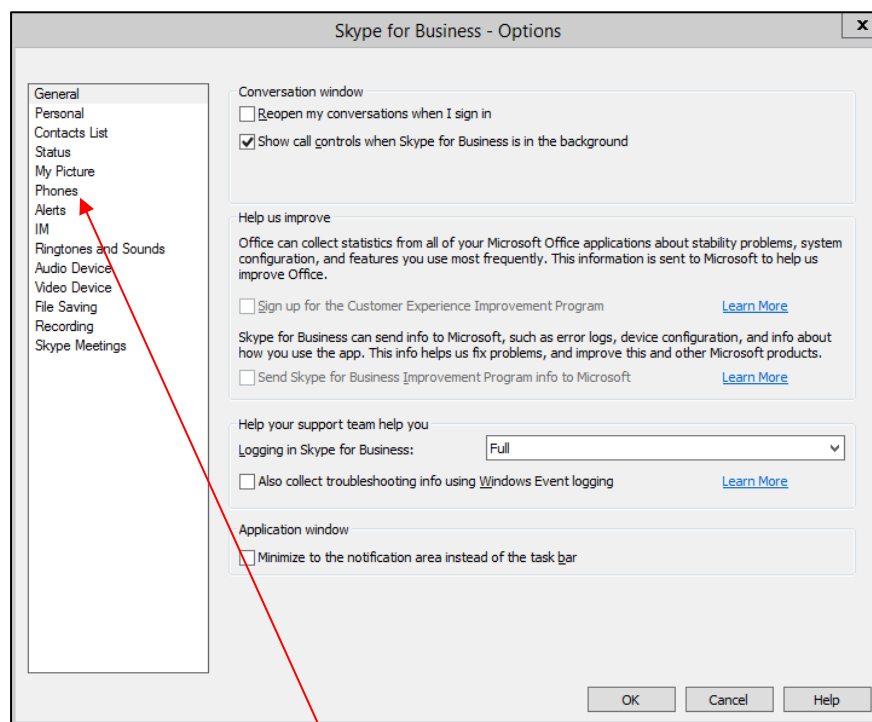
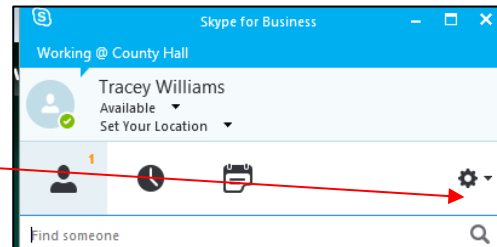


Setting up your Avaya Plugin for the first time

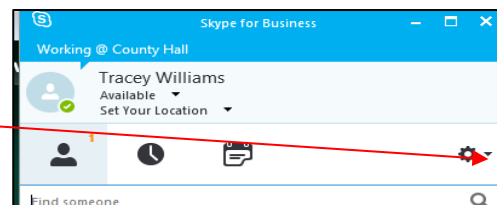
In order for your phone and Skype to work together you need to set up the Avaya plugin. These instructions explain how to set up the Avaya plugin and use the additional features in Skype.

Method:

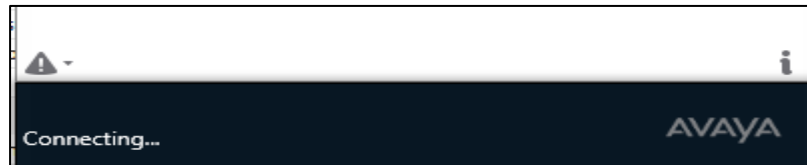
- 1 Open up Skype
- 2 Click onto the Cog (options) at the top of the Skype window as shown here on the right. This will display the Skype for Business – Options screen as shown here below



