AVAYA

Using Avaya Equinox® for IP Office

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Chapter 1: Introduction

Purpose

This document describes how to set up and use Avaya Equinox® for Android, iOS, Mac, and Windows.

End users can do all the tasks without assistance.

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

Chapter 2: Avaya Equinox® for IP Office overview

The Avaya Equinox® client for IP Office is a soft phone application that provides access to Unified Communications (UC) and Over the Top (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

😊 **Note:**

In IP Office Release 11.0, the Avaya Equinox® client is not supported on the Avaya Vantage™ device but it will be supported in a subsequent release. In Release 11.0, only the Avaya Vantage™ Basic client is supported on the Avaya Vantage™ device.

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 and conference call control functionality. You can also add participants to a conference.
- Answer calls and send all calls to voice mail.
- View your call history that is stored locally on the device.
- Access your IP Office and local contacts.
- Send instant messages.
- Capture photo, audio, and video files, and send generic file attachments in an instant message conversation.
- Manage your presence status and presence status messages.

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

  Simultaneous mode can be used with supported SIP deskphones and an H.323 deskphone.

> **✳ Note:**
>
> Some Avaya Equinox® features must be configured for your enterprise before you can use them.

Related links

Simultaneous mode overview

Avaya Equinox® for IP Office supports Simultaneous mode, where Equinox for IP Office can connect as simultaneous client. You can use your extension with one of the supported devices in parallel with the deskphone.

In Standalone mode, you can use only one of the supported devices at a time. You are logged out of deskphone or any other client if you log in to another Avaya Equinox® device with the same extension. Standalone mode is enabled when the user profile is set to Basic user or Mobile Worker with the "Enable Desktop/Tablet VoIP client" option selected, and Avaya softphone license is available. Note that Standalone mode does not support the "Enable Mobile VoIP client" option in the user profile.

In Simultaneous mode, you can use more than one devices at a time, along with the deskphone. You are not logged out of deskphone or any other device if you log in to another Avaya Equinox® client with the same extension. Simultaneous mode is enabled when the user profile is set to Office, Telecommute, or Power user with the appropriate "Enable Desktop/Tablet VoIP client" or "Enable Mobile VoIP client" option selected.

With Simultaneous mode, you can:

- Hear simultaneous ringing on all the logged-in devices when a call is made to your extension. For example, the deskphone and other simultaneous clients.
- Answer a call from any of the logged-in devices.
- Join an existing call from other logged-in devices or transfer call to any of your devices.

Device support for Simultaneous mode

In parallel with your deskphone, you can use your extension with one of the following supported devices:

> **✳ Note:**
>
> When you are logged in to a device from any of the following categories and then you log in to another device within the same category, then the existing device displays a message

indicating that you will be logged out from it. At a time, you can remain logged in to only one device of a category.

- Any one of following desktop or tablet VoIP clients:

  - Avaya Equinox® for Windows
  - Avaya Equinox® for Mac
  - Avaya Equinox® for iPad
  - Avaya Communicator for Windows
  - Avaya Communicator for iPad

- Any one of following mobile VoIP clients:

  - Avaya Equinox® for Android
  - Avaya Equinox® for iPhone
  - Avaya one-X® Mobile for iOS
  - Avaya one-X® Mobile for Android

- Any one of the following WebRTC-based clients:

  - Avaya Communicator for Web
  - Avaya IP Office Web Client
  - IP Office Web Collaboration for Windows
  - IP Office Contact Center Web User Interface

Related links

Simultaneous mode limitations

Support on other devices

- Some devices do not support Simultaneous mode. 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 Simultaneous mode functionality, such as the ability to answer a new call or join an existing call, might not work properly.

- If you simultaneously subscribe Simultaneous mode devices for Presence Services and publish to the presence state, Presence Services aggregates the presence state across multiple devices.

- Presence states are supported only between Avaya Equinox® clients only, and not between an Avaya Equinox® client and another client type.

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.

Related links

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
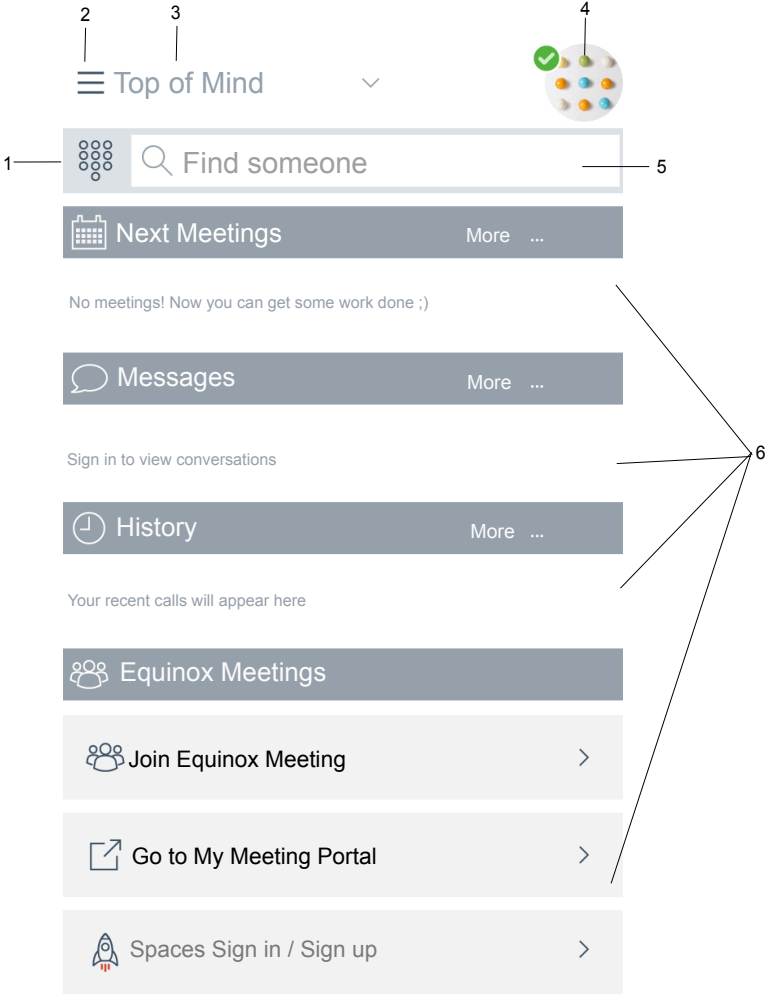
Desktop client

