privacy relationships, see the Microsoft Lync 2010 documentation. The following is a link to an online document.

[Microsoft Communicator Presence and Privacy Relationships.](#)




Incoming Call

A pop-up window notifies you of an incoming call. There is also an option to decline the call. A declined call is automatically redirected to voicemail.

If an active call is already in progress, a subsequent pop-up window notifies you of a new incoming call. Answering the new incoming call sets the previous active call into a held state.




Established Call

The Lync 2010 Conversation window bar associated with each Conversation window provides context-specific telephony capabilities. The Conversation window bar integrates closely with the Microsoft Lync 2010 to keep telephony conversation options readily available. A call timer indicates the duration of the call.

	Click to end a call.
	Click to place the call on hold. A message in the call control bar will indicate that the call is on hold. Call control icons are not available when a call is on hold. To retrieve the call, click Call on Hold. Click to resume the call. in the Conversation Bar.
	Click to insert dual-tone multi-frequency (DTMF) digits into an established call. DTMF digits are the digits that appear on a telephone key pad.

Mid-call control

Avaya Lync Integration provides the capability to place a call on hold or transfer a call to another user or another device.

	<p>Click to place the active call on hold. To retrieve the call, click Call on Hold. Click to resume the call. in the Conversation Bar. If multiple conversations are in the held state, retrieving a held call will automatically set the previous active call into a held state.</p>
	<p>The transfer icon is enabled when multiple calls are in session. Only one conversation can be active. Other calls will be in a hold state. The transfer icon is visible only in the call control bar of an active call. Click the icon to transfer the active call to a number selected from the pull down list. The list contains all calls in the hold state. Following a transfer, the conversation window of the call receiving the transfer is cleared, unless an IM session is in progress.</p>
	<p>The conference icon is available in the call control bar of an active call only if multiple calls are in session. Click to select a number from the pull down list and add an additional user to an active call. Numbers of the held calls comprise the numbers in the transfer pull down list. The list contains all calls in the hold state.</p>

Telephony presence

The Telephony Presence Service will publish **Busy – In a Call** when you are on a call and your pre-call presence status was available (green). If your pre-call presence status is away, or busy, Telephony Presence will not be published because you have already indicated a lesser availability.

Do Not Disturb

If the presence status is **Do Not Disturb**, incoming call notifications are not presented on the user's Lync client, regardless of the "Level of Access" of the calling contact.

 **Note:**

If voicemail is set up on your desk phone, the phone rings once and then the call is redirected to voicemail.

Enabling Telecommuter mode

You can enable Telecommuter mode on your one-X Portal for IP Office if you want to use the Lync Add-in to make and receive calls from your home or mobile phone instead of from your desk phone. When Telecommuter mode is enabled in the one-X Portal for IP Office, you do not have to publish your home or mobile phone number in the Lync client. When you make a call, your work phone number is displayed on the callee's call display.

For more information about the one-X Portal for IP Office, see *Using one-X Portal for IP Office* (15-601131).

Before you begin

- You must have an account on the one-X Portal for IP Office

Procedure

1. In a web browser, launch the one-X Portal for IP Office.
2. Enter your username and password to log in.
3. Select the **Configure** tab.
4. Under **Profile Definition**, click the **Edit** button next to the **Mobile** or **Home** profiles.
5. Under **Mobility**, from the **Mode** drop-down menu, select **Forward, Mobile Twinning, Telecommuter**.
6. Select the **Enable Telecommuter** checkbox.
7. Enter your home or mobile phone number in the **Number** field.
8. Click **OK** and then **Save**.
9. To activate your profile, under **Profile Definition**, click the **Active** button next to the **Mobile** or **Home** profiles.
When you make and receive calls from the Lync client, your mobile or home phone will ring instead of your IP Office desk phone.

Settings

Click  to open the Settings window. Click a tab to display a Settings sub-window.

Account Settings

Use the Account Settings window to define your phone settings.

Item	Description
Username	Your one-X username.
Password	The password for your one-X username

Item	Description
Server	The IP address or fully qualified domain name (FQDN) of the one-X server.
Port	The port number for the one-X server.

Dialing Rules

Use the Dialing Rules window to determine the dialing behavior for various call types.

Variable	Description
Number to dial to access an outside line	The digit or digits you must dial to access an outside line.
Your country code	The dialing code for your country.
Your area/city code	The area code or the city code where your phone server is located.
PBX Main Prefix	The main prefix for your phone system.
Number to dial for long distance calls	The digit or digits you must dial to make a long distance call.
Number to dial for international calls	The digit or digits you must dial to make an international call.
Extension length for internal extensions calls	<p>The number of digits that comprise an internal extension. For example, if your internal extensions consist of five digits, enter 5. In this example, any number that consists of five digits or less would be treated as an internal extension. If your company supports internal extensions of varying lengths, enter the length numbers separated by commas. For example, if you use three-digit, five-digit, and seven-digit extensions, enter 3, 5, 7.</p> <p>* Note:</p> <p>If you specify multiple extension lengths, exact matches are performed. For example, if you specify 3,5,7, then a four-digit number will not be recognized as an internal extension.</p>
Length of national phone numbers (including area/city code)	The number of digits you must dial (including area/city code) for a call within your country. If the length of national phone numbers in your country varies, you can enter multiple numbers separated by commas.
Include area/city code when making a local call	Check the box if you are required to prefix the area or city code while making a local call.

Support

Use the Support window to set the logging level. You can also send an e-mail with a log file attachment.

Item	Description
Enable Debug Mode	When debug mode logging is enabled, detailed log messages are written to the Lync 2010 log file. Enable debug mode to troubleshoot Lync 2010.
Contact E-Mail Address	No contact e-mail is listed. You must e-mail issues to your administrator.
Report a Problem Create a Zip File.	Click Report a Problem to send an e-mail with a zip file attachment containing the current log file. If no e-mail client is installed, the button label changes to Create a Zip File .

Log file location

- The log file is located in the folder `\log`.
- The zipped log file is located in the folder `\support`. The `\support` folder has a maximum capacity of 20 MB. If the folder reaches maximum capacity, older zip files are removed.

The log and support directories are located in the APPDATA system property.

About

The **About** window displays the version number and the build number of the Avaya Microsoft Lync 2010 client.

Work station requirements

Table 1: Hardware requirements

Processor	1.8 GHz
Memory	1 GB (Windows XP) 2 GB (Windows 7)
Disk space	100 MB

Connectivity	Download bandwidth: 80 kbps Upload bandwidth: 80 kbps
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Table 2: Software requirements

Operating system	Microsoft Windows XP Service Pack 3, or higher Microsoft Windows 7
Microsoft .Net	Release 4.0 or higher
Microsoft Lync 2010	Microsoft Lync 2010 version 4.0.7577.4103 or higher