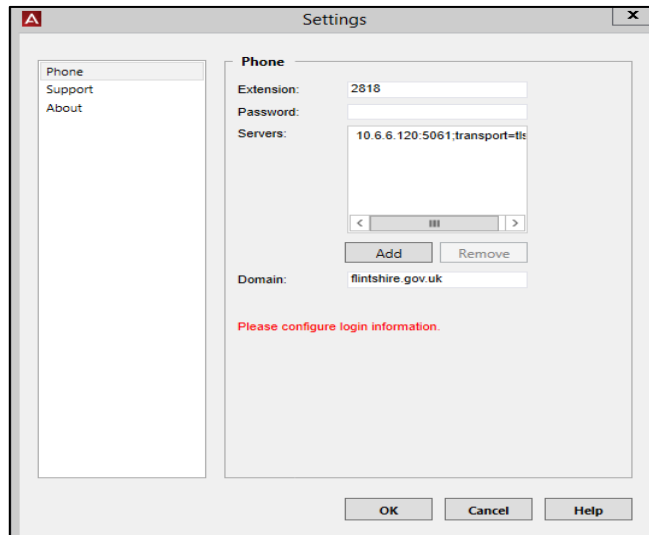
- 3 Click onto **Phones**
- 4 Click onto the **Work Phone** button
- 5 Enter your extension number, then click **OK**
- 6 If you want to add your mobile number and home phone number you can add them at this point by clicking the **Mobile Phone** button and **Home** button
- 7 Click **OK**
- 8 Click onto the drop arrow to the right of the cog at the top of the Skype window as shown here on the right
- 9 Click onto **Tools**



- 10 Select **Avaya Communicator for Microsoft Lync 2013**. You will see the Avaya Plugin launch at the bottom of your Skype window as shown below



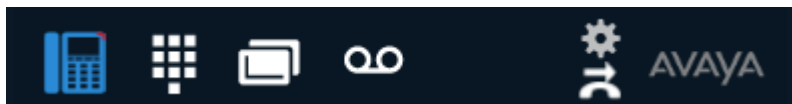
- 11 The first time it launches you will see the following screen



- 12 In the **Password** box enter **2000**

- 13 Click **OK**.

- 14 Within a few seconds the following will appear at the bottom of your Skype window






Click to Dial

Click to dial is another way of contacting someone as an alternative to using your phone to dial them. You can use your Skype contacts list.

Identifying contacts who are using Click to Dial

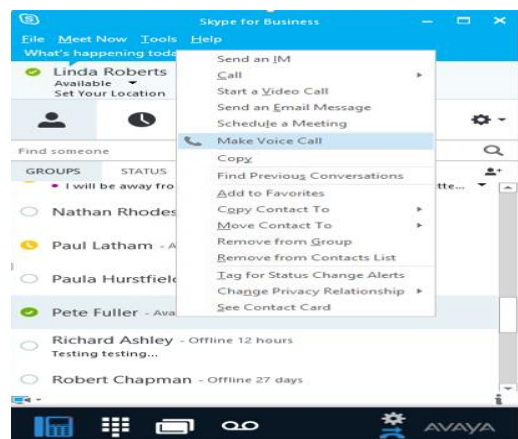
These symbols will appear in your Skype screen.

Symbol	Status
 Amanda Morris - Available	The persons line is free
 Pete Fuller - In A Call	The person is on the phone
 Clive Rowlands - Away 20 mins	The person is away from their desk