No.	Name	Description
1	Dialpad	Access the dialpad to make an audio or video call.
2	Menu	Access the following screens from the Avaya Equinox® menu: • Top of Mind • Favorites • Contacts • History • Messages

Table continues…

No.	Name	Description
		• 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.
6	Next Meetings, Equinox Meetings, Messages, and History	• 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. • 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. • Respond to the latest messages and view your active conversations. • Return important missed calls and view your call activity.

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	
	Busy	
	Away	
	Offline	
	Do not disturb	

History screen

Button	Name	Notes
	All History	View your complete call history.
	Incoming Calls	
	Missed Calls	
	Outgoing Calls	
	Voicemail	View your voice mail messages.

Outgoing Calls screen

Button	Name	Notes
	VoIP Call	Calls are made using Wi-Fi or your cellular data.
	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	
	Clear	

General icons

Button	Name	Notes
	Settings	
	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.
	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.
	Search	
	Warning	

Shortcut keys for Avaya Equinox® for Mac and Windows

You can access the following functionality in the desktop clients 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`
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.

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.

For detailed information about server certificates and security for Avaya IP Office, see *IP Office Platform Security Guidelines* at https://downloads.avaya.com/css/P8/documents/101039408.

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.

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.

For detailed information about server certificates and security for Avaya IP Office, see *IP Office Platform Security Guidelines* at https://downloads.avaya.com/css/P8/documents/101039408.

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 using a command line option.

Before you begin

- 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, Windows 8.1, or Windows 10 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 macOS version is 10.10 or a later.

Procedure

1. On the desktop for:

   - Windows: Double-click the `Avaya Equinox Setup 3.4.0.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 Windows installer installs Outlook Plugin and Web Extension. If you do not want to install these by default, select the **Custom** setup type and disable the Outlook Plugin and Web Extension installation.

   ✱ **Note:**

   Outlook Plugin and Web Extension use the language of the Windows system and not the language selected during the Avaya Equinox® installation process.

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**.

  ✳ **Note:**

  To join a meeting, you must be subscribed to the relevant services, such as Avaya Equinox® Meetings Online.

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

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 IP Office or any other web server.

Before you begin

If the administrator has set up the correct DNS records, you can automatically configure Avaya Equinox® using your email address. Else, you can get the automatic configuration web address from the administrator.

Procedure

1. Open the Avaya Equinox® client.

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

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

3. **(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**.

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

   a. Select **Options and Settings** (⚙).

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

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

5. Depending on what the screen displays, do one or more of the following: Type your password for Avaya Spaces.

   • If the automatic configuration file does not include your credentials 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. The email address is automatically populated. You can change the email address if required.

6. Type your IP Office extension and password for VoIP.

7. Select **Next**.

8. Type your user name and password for Exchange Calendar.

9. Select **Next**.

   Avaya Equinox® configures the settings automatically.

Using the Avaya Equinox® menu

Procedure

1. On mobile clients, on the home screen, select **Menu** (☰).

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

   - **Top of Mind**
   - **Join Meeting**
   - **Favorites**
   - **Contacts**
   - **History**
   - **Messages**
   - **Meetings**
   - **Features**: Only on mobile clients
   - **Exit**: Only on Avaya Equinox® for Android

Manual configuration of Avaya Equinox® settings

You must configure the Avaya Equinox® settings in the Services screen manually if you are not using automatic configuration. For more information, see

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.

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.

- 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.

- Respond to the latest messages and view your active conversations.
- Return important missed calls and view your call activity.

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**. Else, 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 view only the accepted meetings, select **Show only accepted meetings**.

   - To hide your meeting room details, in the My Meeting Room area, select **Hide**.

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

   - To hide your call history, in the History 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:

- **More**: To view additional meetings.

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

- **Call** (⌇ 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.

- **Spaces** (⚲): 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 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.

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

- **More**: To view all your active conversations.

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

- **Instant Messaging** (●): To continue the conversation.

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

- **More**: To view the complete call history.

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

- **Call** (⌇ or ▭): To call the number.

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

About this task

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

> **Note:**
>
> On Avaya Equinox® desktop clients, in 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, select **User Preferences**.

2. Select **Contacts**.

On Avaya Equinox® for Android, do the following:

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

4. Select one of the following:

   • **First Name First**

   • **Last Name First**

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

6. Select one of the following:

   • **First Name**

   • **Last Name**

On desktop clients, do the following:

7. In the Name Display Preferences area, select one of the following:

   • **First, Last**

   • **Last, First**

8. In the Name Sort Preferences area, select one of the following:

   • **First Name**

   • **Last Name**

9. To view local contacts, select **Show Local Contacts**.

On all clients, do the following:

10. 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.

⊛ **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**. Else, 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:

On iOS devices, you must use the OS setting to configure the notification alert for incoming calls. Currently, there is no option in Avaya Equinox® for iOS to change the default ringtone for incoming calls.

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 in the Use VoIP for calls dialog box, select one of the following:

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

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

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

5. To configure the microphone and camera settings when you join an Avaya Equinox® Meetings Online 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**.

6. Save the changes.

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 have video on a call, select **Video Calling**.

- To mute your microphone when you join an Avaya Equinox® Meetings Online conference, select **Mute my Microphone when Joining Meeting**.

