AVAYA

Using Avaya Equinox® for Android, iOS, Mac, and Windows

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Contents

Chapter 1: Introduction

Purpose

This document describes how to set up and use Avaya Equinox® for Android, iOS, Mac, and Windows. This document also describes how to set up and use Avaya Equinox® on an Avaya Vantage™ device.

End users can do all the tasks without assistance.

This document includes Avaya Aura® content for Avaya Equinox®. IP Office content for Avaya Equinox® is covered in IP Office documentation.

Change history

The following table describes the major changes made in this document for each release:

Issue	Date	Summary of changes
2, Release 3.6	July 2019	• Removed notes specific to Avaya Equinox® on Avaya Vantage™ from the *Avaya Equinox® overview* topic. • Added the *Using Avaya Equinox® on Avaya Vantage™* document name in the *Documentation* topic.
1, Release 3.6	July 2019	Added information on support for: • USB call control with desktop clients while using Avaya L100 Series Headsets. • Contact groups. • Searching contacts by name, location, and department. • Configuring the IPv6 address. • OAuth and SAML.

Table continues…

Issue	Date	Summary of changes

1, Release 3.5.5	March 2019	• Added information on:
		
		  - Using the Automatic Callback feature on mobile clients.
		
		  - Differentiating between service and non-service impacting errors on mobile clients.
		
		  - Sending a generic attachment in an instant messaging conversation on the iOS client.
		
		  - Ending the meeting for everyone or leaving the meeting on ending an Avaya Equinox® conference on desktop clients.
		
		  - Support for specifying the minimum version of the TLS protocol in the automatic configuration file.
		
		  - Support for Avaya URIs.

1, Release 3.5	December 2018	• Added information on:
		
		  - Using animated emojis in an instant messaging conversation.
		
		  - Differentiating between service and non-service impacting errors on desktop clients.
		
		  - Enhancements to the Top of Mind screen.
		
		  - Support for Apple Push Notification service (APNs) on the iOS platform.
		
		  - Using the prefer cellular data option for VoIP calls on mobile clients.
		
		  - Using Avaya Equinox® for Windows in the deskphone mode, which is also called the shared control mode, with Avaya Equinox® VDI.
		
		  - Using the telecommuter mode on desktop clients.

3, Release 3.4.8	November 2018	Moved the following topics to the *Planning for and Administering Avaya Equinox® for Android, iOS, Mac, and Windows* document: • Enabling the Avaya Equinox® Google Chrome browser extension • Uninstalling the Avaya Equinox® Google Chrome browser extension

2, Release 3.4.8	October 2018	• Added information for mobile clients on:
		
		  - Making an audio or video call by using the alphanumeric URI.
		
		  - Supporting Forward Error Correction.
		
		• Added information on supporting multiple notification channels for Avaya Equinox® for Android.

Table continues…

Issue	Date	Summary of changes

1, Release 3.4.8	September 2018	• Added information for desktop clients on:
		  - Making an audio or video call by using the alphanumeric URI.
		  - Configuring which users can view your presence status.
		  - Using Emojis in an instant messaging conversation.
		• Added information for Avaya Equinox® for Windows on:
		  - Saving the changes to the Features Manager window state.
		  - Automatically expanding the list of features in the Features Manager window.
		• Added information on using the Hunt Group Busy feature on Avaya Equinox® for Mac.

2, Release 3.4.4	August 2018	• Added information for mobile clients on:
		  - Using the Hunt Groups feature.
		  - Using the Team Button feature.
		  - Starting an instant messaging conversation by using the messaging address.
		  - Using the search by messaging address functionality to create a new contact.
		  - Parking or unparking a call.

1, Release 3.4.4	July 2018	• Added information for desktop clients on:
		  - Starting an instant messaging conversation by using the messaging address.
		  - Supporting Forward Error Correction.
		  - Controlling the sharing capability in Avaya Equinox® Conferencing.
		• Added information for Avaya Equinox® for Windows on:
		  - Using the Hunt Groups feature.
		  - Using the Team Button feature.
		  - Supporting the Enhanced IM Provider feature.
		• Added information on using Avaya Equinox® for Microsoft Outlook on Mac clients.

Table continues…

Issue	Date	Summary of changes

1, Release 3.4	June 2018	• Added information on:
		
		  - Integration with Avaya Spaces.
		
		  - Openfire and Cisco Jabber federation.
		
		  - Changes to the automatic configuration process on upgrade for Avaya Equinox® desktop clients.
		
		  - Office 365 support for Exchange Web Services.
		
		  - Consolidated Avaya Equinox® for Microsoft Outlook as the add-in now also includes support for Spaces.

1, Release 3.3	December 2017	• Added information on:
		
		  - The Multi-stream Switching and Slider features of Avaya Equinox® Conferencing.
		
		  - The Avaya Equinox® add-in for Microsoft Outlook.
		
		  - Siri support for Avaya Equinox® for iOS.
		
		  - The Offline Call Journaling feature.
		
		• Updated the topic on starting an adhoc audio conference call by using Communication Manager.

3, Release 3.2 FP1	August 2017	Added information on support for Mobile Link and HTTP tunneling.
2, Release 3.2	July 2017	• Removed information on JITC support. • Added information on the Outlook and Browser add-ins for Avaya Equinox® for Windows.
1, Release 3.2	July 2017	• Added content related to Avaya Equinox® Conferencing. • Added content related to client identity certificates. • Updated information on automatic configuration. • Added information on Joint Interoperability Test Command (JITC) support for Avaya Equinox® for Windows. • Added information on support for iOS CallKit.

Table continues…

Using Avaya Equinox® for Android, iOS, Mac, and Windows

Issue	Date	Summary of changes

3, Release 3.1	March 2017	• Updated information on the Bridged Line Appearance (BLA) feature. Clients on all platforms support the BLA feature.
		
		• Added content related to accessing your Exchange-based calendar on the Top of Mind and Meetings screens.
		
		• Added information on:
		
		  - Managing calls using a Plantronics headset on Avaya Equinox® for Mac and Windows.
		
		  - Using the MacBook Pro touch bar while using Avaya Equinox® for Mac.
		
		  - The option to set your video preference using the Top of Mind screen.
		
		  - Support for Avaya Equinox® on Avaya Vantage™.

2, Release 3.0 SP1	January 2017	• Added information on the Bridged Line Appearance (BLA) feature. Currently, only Avaya Equinox® for Mac supports the BLA feature. • Added information on the shortcut keys for Avaya Equinox® for Mac and Windows.
1, Release 3.0	December 2016	• Consolidated all existing user guide content into this document. Previous releases had separate user guides for each platform. • Added content related to Avaya Equinox® for Mac. • Changed product name from Avaya Communicator to Avaya Equinox®.

Chapter 2: Avaya Equinox® overview

The Avaya Equinox® client is a soft phone application that provides access to Unified Communications (UC) and Over the Top (OTT) services. You can access the Avaya Equinox® client on the following platforms:

- Mobile platforms:
  - Android: From a mobile phone, tablet, or an Avaya Vantage™ device
  - iOS: From an iPad, iPhone, or iPod Touch
- Desktop platforms:
  - Mac
  - Windows

With the Avaya Equinox® client, you can use the following functionality:

- Make point-to-point audio and video calls.
- Listen to your voice mail messages. You can view voice mail messages only on mobile clients by using Client Enablement Services.
- Join and host conference calls with moderator control features.
- Use point-to-point and conference call control functionality. You can also add participants to a conference.
- Answer calls, send all calls to voice mail, forward calls, and extend calls to your mobile phone if EC500 is configured.
- Share a portion of the screen, the entire display screen, an application, or a whiteboard while on a conference call on desktop clients.
- View a portion of the screen, the entire display screen, an application, or a whiteboard shared by another conference participant on mobile and desktop clients.
- View your call history.
- Perform an enterprisewide search by using Avaya Aura® Device Services, Client Enablement Services, Avaya Cloud Services, or ActiveSync on mobile clients and Avaya Aura® Device Services, LDAP, or Avaya Cloud Services on desktop clients.
- Access your Avaya Aura® and local contacts.
- Access your Client Enablement Services favorite contacts on mobile clients.
- Send instant messages.

- Capture photo, audio, and video files, and send generic file attachments in an IM conversation.

- Manage your presence status and presence status message.

- Log in to your extension and join calls with multiple devices if Multiple Device Access (MDA) is configured.

  Dual registration is supported with an H.323 deskphone and functions similar to MDA.

⁕ **Note:**

Some Avaya Equinox® features must be configured for your enterprise before you can use them.

Avaya Equinox® for IP Office overview

The Avaya Equinox® client for IP Office is a soft phone application that provides access to UC and OTT services, such as Avaya Equinox® Meetings Online. You can access the Avaya Equinox® client on the following platforms:

- Mobile platforms:

  - Android: From a mobile phone or tablet

  - iOS: From an iPad, iPhone, or iPod Touch

- Desktop platforms:

  - Mac

  - Windows

With the Avaya Equinox® client, you can use the following functionality:

- Make point-to-point audio and video calls.

- Listen to your voice mail messages.

- Join and host conference calls with Avaya Equinox® Meetings Online.

- Use point-to-point call control functionality.

- Answer calls and send all calls to voice mail.

- View your call history that is stored locally on the device.

- Access your IP Office contacts by using the IP Office directory and local contacts.

- Send instant messages using Avaya Spaces Direct Messaging.

- Capture photo, audio, and video files, and send generic file attachments in an IM conversation.

- Manage your presence status and presence status message by using the Presence feature.

- Log in to your extension, and answer and transfer calls across multiple devices if Simultaneous mode is configured.

Simultaneous mode can be used with supported SIP deskphones.

For more information about the features of Avaya Equinox® client for IP Office, see *Using Avaya Equinox® for IP Office*.

Multiple Device Access overview

Avaya Equinox® supports Multiple Device Access (MDA), which you can use to:

- Log on to the same extension from multiple devices, including mobile EC500 devices.
- Answer a call from multiple devices.
- Join an existing call from other logged in devices.
- Hear simultaneous ringing on all logged in devices when a call is made to your extension.

The Avaya Aura® network configuration, which your administrator configures, determines:

- The number of devices that you can log in to at the same time.
- Whether the first or last logged in device is denied login access when you reach the maximum simultaneous device limit.

For more information, see *Planning for and Administering Avaya Equinox® for Android, iOS, Mac, and Windows*.

MDA limitations

Support on other devices

- Some devices do not support MDA. You might be able to log in to these devices using the same extension that you used to log in to your Avaya Equinox® client. However, other MDA functionality, such as the ability to answer a new call or join an existing call, might not work properly.

Video escalation

- When more than one device is on a call, you cannot escalate the call to video. If additional devices drop from the call and only one device remains on the call, you can escalate that call to a video call.
- When a second device joins a video call, the video screen becomes blank.
- An EC500 device cannot escalate to a video call at any time even if the EC500 device is the only device on the call.

Bridged Line Appearance overview

Use the Bridged Line Appearance (BLA) feature to give single-line and multi-appearance telephones an appearance of another telephone number. With BLA, the user can make, answer, and bridge onto calls to or from the telephone number of another user. For the BLA feature to be available, the administrator must provision the BLA feature for your extension.

The terms *primary number*, *primary telephone*, and *primary station* all mean the same thing.

The primary number is the extension that you want other extensions to bridge onto. For example, you want extension A as the primary number to also have call appearances on extensions B, C, and D. In this case, the administrator must access extensions B, C, and D to configure Bridge Appearance of extension A onto these extensions.

A typical use case for the BLA feature is a boss and secretary scenario. In this scenario, the primary number is of the boss and call appearances of the primary number are configured on the extension of the secretary. When someone calls the boss, either the boss or secretary can answer the call. If the call is answered first by the secretary, the boss can bridge onto the call.

If a call is made to the extension of the secretary, the boss cannot see this call or bridge onto it.

To make a call using the BLA extension, you must first select the primary extension appearance and then dial on behalf of the primary extension.

When you receive a call on the primary extension, the call rings on the primary extension and the secondary extension. In this case, the secondary extension displays that the call is for the primary extension. The user of the secondary extension can select and answer this call. After the call is answered, the secondary extension displays that the active answered call is for the primary extension. On the primary extension, the Avaya Equinox® application displays a bridge appearance to bridge onto the call answered on the secondary extension.

Interactions for Bridged Line Appearance

This section provides information about how the Bridged Line Appearance (BLA) feature interacts with other features on the system. Use this information to ensure that you receive the maximum benefits of BLA in any feature configuration. For more information, see *Avaya Aura® Communication Manager Feature Description and Implementation*.

> ✳ **Note:**
>
> Enhanced conferencing using Avaya Aura® Conferencing or Avaya Equinox® Conferencing is not supported with BLA. If a BLA watcher wants to be a participant in an enhanced conference, the BLA watcher must join the enhanced conference directly.

Automatic Callback

Automatic Callback calls cannot originate from a BLA. However, when Automatic Callback is activated from the primary telephone, the callback call rings on all bridged appearances of the extension and the primary telephone.

Call Forwarding All Calls, Call Forward Busy, and No Answer

Call Forwarding can be activated or canceled for the primary extension from any BLA of that extension using a feature access code. When activated, calls to the primary extension do not terminate at the BLAs, but go to the designated forwarding destination.

Call Park

When a call is parked from a BLA, it is parked on the primary extension associated with the BLA.

Call Pickup

Calls that are made to a primary telephone can only be answered by pickup group members of the primary number. This refers to calls with alerting at bridged appearances of the primary telephone.

- The **Temporary Bridged Appearance on Call Pickup?** field on the Feature-Related System Parameters screen is set to `n`: In this case, the primary appearance and all bridged appearances of the call are dropped after Call Pickup is used to answer the call.

- The **Temporary Bridged Appearance on Call Pickup?** field on the Feature-Related System Parameters screen is set to `y`: In this case, the primary and bridged call appearance lamps stay lit after Call Pickup is used to answer the call.

- The primary telephone and the BLA are not in the same pickup group: In this case, members in the same pickup group as the BLA telephone cannot answer a call that is made to the primary telephone.

  ⊛ **Note:**

    The primary telephone and the BLA cannot be in the same pickup group. This is not a supported configuration.

When a user dials the Call Pickup FAC on a BLA, the system interprets the action as an attempt to answer a call from the call pickup group of the primary telephone. When operating this way, the covering user can act as the primary user and provide the same call pickup coverage if required. Covering user is the user associated with the extension number that is configured to have call appearances of the primary number.

Send All Calls

Single-line device: When a single-line device is administered as a BLA, the user cannot start Send All Calls for the extension of the device. The user does not have a Send All Calls button, and the call appearance is associated with another extension, that is, the primary extension. When the user dials an FAC, Send All Calls is activated for the extension associated with the call appearance.

Multi-appearance telephones: A user with BLAs can activate or deactivate Send All Calls for a primary telephone from the bridged appearance.

Bridge Line Appearance scenarios

The following Bridge Line Appearance (BLA) scenarios display the device user interface of the boss and secretary who are using the Avaya Equinox® client:
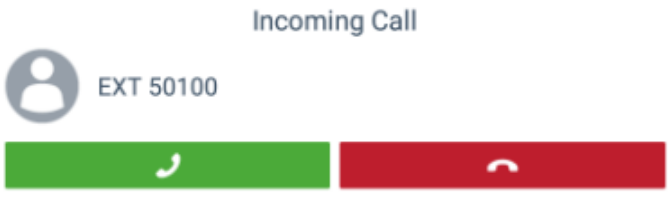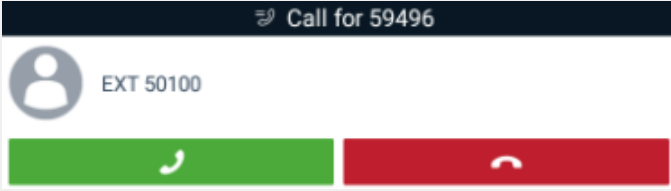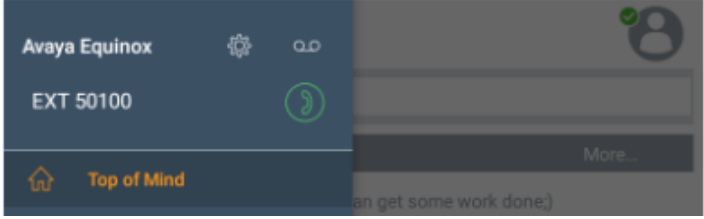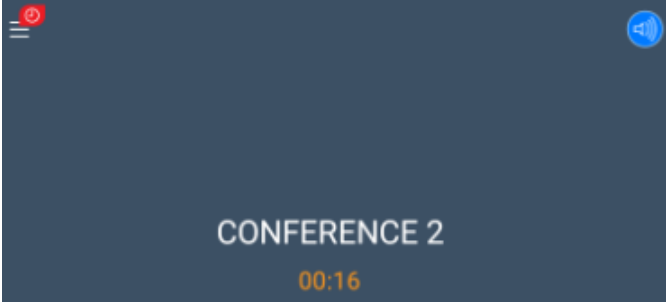
Case	Scenario	User interface
1	Make a call to the extension number of the boss.	Device of boss Device of secretary
	Secretary answers the call.	Device of boss Device of secretary
	Bridge this call from the extension number of the boss.	Device of boss

Table continues…
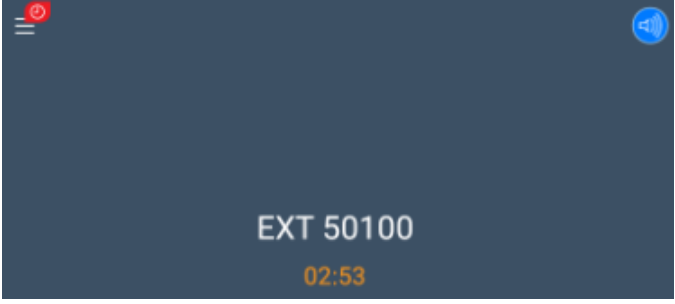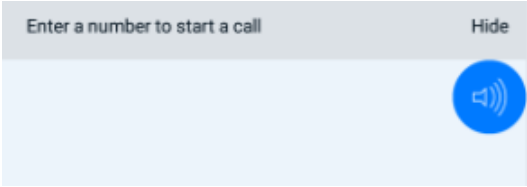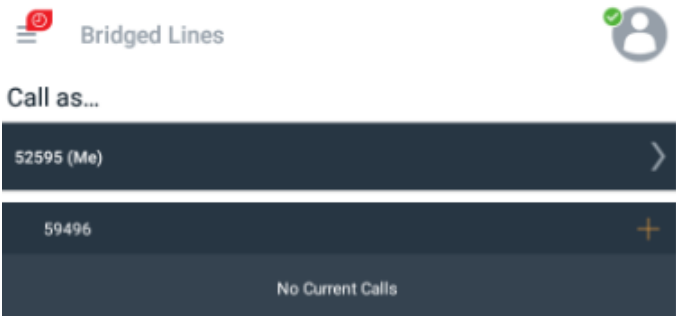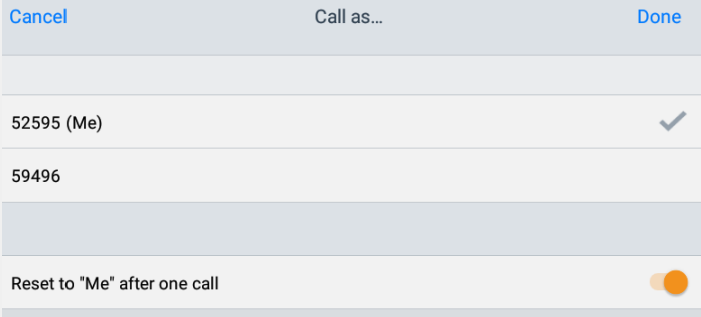
Case	Scenario	User interface
		Device of secretary
	Secretary drops the call.	Device of boss
		Device of secretary
2	Boss off-hooks the phone.	Device of boss

Table continues…

Case	Scenario	User interface
		Device of secretary
	Boss drops the call.	Device of secretary
3	Secretary selects the BLA of the boss.	Device of secretary

New in this release

- Support for Single Sign-On (SSO) with Open Authorization (OAuth) and Security Assertion Mark-up Language (SAML).

    - Use this feature to integrate Avaya Equinox® SSO with a supported enterprise Identity Provider (IDP) solution for authentication including multi-factor authentication. Services included with the solution are Avaya Aura® Device Services Release 8.0 and later and the

Avaya Multimedia Messaging service on Avaya Aura® Presence Services Release 8.1 and later.

- A user can log in using OAuth and SAML and have an SSO experience for:

  • Voice service. Avaya Aura® Device Services provides the SIPSHA1 token.

  • Services provided by Avaya Aura® Device Services including auto-configuration, contacts, and enterprise search.

  • Presence using SIP.

  • Avaya Multimedia Messaging service on Avaya Aura® Presence Services.

- With Release 3.6 of Avaya Equinox® clients, the following services do not use the OAuth and SAML login flows. These are planned to be added in a future release:

  • Avaya Aura® Web Gateway for Apple Push Notifications on iOS clients

  • Exchange Web Services

  • Avaya Equinox® Conferencing

  • SCEP certificate installation

- The following services continue to use the existing authentication methods with individual sign-on or unified login with a shared Avaya Equinox® credential:

  • Client Enablement Services

  • Standalone Avaya Multimedia Messaging

- Avaya Spaces login continues to use the Avaya Cloud Accounts login. Further integration is planned for a future release.

• Support for contact groups.

Contact groups are only available with Avaya Aura® Device Services Release 7.1.6 and later. You can use Avaya Equinox® to group your Equinox Contacts to better organize them. You can then initiate calls and instant messages to the groups. For example, you might have separate groups for your project team, subordinate team members, and response teams. The groups that you create are available across multiple devices.

• Support for searching contacts by name, location, and department.

You can perform this advanced search only if you configure Avaya Aura® Device Services as a contact service.

• Support for USB call control with Avaya Equinox® for Mac and Windows while using Avaya L100 Series Headsets.

• Support for configuring the IPv6 address in the **Server Address** field of the SIP Phone Service setting.

Avaya Equinox® might configure the IP capabilities based on the automatic configuration file and PPM settings. The IP capabilities that Avaya Equinox® receives from PPM overwrites the values received from the automatic configuration file.

Chapter 3: Avaya Equinox® navigation

The following images display the Top of Mind screen of the Avaya Equinox® client on mobile and desktop devices. You can access the various settings of Avaya Equinox® through the Top of Mind screen as mentioned in the table following the images.

Mobile client
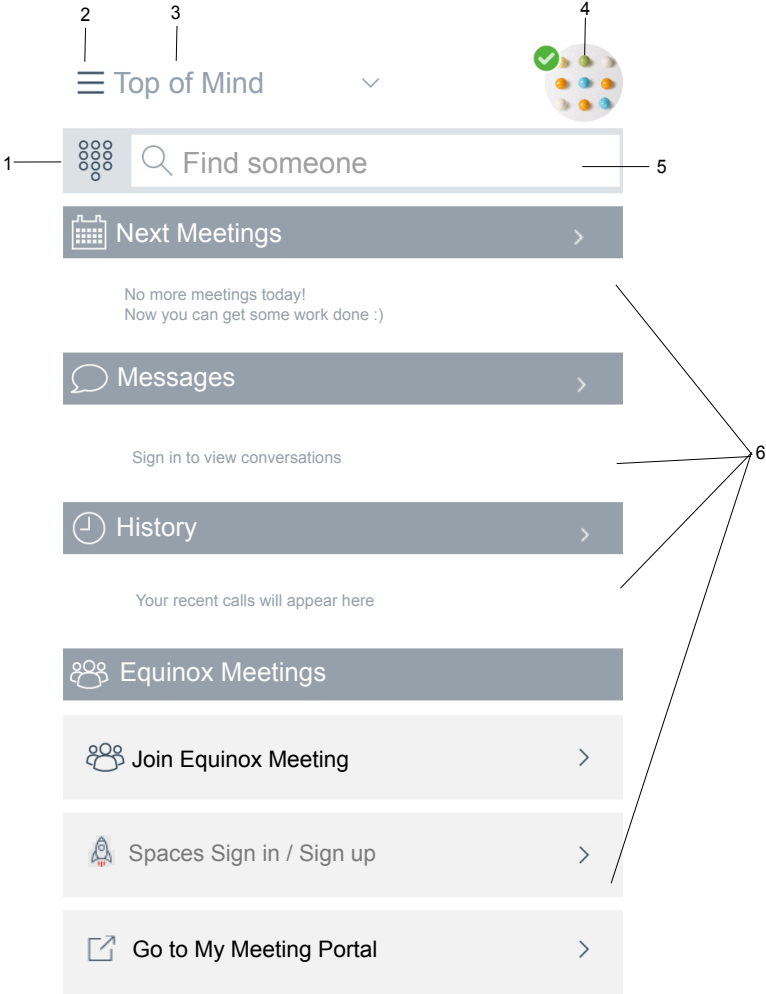
Desktop client
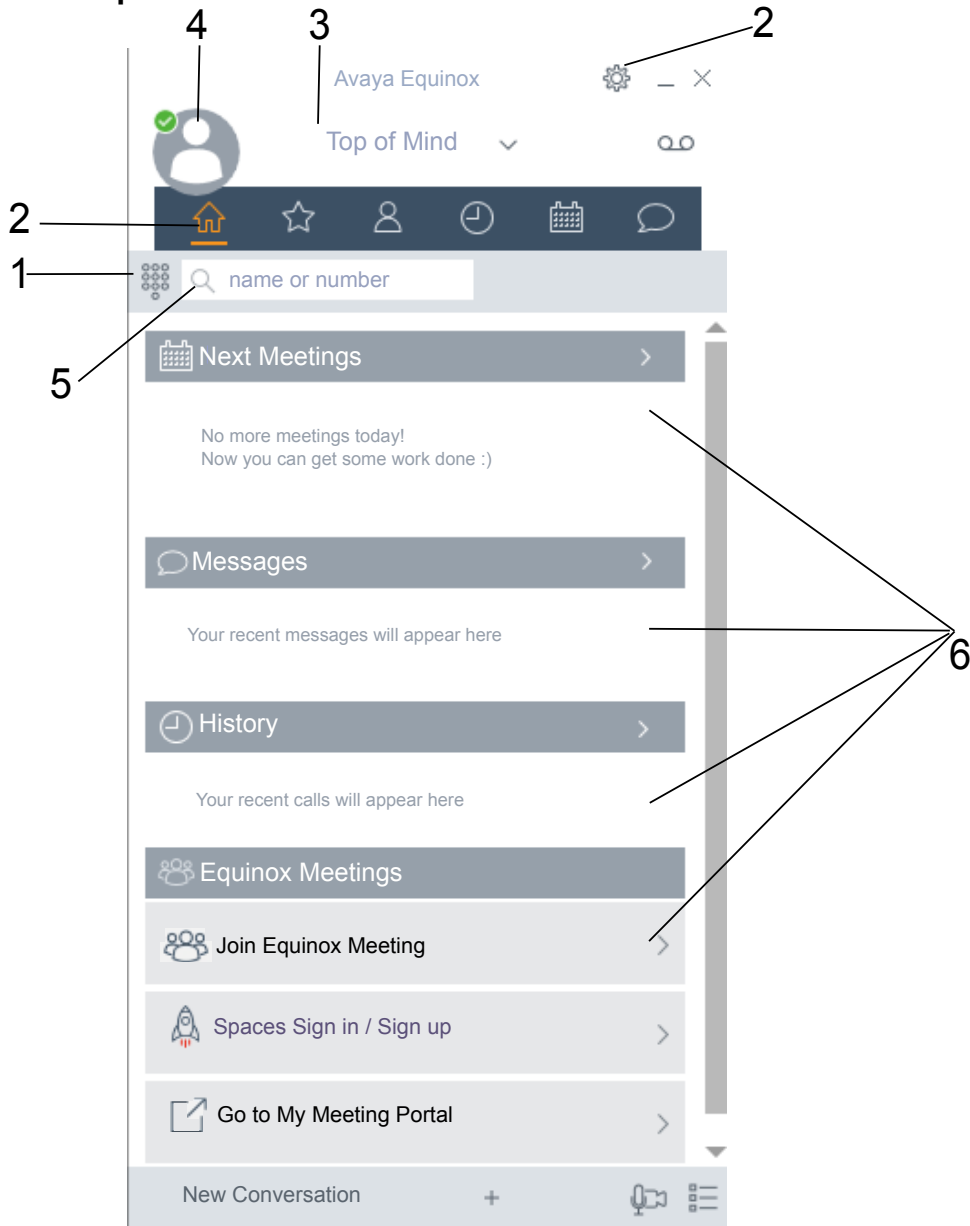
No.	Name	Description
1	Dialpad	Access the dialpad to make an audio or video call.

Table continues…

No.	Name	Description
2	Menu	Access the following screens from the Avaya Equinox® menu: • Top of Mind • Favorites • Contacts • History • Messages • Meetings • Features: Only on mobile clients You can also manually configure the settings, access your voice mail messages, and exit from the Avaya Equinox® application.
3	Top of Mind	Access the settings for configuring the layout of the Top of Mind screen.
4	Presence status indicator	Access the incoming and outgoing calls settings. You can also configure your presence status and message, and sign out from the Avaya Equinox® application.
5	Search	Search for a contact. You can start an instant messaging conversation by typing the messaging address.
6	Next Meetings, Messages, History, and Equinox Meetings	• Join Avaya Equinox® and Spaces meetings with one touch and view your meeting calendar. ⊛ **Note:** You cannot click to join an Avaya Equinox® meeting from your calendar. However, if you are using the Avaya Equinox® add-in for Microsoft Outlook, you can click to join from the meeting invitation. • Respond to the latest messages and view your active conversations. • Return important missed calls and view your call activity. • Start a meeting, join an Avaya Equinox® meeting, log in to Spaces or open the Spaces dashboard, and go to your meeting portal. The Equinox Meetings area is applicable if you are using only Avaya Equinox® Conferencing and not Avaya Aura® Conferencing.

Viewing the Avaya Equinox® tutorial

Procedure

1. In the Avaya Equinox® settings, select **Support**.

2. Do one of the following:

    - On mobile clients: Select **Tutorial**.

    - On Avaya Equinox® for Windows: Select **Open Tutorial**.

    - On Avaya Equinox® for Mac: Select **Show Tutorial**.

3. Select one of the following:

    - **Skip** or **Skip Tutorial**: To exit the tutorial.

    - **Next**: To view the next screen.

    - **Back** or **Previous**: To view the previous screen.

    - **Done**: To finish viewing and exit the tutorial.

Icons

Avaya Equinox® displays the following icons on the various screens:

Presence status

Button	Name	Notes
	Available	
	Away	
	Busy	
	Do not disturb	
	Offline	
	Out of office	
	Automatic	Presence status is updated automatically.

History screen

Button	Name	Notes
	All History	View your complete call history.

Table continues…

Button	Name	Notes
↓	Incoming Calls	
✕	Missed Calls	
↑	Outgoing Calls	
ꝏ	Voicemail	View your voice mail messages.

Incoming Calls screen

Button	Name	Notes
	Forward Calls or Forward Calls Busy/No Answer	Forward calls to another telephone number of your choice. Forward calls when you are busy or do not answer.
	Send All Calls	Send all calls to voice mail.
	EC500	Activate simultaneous ringing on your deskphone and device for a call that arrives on your deskphone.

Outgoing Calls screen

Button	Name	Notes
	VoIP Call	Calls are made using Wi-Fi or your cellular data.
	EC500 Call	Calls are made using your cellular minutes.
	Call Using Mobile	Mobile number is called back when you make a call.
	Call Using Work phone	Work number is called back when you make a call.
	Call Using My Phone	Configured number is called back when you make a call.

Dialpad icons

Button	Name	Notes
	Dialpad	Opens the Dialpad.
	Redial	
	Audio Call	
	Video Call	

Table continues…

Button	Name	Notes
	Clear	

Conference screen

Button	Name	Notes
	Recording	
	Lecture Mode	The audio and video of all participants in the conference is on mute.
	Entry Tones	When a participant joins or leaves the conference, Avaya Equinox® generates a tone.
	Continuation	When the Conference Continuation feature is enabled, the conference remains active after the moderator drops out unless the moderator chooses to end the conference for everyone. When the Conference Continuation feature is disabled, the conference ends automatically two minutes after the moderator drops out.
	Presentation Mode or Start Sharing	
	Lock Meeting	The moderator can lock the conference to prevent new participants from joining the call. However, the moderator can continue to add participants to the conference.
	Mute Everyone	
	Unmute Everyone	
	End Meeting	
	Add participant	
	Conference Participants	
	Transfer Call	
	Controls	

General icons

Button	Name	Notes
	Settings	

Table continues…

Button	Name	Notes
	Menu	
	More	
	Audio Call	
	Mute Audio Call	Audio is muted during the call.
	Speaker	
	Video Call	
	Stop Video Call	Video is stopped during the call. **✳ Note:** If you enable video calling in Avaya Equinox® settings, the Avaya Equinox® status bar displays the ⬛ icon. However, the Conference screen displays the ⬛ icon.
	Block camera	
	Resume Call	
	Hold Call	Call is placed on hold.
	Instant Messaging	
	Email	Email is sent to a contact using the native email application.
	Add	
	End Call	
	Merge Call	Active call is merged with the held call.
	Handoff to Cellular	Call is extended to your EC500 device.
	Search	
	Alert	
	Information	

Equinox Meetings

Button	Name	Notes
	Start My Meeting	
	Join Equinox Meeting	
	Join Spaces Meeting	
	Go to My Meeting Portal	

Shortcut keys for Avaya Equinox® for Mac and Windows

You can access the following functionality in the desktop clients by using keyboard shortcut keys:

Function	Avaya Equinox® for Mac	Avaya Equinox® for Windows
Open Dialpad	`command` + `D`	`Ctrl` + `D`
Open Keypad while on a call	`command` + `D`	`Ctrl` + `D`
Dial from clipboard	`option` + `W`	`Alt` + `W`
Search for someone	`F3`	`F3`
Answer a call	`option` + `command` + `A`	`Alt` + `Ctrl` + `A`
End a call	`option` + `command` + `E`	`Alt` + `Ctrl` + `E`
Mute toggle	`control` + `M`	`Ctrl` + `M`
Hold toggle	`shift` + `control` + `H`	`Ctrl` + `H`
Transfer a call	`option` + `command` + `T`	`Ctrl` + `T`
Navigation		
Select the **Top of Mind** tab	`shift` + `command` + `T`	`Alt` + `T`
Select the **Favorites** tab	`shift` + `command` + `F`	`Alt` + `F`
Select the **Contacts** tab	`shift` + `command` + `C`	`Alt` + `C`
Select the **History** tab	`shift` + `command` + `H`	`Alt` + `H`
Select the **Messages** tab	`shift` + `command` + `I`	`Alt` + `I`
Select the **Meetings** tab	`shift` + `command` + `M`	`Alt` + `M`

Chapter 4: Setting up Avaya Equinox®

System requirements and interoperability

For the latest and most accurate compatibility information for Avaya Equinox®, use the Compatibility Matrix tool on the Avaya Support website at https://support.avaya.com/CompatibilityMatrix/Index.aspx.

Ensure that your mobile device or desktop system includes the latest OS updates. Your system must have the latest vendor supplied drivers, specifically for:

- Headsets
- Cameras
- Display adapters

Mobile clients

Security certificates on mobile devices

Avaya Equinox® requires security certificates to establish connections with various servers. If you are using a certificate signed by one of the major certificate authorities such as Verisign, you do not need to install anything. The built-in system certificates are enough. However, the administrator must include the certificate in the private trust store.

The administrator might provide a web address, send you an email, or provide the certificate using other mechanisms. Install the certificates on your device using the procedure specified by your device manufacturer.

> **Note:**
>
> If you manually install the certificates, you must enable a screen lock on your device so that the device has a minimal level of security.

If you are using Avaya Equinox® on Avaya Vantage™, do not install any certificates manually. The certificates are automatically installed when you provide the file server path in **Settings** > **Wireless & networks** > **More** > **File Server** on Avaya Vantage™.

For the Avaya strategy on server certificates, see *Updating server certificates to improve end-user security and client user experience* at https://downloads.avaya.com/css/P8/documents/100180626.

Installing Avaya Equinox® on mobile devices

About this task

Use this procedure to install Avaya Equinox® on your mobile device.

😀 **Note:**

If you do not want to receive notifications from Avaya Equinox®, you can disable the notifications on your mobile device. The notifications are controlled by the operating system on your mobile device rather than any application. The exact method of disabling notifications varies on each mobile device.

Procedure

1. On the mobile device for:

   • Android: Open the Play Store application.

   • iOS: Open the App Store application.

2. Search for Avaya Equinox®.

3. Select the entry for Avaya Equinox®.

4. Install Avaya Equinox®.

5. After the installation process is complete, select **Open**.

6. Accept the terms of the license agreement and the message to not use Avaya Equinox® to make emergency calls.

Android permissions

After you install and open Avaya Equinox® for Android, you must configure a few permissions for Avaya Equinox® to work properly. Permissions are categorized into required and optional.