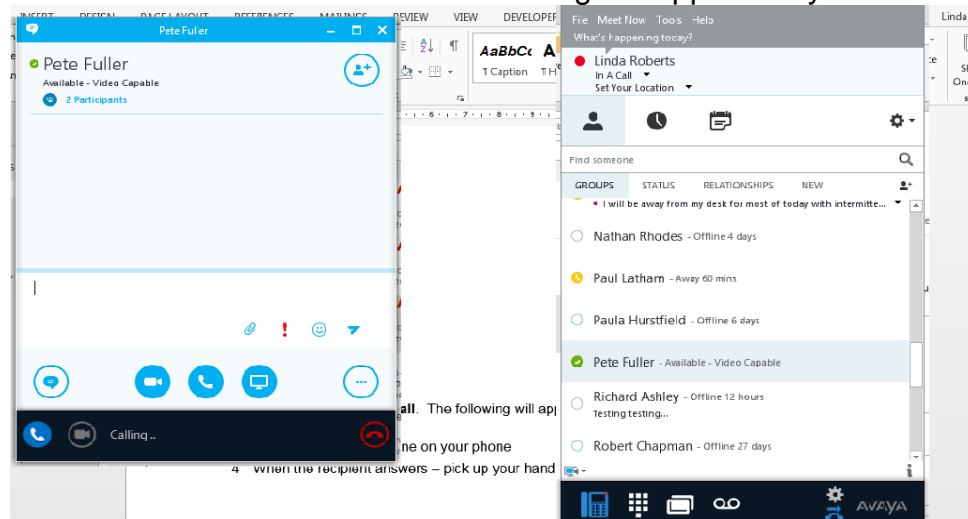
Using Click to Dial from Skype

Method:

- 1 Right click the name of the person you want to contact in the Skype list




- 2 Select **Make a Voice Call**. The following will appear on your screen



- 3 You will get a dialling tone on your phone
- 4 When the recipient answers – pick up your handset

Disconnect the call if there is no answer

Method:

- 1 Click onto 

Answering a call

Method:

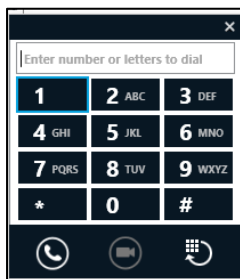
- 1 Either pick up the handset or click onto the pop up in the bottom right of the screen to **Accept** the call. This will go to Speaker phone, you can still pick up your handset at this point.


Using Dialpad

You can use the Dialpad from the Avaya toolbar to contact someone rather than using the telephone.

Method:

- 1 Click onto the Dialpad button  to display the following



- 2 Enter the number by either typing from your keyboard or click the appropriate number buttons on the screen
- 3 Click  to make the call
- 4 Pick up your handset or cancel  call if not answered

Forwarding your calls to another number

You can forward your calls to your Voicemail, Home phone, Mobile or another extension number.


Forward your calls using Send All

This will be to wherever your calls are set to be diverted to if not answered.

Method:



1. Click onto the **Call Forwarding**  button on the Avaya toolbar
2. Select **Send All Calls**

When someone rings you through Skype and you are not available (providing Voicemail has been set up for your extension by IT), all unanswered calls will be sent to your voicemail, if you have a voicemail call your Voicemail button will appear

red 

Forward your calls to another extension

Method:

- 1 Click onto the cog on the bottom of the cog  at the bottom of the screen
- 2 Click onto **Devices** on the left of the screen
- 3 Click onto the **Add** button
- 4 Enter the name and extension number
- 5 Click **OK**
- 6 Then **OK** again
- 7 To activate, click onto 
- 8 Select **Other Phone**
- 9 Select the name/extension number you want to forward your calls to

Forward Calls to Mobile or other phone i.e home phone

Setting up other numbers for forwarding

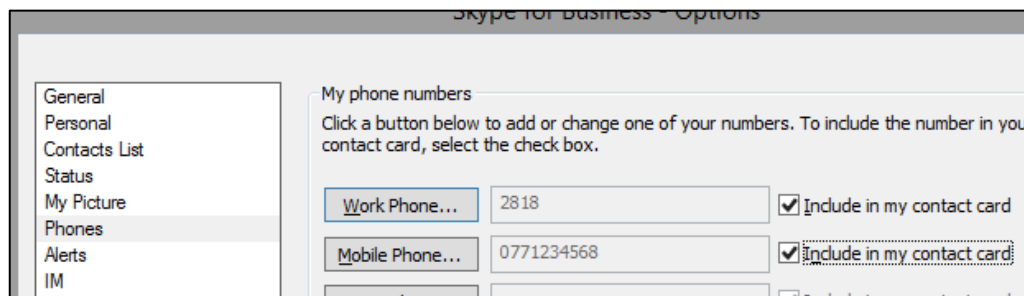
Make sure your Mobile and other phones are set up in Skype (you will only need to do this once)

Method:

- 1 Click on the **Options** cog



- 2 Click onto **Phones** on the left of the screen
- 3 Type in your Mobile and other phone numbers in the appropriate boxes as shown here in the example below