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

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®.

Services settings

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

- VoIP

- Avaya Cloud Services

- Exchange Calendar

- Voice mail
- Enterprise Directory: Only on desktop clients
- Meetings

Modifying VoIP settings

About this task

Use this procedure to enable IP Office 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**. Else, 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 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 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**. Else, 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.

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®.

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 **Voicemail**.

4. **(Optional)** If available through VMPro on IP Office, select **System Number**. Else, go to the next step.

    a. Change the voice mail number.

    b. If available through VMPro on IP Office, select **Save**. Else, 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 through VMPro on IP Office, select **Save**. Else, 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.

Modifying Exchange Calendar settings

About this task

Use this procedure to enable Microsoft Exchange Calendar 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 **Exchange Calendar**.

4. **(Optional)** If the Exchange Calendar switch is disabled, select **Exchange Calendar**. Else, 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.

Configuring the dialing rules manually

About this task

You need to manually configure or update the following dial rules. Use this procedure to configure dialing rules 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.

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.

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 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.

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**

- **Third Party Licensing**

Logging in and out of the Avaya Equinox® phone service

About this task

Use this procedure to log in and out of the IP Office phone service on Avaya Equinox®.

✳ **Note:**

- You must not use passwords that include diacritic symbols.

Procedure

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

   Avaya Equinox® displays the Accounts screen.

2. Log in to the IP Office Phone Service using your credentials.

3. Do one of the following:

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

   - On desktop clients: Select **Done**.

4. To log out of the phone service on 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.

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.

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.

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

About this task

Use this procedure only on Avaya Equinox® for Windows 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)** To allow calls from Microsoft Outlook contacts, select **Allow calls from Outlook contacts**.
5. Save the changes.
6. **(Optional)** If you configured the **Allow calls from Outlook contacts** setting, 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.

Enabling the Avaya Equinox® Google Chrome browser extension

About this task

Google indicates that you must install browser extensions by using the enterprise policy. Use this procedure to enable the Google Chrome browser extension for Avaya Equinox®.

Before you begin

Install Avaya Equinox®.

Procedure

1. Open Google Chrome, and in the address bar, type `chrome://extensions`.
2. From `C:\Program Files (x86)\Avaya\Avaya Equinox\fTarget`, drag and drop the `extension.crx` file to the browser that you opened in Step 1.

   IT administrators who prefer an administrative policy mechanism to perform Step 2 can do so by using the enterprise policy.
3. Exit Google Chrome.
4. To import the Google Chrome extension registry values, from `C:\Program Files (x86)\Avaya\Avaya Equinox\fTarget`, run `AddChromeExtension.reg`.

IT administrators can set the registry values by using the enterprise policy with the values from `AddChromeExtension.reg`.

5. Start Google Chrome.

   The system displays the Avaya Equinox® browser Chrome add-in, which works properly on Google Chrome.

Uninstalling the Avaya Equinox® Google Chrome browser extension

Procedure

1. From `C:\Program Files (x86)\Avaya\Avaya Equinox\fTarget`, run `RemoveChromeExtension.reg`.

2. Open Google Chrome, and in the address bar, type `chrome://extensions`.

3. Remove the Equinox Chrome extension.

4. Restart the Google Chrome browser.

Chapter 5: Managing calls

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.
- Join or answer calls from multiple devices if Simultaneous mode is configured.
- Escalate from an audio call to a video call, a point-to-point call to a conference call, or an instant message session to a call.

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™ Basic client: On Avaya Equinox® for Android
- 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 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™ Basic

Telephony features are supported for Avaya Equinox® for Android on the Avaya Vantage™ Basic client. For more information, see *Using Avaya Vantage™ Basic*.

> ⊛ **Note:**
>
> In IP Office Release 11.0, the Avaya Equinox® client is not supported on the Avaya Vantage™ device but it will be supported in a subsequent release. In Release 11.0, only the Avaya Vantage™ Basic client is supported on the Avaya Vantage™ device.

Call management using a Plantronics headset

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

- Make calls using the primary line.
- Answer calls on the primary 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 a dual-registration call, a Meet Me conference call, or an Adhoc conference call.

  You cannot start a dual-registration call, a 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 that enables VoIP applications on iOS to adopt the native phone interface for calls to give *first-party experience to third-party applications*. For example, before CallKit, incoming calls on third-party VoIP applications such as Avaya Equinox® for iOS were available only as simple local notifications. But 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:

- 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.

- Make a call from a number of screens on the iOS device by using Avaya Equinox® for iOS.

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.

⊛ **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.

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, which searches IP Office Corporate or Internal System directories

- A call history record card

- An instant message card

⊛ **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:

- **Audio Call** (✆)
- **Video Call** (▭)

Answering or ignoring a call

About this task

If you are already on a call, Avaya Equinox® alerts you with an audio beep for waiting 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 if 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 if you answer an incoming video call, the video is paused. You must resume the video by using the Avaya Equinox® for iOS application.

Procedure

- To receive the call, select **Answer** ([✆]).
- To dismiss the call, select **Ignore** ([☏]).

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.

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**. Else, 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 **Keypad** (⊞).

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 **Mute** (🎙).

   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 **More** (⬛) and then select **Hold** (⬛).

   - On desktop clients: Select **Hold** (⬛).

   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**.

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 **Video Call** (⬛) and then select **Block camera** (⬛).

   - On desktop clients: Select **Block camera** (⬛).

   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 **Video Call** (⬛) and then select **Stop Video**.

- On desktop clients: Select **Video Call** (⬛).

The video transmission stops and the Video area closes.

Transferring a call

About this task

Use this procedure to transfer a call. 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.

Procedure

Perform the following steps to perform a blind transfer:

1. While on a call, select **More** (⚫⚫⚫).

2. Select **Transfer** (◀).

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.