To use Avaya Equinox®, you must provide the required permissions at a minimum. To get the best user experience, you must provide all permissions. For example, permission to record audio and to make and manage phone calls is mandatory for Avaya Equinox® to function properly. Permission to provide access to your contacts, calendar, and camera is optional.

Desktop clients

Security certificates on desktops

Avaya Equinox® requires security certificates to establish connections with various servers. If you are using a certificate signed by one of the major certificate authorities such as Verisign, you do not need to install anything. The built-in system certificates are enough. However, the administrator must include the certificate in the private trust store.

The administrator might provide a web address, send you an email, or provide the certificate using other mechanisms. Install the certificates on your desktop using the procedure specified by your desktop manufacturer.

For the Avaya strategy on server certificates, see *Updating server certificates to improve end-user security and client user experience* at https://downloads.avaya.com/css/P8/documents/100180626.

You can use Avaya Equinox® to install client identity certificates. Client identity certificates provide an identity of the client to the server. Each client has its own unique identity certificate issued by the certification authority or registration authority.

Installing Avaya Equinox® on desktops

About this task

Use this procedure to install Avaya Equinox® desktop clients. The administrator can also install Avaya Equinox® desktop clients by using a command line option.

The administrator can deploy Avaya Equinox® for Windows to work in a Citrix, XenApp, or VMWare environment. For more information, see *Planning for and Administering Avaya Equinox® for Android, iOS, Mac, and Windows*.

> ⊛ **Note:**
>
> For information on enabling Web Extension on Google Chrome, see *Planning for and Administering Avaya Equinox® for Android, iOS, Mac, and Windows*.

Before you begin

- Ensure that your Windows or Mac device meets the following minimum hardware requirements:
  - Dual-core processor
  - 2 GB of RAM
  - 1.5 GB free hard disk space
- Get the location of the Avaya Equinox® build for Windows or Mac from your administrator.
- Download the build to your desktop.

- For Avaya Equinox® for Windows, ensure that:

  - Windows 7 computer, Windows 8 computer, Windows 10 computer, Windows Server 2008, Windows Server 2012, or Windows Server 2016 has Microsoft .NET Framework 4.5 or a later version.

  - Microsoft Visual C++ Redistributable for Visual Studio 2017 package is installed.

- For Avaya Equinox® for Mac, ensure that Mac OS is 10.11 or a later version.

Procedure

1. On the desktop for:

   - Windows: Double-click the `Avaya Equinox Setup 3.6.0.XXX.msi` file.

   - Mac: Double-click the `Avaya Equinox-XX.dmg` file.

2. Accept the terms of the license agreement, select the default values, and complete the installation.

   By default, the installer installs Outlook Plugin. Additionally, the Windows installer installs Web Extension on Microsoft Internet Explorer and Mozilla Firefox.

   ✳ **Note:**

   Outlook Plugin uses the language of the Microsoft Office suite and Web Extension uses the language of the web browser.

3. **(Optional)** On Avaya Equinox® for Windows, if you do not want to install Outlook Plugin and Web Extension by default:

   a. Select the **Custom** setup type.

   b. Disable the Outlook Plugin and Web Extension installation, and complete the installation.

Opening the Avaya Equinox® application for the first time

About this task

Use this procedure after you install Avaya Equinox® and open it for the first time.

If you have an account, you can configure Avaya Equinox® and log in to Avaya Equinox®. Alternatively, you can just join a meeting.

Procedure

- To join a meeting, select **Join a Meeting**.

- To configure your account, select **Configure my account**.

Related links

Automatic configuration overview

You can configure the Avaya Equinox® settings automatically by using your email address or the automatic configuration web address.

If you type your email address and the DNS check:

- Is successful, the automatic configuration file is downloaded. If the administrator has provisioned more than one environment, you must choose an environment before the automatic configuration file is downloaded.
- Fails, your email address is automatically searched in the following accounts and in the following priority:
    1. Avaya Spaces
    2. Avaya Equinox® Meetings Online

By using Avaya Spaces or Avaya Equinox® Meetings Online, if the automatic configuration file is:

- Found in the URL, the automatic configuration file is downloaded.
- Not found in the URL, you must enter a web address or manually configure the application.

    If the automatic configuration file is found in the web address, the automatic configuration file is downloaded.

In both instances, if the administrator has provisioned more than one environment, you must choose an environment before the automatic configuration file is downloaded.

If the automatic configuration file that is downloaded does not include your credentials for the various services, you must manually enter your credentials to log in to each service.

You might be able to view further screens related to Avaya Cloud accounts depending on whether:

- Your Avaya Cloud account exists for Spaces and Messaging.
- The administrator has enabled the Avaya Cloud Account setting for your account.

You can additionally configure your account to use the Avaya Equinox® Meetings Online service.

Configuring Avaya Equinox® settings automatically

About this task

Use this procedure if you have an Avaya Equinox® account and want to sign in to Avaya Equinox®. You can configure the Avaya Equinox® settings automatically using your email address or the automatic configuration web address.

For automatic configuration of the Avaya Equinox® clients, the administrator can choose Avaya Aura® Device Services.

You cannot use this procedure on Avaya Equinox® on Avaya Vantage™ because the Avaya Equinox® settings are automatically configured when you provide the file server path in **Settings** > **Wireless & networks** > **More** > **File Server**.

Before you begin

Do one of the following:

- Ensure that the administrator has set up the correct DNS records. In this case, you can automatically configure Avaya Equinox® by using your email address.
- Get the automatic configuration web address from the administrator.

Procedure

1. On the Avaya Equinox® client, select **Configure my account**.

You can configure your account in one of the following ways:

2. **(Optional)** To use your work email address for auto discovery:

   a. In the **Email** field, type your email address and select **Next**.

   b. Choose the enterprise environment that you want to use and select **Next** if applicable.

      Avaya Equinox® configures the settings automatically.

3. **(Optional)** To use the automatic configuration web address for auto discovery:

   a. Select ⚙.

   b. Select **Use a web address**.

   c. In the **Web Address** field, type the web address and select **Next**.

      Avaya Equinox® configures the settings automatically.

4. Depending on what the screen displays, do one or more of the following:

   - If the automatic configuration file includes support for OAuth, you can enter your enterprise credentials on the IdP login page. However, if you close the page without performing OAuth authentication, Avaya Equinox® displays the screen to type your email address.
   - If the automatic configuration file does not include your Single Sign-on (SSO) or Avaya Authorization configuration for the various services, manually enter your credentials to log in to each service.
   - If your Avaya Cloud account exists, type your credentials for Avaya Spaces and select **Sign In**.
   - Alternatively, if you have an account on Google, Office365, Salesforce, or Avaya, select the corresponding icon to log in to Spaces with your account credentials.

5. **(Optional)** If you used your email address to configure your Avaya Equinox® client and you have an Avaya Equinox® Meetings Online account, do the following:

   a. Type your credentials to access the Avaya Equinox® Meetings Online service.

   b. Select **Next**.

      Avaya Equinox® sets up the Avaya Equinox® Meetings Online service.

Configuring the Avaya Equinox® Meetings Online service

About this task

Use this procedure to configure the Avaya Equinox® Meetings Online service by using the Check for Services option. Avaya Equinox® Meetings Online is cloud-based while the Avaya Equinox® client is on-premise.

✳ Note:

If you configure Avaya Equinox® Meetings Online but want to revert later to use the on-premise client, the administrator must enable Unified Portal using the automatic configuration parameter.

Before you begin

Ensure that:

- You are not on a call.
- The administrator has enabled Avaya Equinox® Meetings Online account discovery.
- The administrator has disabled Unified Portal using the automatic configuration parameter.

  This ensures that no other Conferencing service exists.

Procedure

1. In the Avaya Equinox® settings, select **Check for Services**.
2. In the **Enter Email** field, type your email address for Avaya Equinox® Meetings Online.
3. Do one of the following:

   - On mobile clients: Select **Next**.
   - On desktop clients: Select **Continue**.

   Avaya Equinox® checks for your Avaya Equinox® Meetings Online account and displays a dialog box to configure the Avaya Equinox® Meetings Online service.
4. Select **Configure**.

   Avaya Equinox® logs you out and displays a screen for entering your Avaya Equinox® Meetings Online credentials.
5. Type your credentials.
6. Select **Next**.

   Avaya Equinox® sets up the Avaya Equinox® Meetings Online service.
7. Select **Let's Go!**.

   Avaya Equinox® logs you in and displays the Top of Mind screen with the configured Avaya Equinox® Meetings Online service.

Using the Avaya Equinox® menu

Procedure

1. On mobile clients, on the Top of Mind screen, select ≡.

2. To view a screen, select the corresponding option:

   - **Top of Mind**: Only for UC and OTT signed-in users

   - **Join Meeting**: Only for OTT users

   - **Favorites**: Only for UC users

   - **Contacts**: Only for UC users

   - **History**

   - **Messages**: Only for UC users

   - **Meetings**: Only for UC and OTT signed-in users

   - **Features**: Only on mobile clients for UC users

   - **Exit**: Only on Avaya Equinox® for Android

     Avaya Equinox® on Avaya Vantage™ does not display this option.

Manual configuration of Avaya Equinox® settings

You must configure the Avaya Equinox® settings on the Services screen manually if you are not using automatic configuration. For more information, see [Services settings](#) on page 58.

> 😀 **Note:**
>
> If you are using Avaya Equinox® on Avaya Vantage™, the settings are automatically configured.

The following sections describe how to manually configure and update all client settings. You might need to restart Avaya Equinox® after you manually configure or update the client settings.

Settings unavailable on Avaya Equinox® on Avaya Vantage™

The following settings are available on Avaya Equinox® for Android on a mobile device, but not on Avaya Vantage™.

Avaya Equinox® for Android setting		Alternative on Avaya Vantage™
On the Avaya Equinox® menu, select:	**Features** > **EC500 Features**	This setting does not apply to Avaya Vantage™.
	Exit	This option does not apply to Avaya Vantage™.
In the Avaya Equinox® settings, select:	**User Preferences** > **General** > **Auto Start/Login**	This setting does not apply to Avaya Vantage™.
	User Preferences > **Audio / Video** > **Video calling over cellular**	This setting does not apply to Avaya Vantage™.
	Services > **Auto Configure**	The Avaya Equinox® settings are automatically configured on Avaya Vantage™.
	Services > **Service Details** > **Client Enablement (CES)**	Avaya Equinox® on Avaya Vantage™ does not support Client Enablement Services.
	Services > **Service Details** > **EC500 Calling**	This setting does not apply to Avaya Vantage™.
	Services > **Voicemail**	The **Voicemail** setting is available with Client Enablement Services. Avaya Equinox® on Avaya Vantage™ does not support Client Enablement Services. Avaya Vantage™ supports voice mail through Avaya Aura® Messaging.
	Advanced > **Dialing Rules**	The administrator configures this setting in the `46xxsettings.txt` file.
	Advanced > **Echo Cancellation**	Echo cancellation is handled by the Avaya Vantage™ device.
	Advanced > **Certificates**	The administrator configures this setting in the `46xxsettings.txt` file.
	Advanced > **Client Certificate**	The administrator configures this setting in the `46xxsettings.txt` file.
	Advanced > **FNE Setup Delay**	This setting does not apply to Avaya Vantage™.
	Support > **Emergency Disclaimer**	You can make emergency calls by using Avaya Equinox® on Avaya Vantage™.
	Support > **Legal** > **EULA**	This setting does not apply to Avaya Vantage™. Avaya Vantage™ displays the end-user license agreement when you open Avaya Equinox® for the first time.

Table continues…

Avaya Equinox® for Android setting		Alternative on Avaya Vantage™
Select the presence status indicator and:	Go to the Incoming Calls screen and then go to the Calls will ring on area.	The Calls will ring on area is available with Client Enablement Services. Avaya Equinox® on Avaya Vantage™ does not support Client Enablement Services.
	Go to the Incoming Calls screen and then tap **Manage my phones**.	The **Manage my phones** setting is available with Client Enablement Services. Avaya Equinox® on Avaya Vantage™ does not support Client Enablement Services.
	Go to the Outgoing Calls screen and then go to the Make calls using area.	The Make calls using area is unavailable on Avaya Vantage™. You can only make VoIP calls by using Avaya Equinox® on Avaya Vantage™.
	Select the **Unavailable** presence status.	The **Unavailable** presence status is available with Client Enablement Services. Avaya Equinox® on Avaya Vantage™ does not support Client Enablement Services.
On the History screen:	Select the **Voicemail** filter.	The **Voicemail** filter is available with Client Enablement Services. Avaya Equinox® on Avaya Vantage™ does not support Client Enablement Services.

Avaya Equinox® Top of Mind screen

Avaya Equinox® displays the Top of Mind screen as the home screen. You can use the Top of Mind screen to:

- Join Avaya Equinox® and Spaces meetings with one touch and view your meeting calendar.

  ✱ Note:

  You cannot click to join an Avaya Equinox® meeting from your calendar. However, if you are using the Avaya Equinox® add-in for Microsoft Outlook, you can click to join from the meeting invitation.

- Respond to the latest messages and view your active conversations.
- Return important missed calls and view your call activity.
- Start a meeting, join an Avaya Equinox® meeting, log in to Spaces or open the Spaces dashboard, and go to your meeting portal.

  The Equinox Meetings area is applicable if you are using only Avaya Equinox® Conferencing and not Avaya Aura® Conferencing.

Configuring the layout of the Top of Mind screen

About this task

Use this procedure to configure what you want to view on the Top of Mind screen. For example, you might choose to view the meeting calendar and meeting room details, but hide call history and messages.

Procedure

1. On the Top of Mind screen, select the **Top of Mind** filter.

2. **(Optional)** If the Top of Mind switch is disabled, select **Top of Mind**. Otherwise, go to the next step.

3. Do the following:

   • To hide your meeting information, in the Next Meetings area, select **Hide**.

   • To configure the number of meetings to be displayed on the Top of Mind screen, select **Auto** or **Full Day**.

   If you select **Auto**, the number of meetings displayed depends on the Avaya Equinox® logic. If you select **Full Day**, Avaya Equinox® displays the meetings for the current day.

   • To configure the calendars that you want to display, select **Calendars to show** and select the option for the corresponding account.

   • To hide your messages, in the Messages area, select **Hide**.

   • To hide your call history, in the History area, select **Hide**.

   • To hide your meeting room details, in the Equinox Meetings area, select **Hide**.

   • To view the default layout on the Top of Mind screen, select **Reset Layout to Default**.

Using the Top of Mind screen

About this task

Use this procedure to perform most of your daily activities in the enterprise.

Procedure

• Start typing the name of the contact or the contact details that you want to look for in the following field:

  - On mobile clients: **find someone**

  - On desktop clients: **name or number**

Avaya Equinox® displays the contacts that match the search text.

- In the Next Meetings area, you can select the following:

  - ⟩: To view additional meetings.

  - A meeting: To view more information about the meeting.

  - ☎ or ▭: To join the Avaya Equinox® meeting.

    To view both the audio and video options for a meeting entry, on Android devices, you must press and hold a meeting entry. While on iOS devices, you must swipe to the right on a meeting entry.

    You can join a meeting using this option only if the conference bridge number is in the Tel: URL format. For example, tel:+16135959132. You must include this format in the Location field or the Body area of the email.

  - ⚲: To join the Spaces meeting by using the Spaces application only on mobile devices or the default browser.

    For best experience, the default browser must be WebRTC compliant.

- In the Messages area, you can select the following:

  - ⟩: To view all your active conversations.

  - A conversation: To view more information about the conversation.

- In the History area, you can select the following:

  - ⟩: To view the complete call history.

  - A call: To view more information about the call.

  - ☎ or ▭: To call the number.

- In the My Meeting Room area, you can select the following:

  - **Start My Meeting**: To start your meeting.

  - **Join Equinox Meeting**: To join a meeting. By default, Avaya Equinox® saves the details of your last meeting.

  - **Spaces Dashboard**: To open the Spaces dashboard.

    If you are not logged in to Avaya Cloud Services, you must sign in to Spaces. If you do not have an account, you must sign up for Spaces.

  - **Go to My Meeting Portal**: To view the portal where you can configure your virtual room and other settings.

Configuring the display preferences

About this task

Use this procedure only on desktop clients to configure the functionality of the Avaya Equinox® main window when you select X on the main window.

Procedure

1. In the Avaya Equinox® settings, select **User Preferences**.

2. Select **Display**.

3. In the **Main Window X Preferences** field, select one of the following:

   • **Minimize to the taskbar**

   • **Exit application**

   • **Minimize to the notification area**: Only on Avaya Equinox® for Windows

4. Save the changes.

Configuring the contact search settings on Avaya Equinox® for Android

About this task

Use this procedure only on Avaya Equinox® for Android. For iOS, you must use the local OS setting.

You can configure the contact search settings so that Avaya Equinox® arranges and displays the list of names by first name or last name.

Procedure

1. In the Avaya Equinox® settings, tap **User Preferences**.

2. Tap **Contacts**.

3. In the Display Preferences area, tap **Name Display Preferences**.

4. Tap one of the following:

   • **First Name First**

   • **Last Name First**

5. In the Display Preferences area, tap **Name Sort Preferences**.

6. Tap one of the following:

   • **First Name**

   • **Last Name**

7. Save the changes.

   Avaya Equinox® displays the contact search results according to the selected criteria the next time that you perform a search.

Configuring the contact search settings on desktop clients

About this task

You can configure the contact search settings so that Avaya Equinox® arranges and displays the list of names by first name or last name.

⊛ **Note:**

On Avaya Equinox® desktop clients, on the Favorites screen, you can arrange your favorite contacts by dragging and dropping the contacts according to your preference.

Procedure

1. In the Avaya Equinox® settings, click **User Preferences**.

2. Click **Contacts**.

3. In the Name Display Preferences area, click one of the following:

   • **First, Last**

   • **Last, First**

4. In the Name Sort Preferences area, click one of the following:

   • **First Name**

   • **Last Name**

5. To view local contacts, click **Show Local Contacts**.

6. Save the changes.

   Avaya Equinox® displays the contact search results according to the selected criteria the next time that you perform a search.

Modifying contact settings

About this task

Use this procedure to enable Avaya Equinox® to access your Contacts list.

For example, before you send an instant message, Avaya Equinox® can check your contacts on the Avaya Multimedia Messaging server to ensure that you can send a message to a contact. If the contact does not exist on the Avaya Multimedia Messaging server, you cannot use Avaya Equinox® to send an instant message to that contact.

⊛ **Note:**

Avaya collects data for quality improvement purposes. No personal identity information is tracked.

Procedure

1. In the Avaya Equinox® settings, select **User Preferences**.

2. **(Optional)** If available on the Avaya Equinox® platform, select **Contacts**. Otherwise, go to the next step.

3. Select **Messaging Address Validation**.

4. Save the changes.

Modifying audio and video settings on mobile clients

About this task

Use this procedure only on mobile clients.

> ✱ **Note:**
>
> - Currently, there is no option in Avaya Equinox® for iOS to change the default ringtone for incoming calls.
>
> - On Android devices, during a video call, you can switch the audio path between the speaker and earpiece if external audio devices are unavailable. Avaya Equinox® for iOS has a limitation that the earpiece option is unavailable during video calls. iOS reduces the number of allowable audio routes to be only those that are appropriate for video chat applications. Any external audio devices that are attached to the iOS device are added to the routable output list so that you can switch the audio path.

Procedure

1. In the Avaya Equinox® settings, select **User Preferences** > **Audio / Video**.

   Avaya Equinox® displays the audio and video settings.

   On Avaya Equinox® for Android, do the following:

2. Select **Ringtone**.

3. Select the new ringtone, and save the changes.

   On all mobile clients, do the following:

4. Select **Use VoIP for calls** and then select one of the following:

   - **Never**: Avaya Equinox® removes the VoIP option from the Outgoing Calls screen.

   - **Prefer Wi-Fi**: You can view the VoIP option on the Outgoing Calls screen if you log in to the VoIP service. This is the default option.

   - **Wi-Fi only**: If you are using Wi-Fi and you log in to the VoIP service, Avaya Equinox® displays the VoIP option on the Outgoing Calls screen. If not, Avaya Equinox® removes the VoIP option from the Outgoing Calls screen.

   - **Prefer cellular data**: You can view the VoIP option on the Outgoing Calls screen if you log in to the VoIP service.

5. **(Optional)** To have video on a call, select **Video Calling**.

6. **(Optional)** To have video on a call only over the cellular data network, select **Video calling over cellular**.

You cannot view the Video calling over cellular option if the administrator configures the VoIP calling parameter with value as Wi-Fi only.

7. **(Optional)** To configure the microphone and camera settings when you join an Avaya Equinox® Conferencing conference, do the following:

   • To mute your microphone, select **Mute my Microphone when Joining Meeting**.

   • To block your camera, select **Block my Camera when Joining Meeting**.

   If the administrator hides or locks one or both of these settings, you might not be able to change the microphone and camera settings.

8. Save the changes.

VoIP calls

Avaya Equinox® maintains an internal variable to represent user preferences for the **Use VoIP for calls** setting:

• 0: Never

• 1: Prefer Wi-Fi

• 2: Wi-Fi only

• 3: Prefer cellular data

⊛ **Note:**

You cannot configure the Prefer cellular data setting on Avaya Equinox® on Avaya Vantage™.

Variable	Use VoIP for calls = Never	Use VoIP for calls = Prefer Wi-Fi	Use VoIP for calls = Wi-Fi only	Use VoIP for calls = Prefer cellular data
VOIPCALLINGENABLED = 0	Avaya Equinox® displays this option as selected by the administrator. The user cannot edit the setting.	The user cannot select this option.	The user cannot select this option.	The user cannot select this option.
VOIPCALLINGENABLED = 1	The user can select this option.	Avaya Equinox® displays this option as selected by the administrator. The user can select this option.	The user can select this option.	The user cannot select this option.

Table continues…

Variable	Use VoIP for calls = Never	Use VoIP for calls = Prefer Wi-Fi	Use VoIP for calls = Wi-Fi only	Use VoIP for calls = Prefer cellular data
VOIPCALLINGENABLED = 2	The user can select this option.	The user cannot select this option.	Avaya Equinox® displays this option as selected by the administrator. The user can select this option.	The user cannot select this option.
VOIPCALLINGENABLED = 3	The user can select this option.	The user cannot select this option.	The user cannot select this option.	Avaya Equinox® displays this option as selected by the administrator. The user can select this option.

Modifying audio and video settings on desktop clients

About this task

Use this procedure only on desktop clients.

⚠ **Caution:**

You might face audio issues with some bluetooth headsets if you do not select the correct microphone and speaker.

Procedure

1. In the Avaya Equinox® settings, select **User Preferences** > **Audio / Video**.

   Avaya Equinox® displays the audio and video settings.

2. Do the following:

   - Select the microphone, speaker, and camera that you want to use.
   - To decrease or increase the volume of the microphone and speakers, move the sliders to the left or right.
   - To have video on a call, select **Video Calling**.
   - To mute your microphone when you join an Avaya Equinox® Conferencing conference, select **Mute my Microphone when Joining Meeting**.

     If the administrator hides or locks this setting, you might not be able to change the microphone setting.

   - To block your camera when you join an Avaya Equinox® Conferencing conference, select **Block my Camera when Joining Meeting**.

     If the administrator hides or locks this setting, you might not be able to change the camera setting.

3. Save the changes.

Configuring the video resolution

About this task

Use this procedure only on desktop clients to configure the video resolution.

Procedure

1. In the Avaya Equinox® settings, select **Advanced**.

2. In the **Video Max. Resolution** field, select one of the following:

   - **Auto**: Avaya recommends the use of this option to automatically configure the video resolution.

   - **1080p**

   - **720p**

   - **480p**

   - **360p**

   - **240p**

   - **180p**

3. Save the changes.

4. Restart Avaya Equinox®.

Modifying the voice quality setting

About this task

Use this procedure only on Avaya Equinox® for Android to configure the Echo Cancellation setting. Echo Cancellation is a process that removes echo from a voice communication to improve voice quality on a telephone call.

✱ **Note:**

You cannot use this procedure on Avaya Equinox® on Avaya Vantage™.

If you face double-talk issues during a conference call, that is, issues when more than one person is speaking simultaneously, you must select Acoustic Echo Cancellation (AEC).

Procedure

1. In the Avaya Equinox® settings, select **Advanced**.

2. Select **Echo Cancellation**.

3. In the Echo Cancellation dialog box, select one of the following:

- **AECM**

- **AEC**

- **Off**

  For Bluetooth audio outputs, Avaya Equinox® disables the AEC and Acoustic Echo Cancellation Mobile (AECM) options.

4. Save the changes.

Client identity certificates

You can use client identity certificates to provide an identity of the client to the server. Each client has its own unique identity certificate issued by the Certification Authority or Registration Authority. Avaya Equinox® clients can get the certificates issued in one of the following ways:

- Through Simple Certificate Enrollment Protocol (SCEP) servers, such as Network Device Enrollment Service (NDES) in Active Directory Certificate Services (AD CS).

  Avaya Equinox® for Android and iOS support the SCEP method of installing client identity certificates.

  If the SCEP certificate needs a password, you must contact your administrator for the SCEP password.

  - On Android devices, enter the password on the Identity Certificate screen.

  - On iOS devices, tap the message to enter the SCEP password.

- By manual installation: You provide the necessary certificate file by using out-of-band mechanism.

  Avaya Equinox® for Android, Mac, and Windows support the manual method of installing client identity certificates.

- By a URL installation: The settings file contains the PKCS12URL location from where you can download the certificate.

  Avaya Equinox® for Android and iOS support the URL method of installing client identity certificates.

If SCEP and PKCS12URL are available, PKCS12URL is used to install the client identity certificate.

The server receives the client certificate through TLS mutual authentication and the certificate is verified. For more information, see *Administering Avaya Aura® Session Manager*.

Installing a client identity certificate from the system certificate store

About this task

Use this procedure only on Avaya Equinox® desktop clients.

Procedure

1. In the Avaya Equinox® settings, select **Advanced**.

2. Select **Identity Certificate**.

3. In the Install new certificate area, do one of the following:

   - On Avaya Equinox® for Mac: In the **Select from the keychain** field, select a certificate.

   - On Avaya Equinox® for Windows: In the **Select from the system certificate store** field, select a certificate.

4. In the confirmation dialog box, confirm the action.

   In the Installed certificate area, Avaya Equinox® displays the client identity certificate that you installed.

5. Save the changes.

6. Restart Avaya Equinox®.

Installing a client identity certificate from a file

About this task

Use this procedure only on Avaya Equinox® for Android and desktop clients.

✱ **Note:**

Some versions of Android require the certificate file to have the `.p12` extension as part of the file name.

Procedure

1. In the Avaya Equinox® settings, select **Advanced**.

2. Do one of the following:

   - On Avaya Equinox® for Android: Select **Client Certificate**.

   - On desktop clients: Select **Identity Certificate**.

   On Avaya Equinox® for Android, do the following:

3. Select **Other options**.

   On all clients, do the following:

4. Select **select from a file**.

5. Select the certificate file that you want to install.

6. In the confirmation dialog box, confirm the action.

7. In the password prompt dialog box, type the password for the certificate and then select **Next**.

   In the Installed certificate area, Avaya Equinox® displays the client identity certificate that you installed.

8. Save the changes.

On desktop clients, do the following:

9. Restart Avaya Equinox®.

Removing a client identity certificate

Procedure

1. In the Avaya Equinox® settings, select **Advanced**.

On Avaya Equinox® for Android and desktop clients:

2. Do one of the following:

   • On Avaya Equinox® for Android: Select **Client Certificate**.

   • On desktop clients: Select **Identity Certificate**.

On all clients:

3. Do one of the following:

   • On Avaya Equinox® for Android: In the Installed certificate area, tap the X icon next to a certificate.

   • On Avaya Equinox® for iOS: Select **Delete Client Certificate**.

   • On desktop clients: In the Installed certificate area, select **Remove certificate**.

4. In the confirmation dialog box, confirm the action.

   Avaya Equinox® removes the selected client identity certificate.

5. Save the changes.

On desktop clients, do the following:

6. Restart Avaya Equinox®.

Services settings

You can manually configure the settings for the following services in Avaya Equinox® if you are not using automatic configuration:

- Sign In Service
- Phone Service
- My Meeting Room
- Enterprise Directory: Only on desktop clients
- Multimedia Messaging
- Avaya Cloud Services
- Device Services
- Client Enablement (CES): Only on mobile clients
- Voicemail
- Exchange Calendar
- EC500 Calling: Only on mobile clients

Selecting the authentication mechanism for each service

About this task

You can select one of the available authentication mechanisms to access one or more services in Avaya Equinox®:

- **Avaya Authorization**: To use your enterprise credentials.
- **Unified Login**: To use the same set of credentials.
- **Manual**: To manually enter your credentials.

Before you begin

- Avaya Equinox® does not display the Sign In Service option if all services are disabled.
- Avaya Equinox® displays the Avaya Authorization option only if you perform automatic configuration using Avaya Aura® Device Services.

Procedure

1. In the Avaya Equinox® settings, select **Services**.
2. Do one of the following:
   - On mobile clients: Select **Service Details**.
   - On desktop clients: Select **Show Details**.
3. Select **Sign In Service**.

4. For each available service, select one of the available authentication mechanisms:

- **Avaya Authorization**
- **Unified Login**
- **Manual**

5. Save the changes.

Modifying VoIP settings

About this task

Use this procedure to enable VoIP interoperability with Avaya Equinox®.

Procedure

1. In the Avaya Equinox® settings, select **Services**.

2. **(Optional)** Do one of the following:

   - On mobile clients: Select **Service Details**.
   - On desktop clients: Select **Show Details**.

3. Select **Phone Service**.

4. **(Optional)** If the Phone Service switch is disabled, select **Phone Service**. Otherwise, go to the next step.

5. In the **Server Address** field, type the IP address or the FQDN of the VoIP server.

6. In the **Server Port** field, type the VoIP server port number.

7. In the **Domain** field, type the SIP domain to which Avaya Equinox® must register.

8. To use a secure connection to the VoIP server, select **Use TLS**.

   By default, Avaya Equinox® supports TLS and the port number for it is 5061. If you clear this setting, the default port value changes to 5060. You can also manually configure the port value.

9. In the **Adhoc Conference Address** field, type the URL that defines the adhoc conference resource to be used by the endpoint.

10. Save the changes.

Modifying messaging settings

About this task

Use this procedure to enable Avaya Multimedia Messaging interoperability with Avaya Equinox®.

Procedure

1. In the Avaya Equinox® settings, select **Services**.

2. **(Optional)** Do one of the following:

   - On mobile clients: Select **Service Details**.

- On desktop clients: Select **Show Details**.

3. Select **Multimedia Messaging**.

4. **(Optional)** If the Avaya Multimedia Messaging switch is disabled, select **Multimedia Messaging**. Otherwise, go to the next step.

5. In the **Server Address** field, type the IP address or the FQDN of the Avaya Multimedia Messaging server.

6. In the **Server Port** field, type the Avaya Multimedia Messaging port number.

7. In the **Polling Interval** field, select the interval at which you want to refresh information between Avaya Equinox® and the Avaya Multimedia Messaging server.

   The default value is Continuous. Information between Avaya Equinox® and the Avaya Multimedia Messaging server is refreshed immediately.

8. Save the changes.

Modifying Avaya Cloud Services settings

About this task

Use this procedure to enable Avaya Cloud Services interoperability with Avaya Equinox®. If you enable Avaya Cloud Services, Avaya Spaces integrates with Avaya Equinox®.

Procedure

1. In the Avaya Equinox® settings, select **Services**.

2. **(Optional)** Do one of the following:

   - On mobile clients: Select **Service Details**.
   - On desktop clients: Select **Show Details**.

3. Select **Avaya Cloud Services**.

4. **(Optional)** If the Avaya Cloud Services switch is disabled, select **Avaya Cloud Services**.

5. Save the changes.

Modifying Avaya Aura® Device Services settings

About this task

Use this procedure to enable Avaya Aura® Device Services interoperability with Avaya Equinox®.

Procedure

1. In the Avaya Equinox® settings, select **Services**.

2. **(Optional)** Do one of the following:

   - On mobile clients: Select **Service Details**.
   - On desktop clients: Select **Show Details**.

3. Select **Device Services**.

4. **(Optional)** If the Avaya Aura® Device Services switch is disabled, select **Device Services**. Otherwise, go to the next step.

5. In the **Server Address** field, type the IP address or the FQDN of the Avaya Aura® Device Services server.

6. In the **Server Port** field, type the Avaya Aura® Device Services port number.

7. Save the changes.

Modifying Client Enablement Services settings

About this task

Use this procedure only on mobile clients to enable Client Enablement Services interoperability with Avaya Equinox®.

⊛ **Note:**

You cannot use this procedure on Avaya Equinox® on Avaya Vantage™.

Procedure

1. In the Avaya Equinox® settings, select **Services**.

2. **(Optional)** Select **Service Details**.

3. Select **Client Enablement (CES)**.

4. **(Optional)** If the Client Enablement Services switch is disabled, do one of the following. Otherwise, go to the next step.

   • On Avaya Equinox® for Android: Select **CES**.

   • On Avaya Equinox® for iOS: Select **Client Enablement Services**.

5. In the **Server Address** field, type the IP address or the FQDN of the Client Enablement Services server.

6. In the **Server Port** field, type the Client Enablement Services port number.

7. Select **Calls to My Phones**, and select one of the following:

   • **Primary**: When you receive a call on the primary extension, the telephone numbers listed in My Phones also receive a call.

   • **All Extensions**: When you receive a call on the primary extension or the bridged extension, the telephone numbers listed in My Phones also receive a call.

8. Save the changes.

Modifying Exchange Calendar settings

About this task

Use this procedure to enable Microsoft Exchange Calendar interoperability with Avaya Equinox®. This is only applicable if you are getting the Exchange Calendar information through Exchange Web Services. On Android and iOS devices, you can access the Exchange Calendar information in Avaya Equinox® using the device's native calendar support. If the Exchange server has been configured to prevent mobile access, you cannot access the Exchange Calendar information.

Procedure

1. In the Avaya Equinox® settings, select **Services**.

2. **(Optional)** Do one of the following:

   - On mobile clients: Select **Service Details**.

   - On desktop clients: Select **Show Details**.

3. Select **Exchange Calendar**.

4. **(Optional)** If the Exchange Calendar switch is disabled, select **Exchange Calendar**. Otherwise, go to the next step.

5. In the **Domain** field, type the Exchange server domain to which Avaya Equinox® must register.

   For example, `avaya.com`.

6. In the **Server Address** field, type the IP address or the FQDN of the Exchange server.

   For example, `usmail.avaya.com`.

7. Save the changes.

Modifying conference settings

About this task

Use this procedure if you want to use the conferencing features of Avaya Aura® Conferencing or Avaya Equinox® Conferencing.

Procedure

1. In the Avaya Equinox® settings, select **Services**.

2. **(Optional)** Do one of the following:

   - On mobile clients: Select **Service Details**.

   - On desktop clients: Select **Show Details**.

3. Select **My Meeting Room**.

4. Modify the values in the fields as required.

5. Save the changes.

My Meeting Room field descriptions

Name	Description	Avaya Equinox® client support
My Meeting Room	To enable or disable your meeting room. This is applicable only to Avaya Equinox® Conferencing.	Available on all platforms

Table continues…

Name	Description	Avaya Equinox® client support
Meeting Address	The conference portal address. This parameter is used to: • Populate the meeting invitation location field with the URL for participants to join the meeting. • Connect to portal to retrieve meeting invitation template.	Available on all platforms
Conference Access Number	The primary conference access number. This parameter is only used by the Avaya Equinox® Add-in for Microsoft Outlook for the Avaya Aura® Conferencing bridge, not for the Avaya Equinox® Conferencing bridge where the email template is auto-discovered.	Available on desktop clients
Moderator Code	The code needed to host a conference. This is applicable only to Avaya Aura® Conferencing.	Available on all platforms
Participant Code	The code needed to participate in a conference. This is applicable only to Avaya Aura® Conferencing.	Available on all platforms
Participant URL	This parameter is used to populate the meeting template and the location field with the URL to join the meeting. This is applicable only to Avaya Aura® Conferencing and is currently supported only on desktop clients.	Available on all platforms

Modifying enterprise directory settings

About this task

Use this procedure only on desktop clients to enable enterprise directory interoperability with Avaya Equinox®.

Procedure

1. In the Avaya Equinox® settings, select **Services**.

2. **(Optional)** Select **Show Details**.

3. Select **Enterprise Directory**.

4. **(Optional)** If the Enterprise Directory switch is disabled, select **Enterprise Directory**. Otherwise, go to the next step.

5. In the **Server Address** field, type the IP address or the FQDN of the Enterprise Directory server.

6. In the **Server Port** field, type the Enterprise Directory port number.

7. To use SSL, select **Use TLS**.

8. In the **LDAP Search Base** field, type the Enterprise Directory search base.

   For example, `cn=users,dc=svucacloud,dc=com`.

9. Save the changes.

EC500 settings

You can use EC500 (Extension to Cellular) to integrate your mobile phone with your Avaya PBX number. With EC500, you can answer calls to your telephone number on your mobile phone and transfer them between your deskphone and mobile phone without interrupting the call.