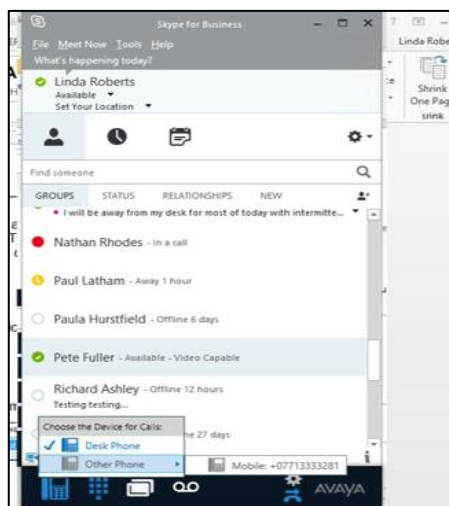
- 4 Click **OK**

Forward calls to Mobile or other phone

Method:



- 1 Click on [Avaya toolbar icon] on the Avaya toolbar



- 2 Choose **Other Phone**, then select the appropriate option i.e **Mobile**. You will get the following message




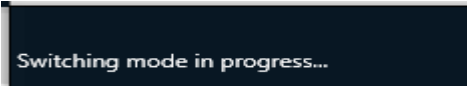
- 3 Your desk phone will now log out.
- 4 All of your calls will come through to your selected phone.

Cancelling call forwarding


It is important that you log back into your desk phone following the instructions below, otherwise your calls will go to voicemail.

Method:

- 1 Click on the phone on the Avaya toolbar.  choose **Deskphone**.

- 2 You will get this message again  The phone will change to a Blue colour and will now be set as your main phone.
- 3 On your Deskphone press the button below **OK**.
- 4 Enter your extension number followed by the password 2000
- 5 Press **Enter**.



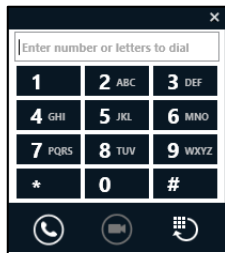
Sometimes you will see a cross with a line  where your phone should be – click it and choose **Desk Phone**.


Transfer calls

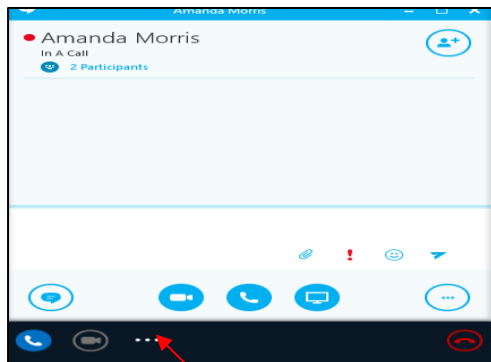
You have a call coming in and you want to transfer it without using the transfer option on your phone.

Method:

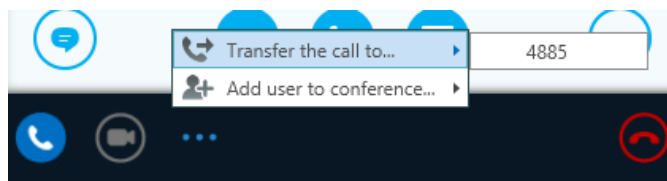
- 1 Click onto the Dial pad icon on the Avaya bar  to display the following



- 2 Enter the number and click the call icon . When the person answers you will see the screen below

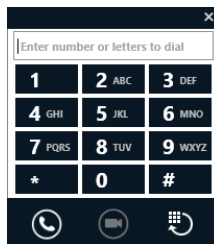



- 3 Click the three dots
- 4 Select **Transfer the call to...** and click the number you are transferring as shown here below