Perform the following steps to perform a consultative transfer:

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

5. Select **More** (⚫⚫⚫).

6. Select **Transfer** (◀).

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

    Avaya Equinox® transfers the call.

Parking or retrieving a parked call

You can use the Call Park feature to retrieve a call that is on hold from any other telephone within the system. For example, you can answer a call on one extension, park the call, and then retrieve the call from another extension.

✳ **Note:**

You can park or unpark calls only on desktop clients, and not on mobile clients.

In Avaya Equinox® IP Office, the Call Park feature is supported using short codes. To use this feature, your administrator must configure short codes in IP Office Web Manager or IP Office Manager. For information about short codes, see *Administering Avaya IP Office™ Platform with Web Manager* or *Administering Avaya IP Office™ Platform with Manager*.

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 **More** (⬚) and then select **Call Statistics**.

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 **More** (⬚), 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.

If you have unread voice mails, Avaya Equinox® displays the unread Message Waiting Indicator (MWI) (⬚) icon.

Before you begin

The administrator must configure the **Voicemail number** field in IP Office Manager.

Procedure

Select the unread MWI (🔴) icon.

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

Ending a call

Procedure

While on a call, select **End Call** (🔴).

Avaya Equinox® ends the call.

Emergency calls

Do not use Avaya Equinox® to make emergency calls on mobile devices. Avaya recommends that you check the product documentation that accompanies your mobile device to learn about the emergency calling features available on your mobile device. However, you can make emergency calls on non-mobile devices, such as the deskphone.

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

Chapter 6: Conferencing using Avaya Equinox® Conferencing

Avaya Equinox® Conferencing overview

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.

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. Else, 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 conferences, and instant messaging and presence. A UC user can be a host or guest of any conference.

- OTT Hosts: These users do not use Avaya Equinox® as a primary client, but need to host audio conferences and present content. These users have a virtual room and associated features, such as content library, recording resources, minutes, and notes. In this context, OTT means that clients join the conference using HTTP-based protocols, not SIP.

Guest users can be of the following types:

- OTT guests: These users do not use Avaya Equinox® as a primary client, but need to join audio conferences as a guest. They might need to present using screen sharing.

- Outbound guest: An outbound guest is a user of the Avaya UC or OTT deployment who joins an Avaya Equinox® conference hosted by an external party. For example, an Avaya Equinox® user of XYZ Corp joins an Avaya Equinox® Conferencing 9.0 conference hosted by a user at ABC Corp.

- Inbound guest: An inbound guest is a user from an external company, such as a partner, supplier customer, or prospect who joins a conference hosted by a user of the Avaya UC or OTT deployment.

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.

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 video 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 a conference by adding contacts to an existing call

About this task

Use this procedure to start an audio or video conference call using Avaya Equinox® Conferencing.

Before you begin

Remove the adhoc conference URI, that is, the value from the **Adhoc Conference Address** or **Server Address** field.

 Note:

You cannot configure the **Adhoc Conference Address** settings on Avaya Equinox® for Android on Avaya Vantage™.

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. Select one of the following:

   • **Audio Call** (): To start an audio call.

   • **Video Call** (): To start a video call.

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.

    b. Select **Merge**.

Avaya Equinox® starts the conference call.

4. Start a conference call from the New Conversation screen by doing the following:

    a. Select **New conversation**.

    b. In the New Conversation screen, drag and drop contacts.

        You can add one Contact to the New conversation for making a call. Adding more than one contact disables the Call icons.

    c. Select **Audio Call** (📞) or **Video Call** (🎥).

Avaya Equinox® starts the conference call.

Merging two point-to-point calls to create a conference call

Before you begin

Multiple calls must be in progress.

Procedure

1. Do one of the following:

- On mobile clients: For the active call, select **More** (⬛) 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. Else, 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, the person escalating the call to conference becomes the moderator.

Procedure

1. For the active call, select **More** (⬛) 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. Else, 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 using the UC client

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® UC 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 if the same is not auto-populated.

4. In the **Meeting ID** field, type the meeting ID of the virtual room.

5. In the **Meeting Address** field, type the conference address if the same is not auto-populated.

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 video 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: Select **Join**.

   • On desktop clients: **Join Meeting**.

Joining a meeting using the OTT client without signing in

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 video 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: Select **Join**.

   • On desktop clients: **Join Meeting**.

Joining a meeting using the OTT client 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**

Joining a meeting using a supported browser without signing in

About this task

Use this procedure to join a meeting only on desktops by using a supported browser.

Procedure

1. Open the conference link in a supported browser.

2. In the **Your Name** field, type the name that you want to display during the meeting.

3. In the **Meeting ID** field, type the meeting ID of the virtual room.

4. Select **Join** and click one of the following:

   - **Audio/Video + Presentation**: To join a meeting with audio and video, and share or view data.

   - **Presentation Only**: To join a meeting and only share or view data.

Joining a meeting using a supported browser by signing in

About this task

Use this procedure to join a meeting only on desktops by using a supported browser.

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 conference link in a supported browser.

2. Select **Sign In**.

3. Enter your login credentials.

4. **(Optional)** To enable the browser to store your login credentials, select **Keep me signed in**.

5. Select **Sign In**.

6. Do one of the following:

   - In the Join a Meeting area, in the **Meeting ID** field, type the meeting ID of the virtual room.

   - In the My Meeting area, ensure that your meeting address is auto-populated.

7. Select **Join** and click one of the following:

   - **Audio/Video + Presentation**: To join a meeting with audio and video, and share or view data.

   - **Presentation Only**: To join a meeting and only share or view data.

     If you are hosting the meeting, your computer does not send video or audio. However, you can view the participant list and moderate, chat, and share content.

Adding a participant to a meeting

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

On mobile clients, do the following:

1. On the Conference screen, do one of the following:

   - Select **More** (▦) and then select **Add participant** (▦).
   - On the Participants screen, select **Add participant** (+).