✳ **Note:**

Calls ring on your EC500 cellular number only when you do not log in to your Avaya Equinox® mobile client.

You can configure the following EC500 settings using Avaya Equinox®:

✳ **Note:**

You cannot configure the EC500 settings on Avaya Equinox® on Avaya Vantage™.

- Idle Appearance Select: To identify an idle line on your extension when you make a call.

- Active Appearance Select: To join a call on your deskphone using your mobile phone.

- Off PBX Call Enable: To enable your mobile phone to ring when you receive a call on your deskphone.

- Off PBX Call Disable: To disable your mobile phone from ringing when you receive a call on your deskphone.

- Call Forward All Enable: To activate call forwarding for all calls.

- Call Forward All Disable: To disable call forwarding.

- Send All Calls Enable: To send all calls to a predefined number set on the server by the administrator. The number is usually your corporate voice mail number.

- Send All Calls Disable: To disable the sending of all calls to a predefined number set on the server by the administrator.

✳ **Note:**

To configure the Station Security feature, contact your administrator. The Station Security feature reduces the risk of toll fraud by appending a valid station security code with the EC500 FNE for all outgoing EC500 calls from Avaya Equinox®.

Configuring the EC500 settings manually

About this task

Use this procedure only on mobile clients.

> **Note:**
>
> You cannot use this procedure on Avaya Equinox® on Avaya Vantage™.

Procedure

1. In the Avaya Equinox® settings, select **Services**.

2. **(Optional)** Select **Service Details**.

3. Select **EC500 Calling**.

4. **(Optional)** If the EC500 calling switch is disabled, select **EC500 Calling**. Otherwise, go to the next step.

5. To configure or update the required EC500 setting, select the corresponding option.

6. Type the appropriate feature name extension (FNE).

7. Save the changes.

Modifying voice mail settings

About this task

Use this procedure to change the voice mail PIN, voice mail number, and SMS notification setting in Avaya Equinox®. On desktop clients, you can only change the voice mail number.

To change the voice mail PIN on the voice mail server, you must make a call to the voice mail server and use the server menus. You must then use this procedure to set the new voice mail PIN in Avaya Equinox®.

> **Note:**
>
> You cannot use this procedure on Avaya Equinox® on Avaya Vantage™.

Before you begin

Avaya Equinox® displays, hides, or disables the voice mail settings depending on the services that you configure:

- If you configure Client Enablement Services, Avaya Equinox® displays the **System Number** field as read-only.

- If you configure VoIP and not Client Enablement Services, Avaya Equinox® does not display the Voicemail setting in Avaya Equinox®.

- If you do not configure VoIP and Client Enablement Services and configure EC500, Avaya Equinox® displays the Voicemail setting and the **System Number** field is editable.

Procedure

1. In the Avaya Equinox® settings, select **Services**.

2. **(Optional)** Do one of the following:

   - On mobile clients: Select **Service Details**.

   - On desktop clients: Select **Show Details**.

3. Select **Voicemail**.

4. **(Optional)** If available on the Avaya Equinox® platform, select **System Number**.
   Otherwise, go to the next step.

   a. Change the voice mail number.

   b. If available on the Avaya Equinox® platform, select **Save**. Otherwise, go to the next
      step.

      Avaya Equinox® verifies and saves the setting.

5. Select **PIN**.

6. Change the voice mail PIN.

7. **(Optional)** If available on the Avaya Equinox® platform, select **Save**. Otherwise, go to the
   next step.

   Avaya Equinox® verifies and saves the setting.

8. Select **Voicemail SMS Notification**.

On Avaya Equinox® for Android, do the following:

9. In the Voicemail SMS Notification dialog box, select one of the following:

   - **Off**: The device does not receive any notification when a voice mail arrives on the Client
     Enablement Services server.

   - **Urgent Only**: The device receives an SMS notification only for those voice mails that
     the sender marks as urgent.

   - **All**: The device receives an SMS notification for all voice mails.

On Avaya Equinox® for iOS, do the following:

10. In the **E-mail to SMS address** field, type a valid SMS or email address.

11. Select **Notify Me About** and select one of the following:

    - **All Messages**: The device receives an SMS notification for all voice mails.

    - **Urgent Messages Only**: The device receives an SMS notification only for those voice
      mails that the sender marks as urgent.

On all clients, do the following:

12. Save the changes.

Configuring the dialing rules manually

About this task

Avaya Equinox® populates the dialing rules when you use automatic configuration. However, to manually configure or update the following dial rules, use this procedure after consulting your system administrator:

- The number to dial to access an outside line.
- Your country code.
- Your area or city code.
- The main prefix of the PBX.
- The number to dial for long distance calls.
- The number to dial for international calls.
- The length of internal extensions.
- The length of national phone numbers.
- The option to remove the area or city code for local calls.
- The option to apply dialing rules to plus sign (+) numbers.

> ✱ **Note:**
>
> You cannot use this procedure on Avaya Equinox® on Avaya Vantage™.
>
> The administrator can set up the dialing rules on Avaya Vantage™ using the settings file. For more information, see *Installing and Administering Avaya Vantage™*.

Procedure

1. In the Avaya Equinox® settings, select **Advanced**.
2. Select **Dialing Rules**.
3. Select **Dialing Rules**.
4. Configure or update the required dialing rules setting.
5. Save the changes.

Enabling or disabling the EC500 features

About this task

Use this procedure only on mobile clients to enable or disable the following EC500 features:

- Join Active Call: To join a call on your deskphone using your mobile device.
- Simultaneous Ring: To activate simultaneous ringing on your deskphone and mobile device when a call arrives on your deskphone. You cannot select this option when you enable Client Enablement Services.

- Call Forward: To forward all calls to another telephone number of your choice.
- Send All Calls: To route all calls to your corporate voice mail number.

⊛ **Note:**

You cannot use this procedure on Avaya Equinox® on Avaya Vantage™.

Procedure

1. On the Avaya Equinox® menu, select **Features** > **EC500 Features**.
2. To enable or disable a specific EC500 feature, select that feature.

   Avaya Equinox® makes a cellular call to the FNE. You can then hear the confirmation tone.

Changing the time delay between the ringing of the feature name extension number and the destination number

About this task

Use this procedure only on mobile clients to configure the delay in seconds between the EC500 call being placed and the transmission of digits for EC500. The purpose of this setting is to address call setup delays with specific regions and trunk providers.

⊛ **Note:**

You cannot use this procedure on Avaya Equinox® on Avaya Vantage™.

① **Important:**

Change this setting only on the instruction of your administrator.

Procedure

1. In the Avaya Equinox® settings, select **Advanced**.
2. Select **FNE Setup Delay**.
3. In the FNE Setup Delay dialog box, select one of the following:
   - **3 Seconds**
   - **6 Seconds**
   - **9 Seconds**
   - **12 Seconds**
   - **15 Seconds**

   Avaya Equinox® displays the new value.
4. Save the changes.

Configuring the Avaya Equinox® add-in for Microsoft Outlook setting

About this task

Use this procedure only on Avaya Equinox® desktop clients to configure the Microsoft Outlook add-in setting.

Before you begin

Log in as a UC user or a OTT named user.

Procedure

1. In the Avaya Equinox® settings, select **Desktop Integration**.

2. Select **Outlook Add-in**.

3. Select **Enable Outlook Add-in**.

4. **(Optional)** On Avaya Equinox® for Windows, to allow calls from Microsoft Outlook contacts, select **Allow calls from Outlook contacts**.

5. Save the changes.

6. Restart Avaya Equinox®.

7. Restart Microsoft Outlook.

Configuring the browser add-in setting

About this task

Use this procedure only on Avaya Equinox® for Windows to configure the browser add-in setting. After you enable this add-in, you can make calls from the highlighted numbers on Google Chrome, Mozilla Firefox, and Microsoft Internet Explorer browsers.

Before you begin

- Log in as a UC user.

- In Internet Explorer, go to **Tools** > **Internet options** > **Advanced** and select **Enable third-party browser extensions**.

Procedure

1. In the Avaya Equinox® settings, select **Desktop Integration**.

2. Select **Browser Add-in**.

3. Select **Enable Browser Add-in**.

4. Save the changes.

   After you restart your browser, the browser extension is enabled.

Pausing iTunes during calls

About this task

Use this procedure only on Avaya Equinox® for Mac.

Procedure

1. In the Avaya Equinox® settings, select **User Preferences**.

2. Select **General** > **Pause iTunes when making / receiving a call**.

Viewing the configured call features on mobile clients

Before you begin

The administrator must configure the call features for your extension. Features might include Automatic Callback, Call Pickup, Call Pickup Directed, Call Pickup Extended, and Call Unpark.

Procedure

1. On the Avaya Equinox® menu, select **Features**.

   Avaya Equinox® displays the configured call features for your extension.

2. **(Optional)** If there are other extensions for which you want to enable the feature buttons, in the Features for Other Extensions area, select the extension and enable the feature.

Viewing the configured call features on desktop clients

Before you begin

The administrator must configure the call features for your extension. Features might include Automatic Callback, Call Pickup, Call Pickup Directed, Call Pickup Extended, and Call Unpark.

Procedure

1. Select ⬚ and then select **Features**.

   Avaya Equinox® displays the configured call features for your extension.

2. **(Optional)** If there are other extensions for which you want to enable the feature buttons, in the Features for Other Extensions area, select the extension and enable the feature. Otherwise, go to the next step.

3. **(Optional)** If the administrator has configured one of the following for your station in Communication Manager:

   • Autodial button: Configure the label and number of each button in the Autodials area.

      Use Autodials buttons as shortcuts to start calls to the specific numbers.

• Busy indicator button: Make calls to the numbers associated with the busy indicator in the Busy Lines area.

Viewing release and version information

Procedure

In the Avaya Equinox® settings, select **Support** > **About**.

Viewing the certificates that Avaya Equinox® uses

About this task

If you are using private trusted credentials, you can view a list of certificates that Avaya Equinox® uses.

✱ Note:

You cannot use this procedure on Avaya Equinox® on Avaya Vantage™.

Procedure

1. In the Avaya Equinox® settings, select **Advanced**.

2. **(Optional)** On Avaya Equinox® for Windows, to use both the platform and private trust store, select **Use coalesced Trust Store**.

3. Do one of the following:

   • On mobile clients and Avaya Equinox® for Windows: Select **Certificates**.

   • On Avaya Equinox® for Mac: Select **SSL Certificates**.

4. To view the details of a particular certificate, select that certificate.

Viewing licensing information

Procedure

1. In the Avaya Equinox® settings, select **Support**.

2. Select **Legal**.

3. Select one of the following:

   • **EULA**

   Avaya Equinox® on Avaya Vantage™ does not display this option.

   • **Third Party Licensing**

Logging in and out of the Avaya Equinox® services

About this task

Use this procedure to view all your Avaya Equinox® services and the accounts that you are using to authenticate to each service. If you enable:

- Avaya Authorization for one or more services, Avaya Equinox® displays the Avaya Authorization area.
- Unified Login for one or more services, Avaya Equinox® displays the Equinox area.

😊 **Note:**

- You cannot use this procedure on Avaya Equinox® on Avaya Vantage™.
- To view the log out option on Avaya Vantage™, you must swipe down on the device when Avaya Equinox® is open. For more information, see *Using Avaya Vantage™ Connect*.
- If you do not know or have forgotten your credentials, you must contact your local administrator or IT department for assistance.

Procedure

1. In the Avaya Equinox® settings, select **Accounts**.

   Avaya Equinox® displays the Accounts screen.

2. Log in to the following services using your credentials:
   - Phone Service
   - Client Enablement Services: Only on mobile clients
   - Enterprise Directory: Only on desktop clients
   - Avaya Multimedia Messaging
   - Avaya Aura® Device Services
   - Exchange Calendar
   - My Meeting Room

3. Do one of the following:
   - On mobile clients: Select **Connect**.
   - On desktop clients: Select **Done**.

4. To log out of Avaya Equinox®, select **Sign Out**.

   You can also log out from Avaya Equinox® by selecting the presence status indicator and then selecting **Sign Out**.

Maximizing the battery life of the device

About this task

Use this procedure only on Avaya Equinox® for Android.

> ✴ **Note:**
>
> You cannot use this procedure on Avaya Equinox® on Avaya Vantage™.

If you use a service, such as VoIP, the battery consumption on the device increases. If you do not use Avaya Equinox® outside business hours, you can exit Avaya Equinox® to maximize the battery life.

Procedure

Go to the Avaya Equinox® menu and then select **Exit**.

You are signed out from Avaya Equinox®, and the Avaya Equinox® application window is closed.

Configuring the setting to automatically start and log in to Avaya Equinox®

About this task

Use this procedure to configure the setting so that Avaya Equinox® starts by default when the operating system starts and you are logged in automatically.

> ✴ **Note:**
>
> • You cannot use this procedure on Avaya Equinox® for iOS and Avaya Equinox® on Avaya Vantage™.
>
> • Depending on the Android version, you might need to unlock the device after a reboot to receive calls and messages.

Before you begin

On the Accounts screen, do one of the following :

- On mobile clients: Select **Remember passwords**.
- On desktop clients: Select **Remember Password**.

Procedure

1. In the Avaya Equinox® settings, select **User Preferences**.
2. Select **General** > **Auto Start/Login**.
3. Save the changes.

Notifications on mobile clients

A notification is a message that Android or iOS displays outside your application's UI. Notifications include reminders, communication from other people, or other timely information from your application. You can tap the notification to open your application or take an action directly from the notification.

You receive notifications even if you exit the application. If you do not want to receive notifications after business hours, you must log out from the application or turn on the Send All Calls feature or a similar feature. You can then log in to the application or turn off the Send All Calls feature when you return to office.

Android notifications

Each application can have multiple notification channels. As the application categorizes notifications into channels, you can disable specific notification channels for Avaya Equinox® for Android instead of disabling all your notifications. You can control the visual and auditory options for each channel. You can also specify the importance level of your notifications on each channel.

For example, the notification channel might be for an incoming call or incoming message from Avaya Equinox® for Android. Android devices display these notifications through a notification, such as a banner or alert.

To view the notifications related to Avaya Equinox® for Android in the notification drawer, you must configure the notification settings for Avaya Equinox® for Android on your Android device.

You can view the notifications until you tap or clear any one notification. For example, if you tap an Avaya Multimedia Messaging notification, the conversation opens in Avaya Equinox® for Android and all Avaya Multimedia Messaging notifications are cleared from the notification drawer.

> ✱ **Note:**
>
> You cannot clear the Avaya Equinox® *Online* or *Error* notification.

You can perform different actions depending on the type of notification. For example, for an Avaya Multimedia Messaging notification, you can mark the message as read or reply to the message.

iOS notifications

Apple Push Notification service (APNs) is a platform notification service created by Apple Inc. With this service, third-party application developers can send notification events to applications installed on Apple devices when the application is idle in the background.

For example, the notification event might be for an incoming call or incoming message from Avaya Equinox® for iOS. Apple devices display these notifications through an iOS notification, such as a banner or alert.

To view the notifications related to Avaya Equinox® for iOS in Notifications Center, you must do the following:

- Connect to the VoIP service on Avaya Equinox® for iOS.
- Configure the notification settings for Avaya Equinox® for iOS on your Apple device.

You can view the notifications until you tap or clear any one notification. For example, if you tap an Avaya Multimedia Messaging notification, the conversation opens in Avaya Equinox® for iOS and all Avaya Multimedia Messaging notifications are cleared from Notifications Center.

You can perform different actions depending on the type of notification. For example, for an Avaya Multimedia Messaging notification, you can mark the message as read or reply to the message.

Chapter 5: Making and handling calls

Using Avaya Equinox®, you can:

- Make audio or video calls.
- Access call control functionality, such as mute, hold, resume, or end calls.
- Merge or transfer calls.
- Answer calls on your mobile device if EC500 is configured. You can also choose to extend calls or send all calls to your EC500 device.
- Join or answer calls from multiple devices if MDA or Dual Registration is configured.
- Escalate from an audio call to a video call, a point-to-point call to a conference call, or an IM session to a call.

  😶 **Note:**

  You can escalate an IM session to a call only if Avaya Aura® Device Services or LDAP is provisioned by the administrator. You cannot escalate an IM session to a call with Avaya Spaces directory.

Call management overview

With Avaya Equinox®, you can additionally manage calls using the following:

- MacBook Pro touch bar: On Avaya Equinox® for Mac
- Avaya Vantage™: On Avaya Equinox® for Android
- Avaya L100 Series Headsets (USB): On Avaya Equinox® for Mac and Windows
- Plantronics headset: On Avaya Equinox® for Mac and Windows
- CallKit: On Avaya Equinox® for iOS
- Siri: On Avaya Equinox® for iOS

Call management using the MacBook Pro touch bar

Introduced in MacBook Pro with OSX 10.12, the touch bar is a multitouch-enabled strip of glass built into the keyboard for instant access to the tools that you want, right when you want them. The touch bar replaces the function keys on the top of the keyboard and is more versatile and capable.

Avaya Equinox® for Mac supports the MacBook Pro touch bar. While using Avaya Equinox® for Mac, the touch bar changes automatically to show you relevant tools based on what you are doing.

With the MacBook Pro touch bar, you can:

- Answer an incoming audio or video call, or ignore the call.
- Use the active call functions, such as end call, hold or unhold, block or unblock video, and mute or unmute audio.
- Use the moderator control functions in an active conference, such as start and stop recording and mute and unmute all participants.
- Use the auto-correct and auto-suggest functions while composing text during an instant messaging conversation.
- Use the media playback controls, such as play and pause.

Call management using Avaya Vantage™

Avaya Equinox® on Avaya Vantage™ supports the Off-hook dialing feature.

You can use a number of audio devices to support calls using Avaya Equinox® on Avaya Vantage™. For complete information, see *Using Avaya Vantage™ Connect*.

Making a call using Off-hook dialing
Procedure

1. To activate Off-hook dialing, do one of the following:
   - On the Avaya Vantage™ device, lift the handset.
   - On Avaya Equinox® on Avaya Vantage™, open the Dialpad screen and then tap the Speaker icon.
2. Dial a number.

Call management using an Avaya L100 Series USB headset

While using Avaya Equinox® for Mac or Windows, the actions that you perform using your desktop device and the Avaya L100 Series headset are synchronized.

You can use a USB connection from your Avaya L100 Series headset to your desktop device with Avaya Equinox® for Mac or Windows to do the following:

- Answer an incoming call.

  You can also answer an incoming call while you are on an active call. Avaya Equinox® places the active call on hold.

- Dismiss an incoming call.

- Mute or unmute the call.

- Hold or retrieve the call.

- Swap between the active and most recently held call.

- End the call.

- Redial your last call when no call is in progress.

😊 **Note:**

- Shared control mode and telecommuter mode do not support headset call control functionality.

- If you have other applications, which are also using your headset, then the headset call control functionality such as answer, mute, hold, or end do not work. You can then use the headset only for audio. Avaya Equinox® displays a notification about the limited call control functionality when Avaya Equinox® chooses the headset either at start-up or when you select the headset in Avaya Equinox®.

Call management using a Plantronics headset

You can use a Plantronics headset with Avaya Equinox® for Mac and Windows to do the following:

- Make calls using the primary line.

  You cannot make BLA calls.

- Answer calls on the primary line or a BLA line.

  You cannot answer a call if you receive multiple call alerts.

- Mute or unmute the call.

- Hold or retrieve the call.

  You cannot retrieve a call if there are multiple calls in the on-hold state. Also, you cannot hold the current call if there is already an on-hold call.

- Enter DTMF digits using the keypad.

- End the call.

- Toggle between two active calls. Toggling between calls will hold the current call and retrieve the on-hold call.

* Use mid-call controls on an MDA call, Dual-registration call, Meet Me conference call, or an Adhoc conference call.

  You cannot start an MDA call, Dual-registration call, Meet Me conference call, or an Adhoc conference call.

Call management using iOS CallKit

Introduced in iOS 10, CallKit is a new framework developed by Apple. CallKit enables VoIP applications on iOS to adopt the native phone UI for calls. For example, before CallKit, incoming calls on third-party VoIP applications, such as Avaya Equinox® for iOS, were available only as simple local notifications. With CallKit, incoming calls are displayed fully using the native phone UI.

Avaya Equinox® for iOS supports the CallKit framework on iOS 10 and later versions. The CallKit framework is enabled by default. You can change the setting by using the Avaya Equinox® for iOS application.

If CallKit is enabled, you can:

* Set Avaya Equinox® for iOS as the default calling application using Mobile Device Management or Apple Configurator.
* Long press the Call button on a contact to override the phone application and use Avaya Equinox® for iOS.
* Use your iOS do-not-disturb setting to suppress incoming calls.
* Notice that blocked iOS calls are blocked.
* Use custom ringtones for a contact.
* Receive the same user experience for VoIP calls as native cellular calls for call alerts and when you answer a call.

  > ✱ **Note:**
  >
  > If you answer an incoming video call, the video is paused. You must resume the video by using the Avaya Equinox® for iOS application.

* Handle multiple calls with the same user experience as you did while handling multiple cellular calls. Incoming VoIP calls have the same priority as cellular calls.
* Make and answer VoIP calls by using a Bluetooth headset.

  You can also answer calls by using steering wheel controls.

* Make a call from a number of screens on the iOS device by using Avaya Equinox® for iOS.
* Use Apple CarPlay to view the call appearance on the in-car display with controls for end and mute.

Disabling CallKit on Avaya Equinox® for iOS

About this task

Avaya Equinox® for iOS supports the CallKit framework on iOS 10 and later versions. By default, the CallKit framework is enabled. If you are using iOS 9 or an earlier version, Avaya Equinox® for iOS does not display the setting for the CallKit framework.

> **✳ Note:**
>
> To enable more than one VoIP call at a time, you must disable CallKit.

Procedure

1. In the Avaya Equinox® settings, select **User Preferences** > **Audio / Video**.

   Avaya Equinox® displays the audio and video settings.

2. To disable CallKit, select **Integrated Calls**.

3. Save the changes.

Call management using Siri

SiriKit is a new framework developed by Apple, which you can use to make calls by using voice commands on Avaya Equinox® for iOS.

Avaya Equinox® for iOS supports the SiriKit framework on iOS 11 and later versions. The SiriKit framework is enabled by default.

You can use the following voice commands with Siri:

- Call <Local contact> with Equinox.
- Call <phone number> with Equinox.
- Call my next meeting with Equinox.
- Dial next meeting with Equinox.
- Video call <Local contact> on Equinox.
- Video call my next meeting with Equinox.
- Call my virtual room on Equinox with video.

You can use Siri to call only local contacts by using Avaya Equinox®. You cannot use Siri to call enterprise contacts by using Avaya Equinox®.

Siri functionality

If you have:

- Overlapping meetings in your calendar, Avaya Equinox® calls the first meeting in the meeting list that has the Click to Join button.

- Two contacts with the same first name in the contacts list, Avaya Equinox® calls the contact that you created first.

  To avoid this situation, use the full name or nick name to call a specific contact. For example, Call Brian Smith with Equinox.

- Multiple virtual rooms, Avaya Equinox® calls your default virtual room.

- A contact with multiple phone numbers, Avaya Equinox® selects the first number in the list for that contact.

Selecting the configured service to make a call

About this task

On mobile clients, you can use Avaya Equinox® to make calls using any service that you configured:

- VoIP

- EC500

- Client Enablement Services

With Client Enablement Services, you can use Avaya Equinox® to select any *off-pbx* number that you configure in the My Phones list for call back.

✱ Note:

You cannot use this procedure on Avaya Equinox® on Avaya Vantage™.

Procedure

1. On the Top of Mind screen, select the presence status indicator.

2. Go to the Outgoing Calls screen.

3. Select the option that you want to use for making calls.

   Avaya Equinox® uses the option that you selected as the default option for all calls that originate from Avaya Equinox®.

Selecting the primary extension or BLA

About this task

Use the Bridged Lines screen to:

- Select the primary extension or a bridged line to make an outgoing call.

- View all your bridged lines and the active calls on each bridged line.

- Make, answer, join, and end Bridged Line Appearance (BLA) audio calls.

You can also make BLA audio calls from any screen in the Avaya Equinox® application after you select a bridged line using this procedure.

Before you begin

- Ensure that the administrator provisioned the BLA feature on your extension.
- Add a contact for the BLA line owner.

  If you add this contact, Avaya Equinox® displays the line owner name when you select a BLA line in the **Call as** field and for incoming call alerts.

Procedure

1. Do one of the following:

   - On mobile clients: On the Avaya Equinox® menu, select **Bridged Lines**.
   - On desktop clients: Select and then select **Bridged Lines**.

2. In the **Call as** field, select the primary extension or the BLA line that you want to use to make a call.

   If you select a BLA line, Avaya Equinox® displays a BLA icon next to the presence status indicator on the Top of Mind screen.

3. **(Optional)** If you select a BLA line and want Avaya Equinox® to automatically return to the primary extension as the default setting after a call, do one of the following. Otherwise, go to the next step.

   - On mobile clients: Select **Reset to "Me" after one call**.
   - On desktop clients: Select **Auto-revert back to "Me" after one call**.

4. Save the changes.

Enabling the deskphone mode

About this task

Use this procedure to enable the deskphone mode for desktop clients to make and receive calls. By default, the desktop client uses your computer to make and receive calls.

You cannot use the deskphone mode on mobile clients.

Before you begin

Log in to your deskphone.

Procedure

1. On the Avaya Equinox® client, click .

2. In the **Place and Receive Calls Using** field, click **My Desk Phone**.

Related links

[Deskphone mode limitations](#) on page 137

Making an audio or video call

About this task

In your Avaya Equinox® client, you can make an audio or video call from:

- The dialpad
- A contact card
- An enterprise search card
- A call history record card
- An instant message card

Use this procedure to make a call by selecting a contact person or typing a number. You can also make a call by using the alphanumeric URI. However, the steps involved in making such a call are different and are covered in a different procedure.

⊛ **Note:**

The maximum number of calls that you can make at a time using Avaya Equinox® depends on the system configuration. Consult your system administrator for this capability.

Procedure

1. Select one of the following:

   - Dialpad
   - Top of Mind screen
   - Contacts screen
   - History screen
   - Messages screen
   - Enterprise user you want to call

2. To make a call from:

   - The dialpad: Enter the number to call.
   - The Top of Mind screen: In the **find someone** or **name or number** field, type the number.
   - An enterprise search result or an Avaya Equinox® screen: Select the contact person or number.

3. Select one of the following:

   - 📞
   - 📹

Related links

Making a call by using the alphanumeric URI on mobile clients

About this task

Use this procedure to make a voice or video call by using the alphanumeric Uniform Resource Identifier (URI). For example, you can use the alphanumeric URI to call an external user, such as a Skype for Business user, by using 123john@telenor.com.

> 😊 **Tip:**
>
> In the New Contact area, you can perform the following actions on the alphanumeric URI to view the option to make a call:
>
> - On iOS devices, depending on the OS version, you might be able to swipe left or full swipe to the right.
> - On Android devices, you can press and hold.

Procedure

1. On the Top of Mind screen, in the **find someone** field, type a valid alphanumeric URI.

   Avaya Equinox® displays the alphanumeric URI in the New Contact area.

2. Tap the alphanumeric URI.

   Avaya Equinox® displays the Contact Details screen.

3. In the Make a Call area, next to the alphanumeric URI, tap one of the following:

   - 📞

   - 📹

   Avaya Equinox® dials the alphanumeric URI.

Making a call by using the alphanumeric URI on desktop clients

About this task

Use this procedure to make a voice or video call by using the alphanumeric Uniform Resource Identifier (URI). For example, you can use the alphanumeric URI to call an external user, such as a Skype for Business user, by using 123john@telenor.com.

Procedure

1. On the Top of Mind screen, in the **name or number** field, type a valid alphanumeric URI.

2. Next to the alphanumeric URI, click one of the following:

   - ☏

   - ▭

   Avaya Equinox® dials the alphanumeric URI.

Making a voice or video call to a group of contacts on mobile clients

About this task

If the adhoc conference settings in Avaya Equinox® are configured, Avaya Equinox® starts an Adhoc audio or video conference call by using Avaya Aura® Conferencing or Avaya Equinox® Conferencing.

> ✳ **Note:**
>
> If the adhoc conference settings in Avaya Equinox® are kept blank, you cannot make a group call. Communication Manager supports adhoc conference only by merging two calls or adding one participant into an active call.

Procedure

1. Go to the Contacts screen.

2. Tap ⊞.

3. Tap one of the following calling options:

   - **New Group Voice Call**

   - **New Group Video Call**

   Avaya Equinox® displays the Choose contacts for your call screen.

4. Select the contacts whom you want to call.

5. Tap **Next**.

Avaya Equinox® displays the Confirm contacts for your call screen.

6. Tap **Call**.

Avaya Equinox® makes a group call to the selected contacts.

Related links

[Modifying conference settings](#) on page 62

Making a voice or video call to a group of contacts on desktop clients

About this task

If the adhoc conference settings in Avaya Equinox® are configured, Avaya Equinox® starts an Adhoc audio or video conference call by using Avaya Aura® Conferencing or Avaya Equinox® Conferencing.

> ✱ **Note:**
>
> If the adhoc conference settings in Avaya Equinox® are kept blank, you cannot make a group call. Communication Manager supports adhoc conference only by merging two calls or adding one participant into an active call.

Procedure

1. Click **New conversation**.

2. Drag and drop contacts or contact groups.

3. Click one of the following:

   - ✆ : To start an audio call.

   - ▢ı : To start a video call.

   Avaya Equinox® starts a conference call with all members who have a valid phone number.

Related links

[Modifying conference settings](#) on page 62

Starting a call with all members of a contact group on mobile clients

About this task

Avaya Equinox® starts the conference call by using Avaya Aura® Conferencing or Avaya Equinox® Conferencing.

Before you begin

- Enable and log in to Avaya Aura® Device Services.
- Configure the ad hoc conference URI in the **Adhoc Conference Address** field.

Procedure

1. Go to the Contacts screen.

2. Identify the contact group to start an audio or video call.

3. On the contact group name, do one of the following:

    - On Android devices: Press and hold.

    - On iOS devices: Swipe to the right.

4. Tap one of the following:

    - ☎: To start an audio call.

    - ▭: To start a video call.

    Avaya Equinox® displays the Confirm contacts for your call screen.

5. Tap **Call**.

    Avaya Equinox® starts a conference call with all members of the group who have a valid phone number.

Related links

[Logging in and out of the Avaya Equinox services](#) on page 72
[Modifying Avaya Aura Device Services settings](#) on page 60
[Modifying VoIP settings](#) on page 59

Starting a call with all members of a contact group on desktop clients

About this task

Avaya Equinox® starts the conference call by using Avaya Aura® Conferencing or Avaya Equinox® Conferencing.

Before you begin

- Enable and log in to Avaya Aura® Device Services.
- Configure the ad hoc conference URI in the **Adhoc Conference Address** field.

Procedure

1. Go to the Contacts screen.

2. Identify the contact group to start an audio or video call.

3. On the contact group name, hover the cursor.

4. Click one of the following:

   - ☎: To start an audio call.

   - ☐: To start a video call.

5. **(Optional)** If a contact has multiple numbers, choose the number that you want to call for that contact.

6. Depending on the choice that you made in Step 4, you can click one of the following:

   - **Start a Voice Conference**

   - **Start a Video Conference**

   Avaya Equinox® starts a conference call with all members of the group who have a valid phone number.

Related links

Logging in and out of the Avaya Equinox services on page 72
Modifying Avaya Aura Device Services settings on page 60
Modifying VoIP settings on page 59

Answering or ignoring a call

About this task

If you are already on a call, Avaya Equinox® alerts you with a beep for waiting calls.

If the administrator configures the Team Button feature for your extension, you can view a visual notification with the monitored station name for incoming calls.

You might use applications such as Skype or Viber for VoIP calls. If you are on such a VoIP call and use Avaya Equinox® to answer an incoming call, Avaya Equinox® might display an error message. You see the error message when Avaya Equinox® cannot get audio resources to support the incoming call.

✱ **Note:**

   If CallKit is disabled and you receive a video call in Avaya Equinox® for iOS when your device is locked, you must unlock your iOS device to answer the call. If CallKit is enabled and you answer a video call, the application pauses the video. You must resume the video by using the Avaya Equinox® for iOS application.

Procedure

- To receive the call, select ☎.

- To dismiss the call, select ☎.

- **(Optional)** If the administrator hides the Caller ID for the Team Button feature, to view the Caller ID, select ⓘ.

Managing calls

Using Avaya Equinox® as the default application for telephony services

About this task

Use this procedure only on desktop clients to configure Avaya Equinox® as the default application for telephony services. By using this procedure, you can use Avaya Equinox® as the primary application to make and receive calls instead of Microsoft Lync, Skype, or any other desktop applications.

Procedure

1. In the Avaya Equinox® settings, select **User Preferences**.
2. Select **General**.
3. Select **Use Avaya Equinox as default application for telephony services**.
4. Save the changes.

Viewing the phone numbers that ring for an incoming call

About this task

Use this procedure only on mobile clients to view the phone numbers that ring when you receive a call on your deskphone.

> **✱ Note:**
>
> You cannot use this procedure on Avaya Equinox® on Avaya Vantage™.

Before you begin

- Enable and log in to Client Enablement Services.
- Set the following options in the Incoming Calls screen to **Off**:
  - **Send All Calls**
  - **Forward Calls**
  - **Forward Calls Busy/No Answer**
  - **Enhanced Call Forwarding**

Procedure

1. On the Top of Mind screen, select the presence status indicator.
2. Go to the Incoming Calls screen.

   The Calls will ring on area displays the phone numbers that ring for an incoming call.

3. To add more numbers to the Calls will ring on area, select the switch next to the phone number.

Activating simultaneous ringing for VoIP users

About this task

If you are a VoIP user, use this procedure to activate simultaneous ringing on your deskphone and device for a call that arrives on your deskphone.

⊛ **Note:**

Do not use this procedure if you are only using Client Enablement Services. Use the Ring Phones feature of Client Enablement Services to configure the numbers that must ring for an incoming call on your deskphone.

Procedure

1. On the Top of Mind screen, select the presence status indicator.

2. Do one of the following:

   • On mobile clients: Go to the Incoming Calls screen and select **EC500 Calls**.

   • On desktop clients: In the **Incoming Call Features** field, select **EC500**.

Forwarding all calls

About this task

Use this procedure to forward calls to another telephone number of your choice.

When a user A makes a call to user B who has forwarded calls to user C, then user A can view:

   • User C in the call appearance.

   • The number of user B in the call history.

Procedure

1. On the Top of Mind screen, select the presence status indicator.

2. Do one of the following:

   • On mobile clients: Go to the Incoming Calls screen and select **Forward Calls**.

   • On desktop clients: In the **Incoming Call Features** field, select **Call Forward**.

3. Type the telephone number to which you want to forward your calls.

4. Select **OK**.

   Avaya Equinox® saves the setting.

Forwarding calls when you are busy or do not answer

Procedure

1. On the Top of Mind screen, select the presence status indicator.

2. Do one of the following:

   • On mobile clients: Go to the Incoming Calls screen and select **Forward Calls Busy/No Answer**.

   • On desktop clients: In the **Incoming Call Features** field, select **Call Forward Busy / No Answer**.

3. Type the telephone number to which you want to forward your calls.

4. Select **OK**.

   Avaya Equinox® saves the setting.

Configuring enhanced call forwarding

About this task

Use this procedure to configure the enhanced call forwarding features for internal and external calls.

Before you begin

Ensure that the administrator configured the Enhanced Call Forwarding feature for your extension.

Procedure

1. On the Top of Mind screen, select the presence status indicator.

2. Do one of the following:

   • On mobile clients: Go to the Incoming Calls screen and select **Enhanced Call Forwarding**.

   • On desktop clients: In the **Incoming Call Features** field, select **Enhanced Call Forwarding**.

3. **(Optional)** On mobile clients, if the Enhanced Call Forwarding switch is disabled, select **Enhanced Call Forwarding**. Otherwise, go to the next step.

4. In the Unconditional Forwarding area, select the following:

   • **Internal Calls**: To configure the number to which internal calls must be forwarded every time.

   • **External Calls**: To configure the number to which external calls must be forwarded every time.

5. In the Forward When Busy area, select the following:

   - **Internal Calls**: To configure the number to which internal calls must be forwarded when you are busy.

   - **External Calls**: To configure the number to which external calls must be forwarded when you are busy.

6. In the Forward When No Answer area, select the following:

   - **Internal Calls**: To configure the number to which internal calls must be forwarded when you do not answer a call.

   - **External Calls**: To configure the number to which external calls must be forwarded when you do not answer a call.

7. Save the changes.

Sending all calls to voice mail

About this task

Use this procedure to route all calls to a predefined number set on the server by the administrator. The number is usually your corporate voice mail number.

Before you begin

Ensure that the administrator configured on the server the number to which you can route all calls.

Procedure

1. On the Top of Mind screen, select the presence status indicator.

2. Do one of the following:

   - On mobile clients: Go to the Incoming Calls screen and select **Send All Calls**.

   - On desktop clients: In the **Incoming Call Features** field, select **Send All Calls**.

Sending all calls to voice mail when your presence status is set to "Do not disturb"

About this task

Use this procedure if you want Avaya Equinox® to send all incoming calls to voice mail when you set your presence status to "Do not disturb (DND)".

Before you begin

Enable and log in to the VoIP service.

Procedure

1. In the Avaya Equinox® settings, select **User Preferences**.

2. **(Optional)** If available on the Avaya Equinox® platform, select **General**. Otherwise, go to the next step.

3. Select **Activate SAC When DND Is Set**.

   Avaya Equinox® sends all your incoming calls to voice mail when your presence status is DND.

4. Save the changes.

Entering digits during a call

About this task

Use the keypad to enter any DTMF inputs during a call. For example, to interact with a conference bridge or an Interactive Voice Response (IVR) system.

Procedure

1. While on a call, select ▦.

2. On the keypad, enter the digits as required.

Muting and unmuting a call

Procedure

1. While on a call, to mute the audio, select 🎤.

   Avaya Equinox® mutes the microphone.

2. To unmute the audio, select the button again.

Placing a call on hold and resuming the call

Procedure

1. To place a call on hold:

   - On mobile clients: Select ⚬⚬⚬ and then select ⏸.

   - On desktop clients: Select ⏸.

   Avaya Equinox® puts the call on hold.

2. To resume the call, select the button again.

   On mobile clients, if you are on a different screen in Avaya Equinox® while resuming the call, you must select **Resume**.

Escalating an audio call to a video call or an instant message to a call

About this task

Use this procedure to escalate an audio call to a video call or an instant message to a call. If you escalate the call to a video call, the person at the other end of the call must unblock the camera.

⊛ **Note:**

> If you are in a multi-party instant messaging conversation, you cannot start a Communication Manager adhoc conference call. You must use Avaya Aura® Conferencing or Avaya Equinox® Conferencing.

Procedure

- While on an active audio call, select ▭⊃ .

  Avaya Equinox® starts video on the call.

- While in a point-to-point instant messaging conversation, select one of the following from the conversation window:

  - ✆

  - ▭

  If the participant has more than one number, you can choose a number.

- While in a multi-party instant messaging conversation, select one of the following from the conversation window:

  - ✆ and then **Start a Voice Conference**

  - ▭⊃ and then **Start a Video Conference**

  If the participant has more than one number, you can choose a number.

- While in an instant messaging conversation, in the Participants list, right-click or press and hold a participant and select one of the following:

  - **Start a Voice Call**

  - **Start a Video Call**

  If the participant has more than one number, you can choose a number.

Pausing and resuming a video call

About this task

When you pause a video call, Avaya Equinox® stops transmitting your video to the other party. When a video call is paused, you can still receive video from the other party and your audio is still transmitted to the other party.

Procedure

1. To pause a video call, do one of the following:

   - On mobile clients: Select 🔵 and then select ◾.

   - On desktop clients: Select ◾.

   Avaya Equinox® pauses the video call.

2. To resume transmitting video, select the button again.

   Avaya Equinox® resumes the video call.

Stopping the video transmission in a call

About this task

Use this procedure to stop the video transmission during a call. The call becomes audio-only.

Stopping video during a call does not disconnect the call.

Procedure

Do one of the following:

- On mobile clients: Select 🔵 and then select **Stop Video**.

- On desktop clients: Select 🔵.

The video transmission stops and the Video area closes.

Sharing information on a call

About this task

You can share your desktop or application only on a video call on desktop clients.

- If you configure the adhoc conference URI, that is, the value in the **Adhoc Conference Address** field, Avaya Equinox® starts an adhoc conference for sharing.
- If the administrator enables BFCP and disables MSS, Avaya Equinox® uses BFCP for sharing.

Before you begin

Ensure that you have sharing permission.

Procedure

1. While on a call, select ▪ and then select **Start Sharing**.

   Avaya Equinox® displays the Conference screen.

2. Select 🔲 and share specific information in the conference.

Excluding MDA devices from joining the existing call

About this task

Use this procedure to disallow other MDA devices from joining the existing call.

Before you begin

The administrator must configure the Automatic Exclusion feature for your extension on Communication Manager.

Procedure

While on a call, select and then select **Exclusion**.

Extending the call to a cellular network

About this task

Use this procedure to move your active VoIP call to the cellular network. If you are on a conference call, you can use this procedure only if you have configured your account using the Avaya Equinox® client.

Procedure

1. While on a call, select .

2. Do one of the following:

   • On mobile clients: Select **Handoff to Cellular**.
   • On desktop clients: Select **Extend Call**.

   You receive a call from Communication Manager on your EC500 number.

3. Do one of the following:

   • On mobile clients: Answer the cellular call.
   • On desktop clients: Answer the cellular call and end the VoIP call.

Call transfer

Call transfers are of the following types:

• Blind transfer: Transfer the call to a person without talking to that person to inform that you are transferring the call.
• Consultative transfer: Talk to the person to whom you are transferring the call before you actually transfer the call to that person.

Related links

Performing a blind transfer

About this task

Use this procedure to transfer a call to a person without talking to that person to inform that you are transferring the call.

Procedure

1. While on a call, select ▪▪▪.

2. Select ⇆.

3. To transfer the call, choose:

    • A contact: Only on mobile clients

    • From history: Only on mobile clients

    • A number to enter

    Avaya Equinox® transfers the call to the selected number.

Performing a consultative transfer

About this task

Use this procedure to talk to the person to whom you are transferring a call before you actually transfer the call to that person.

Procedure

1. While on a call, dial the number of the user to whom you want to transfer the call.

2. Select ▪▪▪.

3. Select ⇆.

4. To transfer the call, choose the existing held call.

    Avaya Equinox® transfers the call.

Parking or retrieving a parked call on mobile clients

About this task

Use the Call Park feature to park an active call. You can park only one call at a time.

> **✳ Note:**
>
> Avaya Equinox® clients used in the Dual Registration mode with H.323 clients cannot unpark a parked call.

Before you begin

Ensure that the administrator configured the Call Park and Call Unpark feature for your extension.

Procedure

1. To park the active call, select ▦ and then select **Park Call**.

2. To retrieve the parked call:

   - On the same device: Select **Park Call**.

   - On the same device: If you are on the Active Call screen, select **Unpark**.

   - On a different mobile device: On the Avaya Equinox® menu, select **Features** > **Pre-call Features** > **Unpark Call** and enter the extension number that is holding the parked call.

   - On a desktop device: Select ▤ –> **Features** > **Call Unpark** and enter the extension number that is holding the parked call.

   - On a different device: Dial the FAC followed by the extension number that is holding the parked call.

Parking or retrieving a parked call on desktop clients

About this task

Use the Call Park feature to park an active call. You can park only one call at a time.

> **✳ Note:**
>
> Avaya Equinox® clients used in the Dual Registration mode with H.323 clients cannot unpark a parked call.

Before you begin

Ensure that the administrator configured the Call Park and Call Unpark feature for your extension.

Procedure

1. To park the active call, select ▦ and then select **Park Call**.

2. To retrieve the parked call:

   - On the same device: Select ▤ –> **Features** > **Call Unpark** and enter the extension number that is holding the parked call.

   - On a mobile device: On the Avaya Equinox® menu, select **Features** > **Pre-call Features** > **Unpark Call** and enter the extension number that is holding the parked call.

   - On a different device: Dial the FAC followed by the extension number that is holding the parked call.

Automatic callback overview

When a caller makes a call to a busy or an unanswered internal telephone, the caller activates the Automatic Callback feature and disconnects the call.

Communication Manager monitors the called party. When the called party is available to receive the call, Communication Manager automatically initiates Automatic Callback. The caller receives priority ringing. The caller then lifts the handset, and the called party receives the call.

Configuring automatic callback

Before you begin

The administrator must configure the Automatic Callback feature for your extension.

Procedure

When the called party is busy or does not answer the call, select [icon] and then select **Automatic Callback**.

Disabling automatic callback on mobile clients

Before you begin

- Ensure that the administrator configured Automatic Callback for your extension.
- Enable Automatic Callback for a call.

Procedure

1. On the Avaya Equinox® menu, tap **Features**.
2. Tap **Cancel Automatic Callback**.

   Avaya Equinox® disables automatic callback for the call.

Disabling automatic callback on desktop clients

Before you begin

- Ensure that the administrator configured Automatic Callback for your extension.
- Enable Automatic Callback for a call.

Procedure

1. Click [icon], and click **Features**.
2. Click **Automatic Callback**.

3. Click .

   Avaya Equinox® disables automatic callback for the call.

Viewing call details

Viewing the call quality statistics

About this task

Use this procedure to know the call quality statistics, such as audio codec, round trip time, media encryption type, packets received, and packets transmitted.

Call quality statistics are only available when a call is in progress.

Procedure

Do one of the following:

- On mobile clients: While on a call, press and hold the timer on the call.

- On desktop clients: While on a call, select and then select **Call Statistics**.

Viewing call history

About this task

If the administrator has configured the:

- Bridged Line Appearance (BLA) feature on your extension, the call logs display additional information for BLA calls.

- Offline Call Journaling feature, you have a consistent view of call logs that are generated whether a device is logged in or not.

Procedure

1. Go to the History screen.

2. Filter the call history by using the following options:

   - **All History**

   - **Missed Calls**

   - **Outgoing Calls**

   - **Incoming Calls**

   - **Voicemail**: Only on mobile clients

> 🟢 **Note:**
>
> Avaya Equinox® on Avaya Vantage™ does not display this option.

Avaya Equinox® displays the relevant call history.

3. To further filter the call history, select ▽.

4. Select or clear the following:

   - **Your History**: To access personal history logs.
   - **Bridged Line Calls**: To access BLA history logs.

5. Save the changes.

Offline Call Journaling overview

On mobile platforms, by default the Avaya Equinox® application prefers the Client Enablement Services call history and Client Enablement Services call journaling. This default functionality is applicable only when when 24x7 Call Journaling and Client Enablement Services are available. If the administrator enables the Offline Call Journaling feature, you cannot view the Client Enablement Services call history including voice mail.

With this feature, active synchronization of call history between Session Manager and the endpoints is minimal after the initial login or download. However, when a user attempts to delete a call history from an endpoint, the endpoint sends a PPM request to delete the corresponding call history from the central repository of Session Manager.

Call history download is initiated by the client when the client:

- Registers with Session Manager.
- Recovers from a network outage or outage due to a network change.

Call history functionality

To view the Client Enablement Services call history and visual voice mail in the Avaya Equinox® mobile client, you must have one of the following configurations:

ENABLE_PPM_CALL_JOURNALING parameter in the auto-configuration file	PPM call journaling on server	Client Enablement Services service
0 (Disabled)	Disabled	Enabled
1 (Enabled)	Disabled	Enabled
Not defined	Enabled	Enabled
Not defined	Disabled	Enabled

Call journaling functionality with dual registered extensions

The following table outlines the expected 24x7 call journaling functionality with dual registered extensions:

SIP client	H.323 client	Scenario	Call Logs
Logged in	Logged in	Answer and end an incoming call from the H.323 client.	Incoming call entry in the SIP client and the H.323 client.
Logged in	Logged in	Answer and end an incoming call from the SIP client.	Incoming call entry in the SIP client and the H.323 client.
Logged off	Logged in	1. Answer and end an incoming call from the H.323 client. 2. Log in to the SIP client.	Incoming call entry in the SIP client and the H.323 client.
Logged in	Logged off	1. Answer and end an incoming call from the SIP client. 2. Log in to the H.323 client.	Incoming call entry only in the SIP client, not in the H.323 client.
Logged off	Logged off	Incoming call is missed as no client is logged in. 1. Log in to the SIP and H.323 clients.	Missed call entry only in the SIP client, not in the H.323 client.
Logged off	Logged in	1. Answer the incoming call from the H.323 client. 2. Log in to the SIP client. The SIP client displays the active call on the H.323 client. 3. End the call from the H.323 client.	Incoming call entry in the SIP client and the H.323 client.
Logged off	N.A.	1. Delete all call logs from the H.323 client. 2. Log in to the SIP client.	Call logs not in sync. Logs that are available in the SIP client before logging in are displayed though all call logs were deleted from the H.323 client.
N.A.	Logged off	1. Delete all call logs from the SIP client. 2. Log in to the H.323 client.	The H.323 client synced with the SIP client. Displays no call logs, as all entries were deleted from the SIP client

Using Avaya Equinox® for Android, iOS, Mac, and Windows

Deleting a call history entry

Procedure

1. Go to the History screen.

2. Do one of the following:

   - On Avaya Equinox® for Android: Press and hold the call entry and then select **Delete**.

   - On Avaya Equinox® for iOS: Swipe the call entry and then select **Delete**.

   - On Avaya Equinox® for Windows and Mac: Select the entry, select ▦, and then select **Remove from call history**.

   Avaya Equinox® deletes the call history entry.

Deleting all call history

Procedure

1. Go to the History screen.

2. Filter the call history and select **Delete All History**.

3. **(Optional)** If available on the Avaya Equinox® platform, in the confirmation dialog box, select **Delete**.

Listening to voice mails

About this task

Use this procedure to listen to voice mails in VoIP deployments without Client Enablement Services. If you enable Client Enablement Services, you can view all your voice mails using the **Voicemail** filter on the History screen.

If you have unread voice mails, Avaya Equinox® displays ▦.

Before you begin

The administrator must configure the **Voicemail number** field on System Manager.

Procedure

Select ▦.

Avaya Equinox® dials the voice mail access number and you can listen to your voice mail messages.

Ending a call

Procedure

While on a call, select .

Avaya Equinox® ends the call.

Emergency calls

Do not use Avaya Equinox® to make emergency calls. Avaya recommends that you check the product documentation that accompanies your mobile device to learn about the emergency calling features available on your device.

If you have any questions or concerns, contact your support team.

> 🛈 **Important:**
>
> You can use Avaya Equinox® on Avaya Vantage™ to make emergency calls. For more information, see *Using Avaya Vantage™ Connect*.

My Phones overview

Use the My Phones feature on mobile clients to configure the phones associated with your account. Use the Ring Phones feature to configure which numbers must ring for an incoming call. If you cannot answer an incoming call, Avaya Equinox® automatically sends the call to your office voice mail.

Your deskphone routes calls to the destination numbers that you specify in the Calls will ring on list. You can add, update, and delete the destination numbers in the My Phones list.

Avaya Equinox® creates the deskphone and the mobile phone destinations automatically when you sign up for Avaya Equinox®. You must add your mobile phone number. If you do not want your mobile phone to ring, do not select the corresponding option in the Calls will ring on list.

> ✱ **Note:**
>
> The mobile phone number is mandatory and you cannot delete it. You also cannot delete or change the deskphone number.

You can add any number of telephones to the My Phones list. However, you can select only four telephones to ring simultaneously, including your mobile phone, when you receive a call on your deskphone.

Limitations

Features that you enabled when connected to VoIP, such as Send All Calls or Call Forward, interfere with the capability of call routing to your ring phones. If you enable such features using

the Incoming Calls or Outgoing Calls screen and then lose connectivity to the VoIP server, Avaya Equinox® does not display these configured features. If you then connect to Client Enablement Services, the Ring Phones feature of Client Enablement Services functions incorrectly. The reason is that ring phones have the lowest priority in terms of call routing features for your extension.

Adding a telephone number to your phones list

About this task

Use this procedure only on mobile clients.

⊛ **Note:**

You cannot use this procedure on Avaya Equinox® on Avaya Vantage™.

Procedure

1. On the Top of Mind screen, select the presence status indicator.

2. Go to the Incoming Calls or Outgoing Calls screen, and select **Manage my phones**.

3. Select 📱.

   Avaya Equinox® displays the Add Phone dialog box.

4. Type the name of the new telephone in the following field:

   • On Avaya Equinox® for Android: **Name**

   • On Avaya Equinox® for iOS: **Label**

5. In the **Number** field, type the new telephone number.

6. Select **Save**.

   Avaya Equinox® displays the new name with the number in the My Phones list.

Updating a telephone number in your phones list

About this task

Use this procedure only on mobile clients.

⊛ **Note:**

You cannot use this procedure on Avaya Equinox® on Avaya Vantage™.

Procedure

1. On the Top of Mind screen, select the presence status indicator.

2. Go to the Incoming Calls or Outgoing Calls screen, and select **Manage my phones**.

3. **(Optional)** If available on the Avaya Equinox® platform, select **Edit**. Otherwise, go to the next step.

4. Select the telephone number that you want to update.

   You cannot change the deskphone number.

5. In the Edit Phone dialog box, you can update the following:

   • The name of the telephone.

   • The number of the telephone.

   • The SMS or email address.

     This option is available if you selected the **Mobile** option for update. You must enter the value in the following format: `xxx@abc.com`.

6. Select **Save**.

   Avaya Equinox® displays the new name with the number in the My Phones list.

Deleting a telephone number from your phones list

About this task

Use this procedure only on mobile clients.

⊛ **Note:**

You cannot use this procedure on Avaya Equinox® on Avaya Vantage™.

Procedure

1. On the Top of Mind screen, select the presence status indicator.

2. Go to the Incoming Calls or Outgoing Calls screen, and select **Manage my phones**.

3. Delete the telephone number.

   The mobile phone number is mandatory. You cannot delete the number. Also, you cannot delete the deskphone number.

4. **(Optional)** If available on the Avaya Equinox® platform, select **Delete**. Otherwise, go to the next step.

   Avaya Equinox® displays the confirmation dialog box.

5. Select **Delete**.

   Avaya Equinox® deletes the telephone number from the My Phones list.

Telecommuter mode overview

You can use the telecommuter mode when you are working from your home office or other remote location. You can make and handle audio calls through the Avaya Equinox® client, while using a separate telephone line at your remote location to speak and listen.

If you make a call by using Avaya Equinox® when the telecommuter mode is active, your telecommuter device rings. You must then answer the call by using the telecommuter device to initiate the call to the remote party. If the remote party answers the call, the audio call between the telecommuter device and the remote party is established.

If you receive a call on Avaya Equinox® when the telecommuter mode is active:

- There is no audible ringing on Avaya Equinox®. However, your telecommuter device rings.

- You can view an incoming call notification on Avaya Equinox®.

- The Answer button is inactive on Avaya Equinox®. However, you can answer the call by using the telecommuter device.

- The Ignore button is active on Avaya Equinox®. You can dismiss the incoming call notification on Avaya Equinox® and stop the ringing alert on the telecommuter device.

  You can view the ignored call in the Avaya Equinox® call stack. If the remote party does not end the call, you can choose to click the Answer button in the call stack. The telecommuter device then starts ringing and you can answer the call by using the telecommuter device.

You can pause, resume, and end a call by using Avaya Equinox® when the call is active on the telecommuter device.

In the telecommuter mode, you can merge calls, manage conference calls, and perform collaboration.

Adding a telecommuter number on desktop clients

About this task

Use this procedure to add a telecommuter number on desktop clients.

✱ **Note:**

The telecommuter numbers that you add are saved locally. Hence, these telecommuter numbers are unavailable with MDA or any other devices.

Procedure

1. In the Avaya Equinox® settings, select **User Preferences** > **Other Phones**.

2. Click **Add Phone**.

   Avaya Equinox® adds a new phone entry with Other as the default label.

3. To add a custom label for the telecommuter number, do the following:

   a. In the **Other** field, click **Custom**.

   b. In the **Label** field, type a custom label.

   c. Click **OK**.

4. In the custom label field, type a telecommuter number.

5. Save the changes.

Updating a telecommuter number on desktop clients

Procedure

1. In the Avaya Equinox® settings, select **User Preferences** > **Other Phones**.

2. To update the label for a telecommuter number, do the following:

   a. In the label field, click **Custom**.

   b. In the **Label** field, type a custom label.

   c. Click **OK**.

3. In the custom label field, update the telecommuter number.

4. Save the changes.

Deleting a telecommuter number on desktop clients

Procedure

1. In the Avaya Equinox® settings, select **User Preferences** > **Other Phones**.

2. In the label field, click **Remove Phone**.

3. Save the changes.

Enabling the telecommuter mode

About this task

Use this procedure to enable the telecommuter mode and use desktop clients for audio calls. By default, the desktop client uses your computer for audio calls.

Before you begin

Configure other phones.

Procedure

1. On the Avaya Equinox® client, click ⬛⌄.

2. In the **Place and Receive Calls Using** field, click **Other Phones**.

3. Click any of the available phones.

   Avaya Equinox® enables the telecommuter mode.

Related links

[Adding a telecommuter number on desktop clients](#) on page 107

Hunt Groups overview

The administrator can use the Hunt Groups feature to set up a group of extensions that can handle multiple calls to a telephone number. Additionally, the administrator can choose the call distribution method to route calls. For each call to the number, the system hunts for an available extension in the hunt group, and connects the call to that extension.

A hunt group is especially useful when an administrator expects a high number of calls to a particular telephone number. A hunt group might consist of people who are trained to handle calls on specific topics. For example, the group might be a:

- Benefits department within a company

- Service department for products that a company sells

- Travel reservations service

- Pool of attendants

End-users can be members of multiple hunt groups.

Avaya Equinox® clients support the Hunt Group Busy feature. If the administrator configures this feature, the user can activate this feature to avoid receiving calls on the user's extension from a particular hunt group.

Using the Hunt Groups feature on mobile clients

Before you begin

Ensure that the administrator has configured the Hunt Groups feature for your extension.

Procedure

1. On the Avaya Equinox® menu, tap **Hunt Groups**.

   Avaya Equinox® displays the Hunt Groups screen.

2. To avoid receiving calls on your extension for a particular hunt group, do the following:

   a. Tap >.

   b. Tap **Set Position as Busy**.

      Avaya Equinox® changes the status from Available to Busy for that hunt group.

3. To change the default name for a particular hunt group, do the following:

   a. Tap >.

   b. In the Edit Label area, tap the hunt group name.

   c. Type a new name for the hunt group.

4. Save the changes.

Using the Hunt Groups feature on desktop clients

Before you begin

Ensure that the administrator has configured the Hunt Groups feature for your extension.

Procedure

1. On the Avaya Equinox® client, click 📋 and then click **Hunt Groups**.

2. To avoid receiving calls on your extension for a particular hunt group, select the check box next to the appropriate hunt group.

   Avaya Equinox® changes the status from Available to Busy for that hunt group.

3. To change the default name for a particular hunt group, do the following:

   a. Hover the cursor next to a hunt group name.

   b. Click 🖉.

      Avaya Equinox® displays the Edit Hunt Group dialog box.

   c. In the **Label** field, type a new name for the hunt group.

   d. To save the changes, click **OK**.

Team Button overview

Avaya Equinox® mobile clients and Avaya Equinox® for Windows support the Team Button feature. If the administrator configures this feature, the user at the monitoring station can do the following:

• View the state of a monitored station.

- View all calls that ring on the monitored station and selectively answer any.

- Speed dial, that is, place a call, to the monitored station.

- Blind transfer any call to the monitored station.

- Configure the audible ringing and visual alert notification.

Monitoring Station

The station which is used to monitor the state of another station. This is the station that displays the Team Button and information is presented to the user.

Monitored Station

The station whose state is being monitored.

Using the Team Button feature on mobile clients

About this task

Use this procedure only on the monitoring station.

If contact matching functionality is available, you can view the presence and contact name of the monitored station. Additionally, the monitored station's call line displays one of the following call states:

- Idle: Indicates absence of active calls.

- On a call: Indicates there are one or more active calls.

- Incoming: Indicates there is an incoming call.

Before you begin

Ensure that the administrator has configured the Team Button feature for your extension.

Procedure

1. On the Avaya Equinox® menu, tap **Team**.

   ➕ **Tip:**

   On the Team screen, you can perform quick actions on a monitored station entry.

   - On iOS devices, depending on the OS version, you might be able to swipe left, swipe right, full swipe to the left, and full swipe to the right to trigger different actions.

   - On Android devices, you can press and hold to view the different actions that you can perform.

2. For a monitored station entry, tap ⟩.

   If the following features are active on the monitored station, the screen displays the `Incoming Call Feature is On` text:

   - Send All Calls

- Call Forwarding
- Enhanced Call Forwarding

3. Tap the following depending on the monitored station's call line:

- **Call <Monitored_Station>**: Speed dial to the default endpoint.

   Only available for the Idle and On a call states. You can only make an audio call by using speed dial. If the administrator configures the Team Button feature with priority ringing, the user at the monitored station can differentiate between the normal and team calls.

- **Answer Incoming Call for <Monitored_Station>**: Answer the incoming call for this station.

   Only available for the Incoming call state. If there is more than one incoming call, a single tap displays a menu with a list of incoming calls. You must choose the call you want to answer.

- **Transfer Call**: Blindly transfer the active call.

   Only available when you have minimum one active call at the monitoring station. For more than one active call, a single tap displays a menu with a list of active calls. You must choose the call you want to transfer.

4. **(Optional)** If the monitored station includes active Incoming Call Features and you tap **Call <Monitored_Station>**, depending on the Team Button configuration, you might be able to tap one of the following:

- **Override**: Overrides Call redirection and continues your call.
- **Call with redirection**: Calls with redirection.
- **Cancel**: Cancels your call.

5. In the Call Notification Options area:

- To configure audible ringing, tap **Audible Ringing**.

   If the administrator configures the Team Button feature with no ringing, Avaya Equinox® disables the audible ringing option.

- To configure the visual alert notification, tap **Visual Alert Notification**.

   If the administrator disables the visual alert notification setting, Avaya Equinox® disables this option.

6. Save the changes.

Using the Team Button feature on Avaya Equinox® for Windows

About this task

Use this procedure only on the monitoring station.

If contact matching functionality is available, you can view the presence and contact name of the monitored station. Additionally, the monitored station's call line displays one of the following call states:

- Idle: Indicates absence of active calls.
- On a call: Indicates there are one or more active calls.
- Incoming: Indicates there is an incoming call.

Before you begin

Ensure that the administrator has configured the Team Button feature for your extension.

Procedure

1. On the Avaya Equinox® client, click ![icon] and then click **Team**.

2. Hover the cursor on a monitored station entry.

   If the following features are active on the monitored station, ![icon] replaces the Presence icon on the hovered line:

   - Send All Calls
   - Call Forwarding
   - Enhanced Call Forwarding

3. Click the following depending on the monitored station's call line:

   - ![icon]: Speed dial to the default endpoint.

     Only available for the Idle and On a call states. You can only make an audio call by using speed dial. If the administrator configures the Team Button feature with priority ringing, the user at the monitored station can differentiate between the normal and team calls.

   - ![icon]: Answer the incoming call for this station.

     Only available for the Incoming call state. If there is more than one incoming call, a single click displays a menu with a list of incoming calls. You must choose the call you want to answer.

   - ![icon]: Blindly transfer the active call.

     Only available when you have minimum one active call at the monitoring station. For more than one active call, a single click displays a menu with a list of active calls. You must choose the call you want to transfer.

- 🔔: Configure the audible ringing and visual alert notification.

  If the administrator configures the Team Button feature with no ringing, Avaya Equinox® disables the audible ringing option.

  If the administrator disables the visual alert notification setting, Avaya Equinox® disables this option.

4. **(Optional)** If the monitored station includes active Call redirection features and you click 🐍, depending on the Team Button configuration, you might be able to click one of the following:

   - **Override**: Overrides Call redirection and continues your call.

   - **Call with redirection**: Calls with redirection.

   - **Cancel**: Cancels your call.

Avaya Equinox® VDI overview

Avaya Equinox® VDI is a Virtual Desktop Infrastructure (VDI) soft client that enhances the audio and video quality of calls by processing the audio and video locally on your VDI endpoint. A VDI endpoint might be a thin client or a Windows-based personal computer. The controlling client, such as Avaya Equinox® for Windows, is deployed on virtual desktops running in the data center and provides the user interface for unified communications.

To connect with a VDI endpoint, you must use the controlling clients in the deskphone mode. To ensure proper feature coordination between Avaya Equinox® for Windows and Avaya Equinox® VDI, the configuration must be aligned. If Avaya Equinox® VDI registers properly in the shared control mode with Avaya Equinox® for Windows, Avaya Equinox® VDI displays the 🖥 icon.

The following call features are available on Avaya Equinox® for Windows in a virtualized environment when there is an active call on Avaya Equinox® VDI:

- Make a call

- Answer a call

- Place a call on hold

- Resume a call from hold

- Mute and unmute a call

- Transfer a call

- Make a conference call

  ❇ **Note:**

  Avaya Equinox® VDI does not support advanced adhoc conferencing.

- Block and unblock your camera during a video call

- Convert an audio call to a video call

- Convert a video call to an audio call

The following call features are available on Avaya Equinox® VDI when there is an active call on Avaya Equinox® for Windows:

- Make a call

- Answer a call

- Place a call on hold

- Resume a call from hold

- Mute and unmute a call

- Block and unblock your camera during a video call

- Convert a video call to an audio call

The following features are also available when there is an active call on Avaya Equinox® for Windows or Avaya Equinox® VDI:

- Mute sync: The audio mute state is synchronized between Avaya Equinox® for Windows and Avaya Equinox® VDI.

  ✳ Note:

  Mute sync is not supported in the deskphone mode with 96x1 deskphones.

- Remote mute: If the moderator mutes you during a conference call, Avaya Equinox® for Windows displays the remote mute icon and Avaya Equinox® VDI also goes on mute.

Paired sign-on

Avaya Equinox® for Windows supports paired sign-on with Avaya Equinox® VDI in the deskphone mode, which is also called the shared control mode. Avaya Equinox® for Windows sends the user credentials to Avaya Equinox® VDI that is running on a thin client by using a virtual connection. Using these credentials and the Avaya Aura® configuration information, Avaya Equinox® VDI logs in with the same extension. If Avaya Equinox® VDI is already logged in and you log in to Avaya Equinox® for Windows by using a different extension, Avaya Equinox® VDI is logged out and the paired sign-on process begins.

If the log in process is successful, you can use Avaya Equinox® for Windows to control the Avaya Equinox® VDI client.

Logging out from Avaya Equinox® for Windows also logs you out from Avaya Equinox® VDI.

Logging out from Avaya Equinox® VDI does not log you out from Avaya Equinox® for Windows. However, the telephony services become unavailable.

In case of a connection failure at Avaya Equinox® for Windows, you can continue to use Avaya Equinox® VDI for calls.

Chapter 6: Conferencing using Avaya Aura® Conferencing and Communication Manager

Depending on the communications system in your company and how Avaya Equinox® is configured, you can start and manage the following types of audio and video conference calls:
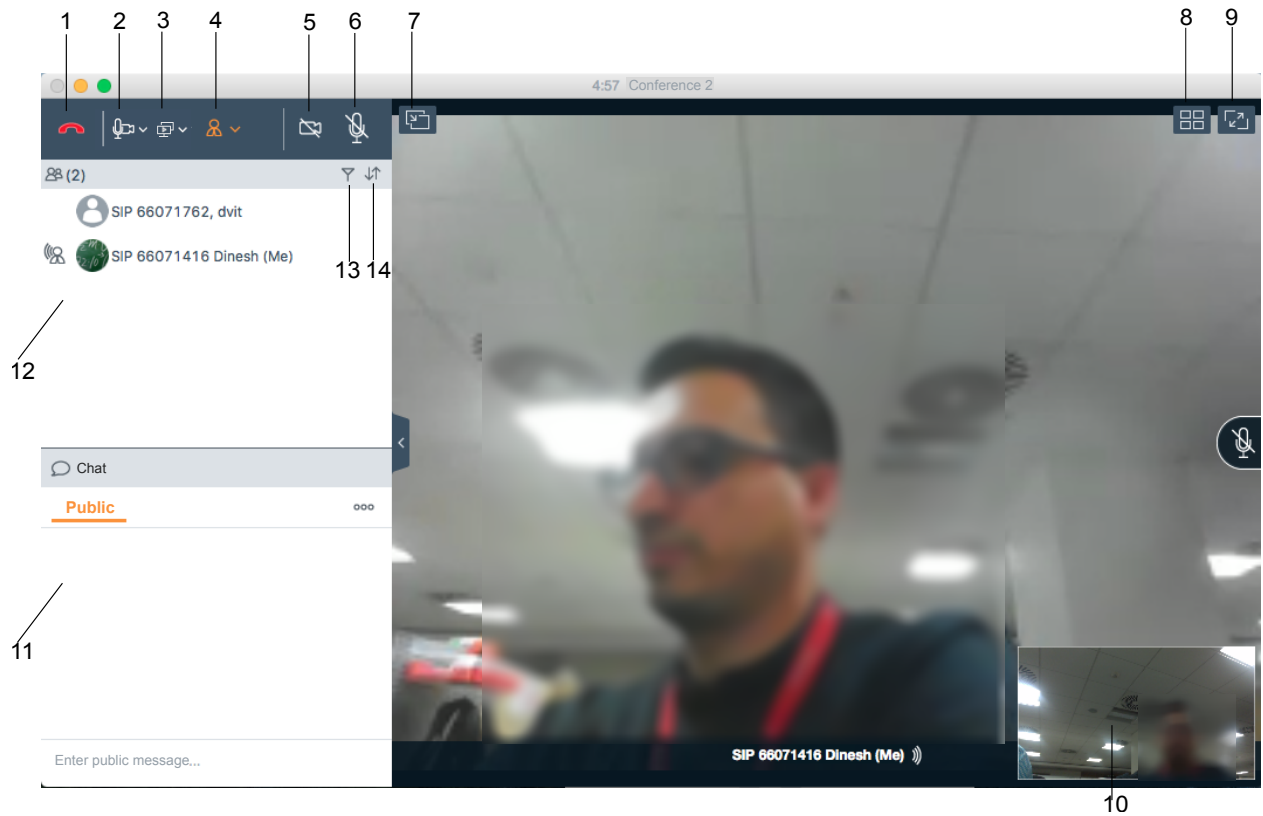
- MeetMe conference: The participants and the moderator dial into the conference at a scheduled time using their access codes. The moderator must have an account on the Conferencing system.

- Adhoc conference: You can start an Adhoc conference any time during a phone call if the administrator has configured this in your conferencing profile. If you start the conference, you become the moderator of that conference. Participants themselves cannot join an adhoc conference.

Check with your system administrator whether your deployment uses Communication Manager or Avaya Aura® Conferencing.

Advanced conferencing features are supported only if your deployment includes Avaya Aura® Conferencing. Communication Manager conferencing provides basic conferencing features.

Conference screen

The following figure shows the components of the Conference screen on Avaya Equinox® desktop clients. You can also see an active conference call.

No.	Name	Description
1	**Leave**	Leave the conference.
2	**Media**	Check the audio and video links for the conference. You can also mute the microphone and block the video.
3	**Present**	Share a portion of the screen, the entire desktop, applications, or virtual whiteboards.
4	**Meeting controls**	Access the moderator controls functionality. For example, to add someone to a call, extend a call, and view call statistics.
5	**Video Call**	Block or unblock your video on the conference. When the video is blocked, the button is blue.
6	**Audio Call**	Mute or unmute your audio for the call. When the call is muted, the button is blue.
7	**Share**	Attach or detach the Sharing screen with the Conference screen.
	Link Quality Indicator	View the link quality indicator that provides an indication of the network quality.
8	**Layout controls**	Hide or show your display name and self-view.
9	**Full screen**	Fit the Web Collaboration interface to the window size.
10	**Self-view**	Move self-view to different corners of the screen.
11	**Chat**	Send pubic or private messages during a web collaboration session.

Table continues…

No.	Name	Description
12	**View participants**	View the participants in the conference.
13	**Filter**	Filter the participants. For example, to view participants that have dropped, view recent talkers, and view participants accessing collaboration.
14	**Sort**	Sort the participants alphabetically or according to order of arrival.

Starting a MeetMe conference

Before you begin

You must have an account and moderator code on the Conferencing system.

Procedure

1. Dial the access number of the MeetMe conference and select one of the following:

   - ☎: To start an audio conference

   - ☐: To start a video conference

2. Use the conference keypad to enter your moderator code followed by the pound key (#).

   The conference starts, and Avaya Equinox® displays the conference participants.

Starting a basic adhoc conference call by using Communication Manager on mobile clients

About this task

Use this procedure to start an adhoc audio conference call by using Communication Manager.

Before you begin

Do not enter any value in the **Adhoc Conference Address** field.

Procedure

1. Start a call by doing one of the following:

   - On the Contacts, History, or Messages screen, search for a contact.

   - Dial the telephone number.

2. Tap ☎.

3. For the active call, tap ▦ and then tap ▣.

4. In the Add someone to the meeting area, tap one of the following:

   • **Choose a contact**

   • **Enter a number**

5. Do one of the following:

   • Select the contact from your contacts list.

   • Dial a number.

6. Tap **Complete Addition**.

   Avaya Equinox® starts the conference call.

Related links

[Modifying conference settings](#) on page 62

# Starting a basic adhoc conference call by using Communication Manager on desktop clients

About this task

Use this procedure to start an adhoc audio conference call by using Communication Manager.

Before you begin

Do not enter any value in the **Adhoc Conference Address** field.