2. In the Add participant to the meeting area, select 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.

On desktop clients, do one of the following:

4. 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.

   Avaya Equinox® adds the participant to the meeting.

5. From the Conference screen, dial the number of a person or terminal that you want to add to the conference:

   a. Select **Meeting controls** (▦) or **More** (▦).

   b. Select **Add Someone to Call**.

   c. Dial the telephone number or address.

   d. Select **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**.

Inviting participants to a meeting

About this task

Use this procedure to invite participants to your meeting by email or by using the meeting address.

Before you begin

Log in to your meeting portal.

Procedure

1. In the My Meeting area, select **Share** ().

2. Select one of the following:

   - **E-mail invite**: To use your email application.
   - **Copy link**: To copy the meeting address and paste it into an instant message.

Scheduling a meeting

Procedure

1. Log in to your meeting portal.

2. **(Optional)** On mobile clients, open the menu.

3. Select **Schedule**.

4. Select **Add New Schedule** (+).

5. On the Schedule a Meeting screen, enter the details.

6. To send an email to the recipients of the meeting, select **Send**.

Schedule a Meeting field descriptions

Name	Description
To	The names of the participants in the meeting.
Subject	The subject line of the meeting.
Start Time	The date and time of the meeting.
Duration	The duration of the meeting.
Recurring	To indicate whether the meeting is recurring.
Repeats	The frequency at which the meeting is repeated.
Every	The number of days after which the meeting is repeated.
Start Time	The start date and time of the recurring meeting.
End Date	The end date of the recurring meeting.
Location	The virtual room of the meeting.
Message	The details of the meeting.
Endpoints	The endpoints for the meeting.
Broadcast	
Broadcast this meeting (live stream)	To broadcast this meeting.
Broadcast PIN	The PIN to broadcast this meeting.
Same as meeting PIN	To indicate that the broadcast PIN is same as the meeting PIN.
Add an image to help viewers identify this broadcast	The image to help viewers identify the broadcast.
Enter a description of the broadcast	The description for the broadcast.
Direct URL	The direct URL to access the broadcast.

Table continues…

Name	Description
Recording and broadcast profile	The value for the recording and broadcast profile: • Default • 360p • 720p • 1080p
Broadcast can be accessed by	The broadcast can be accessed by all users or only authenticated users.
Show broadcast in list of public events	To indicate that the broadcast is displayed in the list of public events.
Automatically record broadcast	To automatically record the broadcast.
Enable Q&A chat with viewers	To enable chat with viewers.
Meeting Option	
Meeting PIN	The PIN that participants must enter to join your meeting.
Meeting Host	The name of the meeting host.
Moderator PIN	The PIN that moderators can use to perform specific actions in the virtual room.
Place participants in a 'waiting room' until the moderator joins	To let other participants enter your virtual room only after the moderator joins the video conference.
Record this meeting	To record the meeting.
Terminate at scheduled time and alert in advance (minutes)	To end the meeting at the scheduled time and to specify the alert time in advance in minutes.
Terminate after all participants left the meeting (minutes)	To specify the meeting end time in minutes after all participants leave the meeting.
Reserved Ports	
Full High Definition	The port reserved for full high definition. Endpoints must support resolutions of 1080p and lower.
High Definition	The port reserved for high definition. Endpoints support resolutions of 720p and lower.
Standard Definition	The port reserved for standard definition. Endpoints support resolutions of 352p and lower.
Endpoint options	
Endpoint options	To select an endpoint.
Auto-Dial	To select auto-dial.
On Master MCU	To select on master MCU.

Customizing your virtual room

About this task

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.

Most people use the default settings of their virtual rooms. This procedure explains how to customize your virtual room for an optimal conferencing experience.

Before you begin

To make changes, ensure that your virtual room is not in a meeting.

Procedure

1. Log in to your meeting portal.

2. **(Optional)** On mobile clients, open the menu.

3. Select **Settings**.

4. Select **Virtual Room**.

5. Update the virtual room details.

6. Select **OK**.

Virtual Room field descriptions

Name	Description
Virtual Room Number	To select your virtual room number if you have another virtual room.
Virtual Room Name	To set the name of your virtual room that appears in the title bar of the Virtual Room window.
Description	To describe your virtual room.
Meeting Type	To select the meeting type that Avaya Equinox® Conferencing uses. Meeting types, also known as MCU services, are meeting templates that determine the core characteristics of a meeting. Consult your video network administrator before changing this setting.
Moderator PIN	To set the moderator PIN so that only users with the PIN can perform moderator actions in your virtual room. Leave this field blank to allow everyone in your meetings to use moderator controls.

Table continues…

Name	Description
Protect meeting with a PIN	To protect your meeting with a PIN.
	Only authorized users can join your meeting.
Permanent PIN	To set the access PIN for all video conferences held in your virtual room.
Use one-time PIN for each meeting	To use a new access PIN at the beginning of every video conference that you create in your virtual room.
	Participants must enter this PIN to join your meetings.
Default Room	To use this virtual room as the default room for all video conferences.
Allow requests to join locked meetings	To provide a message prompt to users who try to enter a locked meeting.
	Users can then send a joining request to the video conference moderator.
Turn on recordings automatically at the start of meetings	To automatically record all video conferences in your virtual room.
	You must set the moderator PIN before you select this feature.
Place participants in a 'waiting room' until the moderator joins	To let other participants enter your virtual room only after you join the video conference.
	You must set the moderator PIN before you select this feature.
Advanced	
Max Participants	To specify the maximum number of participants who can join the video conference.
Search Endpoints	To search for endpoints.

Accessing the recordings and events

Procedure

1. Log in to your meeting portal.

2. **(Optional)** On mobile clients, open the menu.

3. Select **Recordings + Events**.

4. Select one of the following:

   • **Recommended**: To view the recently added and most viewed recordings.

     You can view the details of a recording, copy the recording link, share the recording link by email, and download the recording.