Procedure

1. Start a call by doing one of the following:

   • On the Contacts, History, or Messages screen, search for a contact.

   • Dial the telephone number.

2. Click ☏.

3. For the active call, click ⚬⚬⚬ and then click **Add Someone to Call**.

4. Identify the number to call by doing one of the following:

   • Type a number.

   • Select a number from your contacts list.

5. Click **Add to call**.

6. Click **Merge**.

   Avaya Equinox® starts the conference call.

Related links

[Modifying conference settings](#) on page 62

Dropping the last added participant from a basic adhoc conference call

Before you begin

- Ensure that a basic adhoc conference call is in progress.

  ⊛ **Note:**

  The drop last participant capability is disabled in an enhanced adhoc conference call and MDA or BLA bridged calls.

- Add the last participant.

Procedure

On the Conference screen, select ▦ and then select **Drop Last Participant**.

Avaya Equinox® drops the last participant that you added from the conference.

Starting an advanced adhoc conference by adding contacts on mobile clients

About this task

Use this procedure to start an Adhoc audio or video conference call.

Before you begin

Configure the adhoc conference URI, that is, the value in the **Adhoc Conference Address** field.

Procedure

1. Start a call by doing one of the following:

   - On the Contacts, History, or Messages screen, search for a contact.
   - Dial the telephone number.
   - Open an active Avaya Multimedia Messaging conversation.

2. Tap one of the following:

   - ✆: To start an audio call.
   - ▭: To start a video call.

   Do one of the following:

3. Dial the number of a person that you want to add to the conference by doing the following:

   a. For the active call, tap ▦ and then tap ▣.
   b. Choose a contact or enter a number using the dialpad.

   Avaya Equinox® starts the conference call.

4. Make an audio or video conference call from the Contacts screen by doing the following:

   a. Tap ⊞.

   b. Tap one of the following calling options:

      • **New Group Voice Call**

      • **New Group Video Call**

      Avaya Equinox® displays the Choose contacts for your call screen.

   c. Select the contacts whom you want to call.

   d. Tap **Next**.

      Avaya Equinox® displays the Confirm contacts for your call screen.

   e. Tap **Call**.

      Avaya Equinox® starts the conference call.

Related links

[Modifying conference settings](#) on page 62

[Making a voice or video call to a group of contacts on mobile clients](#) on page 85

Starting an advanced adhoc conference by adding contacts on desktop clients

About this task

Use this procedure to start an Adhoc audio or video conference call.

Before you begin

Configure the adhoc conference URI, that is, the value in the **Adhoc Conference Address** field.

Procedure

1. Start a call by doing one of the following:

   • On the Contacts, History, or Messages screen, search for a contact.

   • Dial the telephone number.

   • Open an active Avaya Multimedia Messaging conversation.

2. Click one of the following:

   • ☎: To start an audio call.

   • ▭: To start a video call.

   Do one of the following:

3. Start a conference call from the Contacts, History, or Messages screen by doing the following:

   a. Drag the card of the contact that you want to include in the conference and drop it over the existing call.

      You cannot drag the card of a contact group and drop it over the existing call.

   b. Click **Merge**.

   Avaya Equinox® starts the conference call.

4. Dial the number of a person that you want to add to the conference by doing the following:

   a. For the active call, click ▦ and then click **Add Someone to Call**.

   b. Dial the telephone number.

   c. Click **Add to call**.

   Avaya Equinox® starts the conference call.

5. Start a conference call from the New Conversation screen by doing the following:

   a. Click **New conversation**.

   b. On the New Conversation screen, drag and drop contacts or contact groups.

   c. Click 📞 or 📹 .

   Avaya Equinox® starts the conference call.

Related links

[Making a voice or video call to a group of contacts on desktop clients](#) on page 86
[Modifying conference settings](#) on page 62

Adding a participant to a conference call on mobile clients

About this task

You can only do this task if you are a moderator.

Procedure

1. On the Conference screen, do one of the following:

   • Tap ▦ and then tap ⊕.

   • On the Participants screen, tap +.

2. In the Add someone to the meeting area, tap one of the following:

   • **Choose a contact**

   • **Enter a number**

3. Select the contact from your contacts list or dial a number.

   Avaya Equinox® adds the participant to the call.

Adding a participant to a conference call on desktop clients

About this task

You can only do this task if you are a moderator.

Procedure

Do one of the following:

- On the Contacts screen or the History screen, drag the card of a contact and drop it over the existing conference card that includes the participants.

  You cannot drag the card of a contact group and drop it over the existing conference card that includes the participants.

  Avaya Equinox® adds the participant to the call.

- From the Conference screen, dial the number of a person that you want to add to the conference:

  1. Click ⛁ or ⊡.

  2. Click **Add Someone to Call**.

  3. Dial the telephone number.

  4. Click **Add to call**.

  Avaya Equinox® adds the participant to the call.

Merging two point-to-point calls to create a conference call

Before you begin

You must have multiple calls in progress.

Procedure

1. Do one of the following:

   - On mobile clients: For the active call, select ⊡ and then select **Merge** and the call that you want to merge.

- On desktop clients: Drag the contact card of the held call and drop it over the card of the active call.

2. **(Optional)** If available on the Avaya Equinox® platform, confirm whether you want to merge the calls. Otherwise, go to the next step.

   Avaya Equinox® creates a conference.

3. Resume the held call.

Escalating a point-to-point call to a conference call

About this task

During a point-to-point call, you can escalate the call to conference to become the moderator.

Procedure

1. For the active call, select ▦ and then select **Merge** and then select the conference call.

2. **(Optional)** If available on the Avaya Equinox® platform, confirm whether you want to merge the calls. Otherwise, go to the next step.

   Avaya Equinox® merges the active call to the conference call.

3. Resume the held call.

Escalating to video and de-escalating from video

About this task

If you escalate the audio conference call to a video conference call, the participants in the call need to unblock their cameras.

✳ **Note:**

Avaya Equinox® does not support streaming video with Avaya Aura® Conferencing.

Procedure

1. While on an audio conference call, select ▭ͻ.

   Avaya Equinox® starts video on the conference call.

2. To de-escalate video to audio conference call, select the button again.

   Avaya Equinox® resumes the audio conference call.

Checking audio and video links for the conference

About this task

Use this procedure only on desktop clients to check the audio and video links that you are using for the conference. You can also mute the speaker and block the video.

Procedure

1. On the Conference screen, select 🔲⌄.

   Avaya Equinox® displays the audio and video settings of the conference.

2. Do the following:

   • Select the microphone, speaker, and camera that you want to use.

   • To decrease or increase the volume of the microphone and speakers, move the sliders to the left or right.

   • To mute the speaker, move the slider completely to the left.

   • To enable video, select **Video**.

Managing the conference as a moderator

Recording a conference

About this task

You can only do this task if you are a moderator.

Procedure

1. On the Conference screen, do one of the following:

   • On mobile and desktop clients: Select 🔲.

   • On desktop clients: Select 🔲.

2. Do one of the following:

   • On mobile clients: Select 🔲.

   • On Avaya Equinox® for Mac: Select **Moderator Controls**.

   • On Avaya Equinox® for Windows: Select **Conference Features**.

3. To start recording, select **Recording**.

4. On mobile clients and Avaya Equinox® for Windows, add an appropriate name and description to identify the recording.

   Avaya Equinox® starts recording the meeting.

5. To stop recording, do one of the following:

   - On mobile clients and Avaya Equinox® for Mac: Select **Recording**.

   - On Avaya Equinox® for Windows: Select **Stop Recording**.

   Avaya Equinox® saves the recording on the Conferencing server.

Disabling the mute option for all participants in a conference

About this task

When the moderator enables the Lecture mode feature, all participants are muted in the conference. The participants can only listen to the moderator and cannot unmute the audio.

When an event conference starts, the Lecture mode feature is enabled automatically. Participants are muted, but presenters are not.

Procedure

1. On the Conference screen, do one of the following:

   - On mobile and desktop clients: Select ⦿.

   - On desktop clients: Select ⧉.

2. Do one of the following:

   - On mobile clients: Select ⧘.

   - On Avaya Equinox® for Mac: Select **Moderator Controls**.

   - On Avaya Equinox® for Windows: Select **Conference Features**.

3. To toggle the Lecture Mode feature on and off, select **Lecture Mode**.

Managing the entry and exit tones

About this task

If you enable the Entry and Exit Tones feature, Avaya Equinox® generates a tone to indicate when a participant joins or leaves the conference.

You can only do this task if you are a moderator.

Procedure

1. On the Conference screen, do one of the following:

   - On mobile and desktop clients: Select ⦿.

   - On desktop clients: Select ⧉.

2. Do one of the following:

   - On mobile clients: Select ⧘.

- On Avaya Equinox® for Mac: Select **Moderator Controls**.

- On Avaya Equinox® for Windows: Select **Conference Features**.

3. To toggle the feature on and off, select **Entry Tones**.

Continuing a conference without the moderator

About this task

When the Conference Continuation feature is enabled, the conference continues after the moderator drops out from the call until the time that participants are in the call. When the Conference Continuation feature is disabled, the conference ends automatically two minutes after the moderator drops out.

You can only do this task if you are a moderator.

Procedure

1. On the Conference screen, do one of the following:

   - On mobile and desktop clients: Select ⬛.

   - On desktop clients: Select ⬛.

2. Do one of the following:

   - On mobile clients: Select ⬛.

   - On Avaya Equinox® for Mac: Select **Moderator Controls**.

   - On Avaya Equinox® for Windows: Select **Conference Features**.

3. To toggle the Conference Continuation feature on and off, select **Continuation**.

Locking or unlocking the conference

About this task

The moderator can lock the conference to prevent new participants from joining the call. However, the moderator can continue to add participants to the conference.

Procedure

1. On the Conference screen, do one of the following:

   - On mobile and desktop clients: Select ⬛.

   - On desktop clients: Select ⬛.

2. Do one of the following:

   - On mobile clients: Select ⬛.

   - On Avaya Equinox® for Mac: Select **Moderator Controls**.

- On Avaya Equinox® for Windows: Select **Conference Features**.

3. To toggle the Lock Meeting feature on and off, select **Lock Meeting**.

Muting or unmuting all participants in a conference

About this task

Use this procedure to mute the audio of all participants in a conference, including participants with presenter privileges. When you mute all participants, the participants can only listen to the moderator. Anyone can unmute themselves.

Procedure

1. On the Conference screen, do one of the following:

   - On mobile and desktop clients: Select ⬚.

   - On desktop clients: Select ⬚.

2. Do one of the following:

   - On mobile clients: Select ⬚.

   - On Avaya Equinox® for Mac: Select **Moderator Controls**.

   - On Avaya Equinox® for Windows: Select **Conference Features**.

3. To mute all participants in the conference, select **Mute Everyone**.

4. To unmute all participants in the conference, select **Unmute Everyone**.

Handling conference calls

Viewing the call statistics of a conference call

About this task

Use this procedure to view the audio and video statistics of a conference call.

Procedure

Do one of the following:

- On mobile clients: Press and hold the call timer.

- On desktop clients: On the Conference screen, select ⬚ and then select **Call Statistics**.

- On desktop clients: On the Conference screen, select ⬚ and then select **Call Statistics**.

Viewing the link quality indicator

About this task

If you are on an advanced conference call, you can view the link quality indicator. The link quality indicator provides an indication of the network quality.

Procedure

While on a conference call, check the link quality indicator next to the call timer.

The number of bars in the link quality indicator indicates the quality of the network.

- 5 bars: Indicates that network conditions are optimal.

- 4 bars: Indicates that there are minor network issues.

- 3 bars: Indicates that network issues have been detected.

- 2 bars: Indicates that there are moderate network issues.

- 1 bar: Indicates that there are severe network issues.

- 0 bar: Indicates that the Avaya Equinox® client does not have any audio or video media.

  Avaya Equinox® also displays this state when you are on a held call, shared control mode call, or presentation-only mode call.

Extending the conference call to a cellular network

About this task

Use this procedure to move your active VoIP call to the cellular network. If you are on a conference call, you can use this procedure only if you have configured your account using the Avaya Equinox® client.

Procedure

1. On the Conference screen, do one of the following:

   - On mobile and desktop clients: Select .

   - On desktop clients: Select .

2. Do one of the following:

   - On mobile clients: Select **Handoff to Cellular**.

   - On desktop clients: Select **Extend Call**.

   You receive a call from Communication Manager on your EC500 number.

3. Do one of the following:

   - On mobile clients: Answer the cellular call.

• On desktop clients: Answer the cellular call and end the VoIP call.

Managing the local video

About this task

Use this procedure to change the placement of the local video on the Conference screen.

This procedure is applicable to Avaya Aura® Conferencing. This procedure is not applicable when you use the Self-view feature.

Procedure

Press and drag the local video to any corner of the Conference screen.

Managing conference participants

Muting or unmuting a participant in a conference

About this task

Use this procedure to mute or unmute the audio of a participant in a conference.

You can only do this task if you are a moderator.

Procedure

1. On the Conference screen, in the Participants area, select the contact card of the participant.

2. To mute a participant, right-click or press and hold the contact card, and do one of the following:

   • On mobile clients: Select **Mute Participant**.

   • On desktop clients: Select **Mute**.

3. To unmute a participant, right-click or press and hold the contact card, and do one of the following:

   • On mobile clients: Select **Unmute Participant**.

   • On Avaya Equinox® for Mac: Select **Unmute**.

   • On Avaya Equinox® for Windows: Toggle **Mute**.

Blocking or unblocking the video of a participant in a conference

About this task

You can only do this task if you are a moderator.

Procedure

1. On the Conference screen, in the Participants area, select the contact card of the participant.

2. To block the video, right-click or press and hold the contact card, and do one of the following:

   • On mobile clients: Select **Block Camera**.

   • On desktop clients: Select **Block video**.

3. To unblock the video, right-click or press and hold the contact card, and do one of the following:

   • On mobile clients: Select **Unblock Camera**.

   • On Avaya Equinox® for Mac: Select **Unblock video**.

   • On Avaya Equinox® for Windows: Toggle **Block video**.

4. To view the participants not in the video conference, select 🔽 and then select **Not in Video**.

Promoting a participant to moderator or presenter

Procedure

1. On the Conference screen, in the Participants area, select the contact card of the participant.

2. To promote a participant to moderator, right-click or press and hold the contact card, and do one of the following:

   • On mobile clients: Select **Promote to Moderator**.

   • On desktop clients: Select **Moderator**.

3. To promote a participant to presenter, right-click or press and hold the contact card, and do one of the following:

   • On mobile clients: Select **Promote to Presenter**.

   • On desktop clients: Select **Presenter**.

4. In the confirmation dialog box, confirm the action.

Dropping a participant from a conference

About this task

You can only do this task if you are a moderator.

Procedure

1. On the Conference screen, in the Participants area, select the contact card of the participant.
2. Right-click or press and hold the contact card, and do one of the following:
   - On mobile clients: Select **Drop from meeting**.
   - On desktop clients: Select **Drop from call**.
3. In the confirmation dialog box, confirm the action.

Viewing the participants in a conference

Procedure

1. On the Conference screen, in the Participants area, select ▽.
2. Do one of the following:
   - On Avaya Equinox® for iOS: Select **Everyone**.
   - On Avaya Equinox® for Android and desktop clients: Select **All Participants**.

Viewing the recent speakers in the conference

Procedure

1. On the Conference screen, in the Participants area, select ▽.
2. Select **Recent Talkers**.

Viewing the web collaboration participants

Procedure

1. On the Conference screen, in the Participants area, select ▽.
2. To view the participants in the web collaboration:
   - On Avaya Equinox® for iOS: Select **In Collab**.
   - On Avaya Equinox® for Android and desktop clients: Select **In Collaboration**.

3. To view the participants not currently accessing the web collaboration:

- On Avaya Equinox® for iOS: Select **Not in Collab**.

- On Avaya Equinox® for Android and desktop clients: Select **Not in Collaboration**.

Viewing the participants who dropped from a conference

Procedure

1. On the Conference screen, in the Participants area, select ▽.

2. Do one of the following:

- On mobile clients: Select **Dropped**.

- On desktop clients: Select **Dropped Participants**.

Sorting the participants in the conference

About this task

Use this procedure to sort the participants on the Conference screen alphabetically or according to order of arrival.

Procedure

1. On the Conference screen, in the Participants area, select ⇅.

On mobile clients, do the following:

2. Select one of the following:

- **Alphabetic - Ascending**

- **Alphabetic - Descending**

- **Most Recent First**

- **Most Recent Last**

Avaya Equinox® sorts the participants on the Conference screen according to your selection.

On desktop clients, do the following:

3. Select one of the following:

- **Alphabetically**

- **Reverse alphabetically**

- **Order of arrival**

- **Reverse order of arrival**

Avaya Equinox® sorts the participants on the Conference screen according to your selection.

Messages

The Chat area on the Conference screen contains a list of messages exchanged by conference participants. The Chat area also has a field where you can type messages.

You can view the participant name and time stamp with each message. You can send public messages to all participants in a conference or private messages to an individual participant.

✳ Note:

Guest users do not have a Conferencing profile and cannot send or receive messages in a public chat.

Sending messages to all participants in a conference

About this task

Use this procedure to send public messages during a conference.

Procedure

1. On the Conference screen, go to the Chat area.

2. Type a message in the following field:

   • On mobile clients: **Enter Message to Everyone**

   • On desktop clients: **Enter public message**

3. Send the message.

   On desktop clients, the participants see the message immediately.

   On mobile clients, the message pops up briefly and other participants in the conference can see an updated number of unread messages.

   ✳ Note:

   On Android devices with operating system 5.1 and later, the device does not display pop-up messages.

4. On mobile clients, participants can select the pop-up message to open it or open the Chat area on the Conference screen.

   Avaya Equinox® displays the message in the list with your name and the time that you sent the message.

Sending a private message to a participant in a conference

Procedure

1. On the Conference screen, go to the Chat area.

2. Do one of the following:

   - On mobile clients: Select 🖊.

   - On desktop clients: Select ⋯.

3. Select the participant with whom you want to start a private chat.

4. Enter your message.

5. Send the message.

Ending a conference

About this task

Use this procedure to end a conference. The conference ends immediately for all participants regardless of whether the conference continuation feature is on or off.

If you use the 📞 button to end the conference, the conference ends only for the moderator.

Procedure

1. On the Conference screen, do one of the following:

   - On mobile and desktop clients: Select ⋯.

   - On desktop clients: Select 👤.

2. Do one of the following:

   - On mobile clients: Select 🎚 > **End Meeting**.

   - On Avaya Equinox® for Mac: Select **Moderator Controls** > **End Meeting For Everyone**.

   - On Avaya Equinox® for Windows: Select **Conference Features** > **End Meeting For Everyone**.

3. In the confirmation dialog box, confirm the action.

Deskphone mode limitations

Using Avaya Equinox® in the deskphone mode on desktop clients has the following limitations:

- Video calling and conferencing are disabled.
- Multi-party call cannot be initiated using the New conversation area.
- Adhoc conferences use the Communication Manager conference feature, not rich conferencing.
- Screen sharing cannot be initiated from a point-to-point call.
- Conference moderator options with Avaya Aura® Conferencing are limited to:
  - Point-to-point merge into conference
  - Mute or unmute participant
  - Drop participant

You cannot use the deskphone mode on mobile clients.

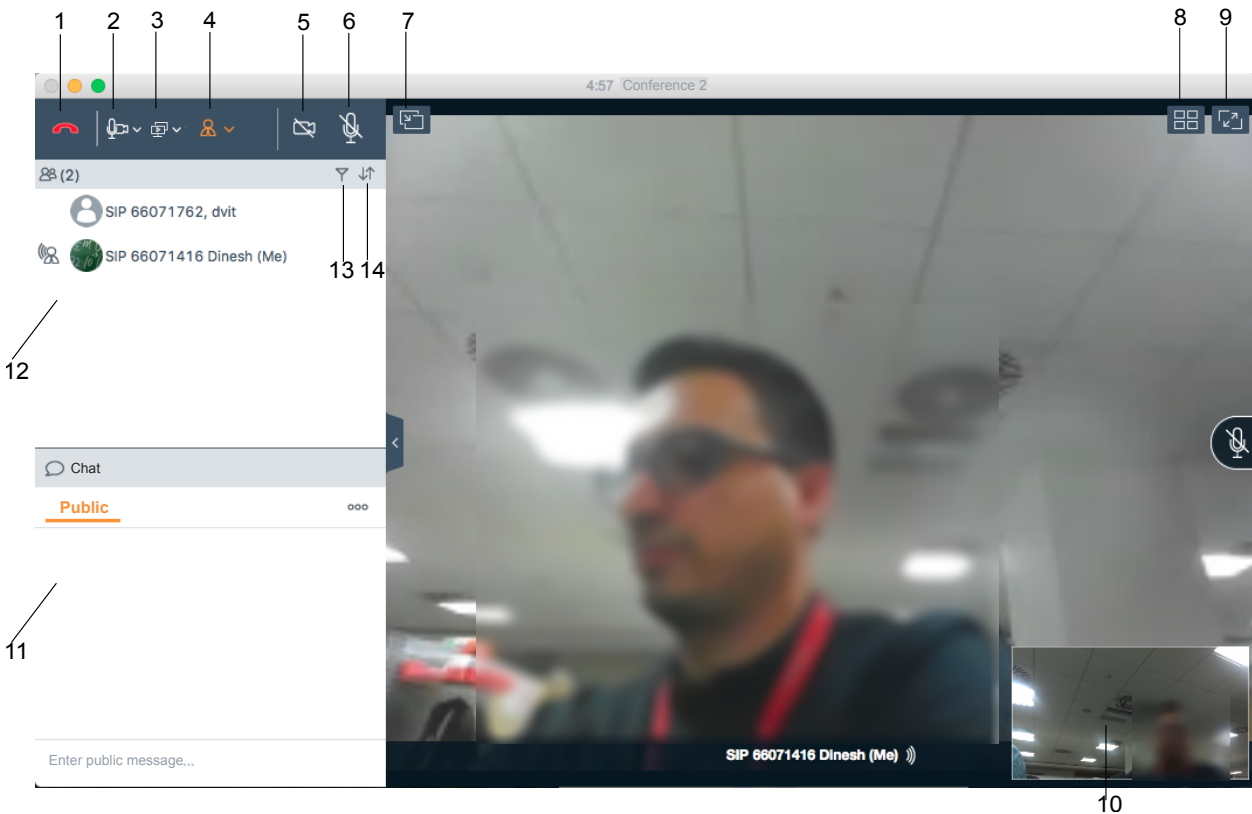# Chapter 7: Conferencing using Avaya Equinox® Conferencing

Avaya Equinox® Conferencing continues the evolution of Conferencing with the following features:

- Meeting participation extended to include the WebRTC participant. You do not need any plug-in to participate.
- An integrated portal that detects the browser or device you are on and connects you to the meeting. This is possible using WebRTC or the native application.
- Audio participation extended to thousands.
- Automatic cloud provisioning for room systems.

Advanced conferencing features are supported only if your deployment includes Avaya Equinox® Conferencing.

Conference screen

The following figure shows the components of the Conference screen on Avaya Equinox® desktop clients. You can also see an active conference call.

No.	Name	Description
1	**Leave**	Leave the conference.
2	**Media**	Check the audio and video links for the conference. You can also mute the microphone and block the video.
3	**Present**	Share a portion of the screen, the entire desktop, applications, or virtual whiteboards.
4	**Meeting controls**	Access the moderator controls functionality. For example, to add someone to a call, extend a call, and view call statistics.
5	**Video Call**	Block or unblock your video on the conference. When the video is blocked, the button is blue.
6	**Audio Call**	Mute or unmute your audio for the call. When the call is muted, the button is blue.
7	**Share**	Attach or detach the Sharing screen with the Conference screen.
	Link Quality Indicator	View the link quality indicator that provides an indication of the network quality.
8	**Layout controls**	Hide or show your display name and self-view.
9	**Full screen**	Fit the Web Collaboration interface to the window size.
10	**Self-view**	Move self-view to different corners of the screen.
11	**Chat**	Send pubic or private messages during a web collaboration session.

Table continues…

No.	Name	Description
12	**View participants**	View the participants in the conference.
13	**Filter**	Filter the participants. For example, to view participants that have dropped, view recent talkers, and view participants accessing collaboration.
14	**Sort**	Sort the participants alphabetically or according to order of arrival.

Download and installation of Avaya Equinox® Conferencing client

The Avaya Equinox® Conferencing portal detects whether you have installed the Avaya Equinox® client.

- If the Avaya Equinox® client is installed, the Avaya Equinox® client is used to join a conference.

- If the Avaya Equinox® client is not installed, the portal prompts users to use the WebRTC browser client only on desktops. Otherwise, you must install the Avaya Equinox® client to join the conference.

- If the Avaya Equinox® client is installed but not logged-in, you can join the conference without configuring your account.

The portal provides a mechanism to detect the version of the installed client and install any required update, linking to the app store as appropriate for mobile clients.

User types

You can log in using your authorized credentials or log in as guest users.

Users with authorized credentials can be of the following types:

- UC users: These users use Avaya Equinox® as a primary client for voice and video calls, voice workflow features, audio and video conferences, and instant messaging and presence. A UC user can be a moderator, participant, or guest of any conference.

- OTT named users: These users might use Avaya Equinox® as a primary client. These users have a virtual room and associated features, such as recording resources and minutes.

OTT guest users do not use Avaya Equinox® as a primary client, but need to join conferences with audio and video as a guest. They might need to present using screen sharing.

Avaya Equinox® for Windows supports Integrated Windows Authentication (IWA) for logging into an Avaya Equinox® conference. If IWA is enabled, you can use your Windows login credentials to log in to the conference.

Virtual rooms overview

In Avaya Equinox® Conferencing, a virtual room, also known as a meeting room, offers a virtual meeting place for adhoc or scheduled conferences. Administrators can configure multiple virtual rooms for a user.

Avaya Equinox® Conferencing displays a virtual room containing the video images of participants and a presentation if it is being shared. You can also browse the list of participants, chat with others, control the video layout, and adjust the volume and camera settings.

With your virtual room, you can access the portal resources such as recordings and conference settings. You can schedule meetings using the Portal or Avaya Equinox® Add-in for Microsoft Outlook.

Moderator role

Moderator role is determined automatically in the UC environment when you join from the Avaya Equinox® client. If you go to the conference portal first, the moderator role is determined based on the login status of the portal.

When you join a conference, the **Place participants in a 'waiting room' until the moderator joins** option might be selected by default. In this case, you are assigned the participant role automatically and placed in a waiting room state. To become a moderator, you must make a request and enter the moderator PIN. You can then start the conference.

Starting a meeting
Procedure

1. Do one of the following:

   - If you are logged in to the Avaya Equinox® client, on the Top of Mind screen, select **Start My Meeting**.

   - If you are not logged in to the Avaya Equinox® client, on the Join Meeting screen, enter the details to start a meeting.

2. **(Optional)** To use Avaya Equinox® for audio and video during the meeting, ensure that **Use Equinox for Audio + Video** is enabled by default.

3. **(Optional)** To call back your number, disable **Use Equinox for Audio + Video** and do one of the following:

   - On mobile clients: Select **Call Me Back** and enter your number.

   - On desktop clients: Select **Callback my video number** and enter your number.

4. **(Optional)** To view only the presentation, disable **Use Equinox for Audio + Video** and do one of the following:

   - On mobile clients: Clear **Call Me Back**.

   - On desktop clients: Clear **Callback my video number**.

5. Do one of the following:

   - On mobile clients and Avaya Equinox® for Windows: Select **Join**.

   - On Avaya Equinox® for Mac: **Join Meeting**.

Starting an advanced adhoc conference by adding contacts on mobile clients

About this task

Use this procedure to start an Adhoc audio or video conference call.

Before you begin

Configure the adhoc conference URI, that is, the value in the **Adhoc Conference Address** field.

Procedure

1. Start a call by doing one of the following:

   - On the Contacts, History, or Messages screen, search for a contact.

   - Dial the telephone number.

   - Open an active Avaya Multimedia Messaging conversation.

2. Tap one of the following:

   - ☎: To start an audio call.

   - ▭: To start a video call.

Do one of the following:

3. Dial the number of a person that you want to add to the conference by doing the following:

   a. For the active call, tap ⬤ and then tap ⬤.

   b. Choose a contact or enter a number using the dialpad.

   Avaya Equinox® starts the conference call.

4. Make an audio or video conference call from the Contacts screen by doing the following:

   a. Tap ⊞.

   b. Tap one of the following calling options:

      - **New Group Voice Call**

  • **New Group Video Call**

   Avaya Equinox® displays the Choose contacts for your call screen.

   c. Select the contacts whom you want to call.

   d. Tap **Next**.

   Avaya Equinox® displays the Confirm contacts for your call screen.

   e. Tap **Call**.

   Avaya Equinox® starts the conference call.

Related links

[Modifying conference settings](#) on page 62
[Making a voice or video call to a group of contacts on mobile clients](#) on page 85

Starting an advanced adhoc conference by adding contacts on desktop clients

About this task

Use this procedure to start an Adhoc audio or video conference call.

Before you begin

Configure the adhoc conference URI, that is, the value in the **Adhoc Conference Address** field.

Procedure

1. Start a call by doing one of the following:

   • On the Contacts, History, or Messages screen, search for a contact.

   • Dial the telephone number.

   • Open an active Avaya Multimedia Messaging conversation.

2. Click one of the following:

   • ☏ : To start an audio call.

   • ▭ : To start a video call.

   Do one of the following:

3. Start a conference call from the Contacts, History, or Messages screen by doing the following:

   a. Drag the card of the contact that you want to include in the conference and drop it over the existing call.

   You cannot drag the card of a contact group and drop it over the existing call.

b. Click **Merge**.

Avaya Equinox® starts the conference call.

4. Dial the number of a person that you want to add to the conference by doing the following:

a. For the active call, click ▦ and then click **Add Someone to Call**.

b. Dial the telephone number.

c. Click **Add to call**.

Avaya Equinox® starts the conference call.

5. Start a conference call from the New Conversation screen by doing the following:

a. Click **New conversation**.

b. On the New Conversation screen, drag and drop contacts or contact groups.

c. Click ☎ or ☐.

Avaya Equinox® starts the conference call.

Related links

[Making a voice or video call to a group of contacts on desktop clients](#) on page 86
[Modifying conference settings](#) on page 62

Merging two point-to-point calls to create a conference call

Before you begin

You must have multiple calls in progress.

Procedure

1. Do one of the following:

- On mobile clients: For the active call, select ▦ and then select **Merge** and the call that you want to merge.

- On desktop clients: Drag the contact card of the held call and drop it over the card of the active call.

2. **(Optional)** If available on the Avaya Equinox® platform, confirm whether you want to merge the calls. Otherwise, go to the next step.

Avaya Equinox® creates a conference.

3. Resume the held call.

Escalating a point-to-point call to a conference call

About this task

During a point-to-point call, you can escalate the call to conference to become the moderator.

Procedure

1. For the active call, select ⬛ and then select **Merge** and then select the conference call.

2. **(Optional)** If available on the Avaya Equinox® platform, confirm whether you want to merge the calls. Otherwise, go to the next step.

   Avaya Equinox® merges the active call to the conference call.

3. Resume the held call.

Joining a meeting

Joining a meeting from the Top of Mind screen

About this task

You can use the Avaya Equinox® client to join a conference as a signed-in user or as a guest user.

Before you begin

If you join a conference as a signed-in user, you must obtain login credentials from the conference administrator. The conference might be configured so that only authenticated users can participate in meetings, access webcasts, or watch recordings.

Procedure

1. Open the Avaya Equinox® client.

2. On the Top of Mind screen, select **Join Equinox Meeting**.

   Avaya Equinox® displays the Join Equinox Meeting screen.

3. In the **Your Name** field, type the name that you want to display during the meeting.

4. In the **Meeting ID** field, type the meeting ID of the virtual room.

5. In the **Meeting Address** field, type the conference address.

6. **(Optional)** To use Avaya Equinox® for audio and video during the meeting, ensure that **Use Equinox for Audio + Video** is enabled.

7. **(Optional)** To call back your number, disable **Use Equinox for Audio + Video** and do one of the following:

   • On mobile clients: Select **Call Me Back** and enter your number.

- On desktop clients: Select **Callback my video number** and enter your number.

8. **(Optional)** To view only the presentation, disable **Use Equinox for Audio + Video** and do one of the following:

   - On mobile clients: Clear **Call Me Back**.

   - On desktop clients: Clear **Callback my video number**.

9. Do one of the following:

   - On mobile clients and Avaya Equinox® for Windows: Select **Join**.

   - On Avaya Equinox® for Mac: **Join Meeting**.

Joining a meeting as a guest user

Procedure

1. Open the Avaya Equinox® client.

2. To join a meeting, select **Join a Meeting**.

   Avaya Equinox® displays the Join Meeting screen.

3. In the **Your Name** field, type the name that you want to display during the meeting.

4. In the **Meeting ID** field, type the meeting ID of the virtual room.

5. In the **Meeting Address** field, type the conference address.

6. **(Optional)** To use Avaya Equinox® for audio and video during the meeting, ensure that **Use Equinox for Audio + Video** is enabled by default.

7. **(Optional)** To call back your number, disable **Use Equinox for Audio + Video** and do one of the following:

   - On mobile clients: Select **Call Me Back** and enter your number.

   - On desktop clients: Select **Callback my video number** and enter your number.

8. **(Optional)** To view only the presentation, disable **Use Equinox for Audio + Video** and do one of the following:

   - On mobile clients: Clear **Call Me Back**.

   - On desktop clients: Clear **Callback my video number**.

9. Do one of the following:

   - On mobile clients and Avaya Equinox® for Windows: Select **Join**.

   - On Avaya Equinox® for Mac: **Join Meeting**.

Joining a meeting by signing in

Before you begin

Obtain login credentials from the conference administrator. The conference might be configured so that only authenticated users can participate in meetings, access webcasts, or watch recordings.

Procedure

1. Open the Avaya Equinox® client.

2. To join a meeting, select **Join a Meeting**.

   Avaya Equinox® displays the Join Meeting screen.

3. Select **Sign In**.

4. In the **URL** field, type the meeting address.

5. Select **Next**.

6. Enter your credentials for the meeting portal.

7. Select one of the following:

   • **Next**

   • **Sign In**

Adding a participant to a meeting on mobile clients

About this task

Use this procedure to invite participants to an ongoing Avaya Equinox® video conference from any endpoint. You can invite both individual users and people in meeting rooms equipped with room systems. With Avaya Equinox® Conferencing, you can invite participants by using:

- The participant's name from the organization's directory.
- The number of the room system or the dedicated endpoint.
- The phone number, E.164 address, IP address, or SIP address of the room system or dedicated endpoint.

You must have moderator's rights to invite participants. By default, any participant in a video conference can be a moderator, unless a virtual room is protected by its owner. You still might be able to invite other users to a video conference if the owner of the video conference shares the moderator PIN with you.

Procedure

1. On the Conference screen, do one of the following:

   • Tap and then tap .

- On the Participants screen, tap ⊞.

2. In the Add participant to the meeting area, tap one of the following:

   - **Choose a Contact or Terminal**
   - **Enter a Number or Address**

3. Select the contact or terminal from your contacts list or dial a number or address.

   Avaya Equinox® adds the participant to the meeting.

Adding a participant to a meeting on desktop clients

About this task

Use this procedure to invite participants to an ongoing Avaya Equinox® video conference from any endpoint. You can invite both individual users and people in meeting rooms equipped with room systems. With Avaya Equinox® Conferencing, you can invite participants by using:

- The participant's name from the organization's directory.
- The number of the room system or the dedicated endpoint.
- The phone number, E.164 address, IP address, or SIP address of the room system or dedicated endpoint.

You must have moderator's rights to invite participants. By default, any participant in a video conference can be a moderator, unless a virtual room is protected by its owner. You still might be able to invite other users to a video conference if the owner of the video conference shares the moderator PIN with you.

Procedure

Do one of the following:

- On the Contacts screen or the History screen, drag the card of a contact or terminal and drop it over the existing conference card that includes the participants.

  You cannot drag the card of a contact group and drop it over the existing conference card that includes the participants.

  Avaya Equinox® adds the participant to the meeting.

- From the Conference screen, dial the number of a person or terminal that you want to add to the conference:

   1. Click ⚇ or ⚬⚬⚬.
   2. Click **Add Someone to Call**.
   3. Dial the telephone number or address.
   4. Click **Add to Meeting**.

      Avaya Equinox® adds the participant to the meeting.

Requesting access to join a meeting

About this task

Use this procedure to request access to a meeting that is locked. The moderator can accept or deny your request.

Procedure

1. Enter the participant code to enter the meeting.

   The moderator receives a notification and you can view a message stating that you are requesting access.

2. Do one of the following:

   • Wait for the moderator to allow you to join the meeting.

   • **End Call**: Disconnect the call without joining the meeting.

Accessing your meeting portal

About this task

Use this procedure to access your meeting portal. You can use the meeting portal to access recordings, schedule your meetings, and configure the virtual room settings.

Procedure

On the Top of Mind screen, select **Go to My Meeting Portal**.

Video layout

A video layout is an arrangement of participant images as they appear on the monitor in a conference. If the meeting includes a presentation, a layout can also refer to the arrangement of the presentation image together with the meeting participants.

Avaya Equinox® Conferencing offers a wide variety of video layouts and features that make your conferencing experience optimal.

The automatic video layout dynamically adjusts the number of frames displayed to the participants in the conference. When someone joins the conference, it automatically switches the layout by adding a new frame. The automatic video layout is usually used as the default layout.

Alternatively, you can choose video layouts with a fixed number of participants on display. The change that you make to your video layout is not saved by Avaya Equinox® Conferencing. Hence, when you access your virtual room the next time, the default layout is used.

You can use the Self-view feature to see your own video without transmitting it to other users.

Pinning a participant's video

About this task

Use this procedure to see the video of some participants in a conference. To make the video always visible, you need to pin the participant's video in the required sub frame of the incoming video.

> ✱ **Note:**
>
> You cannot pin the video of those participants that are hosted by slave MCU when cascading is used.

Procedure

1. On the Conference screen, in the Participants area, select the contact card of the participant.

2. Right-click or press and hold the contact card, and select **Pin Video**.

3. On the Conference screen, pin the participant to the required sub-frame of the incoming video screen.

Hiding your self-view

Procedure

1. On the Conference screen, select ⊞.

2. To hide the self view, select the **Hide Self-view** check box.

Multi-stream Switching video support

Avaya Equinox® desktop clients support Multi-stream Switching (MSS) when you are connected to an Avaya Equinox® Conferencing-based meeting if Avaya Equinox® is configured for switching. Avaya Equinox® can render up to four streams of video based on screen real-estate, connection quality, and decoding capability of the underlying device.

Configuring the Multi-stream Switching video settings

About this task

Use this procedure only on desktop clients. If you change the number of video streams, Avaya Equinox® Conferencing saves your preference for the next conference call.

Procedure

1. On the Conference screen, select ⊞.

2. To view the name banners, select the **Show Name Banners** check box.

3. In the **Number of Video Streams during the call** field, select one of the following:

   - **4**

   - **3**

   - **2**

   - **1**

   Avaya Equinox® Conferencing limits the number of incoming streams for the call depending on your preference.

Avaya Mobile Link

Users connected on a video conference can use Avaya Mobile Link to transfer the video conference onto an XT Series endpoint. You can transfer the video conference without connecting the mobile or desktop device to the endpoint with a cable. The XT Series endpoint is used for audio, video, and presentation of the meeting. Avaya Equinox® Conferencing continues to run on the device in the Companion mode to support moderation and chat. Companion mode includes everything except the audio and video capture and rendering features.

With Avaya Mobile Link, you can enjoy the XT Series endpoint's crystal-clear audio, HD camera, and large display during a video conference.

The Mobile Link and Screen Link features differ from one another in one significant way. You can use the Mobile Link feature only during a conference call. However, you can use the Screen Link feature without being on a conference call.

Transferring a video conference to an XT Series endpoint

About this task

Use this procedure to transfer a video conference to an XT Series endpoint.

✳ **Note:**

If you bridge onto a Mobile Link paired call from an MDA device, the call is dropped.

Before you begin

Ensure that the mobile or desktop device on which Avaya Equinox® Conferencing is running is on the same network as the endpoint.

If the device and endpoint are in different networks, ensure that there is no NAT or firewall between them.

- For automatic pairing, use proximity sensing. The device's speakers must be able to play audio at up to 19KHz.

  - Set the device speaker volume to the maximum.

  - Do not connect a headset.

  Proximity pairing works in proximity to the endpoint's microphone. The optimal distance is 1-1.5 m. The exact distance depends on the type of microphone pod used one way or three way and the device's gain levels.

- When automatic proximity does not work, use manual pairing.

Procedure

To search for an endpoint:

1. On the Conference screen, do one of the following:

   - On mobile clients: Select ▦ and then select **Mobile Link**.

   - On desktop clients: Select ▦ and in the Mobile Link area, select **Search**.

   Avaya Equinox® searches for accessible XT Series endpoints and displays a list of endpoints that you can connect to.

2. Select the XT Series endpoint that you want to use.

To connect to an endpoint by using the IP address of the endpoint:

3. Select **Enter a Manual Location**.

4. Enter the IP address of the endpoint on your device and do one of the following:

   - On mobile clients: Select **OK**.

   - On desktop clients: Select **Connect**.

If the XT Series endpoint is protected with a password:

5. Enter the password displayed on the endpoint screen and select **OK**.

   Avaya Equinox® transfers the video conference to the endpoint.

To transfer the video conference back to your device:

6. On the Conference screen, do one of the following:

   - On mobile devices: Select ▦ and then select **Mobile Link**.

   - On desktop clients: Select ▦ and then select **Stop Mobile Link**.

7. Select one of the following:

   - **Disconnect Endpoint from the meeting**

   - **Keep Endpoint in the meeting**

Avaya Screen Link

Users can present content from a laptop on an XT Series monitor without connecting it to the XT Codec Unit by using the Avaya Screen Link feature. If you are also using the XT Series monitor for a video conference, the content is shared with all participants of the meeting, located in the same room and remotely.

Presenting content using an XT Series endpoint

About this task

Depending on its security configuration, an XT Series endpoint functions in one of the following ways:

- Rejects Screen Link: The endpoint does not allow anyone to connect to it for screen sharing.
- Requires password: The endpoint generates a one-time password that you must enter on your laptop to connect to it.
- Authenticates Avaya Equinox® Conferencing: The endpoint connects seamlessly.

Before you begin

- To present content to local participants only, ensure that the XT Series endpoint is not currently used for a video conference. If you use the endpoint for an audio-only call, you can share the presentation with participants in the meeting room.
- To present content during a conference, bring the laptop into a video conference room equipped with an XT Series endpoint.
- To display your laptop's content on the XT Series endpoint using Avaya Screen Link, ensure that the laptop on which Avaya Equinox® Conferencing is running is in the same network as the endpoint.

  If the laptop and endpoint are in different networks, ensure that there is no NAT or firewall between them.

  - For automatic pairing, use proximity sensing. In this case, the laptop's speakers must be able to play audio at up to 19KHz. Hence, set the laptop speaker volume to the maximum.

    Proximity pairing works in proximity to the endpoint's microphone. The optimal distance is 1-1.5 m. The exact distance depends on the type of microphone pod used one way or three way and the laptop's gain levels.

  - When automatic proximity does not work, use manual pairing.

Procedure

To search for an endpoint:

1. In the system tray of your laptop, right-click 🔴 and select **Screen Link** > **Search for Endpoints**.

   Avaya Equinox® searches for accessible XT Series endpoints and displays a list of endpoints that you can connect to.

2. Select the XT Series endpoint that you want to use.

To connect to an endpoint by using the IP address of the endpoint:

3. In the system tray of your laptop, right-click 🦀 and select **Screen Link** > **Enter a Manual Location** > **Enter a Manual Location**.

4. Enter the IP address of the endpoint on your laptop and select **Connect**.

If the XT Series endpoint is protected with a password:

5. Enter the password displayed on the endpoint screen and select **OK**.

    Avaya Equinox® displays the content on the screen of the XT Series endpoint or the content is shared with remote participants.

To stop presenting your content on the endpoint screen:

6. In the system tray of your laptop, right-click 🦀 and select **Screen Link** > **End Screen Link**.

Requesting to become a moderator

About this task

If you join a conference that is protected by a moderator PIN, you get the participant role automatically. You get the moderator role and capabilities after you enter the moderator PIN.

Procedure

1. On the Conference screen, do one of the following:

    - On mobile and desktop clients: Select ⚬⚬⚬.

    - On desktop clients: Select 👤.

2. Do one of the following:

    - On mobile clients: Select 🎚️.

    - On Avaya Equinox® for Mac: Select **Moderator Controls**.

    - On Avaya Equinox® for Windows: Select **Conference Features**.

3. Select **Become Moderator**.

4. Use the keypad to enter the moderator code.

    You become the conference moderator.

Managing the conference as a moderator

Recording a meeting

About this task

You can only do this task if you are a moderator.

If the meeting recording fails, all participants receive a notification stating that the recording has stopped. Additionally, the moderator gets a failed notification.

Procedure

1. On the Conference screen, do one of the following:

   - On mobile and desktop clients: Select ⊡.

   - On desktop clients: Select ⊠.

2. Do one of the following:

   - On mobile clients: Select ⊞.

   - On Avaya Equinox® for Mac: Select **Moderator Controls**.

   - On Avaya Equinox® for Windows: Select **Conference Features**.

3. To start recording, select **Recording**.

4. Add an appropriate name and description to identify the recording.

   Avaya Equinox® starts recording the meeting.

5. **(Optional)** You can pause and resume the recording.

6. To stop recording, select **Recording**.

   Avaya Equinox® Conferencing saves the recording on the Conferencing server.

Disabling the mute option for all participants in a conference

About this task

When the moderator enables the Lecture mode feature, all participants are muted in the conference. The participants can only listen to the moderator and cannot unmute the audio.

When an event conference starts, the Lecture mode feature is enabled automatically. Participants are muted, but presenters are not.

Procedure

1. On the Conference screen, do one of the following:

   - On mobile and desktop clients: Select ⊡.

- On desktop clients: Select 👤.

2. Do one of the following:

- On mobile clients: Select 🎚.

- On Avaya Equinox® for Mac: Select **Moderator Controls**.

- On Avaya Equinox® for Windows: Select **Conference Features**.

3. To toggle the Lecture Mode feature on and off, select **Lecture Mode**.

Locking or unlocking the conference

About this task

The moderator can lock the conference to prevent new participants from joining the call. However, the moderator can continue to add participants to the conference.

Procedure

1. On the Conference screen, do one of the following:

- On mobile and desktop clients: Select ⚫⚫⚫.

- On desktop clients: Select 👤.

2. Do one of the following:

- On mobile clients: Select 🎚.

- On Avaya Equinox® for Mac: Select **Moderator Controls**.

- On Avaya Equinox® for Windows: Select **Conference Features**.

3. To toggle the Lock Meeting feature on and off, select **Lock Meeting**.

Muting or unmuting all participants in a conference

About this task

Use this procedure to mute the audio of all participants in a conference, including participants with presenter privileges. When you mute all participants, the participants can only listen to the moderator. Anyone can unmute themselves.

Procedure

1. On the Conference screen, do one of the following:

- On mobile and desktop clients: Select ⚫⚫⚫.

- On desktop clients: Select 👤.

2. Do one of the following:

   - On mobile clients: Select ⚏.
   - On Avaya Equinox® for Mac: Select **Moderator Controls**.
   - On Avaya Equinox® for Windows: Select **Conference Features**.

3. To mute all participants in the conference, select **Mute Everyone**.

4. To unmute all participants in the conference, select **Unmute Everyone**.

Granting permission to a participant to speak in the Lecture mode

About this task

You can only do this task if you are a moderator.

Procedure

1. On the Conference screen, in the Participants area, select the contact card of the participant with the raised hand.

2. Right-click or press and hold the contact card, and select **Lower Hand**.

3. Unmute the participant.

   The unmuted participant receives a notification.

Changing the position and zoom of the endpoint's camera

About this task

Use the Far End Camera Control feature to change the position and zoom of the endpoint's camera. You can only do this task if you are a moderator.

Before you begin

Camera rooms must be present in the meeting.

Procedure

1. On the Conference screen, do one of the following:

   - On mobile and desktop clients: Select ⚬⚬⚬.
   - On desktop clients: Select ⚐.

2. **(Optional)** On mobile clients, select ⚏.

3. Select **Control Camera**, and select the camera of the participant that you want to control.

4. Choose the action that you want to perform:

   - **Up**: Move the camera upwards.

- **Down**: Move the camera downwards.
- **Right**: Move the camera to the right.
- **Left**: Move the camera to the left.
- **In**: Zoom in the camera to make the focus area nearer.
- **Out**: Zoom out the camera to make the focus area farther away.

Viewing the dial-in information

Procedure

1. On the Conference screen, do one of the following:
   - On mobile and desktop clients: Select ⬚.
   - On desktop clients: Select ⬚.
2. **(Optional)** On mobile clients, select ⬚.
3. Select **Dial-in Information**.

   You can view the dial-in information.

Approving or declining a participant request to join a locked meeting

About this task

You can only do this task if you are a moderator.

Before you begin

A participant must request access to join the locked meeting.

Procedure

1. On the Conference screen, in the Participants area, select the notification request.
2. In the Requesting Admission area, do one of the following:
   - Select the participant name and then select **Admit to Meeting** or **Refuse Admittance**.
   - **Admit All**.
   - **Refuse All**.

Extending the meeting end time

About this task

Use this procedure to extend the scheduled or adhoc meeting if the meeting policy has a specified end time. You can only do this task if you are a moderator.

Before you begin

- A meeting must be in progress.
- The meeting is scheduled for a particular duration.

Procedure

1. On the Conference screen, do one of the following:

   - On mobile and desktop clients: Select ▦.

   - On desktop clients: Select ▨.

2. **(Optional)** On mobile clients, select ▦.

3. Select **Extend Meeting**.

4. Select one of the following:

   - **15 minutes**

   - **30 minutes**

   - **60 minutes**

   All participants in the conference receive an audible message that states that the meeting is extended.

Handling conference calls

Viewing the call statistics of a conference call

About this task

Use this procedure to view the audio and video statistics of a conference call.

Procedure

Do one of the following:

- On mobile clients: Press and hold the call timer.

- On desktop clients: On the Conference screen, select ▨ and then select **Call Statistics**.

• On desktop clients: On the Conference screen, select ▦ and then select **Call Statistics**.

Viewing the link quality indicator

About this task

If you are on an advanced conference call, you can view the link quality indicator. The link quality indicator provides an indication of the network quality.

Procedure

While on a conference call, check the link quality indicator next to the call timer.

The number of bars in the link quality indicator indicates the quality of the network.

• 5 bars: Indicates that network conditions are optimal.

• 4 bars: Indicates that there are minor network issues.

• 3 bars: Indicates that network issues have been detected.

• 2 bars: Indicates that there are moderate network issues.

• 1 bar: Indicates that there are severe network issues.

• 0 bar: Indicates that the Avaya Equinox® client does not have any audio or video media.

Avaya Equinox® also displays this state when you are on a held call, shared control mode call, or presentation-only mode call.

Extending the conference call to a cellular network

About this task

Use this procedure to move your active VoIP call to the cellular network. If you are on a conference call, you can use this procedure only if you have configured your account using the Avaya Equinox® client.

Procedure

1. On the Conference screen, do one of the following:

   • On mobile and desktop clients: Select ▦.

   • On desktop clients: Select ▨.

2. Do one of the following:

   • On mobile clients: Select **Handoff to Cellular**.

   • On desktop clients: Select **Extend Call**.

   You receive a call from Communication Manager on your EC500 number.

3. Do one of the following:

   - On mobile clients: Answer the cellular call.

   - On desktop clients: Answer the cellular call and end the VoIP call.

Managing the local video

About this task

Use this procedure to change the placement of the local video on the Conference screen.

This procedure is applicable to Avaya Equinox® Conferencing with Multi-stream Switching (MSS). This procedure is not applicable when you use the Self-view feature.

Procedure

Press and drag the local video to any corner of the Conference screen.

Requesting permission to speak in the Lecture mode

About this task

Use this procedure to request permission from the moderator to speak. In the Lecture mode, all participants are muted except the lecturer.

Procedure

1. On the Conference screen, in the Participants area, select your contact card.

2. Right-click or press and hold the contact card, and select **Raise Hand**.

   Avaya Equinox® displays a raised hand in the Participants area next to your contact card.

Viewing the meeting encryption status

About this task

Use this procedure to receive the meeting encryption status when you enter a meeting or when the status changes during a' call.

Procedure

On the Conference screen, a lock icon indicates whether the conference is encrypted, not encrypted, or partially encrypted.

Managing conference participants

Selecting a participant as a lecturer

About this task

You must have moderator's rights to set yourself or any other participant as a lecturer. In the Lecture mode, all participants are muted except the lecturer, unless the moderator unmutes a participant who requests permission to speak.

This mode is tailored for distance learning, but you can also use it for other purposes such as an executive addressing employees during companywide gatherings.

Procedure

1. On the Conference screen, in the Participants area, select the contact card of the participant.

2. Right-click or press and hold the contact card, and do one of the following:

   • On mobile clients: Select **Promote to Lecturer**.

   • On desktop clients: Select **Lecturer**.

3. In the confirmation dialog box, confirm the action.

   Avaya Equinox® promotes the participant to a lecturer.

Demoting a lecturer to a participant

About this task

You must have moderator's rights to demote a lecturer to a participant.

Before you begin

Ensure that the Lecture mode is active.

Procedure

1. On the Conference screen, in the Participants area, select the contact card of the lecturer.

2. Right-click or press and hold the contact card, and do one of the following:

   • On mobile clients: Select **Demote from Lecturer**.

   • On desktop clients: Select **Lecturer**.

3. In the confirmation dialog box, confirm the action.

   Avaya Equinox® demotes the lecturer to a participant.

Muting or unmuting a participant in a conference

About this task

Use this procedure to mute or unmute the audio of a participant in a conference.

You can only do this task if you are a moderator.

Procedure

1. On the Conference screen, in the Participants area, select the contact card of the participant.

2. To mute a participant, right-click or press and hold the contact card, and do one of the following:

   - On mobile clients: Select **Mute Participant**.

   - On desktop clients: Select **Mute**.

3. To unmute a participant, right-click or press and hold the contact card, and do one of the following:

   - On mobile clients: Select **Unmute Participant**.

   - On Avaya Equinox® for Mac: Select **Unmute**.

   - On Avaya Equinox® for Windows: Toggle **Mute**.

Blocking or unblocking the video of a participant in a conference

About this task

You can only do this task if you are a moderator.

Procedure

1. On the Conference screen, in the Participants area, select the contact card of the participant.

2. To block the video, right-click or press and hold the contact card, and do one of the following:

   - On mobile clients: Select **Block Camera**.

   - On desktop clients: Select **Block video**.

3. To unblock the video, right-click or press and hold the contact card, and do one of the following:

   - On mobile clients: Select **Unblock Camera**.

   - On Avaya Equinox® for Mac: Select **Unblock video**.

   - On Avaya Equinox® for Windows: Toggle **Block video**.

4. To view the participants not in the video conference, select ▽ and then select **Not in Video**.

Promoting a participant to moderator or presenter

Procedure

1. On the Conference screen, in the Participants area, select the contact card of the participant.

2. To promote a participant to moderator, right-click or press and hold the contact card, and do one of the following:

   • On mobile clients: Select **Promote to Moderator**.

   • On desktop clients: Select **Moderator**.

3. To promote a participant to presenter, right-click or press and hold the contact card, and do one of the following:

   • On mobile clients: Select **Promote to Presenter**.

   • On desktop clients: Select **Presenter**.

4. In the confirmation dialog box, confirm the action.

Dropping a participant from a conference

About this task

You can only do this task if you are a moderator.

Procedure

1. On the Conference screen, in the Participants area, select the contact card of the participant.

2. Right-click or press and hold the contact card, and do one of the following:

   • On mobile clients: Select **Drop from meeting**.

   • On desktop clients: Select **Drop from call**.

3. In the confirmation dialog box, confirm the action.

Viewing the participants in a conference

Procedure

1. On the Conference screen, in the Participants area, select ▽.

2. Do one of the following:

- On Avaya Equinox® for iOS: Select **Everyone**.
- On Avaya Equinox® for Android and desktop clients: Select **All Participants**.

Viewing the recent speakers in the conference

Procedure

1. On the Conference screen, in the Participants area, select ▽.
2. Select **Recent Talkers**.

Viewing the web collaboration participants

Procedure

1. On the Conference screen, in the Participants area, select ▽.
2. To view the participants in the web collaboration:

- On Avaya Equinox® for iOS: Select **In Collab**.
- On Avaya Equinox® for Android and desktop clients: Select **In Collaboration**.

3. To view the participants not currently accessing the web collaboration:

- On Avaya Equinox® for iOS: Select **Not in Collab**.
- On Avaya Equinox® for Android and desktop clients: Select **Not in Collaboration**.

Viewing the participants who dropped from a conference

Procedure

1. On the Conference screen, in the Participants area, select ▽.
2. Do one of the following:

- On mobile clients: Select **Dropped**.
- On desktop clients: Select **Dropped Participants**.

Viewing participants with raised hands

About this task

You can only do this task if you are a moderator.

Procedure

1. On the Conference screen, in the Participants area, select ▽.

2. Select **Raised Hands**.

Sorting the participants in the conference

About this task

Use this procedure to sort the participants on the Conference screen alphabetically or according to order of arrival.

Procedure

1. On the Conference screen, in the Participants area, select ⇅.

On mobile clients, do the following:

2. Select one of the following:

   - **Alphabetic - Ascending**

   - **Alphabetic - Descending**

   - **Most Recent First**

   - **Most Recent Last**

   Avaya Equinox® sorts the participants on the Conference screen according to your selection.

On desktop clients, do the following:

3. Select one of the following:

   - **Alphabetically**

   - **Reverse alphabetically**

   - **Order of arrival**

   - **Reverse order of arrival**

   Avaya Equinox® sorts the participants on the Conference screen according to your selection.

Messages

The Chat area on the Conference screen contains a list of messages exchanged by conference participants. The Chat area also has a field where you can type messages.

You can view the participant name and time stamp with each message. You can send public messages to all participants in a conference or private messages to an individual participant.

> ✱ **Note:**
>
> Guest users do not have a Conferencing profile and cannot send or receive messages in a public chat.

Sending messages to all participants in a conference

About this task

Use this procedure to send public messages during a conference.

Procedure

1. On the Conference screen, go to the Chat area.

2. Type a message in the following field:

   • On mobile clients: **Enter Message to Everyone**

   • On desktop clients: **Enter public message**

3. Send the message.

   On desktop clients, the participants see the message immediately.

   On mobile clients, the message pops up briefly and other participants in the conference can see an updated number of unread messages.

   > ✱ **Note:**
   >
   > On Android devices with operating system 5.1 and later, the device does not display pop-up messages.

4. On mobile clients, participants can select the pop-up message to open it or open the Chat area on the Conference screen.

   Avaya Equinox® displays the message in the list with your name and the time that you sent the message.

Sending a private message to a participant in a conference

Procedure

1. On the Conference screen, go to the Chat area.

2. Do one of the following:

   • On mobile clients: Select ▧.

   • On desktop clients: Select ▤.

3. Select the participant with whom you want to start a private chat.

4. Enter your message.

5. Send the message.

Ending a conference

About this task

If you are a conference owner or PIN-protected moderator and use [icon] on desktop clients to end the conference, you can view the following options:

- **End for Me**: If you select this option, the meeting continues without you.

- **End for Everyone**: If you select this option, all participants receive an audio alert that the meeting is ending and then the meeting ends for everyone.

Procedure

1. On the Conference screen, do one of the following:

   • On mobile and desktop clients: Select [icon].

   • On desktop clients: Select [icon].

2. Do one of the following:

   • On mobile clients: Select [icon] > **End Meeting For Everyone**.

   • On Avaya Equinox® for Mac: Select **Moderator Controls** > **End Meeting For Everyone**.

   • On Avaya Equinox® for Windows: Select **Conference Features** > **End Meeting For Everyone**.

3. In the confirmation dialog box, confirm the action.

Deskphone mode limitations

Using Avaya Equinox® in the deskphone mode on desktop clients has the following limitations:

- Video calling and conferencing are disabled.

- Multi-party call cannot be initiated using the New conversation area.

- Adhoc conferences use the Communication Manager conference feature, not rich conferencing.

- Screen sharing cannot be initiated from a point-to-point call.

You cannot use the deskphone mode on mobile clients.

Chapter 8: Sharing information

Currently, Avaya Equinox® provides the sharing capabilities only on desktop clients. Mobile clients can only receive the shared content.

Moderators and presenters can use web collaboration to share a portion of the screen, the entire desktop, applications, or virtual whiteboards with participants in a conference.

Sharing information in a new or existing conference

About this task

If the Presentation mode is active on Avaya Aura® Conferencing, all participants in the conference call can start a web collaboration session.

Before you begin

Ensure that you have sharing permission.

Procedure

1. On the Conference screen, select 🔲.

2. Share one of the following:

   • Entire display screen.

   • Part of the screen: Drag the Annotations toolbar to the area of the screen to share.

   • Application window: Choose the application to share and select **Share**.

   • Whiteboard: Share text or drawings with other participants.

   Shared content might take time to display on the participant's device. The download time depends on the server throttling of downloaded content. For example, full screen content has more pixels and might take up to 30 seconds to download.

BFCP sharing

By default, the Avaya Equinox® clients use the Multi-stream Switching (MSS) feature. However, BFCP is not supported with MSS. If you are in a P2P video call and BFCP is enabled while MSS is disabled, you can view the option to share the following:

- Entire display screen
- Part of the screen
- Application window

✱ Note:

The Whiteboard option is unavailable for BFCP sharing.

If you de-escalate from video to audio, the BFCP sharing stops.

Navigation in presentation content

Use the Slider feature to view the presentation content that was presented previously during the meeting. The Slider feature provides navigation keys at the top of the screen, above the presentation content.

Presentation content navigation tools

Button	Name	Description
	Content Slider	Displays the presentation slides.
	Zoom out	Decreases the size of the screen content.
	Magnification slider	Changes the size of the screen content.
	Zoom in	Increases the size of the screen content.
	Auto fit	Fits the screen content in the Web Collaboration interface.
	Expand to full screen	Expands the Web Collaboration interface to the window size.
	Previous Slide	Goes to the previous slide of the presentation content.
	Next Slide	Goes to the next slide of the presentation content.
	Previous Page	Goes to the previous page of the presentation content.
	Scroll bar	Scrolls to the left or right of the presentation content.
	Next Page	Goes to the next page of the presentation content.
	Live	Displays the current slide of the presentation content.

Annotations in shared content

Web collaboration provides various tools for annotating shared content, applications and screens, and a drawing on a virtual whiteboard. You can add text, lines, and stamps to the shared content.

A presenter or a moderator can annotate all shared content. A participant can annotate only on a virtual whiteboard.

The available tools depend on the content you are sharing. However, the icons are the same.

## Shared content annotation tools

Button	Name	Description
	Selection tool	Selects an annotation. You can move the annotation with the mouse.
	Stamp tool	Inserts a stamp in the currently selected color. Use this tool to call attention to items you are sharing. ➕ **Tip:** Use the color picker tool to choose the stamp color.
	Pen tool	Draws a freehand line.
	Marker tool	Highlights text or graphics. ➕ **Tip:** Use the color picker tool to choose the highlighting color.
	Line tool	Draws a straight line in the currently selected color. ➕ **Tip:** You can choose one of three line widths in the fly-out to choose the line thickness.
	Rectangle tool	Chooses a rectangle: filled or outline.

Table continues…

Button	Name	Description
	Circle tool	Draws a filled ellipse or circular ellipse in the currently selected color. You can choose a filled ellipse or outline in the fly-out. **⊕ Tip:** The button shows the ellipse type.
	Text tool	Adds text annotation in the currently selected color. You can choose one of three text sizes in the fly-out: small, medium or large. **⊕ Tip:** The button shows the text size.
	Delete tool	Deletes the selected annotation or all drawings. **⊕ Tip:** The button shows the delete type.
	Move tool	Moves the whiteboard when it is zoomed in and when the actual size of the whiteboard is bigger than the visible area.
Or	**Color picker tool**	Selects a color for annotation. Choose the color in the fly-out **⊕ Tip:** The current color is shown on the button.
	Show pointer tool	Displays a pointer tool.
	Sharing tool	Provides an option to change what you are currently sharing.
	Remote sharing tool	Provides an option to give control of sharing your computer to a participant in the conference.
	Pause sharing tool	Pauses or resumes sharing.

Table continues…

Using Avaya Equinox® for Android, iOS, Mac, and Windows

Button	Name	Description
✖ OR ✖	**Stop Sharing**	Stops sharing the content.

Ending sharing

About this task

Use this procedure to stop sharing during a conference call.

> ✱ **Note:**
>
> Only the presenter or moderator of a conference can stop screen sharing. However, any participant of a conference can stop whiteboard sharing.

Procedure

Do one of the following:

- On the Conference screen, select ▣ and then select **Stop Sharing**.

  Only the active presenter can view the **Stop Sharing** option on the Conference screen.

- On the Sharing screen, select ✖.

Chapter 9: Managing contacts

The Contacts feature provides information about the following:

- All Contacts
- Equinox Contacts
- Favorite Contacts
- Local Contacts

Use the Contacts feature to:

- View the details of local, Equinox, and enterprise contacts.
- Create a new contact or contact group.
- Add an enterprise contact to your Equinox Contacts list.
- Add a contact to your contact group.
- Make a voice or video call to a contact or a group of contacts.
- Start an instant messaging conversation with an enterprise contact or a group of contacts.
- Send an email to any contact using the email applications installed on your device.

You can access local contacts in Avaya Equinox® if:

- Contact accounts, such as SIM, Google, and Phone, are available in your address book
- Contact groups, such as Friends and Family, are available in your address book
- Contacts are listed in the default Contacts folder and sub-folders of Contacts folder in Microsoft Outlook

Enterprise contacts include contacts stored on various servers. Avaya Equinox® displays enterprise contacts from only those servers that the administrator has configured for display. If you have configured Exchange on your mobile, you can search for an enterprise contact using Microsoft ActiveSync.

Best practices

The following practices are applicable to Avaya Aura® Conferencing and are not relevant to Avaya Equinox® Conferencing.

To save time accessing MeetMe conferences, do the following:

- Create a local contact for Android and iOS or a contact in Microsoft Outlook for Windows and MacOS. Ensure that this contact includes the telephone number for accessing your conferencing system and your moderator code. For example, you can access your conferencing system by dialing 1-613-555-1212. Your moderator code is 123456#. In this case, you must dial `16135551212,123456#` for this contact. After you create this contact, you can access your MeetMe conference from the Contacts screen in Avaya Equinox®.

  > **Security alert:**
  >
  > Some enterprises have policies that do not allow you to store moderator codes for automatic entry into a conference. Before saving your moderator code in Avaya Equinox®, ensure that your enterprise does not have a policy against this.

- Create a contact for your MeetMe conference without your moderator code so that you can easily join the conferences of other people. Ensure that this contact includes only the telephone number for accessing your conferencing system. After you access the conferencing system, use the keypad in Avaya Equinox® to enter the appropriate participant code for the conference.

  > **Tip:**
  >
  > For contacts who host conferences that you join regularly, you can create an entry in your contacts with the number of the conference and the participant code.

To save time accessing your voice mail, you can create a contact for your voice mail access number. Ensure that this contact includes the telephone number for accessing your voice mail system and your extension number and password to log in to the voice mail system. For example, you can access your voice mail system by dialing 613-555-7777. Your extension number is 5558761#, and your password to log in to the voice mail system is 123456#. In this case, you must dial `6135557777,5558761#,123456#` for this contact. After you create this local contact, you can access your voice mail from the Contacts screen in Avaya Equinox®.

Viewing the self-contact information

About this task

Avaya Equinox® retrieves and displays the self-contact information from various directories according to the following priority:

1. Avaya Aura® Device Services
2. Client Enablement Services or LDAP
3. Avaya Cloud Services
4. Local

Before you begin

Ensure that Avaya Aura® Device Services, Client Enablement Services, LDAP, or Avaya Cloud Services are configured properly.

Procedure

On the Top of Mind screen, select the presence status indicator.

Avaya Equinox® displays the self-contact information with your picture.

Searching for a contact on mobile clients

About this task

When you search for a contact, Avaya Equinox® performs a search for that contact in directories according to the following priority:

1. Avaya Aura® Device Services
2. Client Enablement Services or LDAP
3. Avaya Cloud Services
4. Local

You can perform an advanced search for enterprise contacts only if you use Avaya Aura® Device Services Release 7.1.6 and later. You cannot perform an advanced search for contacts that you added as Local or Equinox contacts.

Before you begin

Ensure that Avaya Aura® Device Services, Client Enablement Services, LDAP, and Avaya Cloud Services are configured properly.

> ✱ **Note:**
>
> Avaya Equinox® on Avaya Vantage™ does not support Client Enablement Services and LDAP.

Procedure

1. In the **find someone** field, start typing the name of the contact or the contact details that you want to look for.

   Avaya Equinox® displays the contacts that match the search text.

   To perform an advanced search for enterprise contacts, do the following:

2. In the **find someone** field, tap ⌄.

3. Type the search keywords in one or more of the following fields:

   • **Name**

   • **Location**

   • **Department**

4. Tap **Search**.

   Avaya Equinox® displays the contacts that match the search text.

Related links

[Configuring the contact search settings on Avaya Equinox for Android](#) on page 49

Searching for a contact on desktop clients

About this task

When you search for a contact, Avaya Equinox® performs a search for that contact in directories according to the following priority:

1. Avaya Aura® Device Services
2. LDAP
3. Avaya Cloud Services
4. Local

You can perform an advanced search for enterprise contacts only if you use Avaya Aura® Device Services Release 7.1.6 and later. You cannot perform an advanced search for contacts that you added as Local or Equinox contacts.

Before you begin

Ensure that Avaya Aura® Device Services, LDAP, and Avaya Cloud Services are configured properly.

Procedure

1. In the **name or number** field, start typing the name of the contact or the contact details that you want to look for.

   Avaya Equinox® displays the contacts that match the search text.

   To perform an advanced search for enterprise contacts, do the following:

2. In the **name or number** field, click ⌄.

3. Type the search keywords in one or more of the following fields:

   • **Name**

   • **Location**

   • **Department**

4. Click **Search**.

   Avaya Equinox® displays the contacts that match the search text.

Related links

[Configuring the contact search settings on Avaya Equinox for Android](#) on page 49

Filtering contacts on mobile clients

Procedure

1. Go to the Contacts screen.

2. Filter the contacts using one of the following:

   - **All Contacts**: To view your Local and Equinox contacts when you log in to the VoIP service, Avaya Aura® Device Services, or Avaya Cloud Services. To view your Local and Client Enablement Services favorite contacts when you log in to only Client Enablement Services.

     Equinox contacts include your PPM, Avaya Aura® Device Services, and Avaya Spaces favorite contacts.

   - **Equinox Contacts**: To view your Equinox contacts.

     Avaya Equinox® displays this option when you log in to the VoIP service, Avaya Aura® Device Services, or Avaya Cloud Services.

   - **Local Contacts**: To view the contacts stored in your address book or local storage.

   Avaya Equinox® filters the contacts according to the option that you select.

Related links

[Using the Avaya Equinox menu](#) on page 44

Filtering contacts on desktop clients

Procedure

1. Go to the Contacts screen.

2. Filter the contacts using one of the following:

   - **All Contacts**: To view your Local and Equinox contacts when you log in to the VoIP service, Avaya Aura® Device Services, or Avaya Cloud Services.

     Equinox contacts include your PPM, Avaya Aura® Device Services, and Avaya Spaces favorite contacts.

   - **Equinox Contacts**: To view your Equinox contacts.

     Avaya Equinox® displays this option when you log in to the VoIP service, Avaya Aura® Device Services, or Avaya Cloud Services.

   - **Local Contacts**: To view the contacts stored in your address book or local storage.

   Avaya Equinox® filters the contacts according to the option that you select.

Related links

[Using the Avaya Equinox menu](#) on page 44

Adding an enterprise contact to your Equinox Contacts

Procedure

1. Go to the Contacts screen.
2. Start typing the name of the contact or the contact details that you want to look for in the following field:
   - On mobile clients: **find someone**
   - On desktop clients: **name or number**

   Avaya Equinox® displays the contacts that match the search text.
3. Locate the enterprise contact that you want to add.
4. Select the contact.
5. Open the Contact Details or Directory Details screen.
6. Do one of the following:
   - On mobile clients: Select **Add to Contacts**.
   - On Avaya Equinox® for Mac: Select **Add**.
   - On Avaya Equinox® for Windows: Select **Add Contact**.

   Avaya Equinox® adds the enterprise contact to your Equinox Contacts list.

Adding a contact by using the messaging address search results

About this task

Use this procedure to add a contact by using the messaging address search results only on mobile clients.

Procedure

1. On the Top of Mind screen, in the **find someone** field, type a valid messaging address.

   Avaya Equinox® displays the New Contact area if the messaging address has no matches in the local, enterprise, or PPM contacts list.
2. In the New Contact area, tap the messaging address.

   Avaya Equinox® displays the New Contact screen.
3. Tap **Add to Contacts**.
4. Enter the information in the mandatory fields.
5. Tap **Done**.

   Avaya Equinox® adds the contact.

Creating a new contact

About this task

Use this procedure to create a new contact. Avaya Equinox® adds the contact to your Equinox Contacts list.

Procedure

1. Go to the Contacts screen.

2. Select ⊞.

3. **(Optional)** On mobile clients, select **New Contact**.

4. Enter the appropriate values in the fields.

   • Enter the first name and last name.

   • Enter an email address or a phone number or both.

   • Enter only one work email address.