   • **Events**: To view any live events.

   • **My Recordings**: To view your recordings.

You can view the details of a recording, copy the recording link, share the recording link by email, and download the recording. You cannot view this option as a guest user.

- **All Recordings**: To view all recordings.

You can view the details of a recording, copy the recording link, share the recording link by email, and download the recording.

- **Trash**: To view the deleted recordings.

You cannot view this option as a guest user.

- **Search**: To search for a recording.

User Settings field descriptions

Name	Description
Edit Profile Photo	To select a profile picture for your account.
Time Zone	To select a time zone for your account.
Location	To select a location for your account. The Automatic option is selected by default.
Default Virtual Room	To select a default virtual room for your account if you have another virtual room.

General Settings field descriptions

The following fields are read-only.

Name	Description
User name	The signed-in user name.
Email	The email address of the signed-in user.
First Name	The first name of the signed-in user.
Last Name	The last name of the signed-in user.
Telephone (Office)	The office telephone number of the signed-in user.
Maximum bandwidth allowed	The maximum bandwidth that is allowed during the video conference meeting.
Personal Endpoint	The name of the personal endpoint.
Allow streaming	To indicate whether streaming is enabled or disabled.
Allow recording	To indicate whether recording is enabled or disabled.
Groups	The user group that the signed-in user is a part of.
Schedulable	To indicate whether the meeting is scheduled.
Reservable	To indicate whether the meeting is reserved.

Changing the meeting portal password

Procedure

1. Log in to your meeting portal.

2. **(Optional)** On mobile clients, open the menu.

3. Select **Settings** > **Change Password**.

4. In the **Current Password** field, enter your existing password.

5. In the **New Password** field, enter your new password.

6. In the **Repeat New Password** field, reenter your existing password.

7. Save the changes.

Configuring the local settings

Procedure

1. Log in to your meeting portal.

2. **(Optional)** On mobile clients, open the menu.

3. Select **Settings**.

4. To change to the default settings, select **Reset to default**.

5. **(Optional)** On desktop clients, select **Enable Avaya Equinox on this PC**.

6. Save the changes.

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 **Meeting controls** (🗟) and then select **Call Statistics**.

• On desktop clients: On the Conference screen, select **More** (⬚) 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.

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

Procedure

1. On the Conference screen, do one of the following:

   - On mobile and desktop clients: Select **More** (⬤⬤⬤).
   - On desktop clients: Select **Meeting controls** (👤).

2. Do one of the following:

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

   A call is placed from Communication Manager to 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.

Parking or retrieving a parked conference call

About this task

Use the Call Park feature to retrieve a call that is on hold from any other telephone within the system. For example, you can answer a call on one extension, park the call, and then retrieve the call from another extension.

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

Before you begin

The administrator must configure the Call Park and Call Unpark feature for your extension.

Procedure

1. On the Conference screen, select one of the following:

   - **Meeting controls** (⬛)

   - **More** (⬛)

2. To park the conference call, select **Park Call**.

3. To retrieve the parked conference call:

   - Dial the FAC to retrieve parked calls.

   - Dial the FAC followed by the extension that the call is parked on to retrieve the parked call from a different extension.

   - Select **Unpark 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, and Avaya Equinox® Conferencing with Multi-stream Switching (MSS). This procedure is not applicable when you use the Self-See 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.

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 **More** (⬤).

   • On desktop clients: Select **Meeting controls** (🔲).

2. Do one of the following:

   • On mobile clients: Select **Controls** (🔲).

   • 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

Only the moderator can do this task.

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 **More** (⬚).

   - On desktop clients: Select **Meeting controls** (⬚).

2. Do one of the following:

   - On mobile clients: Select **Controls** (⬚).
   - 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 **More** (⬚).

   - On desktop clients: Select **Meeting controls** (⬚).

2. Do one of the following:

   - On mobile clients: Select **Controls** (⬚).
   - 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 **More** (⬤⬤⬤).

   - On desktop clients: Select **Meeting controls** (👤).

2. Do one of the following:

   - On mobile clients: Select **Controls** (🎚️).
   - 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. Everyone can unmute themselves.

Procedure

1. On the Conference screen, do one of the following:

   - On mobile and desktop clients: Select **More** (⬤⬤⬤).

   - On desktop clients: Select **Meeting controls** (👤).

2. Do one of the following:

   - On mobile clients: Select **Controls** (🎚️).
   - 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

Only the moderator can do this task.

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. Only the moderator can do this task.

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 **More** (⬤⬤⬤).

   - On desktop clients: Select **Meeting controls** (👤).

2. **(Optional)** On mobile clients, select **Controls** (🎚)..

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 **More** (⬤⬤⬤).

   - On desktop clients: Select **Meeting controls** (👤).

2. **(Optional)** On mobile clients, select **Controls** (🎚)..

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

Only the moderator can do this task.

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. Only the moderator can do this task.

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 **More** (⬤⬤⬤).

   - On desktop clients: Select **Meeting controls** (👤).

2. **(Optional)** On mobile clients, select **Controls** (🎛)..

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.

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.

Only the moderator can do this task.

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

Only the moderator can do this task.

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 **Filter** ( ) 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

Only the moderator can do this task.

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 **Filter** (▽).

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 **Filter** (▽).

2. Select **Recent Talkers**.

Viewing the web collaboration participants

Procedure

1. On the Conference screen, in the Participants area, select **Filter** (▽).

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 **Filter** ( ).

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

Only the moderator can do this task.

Procedure

1. On the Conference screen, in the Participants area, select **Filter** ( ).

2. Select **Raised Hands**.

Sorting the participants in the conference

About this task

Use this procedure to sort the participants in the Conference screen alphabetically or according to order of arrival.

Procedure

1. On the Conference screen, in the Participants area, select **Sort** ( ).

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 in 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 in the Conference screen according to your selection.