5. Save the changes.

6. **(Optional)** To update the contact details, select the contact, select **Edit**, and perform the changes.

Deleting a contact

About this task

Use this procedure to delete a contact from your Equinox Contacts list. When you delete a contact, Avaya Equinox® removes the contact from the associated contact groups.

✱ **Note:**

You can delete a local contact only from the contacts stored in the local address book.

Procedure

1. Go to the Contacts screen.

2. Filter the contacts using the **Equinox Contacts** option.

3. Locate the contact that you want to delete.

4. Select the contact.

5. Do one of the following:

   • On mobile clients: On the Contact Details screen, select **Remove Contact**.

   • On desktop clients: Select ▦ and then select **Remove Contact**.

6. Confirm your selection.

Avaya Equinox® removes the contact from your Equinox Contacts list.

Contact groups

Contact groups are only available with Avaya Aura® Device Services Release 7.1.6 and later. You can use Avaya Equinox® to group your Equinox Contacts to better organize them. You can then initiate calls and instant messages to the groups. For example, you might have separate groups for your project team, subordinate team members, and response teams. The groups that you create are available across multiple devices.

You can perform the following actions in contact groups:

- Create, rename, or delete a group.
- Add a contact to a group.
- Remove a contact from a group.

Contacts can be a part of multiple groups. However, contacts do not need to belong to any group.

You can perform the following actions on contacts in groups:

- Add a contact to an existing group.
- Remove a contact from an existing group.
- View the list of groups to which a contact belongs.

Viewing and hiding a contact group

Before you begin

Enable and log in to Avaya Aura® Device Services.

Procedure

1. Go to the Contacts screen.

2. In the Contact Groups area, you can view all contact groups.

   The contact groups are sorted alphabetically according to the group name.

3. To view the contacts in a contact group, next to the contact group name, select ⌄.

   Avaya Equinox® displays the contacts in that contact group.

4. To hide the contacts in a contact group, next to the contact group name, select ⌃.

   Avaya Equinox® hides the contacts in that contact group.

Related links

[Modifying Avaya Aura Device Services settings](#) on page 60

[Logging in and out of the Avaya Equinox services](#) on page 72

Creating a contact group on mobile clients

About this task

Create groups of your Equinox Contacts to better organize them. You can then initiate calls and instant messages to the groups. For example, you might have separate groups for your project team, subordinate team members, and response teams. The groups that you create are available across multiple devices.

If you use this procedure to add a local or enterprise contact to your contact group, Avaya Equinox® displays a dialog box to first add the contact to your Equinox Contacts list. If the value of any required field is missing in the contact details, Avaya Equinox® displays a screen for you to edit the contact details before adding the contact to your Equinox Contacts list.

You can create a maximum of 75 contact groups.

Before you begin

Enable and log in to Avaya Aura® Device Services.

Procedure

1. Go to the Contacts screen.

2. Tap ⊞.

3. Tap **New Contact Group**.

   Avaya Equinox® displays the Choose contacts for your group screen.

4. Select the contacts to add to your group.

   You can also use the **find someone** field to search and select a contact. You must select a minimum of one contact.

5. Tap **Next**.

   Avaya Equinox® displays the Confirm contacts for your group screen.

6. Tap **Done**.

   Avaya Equinox® displays the Enter Group Name dialog with the default group name.

7. **(Optional)** Type a new group name.

8. Tap **OK**.

   Avaya Equinox® creates the group with the selected contacts.

Related links

[Modifying Avaya Aura Device Services settings](#) on page 60

Creating a contact group on desktop clients

About this task

Create groups of your Equinox Contacts to better organize them. You can then initiate calls and instant messages to the groups. For example, you might have separate groups for your project team, subordinate team members, and response teams. The groups that you create are available across multiple devices.

If you use this procedure to add a local or enterprise contact to your contact group, Avaya Equinox® displays a dialog box to first add the contact to your Equinox Contacts list. If the value of any required field is missing in the contact details, Avaya Equinox® displays a screen for you to edit the contact details before adding the contact to your Equinox Contacts list.

You can create a maximum of 75 contact groups.

Before you begin

Enable and log in to Avaya Aura® Device Services.

Procedure

1. Go to the Contacts screen.

2. Click ➕.

3. Click **New Group**.

4. In the **Enter Group Name** field, type a new group name.

5. In the Setup Stage area, drag and drop contacts to add to your group.

   You must drag and drop a minimum of one contact.

6. Click **Create Group**.

   Avaya Equinox® creates the group with the selected contacts.

Related links

Renaming a contact group on mobile clients

Before you begin

Enable and log in to Avaya Aura® Device Services.

Procedure

1. Go to the Contacts screen.

2. Identify the contact group to rename.

3. On the contact group name, do one of the following:

   • On Android devices: Press and hold, and then tap [icon].

   • On iOS devices: Full swipe to the left.

   Avaya Equinox® displays the More menu.

4. Tap **Edit Group Name**.

5. Type a new group name.

6. Tap **OK**.

   Avaya Equinox® saves the contact group with the updated name.

Related links

[Modifying Avaya Aura Device Services settings](#) on page 60
[Logging in and out of the Avaya Equinox services](#) on page 72

Renaming a contact group on desktop clients

Before you begin

Enable and log in to Avaya Aura® Device Services.

Procedure

1. Go to the Contacts screen.

2. Identify the contact group to rename.

3. On the contact group name, do one of the following:

   • Right-click.

   • Hover the cursor and click [icon].

4. Click **Edit Group Name**.

5. Type a new group name.

6. Click **OK**.

   Avaya Equinox® saves the contact group with the updated name.

Related links

[Modifying Avaya Aura Device Services settings](#) on page 60
[Logging in and out of the Avaya Equinox services](#) on page 72

Adding a contact to a contact group on mobile clients

About this task

If you use this procedure to add a local or enterprise contact to your contact group, Avaya Equinox® displays a dialog box to first add the contact to your Equinox Contacts list. If the value of any required field is missing in the contact details, Avaya Equinox® displays a screen for you to edit the contact details before adding the contact to your Equinox Contacts list.

You can add maximum 250 contacts to each contact group.

> **Tip:**
>
> You can also add a contact to a contact group from the:
>
> - More menu of an Equinox contact in the Contacts screen or another contact group.
> - Contact Details screen of a local, Equinox, or enterprise contact.

Before you begin

Enable and log in to Avaya Aura® Device Services.

Procedure

1. Go to the Contacts screen.

2. Identify the contact group to add a contact.

3. On the contact group name, do one of the following:

   - On Android devices: Press and hold, and then tap ⚫⚫⚫.
   - On iOS devices: Full swipe to the left.

   Avaya Equinox® displays the More menu.

4. Tap **Add Contact to Group**.

   Avaya Equinox® displays the Choose contacts for your group screen.

5. Select the contacts to add to your group.

   You can also use the **find someone** field to search and select a contact.

6. Tap **Next**.

   Avaya Equinox® displays the Confirm contacts for your group screen.

7. Tap **Done**.

   Avaya Equinox® adds the selected contacts to the contact group.

Related links

Modifying Avaya Aura Device Services settings on page 60
Logging in and out of the Avaya Equinox services on page 72

Adding a contact to a contact group on desktop clients

About this task

If you use this procedure to add a local or enterprise contact to your contact group, Avaya Equinox® displays a dialog box to first add the contact to your Equinox Contacts list. If the value of any required field is missing in the contact details, Avaya Equinox® displays a screen for you to edit the contact details before adding the contact to your Equinox Contacts list.

You can add maximum 250 contacts to each contact group.

> ✚ **Tip:**
>
> You can also add a contact to a contact group from the:
>
> - More menu of an Equinox contact in the Contacts screen or another contact group.
> - Contact Details screen of an Equinox or enterprise contact.

Before you begin

Enable and log in to Avaya Aura® Device Services.

Procedure

1. Go to the Contacts screen.

2. Identify the contact group to add a contact.

3. On the contact group name, do one of the following:

   - Right-click.

   - Hover the cursor and click ⬛.

4. Click **Add Contact to Group**.

5. In the Setup Stage area, drag and drop contacts that you want to add to your group.

6. Click **Add to Group**.

   Avaya Equinox® adds the selected contacts to the contact group.

Related links

[Modifying Avaya Aura Device Services settings](#) on page 60
[Logging in and out of the Avaya Equinox services](#) on page 72

Removing a contact from a contact group on mobile clients

About this task

When you remove a contact from a contact group, Avaya Equinox® does not remove the contact from your Equinox Contacts list.

➕ **Tip:**

You can also remove a contact from a contact group from the More menu of an Equinox contact in the Contacts screen or another contact group.

Before you begin

Enable and log in to Avaya Aura® Device Services.

Procedure

1. Go to the Contacts screen.

2. Locate the Equinox or enterprise contact to remove from a contact group.

3. Tap the contact.

4. On the Contact Details screen, in the Groups area, tap ✕ next to a group name.

5. In the confirmation dialog box, confirm the action.

   Avaya Equinox® removes the contact from the selected contact group.

Related links

[Modifying Avaya Aura Device Services settings](#) on page 60
[Logging in and out of the Avaya Equinox services](#) on page 72

Removing a contact from a contact group on desktop clients

About this task

When you remove a contact from a contact group, Avaya Equinox® does not remove the contact from your Equinox Contacts list.

➕ **Tip:**

You can also remove a contact from a contact group from the More menu of an Equinox contact in the Contacts screen or another contact group.

Before you begin

Enable and log in to Avaya Aura® Device Services.

Procedure

1. Go to the Contacts screen.

2. Locate the Equinox or enterprise contact to remove from a contact group.

3. Double-click the contact.

4. On the Contact Details screen, in the Groups area, click ✕ next to a group name.

5. In the confirmation dialog box, confirm the action.

Avaya Equinox® removes the contact from the selected contact group.

Related links

[Modifying Avaya Aura Device Services settings](#) on page 60
[Logging in and out of the Avaya Equinox services](#) on page 72

Removing a contact group on mobile clients

About this task

Remove a contact group that you do not use anymore. When you remove a contact group, Avaya Equinox® does not remove the contacts in that group from your Equinox Contacts list.

Before you begin

Enable and log in to Avaya Aura® Device Services.

Procedure

1. Go to the Contacts screen.

2. Identify the contact group to remove.

3. On the contact group name, do one of the following:

   - On Android devices: Press and hold, and then tap ⬤⬤⬤.

   - On iOS devices: Full swipe to the left.

   Avaya Equinox® displays the More menu.

4. Tap **Remove Group**.

5. In the confirmation dialog box, confirm the action.

   Avaya Equinox® removes the contact group.

Related links

[Modifying Avaya Aura Device Services settings](#) on page 60
[Logging in and out of the Avaya Equinox services](#) on page 72

Removing a contact group on desktop clients

About this task

Remove a contact group that you do not use anymore. When you remove a contact group, Avaya Equinox® does not remove the contacts in that group from your Equinox Contacts list.

Before you begin

Enable and log in to Avaya Aura® Device Services.

Procedure

1. Go to the Contacts screen.

2. Identify the contact group to remove.

3. On the contact group name, do one of the following:

   • Right-click.

   • Hover the cursor and click .

4. Click **Remove Group**.

5. In the confirmation dialog box, confirm the action.

   Avaya Equinox® removes the contact group.

Related links

[Modifying Avaya Aura Device Services settings](#) on page 60
[Logging in and out of the Avaya Equinox services](#) on page 72

Chapter 10: Using Avaya Spaces

Avaya Spaces overview

Avaya Spaces is a cloud-based team collaboration and meeting application. It seamlessly integrates voice, video, tasks, sharing, and more into your browser or the Spaces application.

You can use the Spaces area in the dashboard to start a new conversation. In fact, the first time you start using Avaya Spaces, you can view the option to create your own Space. You can invite participants to your Space by entering their email addresses. You can set different permissions for each participant based on the type of actions you want them to be able to take within your Space. If you have many Spaces, you can categorize the frequently used ones as favorites.

You can privately share documents and even escalate your chat with audio or video. The Posts area includes all the documents and files that you or your teammates shared. You can click on any of the posts to make comments, download the file, or attach more items, perhaps a revised version if you are editing a document.

You can assign tasks to other members of your space. Tasks are simply things that need to get done. You can also set due dates and post additional comments.

Avaya Spaces integrates with Avaya Equinox®. You can use the Avaya Equinox® client :

- To exchange instant messages with other users by using Avaya Spaces Direct Messaging.
- To join a Spaces meeting.

Signing up for Avaya Spaces from Avaya Equinox®

Before you begin

Enable Avaya Cloud Services.

Procedure

1. On the Top of Mind screen, in the Equinox Meetings area, select **Spaces Sign in / Sign up**.

   The Spaces URL opens in the default browser.

2. Type your work email address.

Alternatively, if you have an account on Google, Office365, Salesforce, or Avaya, you can select the corresponding icon to log in to Spaces with your account credentials.

3. Select **Yes, sign me up!**.

   You receive an email to confirm your email address.

4. Follow the steps in the email to complete your account.

Related links

[Modifying Avaya Cloud Services settings](#) on page 60

Logging in to Avaya Spaces

About this task

Use this procedure to log in to Spaces from the Avaya Equinox® client.

Before you begin

Ensure that you have an account on Spaces.

Procedure

1. On the Top of Mind screen, in the Equinox Meetings area, select **Spaces Sign in / Sign up**.

   The Spaces URL opens in the default browser.

2. Enter your email address.

   Alternatively, if you have an account on Google, Office365, Salesforce, or Avaya, you can select the corresponding icon to log in to Spaces with your account credentials.

3. In the **Password** field, type your password.

4. **(Optional)** To enable the application or browser to store your login credentials, select **Keep me Signed in**.

5. Select **Sign In**.

Opening Avaya Spaces from within Avaya Equinox®

Before you begin

Log in to Avaya Cloud Services.

Procedure

On the Top of Mind screen, in the Equinox Meetings area, select **Spaces Dashboard**.

The dashboard opens in one of the following:

- The Spaces application if the application is installed on your mobile device.
- The default browser if the application is not installed.

  If the browser is already open, the dashboard opens in a new window.

Using Avaya Equinox® for Android, iOS, Mac, and Windows

Chapter 11: Presence and instant messaging

Presence Services is an application that indicates the availability or presence of a person by states, such as "Available", "Busy", or "Offline". From the Avaya Equinox® client, you can:

- Change your presence status.
- Change your custom presence status message.
- Configure which users can view your presence status.

Presence Services supports the presence information gathered from a diverse range of sources and aggregates this information for each user. Presence Services then makes this information available to Avaya Equinox® users. To update your status automatically by using Presence Services, you must set your presence status to "Automatic" in Avaya Equinox®.

You can exchange text-based instant messages with users. You can receive image, audio, video, and generic attachments in an Instant Messaging (IM) conversation. Users with enhanced privileges can send generic attachments and use the built-in recording feature of Avaya Equinox® to attach audio, video, or image files.

> ✱ **Note:**
>
> Desktop clients do not need enhanced privileges to send generic attachments.

Changing your presence status manually

About this task

Use this procedure to update your Avaya Equinox® presence status manually.

You can also choose to have your status updated automatically by selecting the **Automatic** option. For example, if your presence status is Automatic and:

- You are on a call, your presence status is updated automatically to Automatic - On a Call.
- You lock your device, your presence status is updated automatically to Automatic - Away.

Procedure

1. On the Top of Mind screen, select the presence status indicator.

2. In the My Presence area, select the presence status.

3. Select one of the following presence states to indicate your availability:

   • **Automatic**

   • **Available**

   • **Busy**

   • **Unavailable**: If only Client Enablement Services is enabled

   • **Away**: If VoIP is enabled

   • **Do not disturb**: If VoIP is enabled

   • **Out of office**

   • **Offline**

Configuring the interval after which your presence status is automatically set to "Away"

About this task

You can configure the interval after which Avaya Equinox® automatically sets your presence status to "Away" when both the following conditions are met:

   • Your presence status is set to "Automatic".

   • You have not used Avaya Equinox® for the selected interval.

Procedure

1. In the Avaya Equinox® settings, select **User Preferences**.

2. **(Optional)** If available on the Avaya Equinox® platform, select **General**. Otherwise, go to the next step.

3. **(Optional)** If available on the Avaya Equinox® platform, select **Auto Set to Away**. Otherwise, go to the next step.

4. Select one of the following time intervals:

   • **Never**

   • **after 5 minutes**: Only on desktop clients

   • **after 10 minutes**

   • **after 15 minutes**

   • **after 30 minutes**

   • **after 1 hour**

   • **after 1.5 hours**

- **after 2 hours**

5. Save the changes.

Management of incoming calls and instant messages during DND

The following sections describe how Avaya Equinox® handles incoming calls and instant messages when you set your presence status to "Do not disturb".

Incoming calls

In the Avaya Equinox® settings, you can enable **Activate SAC When DND Is Set**. Incoming calls are then forwarded to voice mail and do not ring on Avaya Equinox®.

You can make outgoing calls as usual.

Instant messages

You receive IMs without any notifications.

Changing your presence status message

Procedure

1. On the Top of Mind screen, select the presence status indicator.

2. In the **What are you up to?** field, type your status message.

Configuring the presence followers setting on desktop clients

About this task

Use this procedure to configure which users can view your presence status.

Before you begin

- Enable Phone Service.
- Ensure that the administrator has set the Presence Server policy for Access Control List (ACL) to **Confirm**.

Procedure

1. In Avaya Equinox® settings, click **Services** > **Presence Followers**.

Do one or more of the following:

2. **(Optional)** To stop people from following your presence status:

    a. Click **People Following Me**.

    b. Next to the name of a person, click ⌄ and then click **Block**.

3. **(Optional)** To allow people to follow your presence status:

    a. Click **Blocked Followers**.

    b. Next to the name of a person, click ⌄ and then click **Allow**.

4. **(Optional)** To configure the pending requests of users who want to follow your presence status:

    a. In the Pending Requests area, next to the name of a person, click ⌄.

    b. Click **Allow** or **Block**.

5. Save the changes.

Acknowledging the presence notification requests on desktop clients

Before you begin

- Enable Phone Service.
- Ensure that the administrator has set the Presence Server policy for Access Control List (ACL) to **Confirm**.

Procedure

In the custom notification toast:

- If there is only one pending request for following your presence, click one of the following:

    - **Allow**: To allow the user to follow your presence status.

    - **Block**: To block the user from following your presence status.

- If there are multiple pending requests for following your presence, click one of the following:

    - **View**: To open the Presence Followers screen.

        Use this screen to configure which users can view your presence status.

    - **Not Now**: To ignore the pending requests for now.

Instant messaging by using Avaya Multimedia Messaging and Avaya Spaces Direct Messaging

With Avaya Equinox® Release 3.4, you can exchange instant messages with other users by using both Avaya Multimedia Messaging and Spaces Direct Messaging. Avaya Multimedia Messaging is used as the default over Spaces Direct Messaging. If you are not logged into both, chat is disabled.

If your configuration includes both Avaya Multimedia Messaging and Spaces, the Messages screen retrieves:

- All active Avaya Multimedia Messaging conversations.
- The latest 100 Spaces Direct Messaging conversations.

The Avaya Equinox® client displays unread messages from:

- Avaya Multimedia Messaging in red text.
- Spaces Direct Messaging in bold text.

If your configuration includes both Avaya Multimedia Messaging and Spaces, the Contact Details screen displays the following icons:

- 🚀: To start a Spaces Direct Messaging conversation.
- 💬: To start an Avaya Multimedia Messaging conversation.

If your configuration includes either Avaya Multimedia Messaging or Spaces, the Contact Details screen displays the 💬 icon.

You cannot invite non-members to join you on Spaces using Avaya Equinox®.

Working with instant messages

Starting an instant message conversation on mobile clients

About this task

Use this procedure to start an instant message conversation with contacts using Avaya Multimedia Messaging or Avaya Spaces Direct Messaging. You cannot use Spaces to have a multiparty conversation.

You can also start an instant message conversation using the messaging address. However, the steps involved in starting such a conversation are different and are covered in a different procedure.

Procedure

1. Go to the Messages screen.

2. Tap ⊞ .

   Avaya Equinox® displays the Choose contacts for your conversation screen.

3. Select the contacts whom you want to include in the conversation.

4. Tap **Next**.

   Avaya Equinox® displays the Confirm contacts for your conversation screen.

5. Tap **Add**.

6. **(Optional)** Type a subject and tap **Done**.

7. In the **Enter message** text field, type your message.

8. **(Optional)** To add an animated emoji, tap ☺ and select the animated emoji that you want to use.

   You can add a static emoji anywhere in the text by using the native keyboard.

9. **(Optional)** If you have enhanced privileges, send generic attachments and use the built-in recording feature of Avaya Equinox® to attach audio, video, or image files.

10. Tap ◁ .

    Avaya Equinox® starts a new conversation.

Related links

[Starting an instant messaging conversation by using the messaging address on mobile clients](#) on page 199
[Starting a conversation with all members of a contact group on mobile clients](#) on page 201

Starting an instant message conversation on desktop clients

About this task

Use this procedure to start an instant message conversation with contacts using Avaya Multimedia Messaging or Avaya Spaces Direct Messaging. You cannot use Spaces to have a multiparty conversation.

You can also start an instant message conversation using the messaging address. However, the steps involved in starting such a conversation are different and are covered in a different procedure.

Procedure

1. Click **New conversation**.

2. Drag and drop contacts or contact groups.

3. Click 💬 .

Avaya Equinox® displays a new conversation window.

4. **(Optional)** To type a subject:

   a. On the conversation window, click ≡.

   b. Click **Edit Subject**.

   c. Type a subject.

   d. Click **Done**.

5. In the **Enter message** text field, type your message.

6. **(Optional)** To add a static emoji, click ☺ and select the static emoji that you want to use.

7. **(Optional)** To add an animated emoji, click ☺ and select the animated emoji that you want to use.

8. **(Optional)** If you have enhanced privileges, send generic attachments and use the built-in recording feature of Avaya Equinox® to attach audio, video, or image files.

9. Click ◁ .

   Avaya Equinox® sends the message.

Related links

[Starting an instant message conversation by using the messaging address on desktop clients](#) on page 200

[Starting a conversation with all members of a contact group on desktop clients](#) on page 201

Starting an instant messaging conversation by using the messaging address on mobile clients

About this task

Use this procedure to start an instant messaging conversation by using the messaging address.

➕ **Tip:**

In the New Contact area, you can perform the following actions on the messaging address to view the option to start an instant messaging conversation:

- On iOS devices, depending on the OS version, you might be able to swipe left or full swipe to the left.

- On Android devices, you can press and hold.

Before you begin

Enable and log in to Avaya Multimedia Messaging or Avaya Spaces Direct Messaging.

Procedure

1. On the Top of Mind screen, in the **find someone** field, type a valid messaging address.

2. In the New Contact area, tap the messaging address.

3. In the Send a Message area, next to the messaging address, tap ⌕.

4. In the **Enter message** text field, type your message.

5. **(Optional)** To add an animated emoji, tap ☺ and select the animated emoji that you want to use.

   You can add a static emoji anywhere in the text by using the native keyboard.

6. Tap ◁.

   Avaya Equinox® starts a new conversation.

Starting an instant message conversation by using the messaging address on desktop clients

Before you begin

Enable and log in to Avaya Multimedia Messaging or Avaya Spaces Direct Messaging.

Procedure

1. On the Top of Mind screen, in the **name or number** field, type a valid messaging address.

2. Next to the messaging address, click ⌕.

3. **(Optional)** To type a subject:

   a. On the conversation window, click ≡.

   b. Click **Edit Subject**.

   c. Type a subject.

   d. Click **Done**.

4. In the **Enter message** text field, type your message.

5. **(Optional)** To add a static emoji, click ☺ and select the static emoji that you want to use.

6. **(Optional)** To add an animated emoji, click ☺ and select the animated emoji that you want to use.

7. **(Optional)** If you have enhanced privileges, send generic attachments and use the built-in recording feature of Avaya Equinox® to attach audio, video, or image files.

8. Click ◁.

   Avaya Equinox® sends the message.

Starting a conversation with all members of a contact group on mobile clients

About this task

You can have a multiparty conversation by using Avaya Multimedia Messaging. You cannot use Avaya Spaces Direct Messaging to have a multiparty conversation.

If some members in the contact group do not have a valid messaging address, you can proceed to have a conversation without these members.

Before you begin

- Enable and log in to Avaya Aura® Device Services.
- Enable and log in to Avaya Multimedia Messaging.

Procedure

1. Go to the Contacts screen.

2. Identify the contact group to start a conversation.

3. On the contact group name, do one of the following:

   - On Android devices: Press and hold.
   - On iOS devices: Swipe to the left.

4. Tap ⌕.

   Avaya Equinox® starts a conversation with all members of the group who have a valid messaging address.

Related links

Logging in and out of the Avaya Equinox services on page 72
Modifying Avaya Aura Device Services settings on page 60
Modifying messaging settings on page 59
Modifying Avaya Cloud Services settings on page 60

Starting a conversation with all members of a contact group on desktop clients

About this task

You can have a multiparty conversation by using Avaya Multimedia Messaging. You cannot use Avaya Spaces Direct Messaging to have a multiparty conversation.

If some members in the contact group do not have a valid messaging address, you can proceed to have a conversation without these members.

Before you begin

- Enable and log in to Avaya Aura® Device Services.
- Enable and log in to Avaya Multimedia Messaging.

Procedure

1. Go to the Contacts screen.

2. Identify the contact group to start a conversation.

3. On the contact group name, hover the cursor.

4. Click ⬭.

   Avaya Equinox® starts a conversation with all members of the group who have a valid messaging address.

Related links

Logging in and out of the Avaya Equinox services on page 72
Modifying Avaya Aura Device Services settings on page 60
Modifying messaging settings on page 59
Modifying Avaya Cloud Services settings on page 60

Limitations of using the messaging address for instant message conversations

If you use a messaging address to start an instant messaging (IM) conversation, the following limitations exist:

- You cannot add a non-enterprise contact to an existing IM conversation with a non-enterprise contact.

- You might not be able to send attachments to a non-enterprise contact by using Avaya Multimedia Messaging.

  You can send attachments to all contacts by using Avaya Spaces Direct Messaging.

Copying and pasting an instant message

About this task

Use this procedure to copy and paste an instant message in the same conversation or to a different conversation.

Before you begin

You must have a conversation in progress.

Procedure

1. Copy the instant message.

2. In the **Enter message** field, paste the instant message.

Marking all instant messages as read

About this task

Use this procedure to mark all messages as read in a conversation, including the unread messages.

> ✱ **Note:**
>
> If you use Avaya Spaces and have multiple devices, the messages that you mark as read on one device appear as unread on other devices.

Before you begin

You must have a conversation in progress.

Procedure

On the conversation menu, select **Mark all as read**.

Disabling emoji animation

About this task

Use this procedure to disable all emoji animations for yourself. This includes incoming, outgoing, and preview of emoji animations.

By default, Avaya Equinox® displays animated emojis. If you disable emoji animations, Avaya Equinox® displays animated emojis as static images.

Procedure

1. In the Avaya Equinox® settings, select **User Preferences**.

2. Select **Messaging**.

3. To disable the setting, select **Emoji Animation**.

4. Save the changes.

Configuring the notification sound for instant messages

About this task

Use this procedure only on Avaya Equinox® for Android and Windows to configure the notification sound when you receive instant messages.

Procedure

1. In the Avaya Equinox® settings, select **User Preferences**.

2. Select **Notifications**.

3. To hear a notification sound when you receive instant messages:

   - On Avaya Equinox® for Android: Select **Messaging Notification Sound**.

   - On Avaya Equinox® for Windows: Select **AMM Notification Sound**.

4. **(Optional)** On Avaya Equinox® for Android, select one of the following:

   - **Default**: To use the default notification sound.

   - **Custom**: To select a custom ring tone for the notification sound.

   - **Off**: To turn off the notification sound.

   On all clients, do the following:

5. Save the changes.

Configuring the instant messaging provider

About this task

Use this procedure if you want Avaya Equinox® for Windows to be the instant messaging provider for applications on the Windows desktop.

Procedure

1. In the Avaya Equinox® settings, select **Desktop Integration**.

2. Select **IM Provider**.

3. To enable the setting, select **Set as default IM Provider**.

4. Save the changes.

Working with attachments

Adding attachments to an instant message

About this task

If you are using Avaya Multimedia Messaging, only users with enhanced Avaya Multimedia Messaging privileges can send generic attachments and use the built-in recording feature of Avaya Equinox® to attach audio, video, or image files. On desktop clients, you do not need enhanced privileges to send generic attachments.

If you are on a VoIP call, you must wait for the VoIP call to end before you can use the built-in recording feature of Avaya Equinox®.

⊛ **Note:**

If you are using a third-party application and want to share a file in an Avaya Equinox® conversation, you can select the share option to view Avaya Equinox®. On selecting Avaya Equinox®, you can add the attachment to a conversation. This applies to all platforms, except iOS.

Before you begin

You must have a conversation in progress.

Procedure

1. Select ✐ .

2. Select one of the options to select the type of attachment:

   - Record and attach an audio message.

   - Capture and attach a video message.

   - Click and attach a photo.

   - Attach a generic file from your gallery, music player, photos, or other available applications.

3. Select ◁, or press `Enter`.

   Avaya Equinox® sends the attachment to the participants.

Viewing attachments

About this task

Use this procedure to view the attachments that you receive as part of a conversation. The attachment might be a photo, video, audio file, or generic attachment. The badge count on a conversation indicates how many new and unread messages are in that conversation.

Before you begin

You must have a conversation in progress.

Procedure

1. Do one of the following:

   - To view a photo, select the photo.

   - To view a video, select the video.

   - To listen to an audio file, select the audio file.

   - To view a generic attachment, select the attachment.

2. Select the application that you want to use to view the file.

Managing instant messaging participants

Adding participants to a conversation on mobile clients

About this task

Use this procedure to add participants to an Avaya Multimedia Messaging conversation. You cannot use Spaces to have a multiparty conversation.

If you add a participant who has never logged in to Avaya Multimedia Messaging, Avaya Equinox® displays the following error message: `Participant address is incorrect.`

Before you begin

You must have a conversation in progress.

Procedure

1. On the conversation menu, select **Add participant**.

   Avaya Equinox® displays the Choose contacts for your conversation screen.

2. Select the contacts whom you want to include in the conversation.

3. Tap **Next**.

   Avaya Equinox® displays the Confirm contacts for your conversation screen.

4. Tap **Add**.

Adding participants to a conversation on desktop clients

About this task

Use this procedure to add participants to an Avaya Multimedia Messaging conversation. You cannot use Spaces to have a multiparty conversation.

If you add a participant who has never logged in to Avaya Multimedia Messaging, Avaya Equinox® displays the following error message: `Participant address is incorrect.`

Before you begin

You must have a conversation in progress.

Procedure

Do one of the following:

1. Drag and drop contacts to a conversation.

   You cannot drag contact groups to a conversation.

2. On the Participants screen:

   a. Right-click an existing participant and select **Add participant**.

> ✱ **Note:**
>
> Use the Add Participant dialog box to add users from only the Local or Equinox Contacts list. To add a new participant from an LDAP to a conversation, search for the contact using the **name or number** field and then drag and drop the contact into the conversation.

b. Search for a contact and then select that contact.

c. Select **Add**.

d. In the confirmation dialog box, confirm the action.

Viewing instant messaging participants

Before you begin

You must have a conversation in progress.

Procedure

Do one of the following:

- On mobile clients: On the conversation menu, select **View Participant List**.

- On desktop clients: On the Conversations screen, select **X participants**.

  X indicates the number of participants.

Avaya Equinox® displays the Participants dialog box that includes the list of participants.

Searching for an instant message

About this task

On some Avaya Equinox® platforms, you must use the Search key to view the results after you use this procedure.

> ✱ **Note:**
>
> You cannot perform a search for an Avaya Spaces Direct Messaging conversation.

Procedure

1. Go to the Messages screen.

2. Filter the messages and select **Search All Messages**.

3. Start typing the names of participants or the text that you want to look for.

   Avaya Equinox® displays the messages in your conversations that match the search criteria.

Leaving an instant messaging conversation

About this task

Use this procedure to leave an Avaya Multimedia Messaging conversation. You cannot leave a Spaces conversation.

Before you begin

You must have a conversation in progress.

Procedure

1. On the conversation menu, select **Leave Conversation**.

2. **(Optional)** If available on the Avaya Equinox® platform, in the Leave Conversation dialog box, select **OK**.

   Avaya Equinox® removes the conversation from your conversation history.

Chapter 12: Configuring Avaya Equinox® Add-in for Microsoft Outlook

Avaya Equinox® add-in for Microsoft Outlook

Avaya Equinox® provides a new and improved Outlook add-in for desktop platforms that includes the following features:

- Add meeting details to an appointment.

- Start and join conferences from your calendar.

- Start a call from within Outlook to a contact by using Avaya Equinox® for Windows.

Additionally:

- You can auto-configure the meeting information for Avaya Equinox® and Avaya Aura® Conferencing.

- The conferencing system provides the meeting invite templates for Avaya Equinox® Conferencing.

- Microsoft Windows IM Provider integration, which is optional, activates click-to-IM and presence in Outlook for Avaya Equinox® contacts.

> ✱ **Note:**
>
> Microsoft Outlook add-in for web mail does not support calendar delegation, IM provider, and multiple Avaya Aura® Conferencing bridges.

In Avaya Equinox® Release 3.4 and later versions, the Outlook add-in includes support for Avaya Spaces. In addition to the existing capabilities, the Outlook add-in integrates the workflow from the existing Avaya Spaces Outlook add-in.

> ✱ **Note:**
>
> You need to sign in to Avaya Spaces on Avaya Equinox® to enable Avaya Spaces in the Outlook add-in.

By integrating with Avaya Spaces, you can use the Search feature to search for a meeting if multiple meetings are configured.

Microsoft Outlook requirements

- Microsoft Outlook add-in for Windows is supported on Exchange Server 2010 SP1 and later versions including Office 365.
- Microsoft Outlook add-in for Mac and web mail is supported on Exchange Server 2013 and later versions including Office 365.
- You must enable Exchange Web Services for the Avaya Equinox® add-in for Microsoft Outlook to work.
- Internet access must be available because portions of the add-in are hosted on the Internet as part of the new Avaya Equinox® add-in for Microsoft Outlook architecture.

Avaya Equinox® add-in for Microsoft Outlook installation

The Outlook add-in is installed by default during the Avaya Equinox® installation.

To prevent the default installation on Avaya Equinox® for Windows, select the **Custom** setup type and disable the Outlook add-in installation. The add-in is also enabled by default for non-guest users.

Related links

Functionality differences between the Outlook native and web-based add-in

Microsoft Outlook add-in for Avaya Equinox® for Windows includes native components. These native components provide functionality enhancements to the Outlook add-in when used in Outlook for Windows.

Such enhancements are not possible when using the add-in in web mail or in Outlook for Mac. The native components cannot be used in these cases. Outlook add-in implementation for Mac is based on the web-based add-in.

The enhancements in functionality that native components provide include:

- Accessing Credentials Manager

  - While the portal user name is sent through configuration by the Avaya Equinox® client, the password is not provided directly to the add-in. Outlook native add-in reads the password from Windows Credentials Manager and embeds to configuration delivered to the Avaya Equinox® client.

    This is not possible by using the web-based add-in. If the password is unavailable for the web-based add-in, you receive a prompt to enter the password.

- Extending contact context menu, persona context menu, and contact ribbon for dialing associated numbers

  - This native functionality is unavailable in the web-based add-in.

- Working in the Offline mode

  - This functionality is available while working with Outlook for Windows along with the native add-in. Web-based add-ins are not supported in the Offline mode.

Scheduling a meeting

Scheduling a meeting by using the Avaya Equinox® Add-in for Microsoft Outlook

About this task

Use this procedure to schedule an Avaya Equinox® or Spaces meeting.

Before you begin

- Ensure that the Avaya Equinox® Add-in for Microsoft Outlook is enabled by default.
- Log in to Spaces on the Avaya Equinox® client and Microsoft Outlook.

Procedure

1. In Microsoft Outlook, select one of the following:

   - **New Items** > **Appointment**

   - **New Items** > **Meeting**

2. In the **To** field, specify the participants.

3. **(Optional)** In the **Subject** field, type a subject name.

   If you do not enter a subject name, Avaya Equinox® automatically populates the **Subject** field with the Avaya Equinox® Virtual Room name or the selected Spaces name.

4. In the Ribbon area, click **Meeting Details**.

   If only one bridge is configured, the system populates the message body with the conference bridge and collaboration information. Also, the system displays the side panel.

   If multiple bridges are configured, the system does not populate the message body with the conference bridge and collaboration information. However, the system displays the side panel where you can confirm and add the bridge details.

5. **(Optional)** If you are using Spaces and multiple meetings are configured, you can use the **Search** field to search for a meeting.

The system lists the Avaya Equinox® meetings, if any, first followed by the Spaces meetings.

6. **(Optional)** If multiple bridges are configured, do the following:

   a. In the **Meeting Details** field, select the bridge whose details you want to add to the message body.

   b. In the side panel, click **Add Details**.

   The system populates the message body with the meeting details.

7. **(Optional)** Modify the text in the message body.

   Multiple meeting links might be available in the Location field or the Body area of the email. Only if the Location field is empty, the meeting link is used from the Body area of the email. If multiple meeting links are available, Avaya Equinox® uses the call button on the Top of Mind screen to dial you into the meeting according to the following priority:

   • Avaya Equinox® Conferencing or Avaya Aura® Conferencing

   • Avaya Spaces Conferencing

   > ✱ **Note:**
   >
   > You cannot reserve resources while scheduling a conference.

8. **(Optional)** Edit the scheduled time with the frequency at which the meeting is repeated.

9. Click **Send**.

Related links

[Configuring the Avaya Equinox add-in for Microsoft Outlook setting](#) on page 69

Scheduling a meeting by using Microsoft Outlook Web Access

About this task

Use this procedure to schedule an Avaya Equinox® or Spaces meeting.

Before you begin

• Ensure that the Avaya Equinox® Add-in for Microsoft Outlook is enabled by default.

• Log in to Spaces on the Avaya Equinox® client and Microsoft Outlook Web Access (OWA).

Procedure

1. In Microsoft OWA, select the option to create a new appointment or meeting.

2. Click **Avaya Equinox Outlook Add-In**.

   The system displays the side panel.

3. **(Optional)** If you are using Spaces and multiple meetings are configured, you can use the **Search** field to search for a meeting.

The system lists the Avaya Equinox® meetings, if any, first followed by the Spaces meetings.

4. **(Optional)** If multiple bridges are configured, select the bridge whose details you want to add to the message body.

5. Click **Add Details**.

The system populates the message body with the conference bridge and collaboration information of the selected bridge.

6. **(Optional)** Modify the text in the message body.

Multiple meeting links might be available in the Location field or the Body area of the email. Only if the Location field is empty, the meeting link is used from the Body area of the email. If multiple meeting links are available, Avaya Equinox® uses the call button on the Top of Mind screen to dial you into the meeting according to the following priority:

- Avaya Equinox® Conferencing or Avaya Aura® Conferencing
- Avaya Spaces Conferencing

⊛ **Note:**

You cannot reserve resources while scheduling a conference.

7. **(Optional)** Edit the scheduled time with the frequency at which the meeting is repeated.

8. In the **To** field, specify the participants.

9. **(Optional)** In the **Subject** field, type a subject name.

If you do not enter a subject name, Avaya Equinox® automatically populates the **Subject** field with the Avaya Equinox® Virtual Room name or the selected Spaces name.

10. Click **Send**.

Joining or hosting a meeting

Joining or hosting a meeting by using the Avaya Equinox® Add-in for Microsoft Outlook

About this task

Use this procedure to join or host an Avaya Equinox® or Spaces meeting.

Procedure

1. In Microsoft Outlook, open the appointment or meeting that is scheduled at the current time.

2. In the Ribbon area, click one of the following:

   • **Start**: To host the conference

   • **Join**: To join the conference.

Hosting a meeting by using Microsoft OWA

About this task

Use this procedure to host an Avaya Equinox® or Spaces meeting.

Procedure

1. In Microsoft OWA, open the appointment or meeting that is scheduled at the current time.

2. In the Ribbon area, click **Avaya Equinox Outlook Add-In**.

   The system displays the side panel.

3. Click **Start Meeting**.

Joining a meeting by using Microsoft OWA

About this task

Use this procedure to join an Avaya Equinox® or Spaces meeting.

Procedure

1. In Microsoft OWA, open the appointment or meeting that is scheduled at the current time.

2. In the Ribbon area, click **Join**.

Making an Avaya Equinox® call from within Microsoft Outlook

Before you begin

Enable the **Allow calls from Outlook contacts** setting.

Procedure

1. In Microsoft Outlook, open the Contacts screen.

2. Right-click or double-click a contact card and select **Call Contact**.

3. Select the number that you want to call.

> **✱ Note:**
>
> Numbers displayed in the Microsoft Outlook view and Call Contact option might differ. For example, if you use this procedure, you might be able to view only one number. However, if you move the cursor over the contact entry or email address, you might view additional phone numbers. These phone numbers might be retrieved from Lync or Skype for Business. This is a known functionality.

Related links

[Configuring the Avaya Equinox add-in for Microsoft Outlook setting](#) on page 69

Making an Avaya Equinox® call from a browser

About this task

Use this procedure to make calls from the highlighted numbers on Google Chrome, Mozilla Firefox, and Microsoft Internet Explorer browsers.

Before you begin

Enable the browser add-in.

Procedure

1. Hover the cursor over the highlighted number that you want to call.

2. Click the number.

Related links

[Configuring the browser add-in setting](#) on page 69

Chapter 13: Uninstalling and upgrading Avaya Equinox®

Mobile clients

Upgrading Avaya Equinox® on mobile devices

About this task

If a new version of Avaya Equinox® is available in Google Play or Play Store, the mobile device displays an upgrade notification.

Procedure

1. Access the Notifications area on your mobile device.

2. Select the upgrade notification for Avaya Equinox®.

3. Accept the default values to complete the upgrade process.

4. **(Optional)** Configure the latest settings for Avaya Equinox® using the automatic configuration process.

Related links

[Configuring Avaya Equinox settings automatically](#) on page 41

Removing data from mobile clients

About this task

Use this procedure on mobile clients to permanently remove information from Avaya Equinox®, such as account information, settings, and application data.

Procedure

1. In the Avaya Equinox® settings, select **Support**.

2. Select **Reset Application**.

3. In the confirmation dialog box, confirm the change.

Uninstalling Avaya Equinox® from mobile devices

Before you begin

Ensure that Avaya Equinox® is not running.

Procedure

Do one of the following:

- On Android devices: Go to the application settings on the device and tap **Uninstall** for Avaya Equinox®.

- On iOS devices: Press and hold the Avaya Equinox® icon, tap the X icon in the upper-left corner of the Avaya Equinox® icon, and tap **Delete**.

Desktop clients

Upgrading Avaya Equinox® on desktops

Before you begin

Exit the Google Chrome browser if it is open. You might need to right-click on the Google Chrome icon in the taskbar notification area to select the Exit option.

Procedure

To upgrade to the latest build on:

- Avaya Equinox® for Mac: On the Mac menu bar, click **Avaya Equinox** > **Check for Updates**.

- Avaya Equinox® for Windows: In the Avaya Equinox® settings, select **Support** > **Check for Updates**.

Related links

Removing data from desktop clients

About this task

Use this procedure on desktops to permanently remove information from Avaya Equinox®, such as account information, settings, and application data.

Procedure

1. In the Avaya Equinox® settings, select **Support**.

2. Select **Reset Application**.

3. In the confirmation dialog box, confirm the change.

Uninstalling Avaya Equinox® on desktops

Before you begin

Ensure that Avaya Equinox® is not running.

Procedure

- On Windows desktops, open Control Panel and do the following:

  1. Click **Uninstall a program**.

  2. In the Uninstall or change a program window, select Avaya Equinox®.

  3. Click **Uninstall**.

  4. In the Programs and Features dialog box, click **Yes**.

     A message box displays the status of the uninstall operation. After the software is uninstalled, the system closes the dialog box. Avaya Equinox® no longer shows in the Uninstall or change a program window.

- On Mac desktops, do the following:

  1. Double-click the `Avaya Equinox-XX.dmg` file.

  2. Double-click **Uninstall**.

  3. In the confirmation dialog box, click **Yes**.

     After Avaya Equinox® is uninstalled, the system displays a message.

Chapter 14: Troubleshooting

Support, alerts, and log files

Capturing detailed log information

About this task

Use this procedure so that Avaya Equinox® can capture detailed logs for use by support personnel.

Procedure

1. In the Avaya Equinox® settings, select **Support**.

2. To toggle the feature on and off, select **Enable Diagnostics**.

3. Save the changes.

Configuring the quality improvement option

About this task

Use this procedure to configure the quality improvement option so that Avaya can collect quality-related product data.

Procedure

1. In the Avaya Equinox® settings, select **Support**.

2. Select **Quality Improvement**.

   Avaya Equinox® collects data for use by support personnel.

3. Save the changes.

Configuring the support email address

About this task

Use this procedure only on Avaya Equinox® for Android to configure the support email address. Avaya Equinox® sends log files to this email address.

Before you begin

Get the email address from the administrator.

Procedure

1. In the Avaya Equinox® settings, tap **Support** > **Report a Problem** > **Support Email Address**.

2. Type a valid email address.

3. Save the changes.

Sending log files to support

About this task

Use this procedure to send log files to support for troubleshooting issues.

> ✱ **Note:**
>
> On Avaya Equinox® for Android, when you send logs using an email address, Avaya Equinox® passes the email address string unaltered to your chosen email application. Specific formatting of addresses or address validation is specific to the email application and not Avaya Equinox®.

Before you begin

On Avaya Equinox® for Android, configure the support email address.

Procedure

1. Do one of the following:

   - On Avaya Equinox® for Android: Tap **Support** > **Report a Problem** > **Send Logs**.

   - On desktop clients and Avaya Equinox® for iOS: Select **Support** > **Report a Problem**.

2. Do one of the following:

   - On mobile clients: If more that one email option is listed, select the appropriate option and enter the details in the email body.

   - On desktop clients: Enter the details in the email body.

3. Send the logs report.

Checking alert messages

About this task

Avaya Equinox® displays an Alert icon if the configuration is incorrect or Avaya Equinox® cannot connect to a server.

> ✱ **Note:**
>
> Avaya Equinox® displays an Information icon if the issue is not service impacting, not urgent, or only informative.

Procedure

1. On the Top of Mind screen, select ⚠.

   Avaya Equinox® displays a detailed message.

2. Select the message.

3. Correct the error or contact your administrator for assistance.

Conferencing issues

Participant is added as a video participant to an audio conference

Condition

When you add a participant to an audio conference, Avaya Aura® Conferencing determines the capabilities of the Avaya Equinox® client and negotiates the best connection possible.

If the Avaya Equinox® client is video capable, the conferencing system provides video for that participant even for an audio-only conference.

Solution

To have an audio-only conference and prevent Avaya Equinox® from providing video for all participants, disable the video feature for the Avaya Aura® Conferencing account before starting the conference.

To disable the video feature for the Avaya Aura® Conferencing account, log in to Collaboration Agent. See "Configuring video" in *Using Avaya Aura® Conferencing Collaboration Agent*.

Enhanced conference control functionality is unavailable

Condition

After switching an Avaya Equinox® conference call between the MDA devices, enhanced conference control features such as moderator control, roster list, and collaboration window are unavailable on the new device. However, conference control features continue to be available on the original device.

Solution

After switching the conference call to the new device, end the conference call on the original device.

You can then view the enhanced conference control features on the new device.

Unable to join a meeting on Avaya Equinox® for Android

Condition

The meeting invite includes two or more meeting URLs. If you try to join this meeting from the Top of Mind screen by clicking on the meeting invite, the meeting IDs are incorrectly appended one after the other. If you are using an OTT deployment, you cannot join the meeting.

Cause

The sender of the meeting invite used the Location field in the invitation to send multiple meeting URLs separated by a semicolon.

Solution

Join the meeting by using the correct meeting URL and ID.

Contact issues

Cannot access local contacts on Avaya Equinox®

Cause

When you initially logged in to Avaya Equinox®, you did not configure access to local contacts.

Solution

Do one of the following:

- On Android devices: In the settings of the device operating system, set **Privacy and safety** > **App permissions** > **Contacts** > **Contacts permissions** to **On** for Avaya Equinox®.

- On iOS devices: In the settings of the device operating system, set **Privacy** > **Contacts** to **On** for Avaya Equinox®.

- On desktop clients: In the Avaya Equinox® settings, select **User Preferences** > **Contacts** and enable **Show Local Contacts**.

Contact image is invisible

Condition

If the image of a contact is added or changed from LDAP and if you perform an enterprise search for that contact, Avaya Equinox® does not display the latest image.

Solution

Delete and add the contact again to display the contact image.

Avaya Equinox® does not display photos for some Microsoft Outlook local contacts

Cause

This is a known Outlook issue. This issue occurs due to a problem with the Outlook connection protocol.

Solution

Workaround is unavailable.

Avaya Equinox® for iOS displays local contact details for an incoming call instead of aggregate contact details

Condition

The administrator has enabled the CONTACT_MATCHING_SEARCH_LOCATION parameter. If iOS CallKit is enabled, Avaya Equinox® for iOS displays local contact details for an incoming call instead of aggregate contact details.

Cause

Apple confirms that this functionality is as intended. Apple intentionally prioritizes by showing a user's local contact card information for a caller over the caller information given by CallKit if there is a contact card.

Solution

Workaround is unavailable.

Avaya Equinox® for iOS displays the contact name as nickname on the New Contact screen

Condition

If you create a new Avaya Equinox® contact from your call history, the **Nickname** field on the New Contact screen is automatically populated with the contact name.

Cause

The call history details include the display name and phone number. In iOS, the display name and nickname are considered the same. Hence, the nickname is automatically populated with the display name.

Solution

Workaround is unavailable.

Instant messaging issues

Timestamp is not updated for an open instant messaging conversation

Solution

1. Go to a different screen in the Avaya Equinox® application.
2. Return to the instant messaging conversation screen.

   The timestamp is automatically updated.

Telephony issues

Audio is lost for a few seconds during a call

Cause

Opening and closing other applications on your device during a call results in loss of audio for a few seconds.

Solution

Workaround is unavailable.

Cannot end a call on a bridged extension that is on hold

Condition

If you are using a bridged extension with a call on hold on Avaya Equinox® and the call is also active from the bridged extension or EC500 station, you cannot end the call from Avaya Equinox®.

Solution

1. From the bridged extension or EC500 station, drop the call.

2. Resume the call from Avaya Equinox®.

3. When you finish your conversation, end the call on Avaya Equinox®.

Receive two call notifications for an incoming call

Condition

Avaya Equinox® displays two call notifications for an incoming call. One notification is over Wi-Fi or SIP, and the other notification is over GSM.

Solution

On Communication Manager, the administrator must:

- Configure the **Extend Call** button.

- Enable the EC500 status for the station.

Android device setting changes automatically from the silent and vibrate mode to the general mode

Condition

On some Android devices, for incoming and outgoing VoIP calls, the device setting changes automatically from the silent and vibrate mode to the general mode.

Solution

Workaround is unavailable.

Using Avaya Equinox® for Android, iOS, Mac, and Windows

Avaya Equinox® displays incorrect call logs for a bridged in call

Condition

There are two users, A and B. A uses MDA and logs in to all Avaya Equinox® clients simultaneously. B logs in only in the Avaya Equinox® for Windows client.

1. B calls A.

   A answers the incoming call on the Avaya Equinox® for Mac client.

2. A bridges in the call on the Avaya Equinox® for iOS client and hangs up the call on the Avaya Equinox® for Mac client.

3. B ends the outgoing call.

4. A checks the call log on the Avaya Equinox® for iOS client.

   The call log displays an outgoing call from A to B.

Cause

For the MDA feature, this is a form of originating a new call. Hence, the call logs display an outbound call attempt.

Solution

Avaya confirms that this functionality is as intended.

Media preserved call is not dropped when you answer a cellular call

Condition

When you are on a VoIP call, Session Manager becomes unreachable. Hence, the VoIP call becomes unreachable. At the same time, you receive an incoming cellular call.

When you end the cellular call, the media reserved call is still active and not dropped. The media reserved call should have ended.

Solution

Workaround is unavailable.

DTMF tones are not sent when user is active on multiple cellular calls

Cause

When a user is active on multiple cellular calls in Avaya Equinox® for iOS, DTMF tones are not sent.

Apple confirms that this functionality is as intended and that soft or hard pause DTMF tones are only sent for the first call.

Solution

Workaround is unavailable.

Client Enablement Services callback call gets dropped after called party answers the call

Cause

This issue occurs when enforced SRTP is enabled in Communication Manager.

Solution

Avaya confirms that this functionality is as intended.

Video issues

The microphone stops working during a video call

Condition

During a video call, the microphone stops working and Avaya Equinox® displays the following error message: `USB Controller Bandwidth Exceeded`.

Cause

This condition might occur if your video camera and microphone connect to:

- The same USB hub
- The same USB keyboard hub
- The USB ports on the front of your computer

Solution

Connect the video camera and microphone to the USB ports on the back of your computer.

Video is not transmitted after 15 minutes

Condition

If Avaya Equinox® is using Avaya Aura® Conferencing 7.2 or a previous release, then Avaya Equinox® stops transmitting video after 15 minutes.

Cause

By default, the VideoAuditTimer parameter is set to 15 minutes in Avaya Aura® Conferencing 7.2 and previous releases.

Solution

Change the VideoAuditTimer parameter to `0` if you are:

- Using Avaya Aura® Conferencing 7.2 or a previous release.
- Upgrading Avaya Aura® Conferencing from 7.2 to 8.0.

Video window does not close automatically

Condition

If you de-escalate or stop a video from an Avaya one-X® Communicator H.323 endpoint, Avaya Equinox® does not close the video window.

For a simple point-to-point video call between Avaya Equinox® and Avaya one-X® Communicator, Avaya Equinox® functions differently.

- If Avaya one-X® Communicator SIP drops the video, the Avaya Equinox® video window closes.
- If Avaya one-X® Communicator H.323 drops the video, the Avaya Equinox® video window remains open with a black screen.

Solution

Close the video window manually.

Unable to have video in Avaya Aura® Conferencing conference

Condition

When an Avaya Equinox® client joins or starts an Avaya Aura® Conferencing video conference, the Avaya Equinox® client is automatically de-escalated to audio. Avaya Equinox® is unable to escalate to video.

Cause

This issue is caused due to use of class D configuration in Avaya Aura® Conferencing. Avaya recommends not using Class D configuration when any of the following conditions exist:

- Video is required on low-end PC or mobile devices.
- Remote VPN users require video.
- Video bandwidth cannot be maintained at 512K or above.

Solution

Avaya recommends the use of Class C configuration in Avaya Aura® Conferencing.

Sending stream encodes video at 720p

Condition

When the Windows CPU profile is Intel SSE4.2 and the number of core is two, the sending stream must encode video at 360p. However, the sending stream encodes video at 720p.

Solution

Workaround is unavailable.

Web collaboration issues

Cannot de-escalate to audio or start web collaboration

Condition

If you answer a conference call on an EC500 endpoint and bridge in to the conference from Avaya Equinox®, you cannot de-escalate to audio or start web collaboration. When you disconnect from the EC500 endpoint, the De-escalate to audio and start web collaboration functionality is still unavailable in Avaya Equinox®.

Solution

Drop from the conference and dial in again from Avaya Equinox®.

The Web Collaboration window displays a shared document on another conference

Condition

This condition might occur in the following situations:

- You are the moderator on a MeetMe conference and you start web collaboration.
- While the MeetMe conference and web collaboration are active, you start an Adhoc conference and then start a second web collaboration session for the same call.

Solution

Workaround is unavailable.

Cannot access the web collaboration session of a conference

Condition

The Web Collaboration window displays the following message: `Meeting is currently locked and not accepting new users.`

Cause

This issue occurs if the moderator locks the conference before you open the web collaboration.

Solution

Ask the moderator to unlock the conference.

You can then access the web collaboration session.

Cannot view the Start Sharing option during a P2P video call

Condition

You cannot view the Start Sharing option during a point-to-point video call when both the following conditions are met:

- Avaya Equinox® for Mac is registered using Session Border Controller.
- BFCP transport is configured as TCP.

Solution

Configure BFCP transport as UDP.

Unable to share an application during a conference

Condition

While using Avaya Equinox® for Mac, you are unable to share an application during a conference.

Cause

Application sharing is possible only when Avaya Equinox® for Mac has access to the accessibility feature.

Solution

1. On the Apple menu, go to **System Preferences** > **Security & Privacy** > **Privacy** > **Accessibility**.

2. In the Allow the apps below to control your computer area, select the check box next to Avaya Equinox®.

Other issues

Poor audio or video quality and slow response time

Condition

The performance of the Avaya Equinox® client for presence indication, contact searches, and instant messaging depends on the wireless network that you are using. You might experience impairments to audio quality, video quality, and slow response time depending on the quality of the network connection.

Cause

Connections using VPN over the Internet, 3G cellular data, or weak Wi-Fi signals might impair the performance of the Avaya Equinox® client.

Solution

Use a properly engineered private network to achieve best results.

The Avaya Equinox® client actively monitors audio and video quality and provides feedback if audio and video quality are impaired.

Avaya Equinox® for iOS exits unexpectedly

Condition

The operating system on your iPad or iPhone can end applications running in the background if an active application requires more memory.

Cause

This issue can occur when you are running memory consuming applications or if you are synchronizing many contacts over the network.

Solution

Restart Avaya Equinox®.

Cannot change to a different IP connection with Windows 8

Condition

When you are connected to an active network connection, you cannot change to a different IP, such as a VPN connection.

Cause

This is a known Windows 8 limitation. This issue occurs if you are connected to an active network when you change to VPN.

Solution

Do one of the following:

- Toggle network connectivity by unplugging and re-plugging in an Ethernet cable.
- Disable the active network connection before changing to a different IP connection.

Error while uninstalling Avaya Equinox® for Windows using the Windows Control Panel

Condition

You might receive the following error while uninstalling Avaya Equinox® for Windows using the Windows Control Panel:

```
Error opening installation log file. Verify that the specified location exists and is writable.
```

Cause

This issue occurs when the administrator enables Windows Installer Logging, but the Windows Installer engine cannot write the uninstallation log file correctly. For more information, see https://support.microsoft.com/en-us/kb/2564571/en-us.

Solution

Stop and restart the `explorer.exe` process using the Windows Task Manager.

Getting security warnings while using Avaya Equinox®

Condition

When a program attempts to gain access to your contact information in Outlook, Avaya Equinox® displays security warnings.

Cause

Your email administrator might only allow add-ins for specific programs by adding the add-ins to a Trusted list. For nontrusted programs, Avaya Equinox® displays a security warning because of the potential risk that the nontrusted program might use Outlook to spread viruses.

Solution

Inform your email administrator to add Avaya Equinox® to the Trusted add-ins list.

Installing an antivirus program and keeping the antivirus program updated regularly might prevent the security warning from appearing again.

Microsoft Outlook displays a security notification message

Condition

Upon starting the Avaya Equinox® client, Microsoft Outlook displays a security notification message stating that a program is trying to access email address information stored in Outlook.

Cause

Microsoft Outlook displays the security notification message if Microsoft Outlook:

- Does not detect a valid antivirus program.
- Detects that the virus definitions are out-of-date.
- Is set to always warn about programs accessing email address information.

Solution

1. In the Microsoft Outlook dialog box, select the **Allow access for** check box.
2. From the corresponding drop-down list box, select **1 minute**.
3. Select **Allow**.

   If you select **Deny**, Avaya Equinox® cannot access email address information. However, Avaya Equinox® can still access your Outlook contacts.

   To prevent this message from reappearing, ensure that your antivirus program is active and up-to-date.

Presence status is updated incorrectly

Condition

Avaya Equinox® displays incorrect presence status in the following situations:

- If you set your presence status to Automatic, the presence status always displays as Offline.
- If you are on a call, the presence status does not display as Busy. It might show the message `Presence Server is not available`.

Cause

Client Enablement Services provides presence information using Avaya Aura® Presence Services. Client Enablement Services has a limitation that it does not automatically publish Available for mobile endpoints.

Presence status updates as the result of being on a call, also known as Telephony Presence, require the appropriate Avaya Aura® configuration by your administrator. If the Presence Server restarts while you are on a call, you see the message `Presence Server is not available`.

Solution

- If you set your presence status to Automatic, to see your own presence change from Offline to Available, you must log in with another presence capable client.

   The presence status of that client triggers an update to your presence status.

Alternatively, you can manage your presence manually and set your status to Available when you want.

- If you do not see your presence status update while on a call, contact your administrator to determine if you have the necessary configuration for this feature.

If you are still on the same call after the Presence Server restart is complete, your presence status might not get updated. You must wait for the existing call to end.

Getting error messages while managing calls on multiple devices using MDA

Condition

Avaya Equinox® displays the following error messages depending on whether the administrator configured the **Max. Simultaneous Devices** field on System Manager:

- `You have been logged off. Another device has connected using this extension.`
- `This Extension has reached the maximum number of devices.`

Cause

If the administrator:

- Does not configure the **Max. Simultaneous Devices** field on System Manager, you cannot use another device to log in to Avaya Equinox® using the same extension.
- Configures the **Max. Simultaneous Devices** field on System Manager, you cannot exceed the usage limit.

Solution

If Avaya Equinox® displays one of the above error messages, inform the administrator.

Space key on the soft keypad works incorrectly in Avaya Equinox® for iOS

Condition

If you insert a space in the right aligned text field in Avaya Equinox®, the characters inserted before the space are not shifted to the left or the cursor is not advanced. Even if you insert a number of spaces, the characters on its left are not advanced.

Cause

Since iOS 7, the right aligned text fields function differently. Apple confirms that this new functionality is as intended.

Solution

After you insert a character following the space, the characters move to the left and the space is visible.

Microsoft Exchange ActiveSync search is not working

Condition

Some Android devices have a known issue connecting to Exchange servers configured with certificates earlier than TLS version 1.2.

Cause

The Android device is not automatically configured to accept the ActiveSync accounts.

Solution

In the Exchange ActiveSync account settings, select the **Accept all SSL certificates** check box.

Certificate issue on Avaya Equinox® for iOS

Condition

When you manually install a certificate on Avaya Equinox® for iOS, Avaya Equinox® stops working on the device if you upgrade iOS to 10.3 or later.

Cause

The certificate is not automatically trusted for SSL.

Solution

1. To turn on SSL trust for a certificate, on your iOS device, go to **Settings** > **General** > **About** > **Certificate Trust Settings**.

2. In the Enable full trust for root certificates area, enable the trust for the certificate.

Certificate is not trusted on Avaya Equinox® for Mac

Condition

The Avaya Aura® certificates are not trusted on Avaya Equinox® for Mac.

Solution

1. On your Mac system, open the Keychain Access application.

2. Drag the Avaya Aura® certificate into Keychain Access.

3. In the Keychains area, click **System**.

4. In the Category area, click **Certificates**.

5. Locate the certificate that you just added.

6. Double-click the certificate.

7. In the SIP Product Certificate dialog box, in the **When using this certificate** field, select **Always Trust**.

8. Save the changes.

Touch functionality does not work properly

Condition

While using Avaya Equinox® for Windows, touch functionality such as drag and drop, and scroll might not function properly.

Cause

If .NET Framework is 4.7 or an earlier version, touch functionality does not work properly.

Solution

Upgrade .NET Framework to 4.7.1 or a later version.

Avaya Spaces embedded browser to log in to Spaces is displayed and skips automatically

Condition

While performing automatic configuration using Avaya Equinox® for iOS, the Avaya Spaces embedded browser to log in to Spaces is displayed and skips automatically.

Cause

This issue occurs if you have previously logged in to Spaces by using the Spaces application or a browser.

Solution

Workaround is unavailable.

Microsoft Outlook add-in does not display the meeting details

Condition

Microsoft Outlook add-in does not display the meeting details in the Avaya Meeting Scheduler area.

Solution

1. Open Microsoft Outlook.

2. Go to **File** > **Options** > **General**.

3. In the User Interface options area, for When using multiple displays, select **Optimize for compatibility**.

4. Restart Microsoft Outlook.

Loud and annoying music is heard when call is on hold

Cause

This condition occurs in the following deployment scenarios:

- Client network is IPv4 and Avaya Aura® Media Server network is IPv6, or vice versa.
- There is a mismatch of IP versions between the client network and the Avaya Aura® Media Server network.

Solution

Contact your administrator to set the same media preference setting for the client network and the Avaya Aura® Media Server network.

Chapter 15: Resources

Documentation

See the following related documents for the Avaya Equinox® and Avaya Multimedia Messaging solution at http://support.avaya.com.

Title	Use this document to:	Audience
Overview		
Avaya Equinox® Overview and Specification for Android, iOS, Mac, and Windows	Understand high-level product functionality, performance specifications, security, and licensing.	Customers and sales, services, and support personnel
Avaya Equinox® VDI Overview and Planning	Understand high-level product functionality, security, and licensing. Also, perform deployment planning.	• System administrators • Customers and sales, services, and support personnel
Planning		
Planning for and Administering Avaya Equinox® for Android, iOS, Mac, and Windows	Perform system planning and configuration for: • Avaya Equinox® for Android • Avaya Equinox® for iOS • Avaya Equinox® for Mac • Avaya Equinox® for Windows	System administrators
Avaya Multimedia Messaging Reference Configuration	Understand technical overview information, system architecture, functional limitations, and capacity and scalability for Avaya Multimedia Messaging.	Customers and sales, services, and support personnel
Implementing		
Deploying Avaya Multimedia Messaging	Install, configure, and administer Avaya Multimedia Messaging.	Implementation personnel
Deploying the Avaya Aura® Web Gateway	Install, configure, and administer the Avaya Aura® Web Gateway.	Implementation personnel

Table continues…

Title	Use this document to:	Audience
Implementing, administering, and troubleshooting Avaya Equinox® VDI	Install, configure, administer, and troubleshoot Avaya Equinox® VDI.	Implementation personnel
Administering		
Administering Avaya Multimedia Messaging	Administer and manage Avaya Multimedia Messaging.	Implementation personnel
Administering the Avaya Aura® Web Gateway	Administer, manage, and troubleshoot the Avaya Aura® Web Gateway.	Implementation personnel
Using		
Using Avaya Equinox® on Avaya Vantage™	Set up and use Avaya Equinox® on Avaya Vantage™.	Enterprise users
Using Unified Portal	Set up and use Avaya Equinox® Unified Portal.	Enterprise users
Using Avaya Equinox® VDI	Set up and use Avaya Equinox® VDI.	Enterprise users

Finding documents on the Avaya Support website

Procedure

1. Go to https://support.avaya.com.

2. At the top of the screen, type your username and password and click **Login**.

3. Click **Support by Product** > **Documents**.

4. In **Enter your Product Here**, type the product name and then select the product from the list.

5. In **Choose Release**, select an appropriate release number.

6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.

   For example, for user guides, click **User Guides** in the **Content Type** filter. The list displays the documents only from the selected category.

7. Click **Enter**.

Avaya Documentation Portal navigation

Customer documentation for some programs is now available on the Avaya Documentation Portal at https://documentation.avaya.com.

🛈 **Important:**

For documents that are not available on the Avaya Documentation Portal, click **Support** on the top menu to open https://support.avaya.com.

Using the Avaya Documentation Portal, you can:

- Search for content in one of the following ways:

  - Type a keyword in the **Search** field.

  - Type a keyword in **Search**, and click **Filters** to search for content by product, release, and document type.

  - Select a product or solution and then select the appropriate document from the list.

- Find a document from the **Publications** menu.

- Publish a PDF of the current section in a document, the section and its subsections, or the entire document.

- Add content to your collection by using **My Docs** (☆).

  Navigate to the **My Content** > **My Docs** menu, and do any of the following:

  - Create, rename, and delete a collection.

  - Add content from various documents to a collection.

  - Save a PDF of selected content in a collection and download it to your computer.

  - Share content in a collection with others through email.

  - Receive content that others have shared with you.

- Add yourself as a watcher by using the **Watch** icon (👁).

  Navigate to the **My Content** > **Watch list** menu, and do the following:

  - Set how frequently you want to be notified, starting from every day to every 60 days.

  - Unwatch selected content, all content in a document, or all content on the Watch list page.

  As a watcher, you are notified when content is updated or deleted from a document, or the document is removed from the portal.

- Share a section on social media platforms, such as Facebook, LinkedIn, Twitter, and Google +.

- Send feedback on a section and rate the content.

 ✳ **Note:**

Some functionality is only available when you log in to the portal. The available functionality depends on the role with which you are logged in.

Training

The following courses are available on the Avaya Learning website at http://www.avaya-learning.com. After logging in to the website, enter the course code or the course title in the **Search** field and press Enter to search for the course.

Course code	Course title
2035W	Avaya Unified Communications Roadmap for Avaya Equinox® Clients
20390W	Using the Avaya Equinox® Client
2216W	Avaya Equinox® Fundamentals
3140W	Avaya Equinox® Solutions Overview
3185W	Designing the Avaya Equinox® Solution
4965W	Avaya Equinox® Overview
7150V	Integrating and Supporting Avaya Equinox® Over the Top

Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

Procedure

- To find videos on the Avaya Support website, go to https://support.avaya.com/ and do one of the following:

  - In **Search**, type `Avaya Mentor Videos` to see a list of the available videos.

  - In **Search**, type the product name. On the Search Results page, select **Video** in the **Content Type** column on the left.

- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and do one of the following:

  - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.

  - Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the website.

  ⊛ **Note:**

    Videos are not available for all products.

Support

Go to the Avaya Support website at https://support.avaya.com for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes,

downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a web-based search engine that provides:

- Up-to-date troubleshooting procedures and technical tips

- Information about service packs

- Access to customer and technical documentation

- Information about training and certification programs

- Links to other pertinent information

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base without extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base for any potential solutions to problems.

1. Go to http://www.avaya.com/support.
2. Log on to the Avaya website with a valid Avaya user ID and password.

   The system displays the Avaya Support page.
3. Click **Support by Product** > **Product Specific Support**.
4. In **Enter Product Name**, enter the product, and press `Enter`.
5. Select the product from the list, and select a release.
6. Click the **Technical Solutions** tab to see articles.
7. Select relevant articles.

Appendix A: Participant mute experience with Avaya Aura® Conferencing

No	Participant mute-state	Mute button state	Operation	Participant mute-state after operation	Mute button state after operation	Notes
1	Unmuted	Black	Moderator turns on the lecture mode	Network muted	Blue with lecture icon and disabled	The participant is network muted.
2	Network muted in lecture mode	Blue with lecture icon and disabled	Moderator unmutes the participant	Locally muted	Blue with lecture icon and enabled	The participant is locally muted.
3	Muted	Blue with lecture icon	Moderator turns off the lecture mode	Locally muted	Mute without lecture icon and enabled	The participant is network unmuted. Hence, the participant is in local muted state. Also, the participant can remove the local mute.
4	Unmuted	Black	Moderator mutes all	Network muted	Blue with moderator icon and enabled	The participant is network muted.
5	Muted	Blue with moderator icon	Moderator unmutes all	Locally muted	Mute without moderator icon and enabled	The participant is network unmuted. Hence, the participant is in local muted state. Also, the participant can remove the local mute.

Table continues…

No	Participant mute-state	Mute button state	Operation	Participant mute-state after operation	Mute button state after operation	Notes
6	Muted	Blue with moderator icon	Participant unmutes self	Unmuted	Participant is unmuted	
7	Unmuted	Black	Moderator mutes the participant	Network muted	Blue with moderator icon and enabled	The participant is network muted.
8	Muted	Blue with moderator icon and enabled	Moderator unmutes the participant	Locally muted	Mute without moderator icon and enabled	The participant is network unmuted. Hence, the participant is in local muted state. Also, the participant can remove the local mute.
9	Unmuted	Black	Participant network mutes self	Network muted	Mute with moderator icon and enabled	Network self mute is possible via DTMF. Also, useful for users in Telecommuter or on Mobile calls.
10	Network self mute by pressing *61	Blue with moderator icon and enabled	Participant unmutes self	Unmuted	Unmuted	Participant is unmuted. TUI only.
11	Network self mute by pressing *61	Blue with moderator icon and enabled	Moderator unmutes the participant	Network muted	Blue with moderator icon	The participant is network muted. TUI only.

✳ **Note:**

If a user dials the EC500 FNE to join the active call, which is network muted, the EC500 user will not be aware about being currently network muted. If the transfer occurs while the participant is muted, the transfer scenario results in a one-way audio path.

Glossary

Communication Manager	A key component of Avaya Aura®. It delivers rich voice and video capabilities and provides a resilient, distributed network for media gateways and analog, digital, and IP-based communication devices. It includes advanced mobility features, built-in conference calling, contact center applications and E911 capabilities.
EC500	A feature that bridges calls received by the Avaya Aura® Communication Manager server to any mobile phone, regardless of location or wireless service provider.
Feature name extension	An extension assigned to a feature within Communication Manager. The system administrator administers Feature name extension (FNE) to correspond to a feature access code that activates the feature.
FECC	Far End Camera Control (FECC) is a feature of endpoint cameras, where an endpoint in the call can remotely control the camera of another endpoint in the call.
OTT	Over the Top (OTT) deployment means that you can use the Avaya Equinox® client in a non-Avaya Aura® environment as a conferencing client for users that have a virtual room assigned to them.
System Manager	A common management framework for Avaya Aura® that provides centralized management functions for provisioning and administration to reduce management complexity. System Manager can also function as a self-signed Root Certificate Authority (CA) or as an intermediate CA. System Manager enables the Simple Certificate Enrollment Protocol (SCEP) application to sign certificates for Avaya deskphones.
UCCP	Unified Conference Control Protocol (UCCP) is a web-based protocol. It is used by Conferencing clients to have conference control including roster, moderator commands, and user commands.

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