Ending a conference

About this task

Use this procedure to end a conference.

If you use the **End Call** (📞) 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 **More** (⚫).

   - On desktop clients: Select **Meeting controls** (👤).

2. Do one of the following:

   - On mobile clients: Select **Controls** (▥) > **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 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.

Chapter 7: Managing contacts

The Contacts feature provides information about the following:

- Contacts from IP Office Corporate or Internal System directory; IP Office users and hunt groups either for the local node or the whole SCN. The contacts are not store locally on the device, but are available during contact search.

- Avaya Equinox® contacts, which are IP Office Personal directory contacts of the individual user. The contacts are downloaded when you log in and stored locally on the device.

- Favorite contacts. You can favorite only the Avaya Equinox® contacts.

- Local contacts

Use the Contacts feature to:

- View the details of local and enterprise contacts.

- Create a new contact.

- Add an enterprise contact to your Equinox contacts list.

- Make a voice or video call to a contact or a group of contacts.

- Start an instant messaging conversation with an enterprise contact.

- Send an email to any contact using the default or configured email application 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.

✳ Note:

A local contact and an enterprise contact might have the same email address. If you tag the local contact as a favorite, Avaya Equinox® aggregates the details of the contact.

Comments on this document? infodev@avaya.com

Searching for a contact

About this task

When you search for a contact, Avaya Equinox® performs a search for that contact in the IP Office directories. On some Avaya Equinox® platforms, you must use the Search key to view the results after you use this procedure.

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**

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

Filtering contacts

Procedure

1. Go to the Contacts screen.

On mobile clients, do the following:

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 or Avaya Cloud Services.

   Equinox contacts include IP Office enterprise and Avaya Spaces contacts.

   • **Equinox Contacts**: To view your Equinox contacts.

   Avaya Equinox® displays this option when you log in to the VoIP service 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.

On desktop clients, do the following:

3. 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 or Avaya Cloud Services.

   Equinox contacts include IP Office enterprise and Avaya Spaces contacts.

   • **Equinox Contacts**: To view your Equinox contacts.

Avaya Equinox® displays this option when you log in to the VoIP service 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.

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**

   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**.
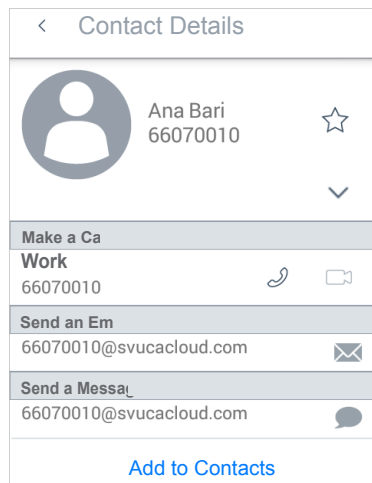
   - On Avaya Equinox® for Mac: Select **Add**.
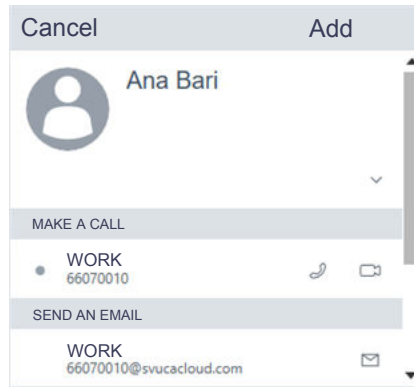
- On Avaya Equinox® for Windows: Select **Add Contact**.

Avaya Equinox® adds the enterprise contact to your Equinox contacts list.

Deleting a contact

About this task

Use this procedure to delete a contact from your Equinox Contacts list.

⊛ **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**.
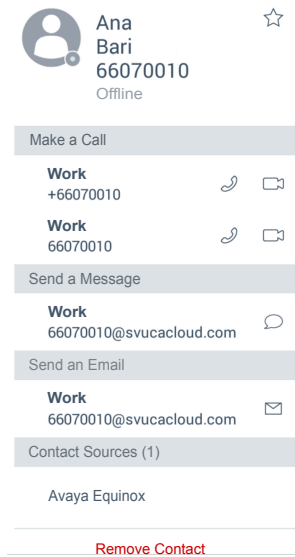
- On desktop clients: Select **More** (⬛) and then select **Remove Contact**.

6. Confirm your selection.

   Avaya Equinox® removes the contact from your Equinox Contacts list.

About contact avatars

User's own contact avatar is retrieved from Avaya Spaces if it is configured. Similarly, other users' avatars will be visible if configured in Avaya Spaces. Contact avatars are never retrieved from IP Office system directory.

Chapter 8: 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 click 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.

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 click 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.

Chapter 9: Using presence and instant messaging

Presence and instant messaging

Presence Services is an application that indicates the availability or presence of a person by states. From the Avaya Equinox® client, you can:

- Change your presence status to one of the following five supported states: "Available", "Busy", "Away", "Offline", and "Do Not Disturb". The presence status that you set appears simultaneously across supported clients.

- Change your custom presence note.

  ✱ Note:

  The presence note is visible and available only when the user is logged in to Avaya Equinox®.

Presence: Presence Services supports application and telephony presence information gathered from IP Office and aggregates this information for each user. Presence Services then makes this information available to Avaya Equinox® users.

Application presence is the presence state for non-telephony usage, such as for instant messaging. Telephony presence is the presence for telephony usage, such as when you are on a call.

In Release 11.0, you need to manually set the application presence while telephony presence is set automatically. For example, there is no "timed inactive" presence state for application presence. For telephony presence, only the "On a Call" state is supported. The "On a Call" state is automatically set when the client is in a call, even if a manual presence state was set. In Simultaneous mode, the "On a Call" state is shown for all the logged-in clients.

Instant messaging: With the integration of Avaya Spaces in IP Office, 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 that the desktop clients do not need enhanced privileges to send generic attachments.

> **✱ Note:**
>
> Instant messaging is supported only in hybrid deployments where Avaya Spaces is integrated into IP Office.

Changing your presence status manually

About this task

Use this procedure to update your Avaya Equinox® presence status manually.

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:

   • **Available**

   • **Busy**

   • **Away**

   • **Offline**

   • **Do not disturb**

   The presence status that you set appears simultaneously across supported clients.

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 note

Procedure

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

2. In the **What are you up to?** field, type your presence note.

   For example, you can write "Out for a long lunch" or "In a long meeting".

   ✳ **Note:**

   The presence note must not exceed 21 characters. The presence note is visible and available only when the user is logged in to Avaya Equinox®.

Instant messaging using Avaya Spaces Direct Messaging

With Avaya Equinox® , you can exchange instant messages with other users by using Avaya Spaces Direct Messaging. You must be logged in to Avaya Spaces to use instant messaging in Avaya Equinox®.

When you configure Avaya Spaces, the Messages screen retrieves the latest 20 active Spaces Direct Messaging conversations. The Avaya Equinox® client displays unread messages in bold text. However, Instant Messages received during signed out state are marked as read.

The Contact Details screen displays the 💬 icon, which is to start a Spaces Direct Messaging conversation.

You can hold a Spaces Direct Messaging conversation only with members of Spaces. You cannot invite non-members to join you on Spaces using Avaya Equinox®.

Working with instant messages

Starting an instant message conversation

About this task

Use this procedure to start an instant message conversation using Avaya Spaces Direct Messaging.

Procedure

On mobile clients, do the following:

1. Go to the Messages screen.

2. Select **New conversation** (+).

   Avaya Equinox® displays the Choose contact for your conversation screen.

3. Select the contact with whom you want to start the conversation.

4. Select **Next**.

   Avaya Equinox® displays the Confirm contact for your conversation screen.

5. Select **Add**.

On desktop clients, do the following:

6. Select **New conversation**.

7. Drag and drop a contact with whom you want to start the conversation.

8. Select **Instant Messaging** (💬).

On all clients, do the following:

9. **(Optional)** Type a subject and select **Done**.

10. In the **Enter message** text field, type your message.

11. **(Optional)** If you have enhanced privileges, you can send generic attachments and use the built-in recording feature of Avaya Equinox® to attach audio, video, or image files.

12. Select **Send** (◁).

Avaya Equinox® starts a new conversation.

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.

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.

Working with attachments

Adding attachments to an instant message

About this task

Use this procedure to add attachments to an instant message.

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® to attach audio, video, or image files.

✳ 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.

Before you begin

You must have a conversation in progress.

Procedure

1. Select **Attachment** (🖉).

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 **Send** (◁) or press Enter.

   Avaya Equinox® sends the attachment to the participant.

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.

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 a 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.

Chapter 10: Configuring Avaya Equinox® add-in for Microsoft Outlook

Avaya Equinox® add-in for Outlook

Avaya Equinox® provides a Microsoft Outlook add-in for Windows that includes the following features:

- Add meeting details to an appointment.
- Join Meet Me conferences from your calendar.
- Start a call from within Outlook to a contact by using Avaya Equinox®.

Additionally:

- Avaya Equinox® meeting information can be auto-configured.
- Avaya Equinox® Conferencing meeting invite templates are retrieved from the conferencing system.
- Microsoft Windows IM Provider integration, which is optional, allows 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 conferencing bridges.

In Avaya Equinox® Release 3.4, 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® for Windows 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

- Exchange Server 2010 SP1 and later versions must be supported.

  Microsoft Outlook add-in for web mail is supported on Exchange Server 2013 and later versions.

- Exchange Web Services must be enabled 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.

  If the add-in is hosted internally on the private network with the OUTLOOK_ADDON_HOST_URI configuration parameter, then Internet access is not required.

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, 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

[Installing Avaya Equinox on desktops](#)

Joining a meeting

Joining a meeting by using the Avaya Equinox® Add-in for Outlook

About this task

Use this procedure to join an Avaya Equinox® or Spaces conference 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:

   - **Join**: To join the conference.

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 38

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 39

Chapter 11: Uninstalling and upgrading Avaya Equinox

Mobile clients

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

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 12: Resources

Documentation resources

For a listing of documentation resources related to IP Office, see *Avaya IP Office™ Platform Start Here First*. Download documents from the Avaya Support website at http://support.avaya.com.

IP Office documentation is also available on the IP Office Knowledgebase at http://marketingtools.avaya.com/knowledgebase/.

Related links

Finding documents on the Avaya Support website on page 98

Finding documents on the Avaya Support website

Procedure

1. Navigate to http://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**.

Related links

Documentation resources on page 98

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 http://support.avaya.com and perform one of the following actions:

  - 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 perform one of the following actions:

  - 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 http://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.

Related links

Using the Avaya InSite Knowledge Base on page 100
Additional IP Office resources on page 100

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.

Related links

Support on page 99

Additional IP Office resources

You can find information at the following additional resource websites.

Avaya

http://www.avaya.com is the official Avaya website. The front page also provides access to individual Avaya websites for different countries.

Avaya Sales & Partner Portal

http://sales.avaya.com is the official website for all Avaya Business Partners. The site requires registration for a user name and password. Once accessed, the portal can be customized for specific products and information types that you wish to see and be notified about by email.

Avaya IP Office Knowledge Base

http://marketingtools.avaya.com/knowledgebase provides access to an online, regularly updated version of the IP Office Knowledge Base.

Avaya maintenance, lifecycle and warranty information

Avaya support services complement standard Avaya maintenance, lifecycle and warranty policies that are posted on http://support.avaya.com. For more information, send email to support@avaya.com.

International Avaya User Group

http://www.iaug.org is the official discussion forum for Avaya product users.

Related links

Index

Comments on this document? infodev@avaya.com