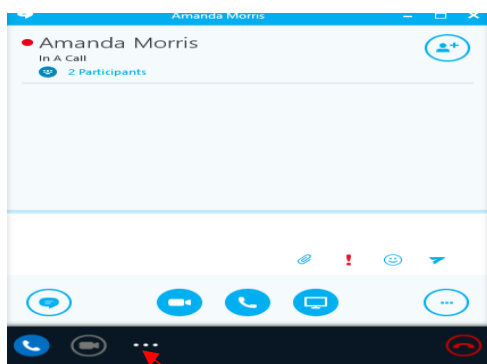


Conference call

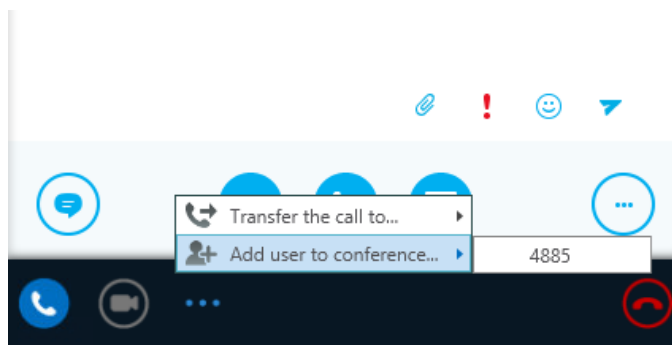
- 1 Click onto the Dial pad icon on the Avaya bar  to display the following




- 2 Enter the number and click the call icon . When the person answers you will see the screen below



- 3 Click the three dots
- 4 Select **Add user to conference...** and click the number you are adding to the conference call as shown here below




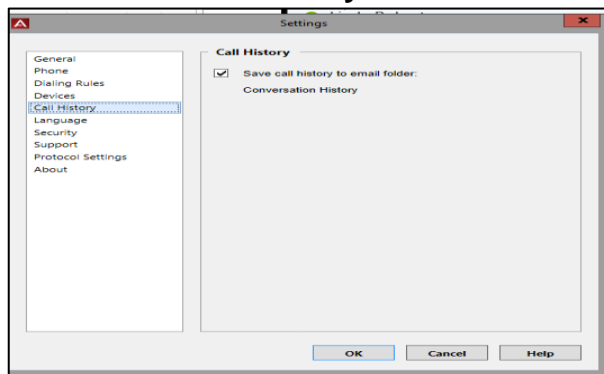
*If the person you are transferring to or adding into the Conference call does not answer, click the  hang up icon. Then on the phone press the **Resume** button on the button that is flashing.*

Seeing your call history from your Outlook mailbox and making a call from there.

You can set your Avaya settings so that all your call History appears in your Outlook mailbox.

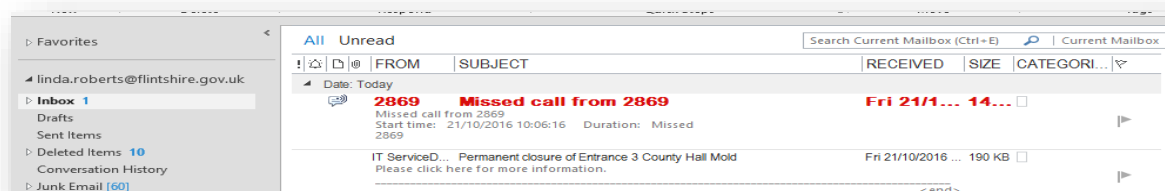
Method:

1. Click on the cog on the bottom right of your Avaya plugin. 
2. Click onto **Call History**, on the left of the screen
3. Select **Save call history to email folder** as shown below.

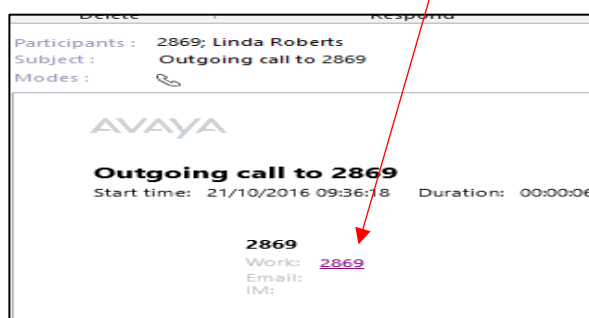


4. Click **OK**.

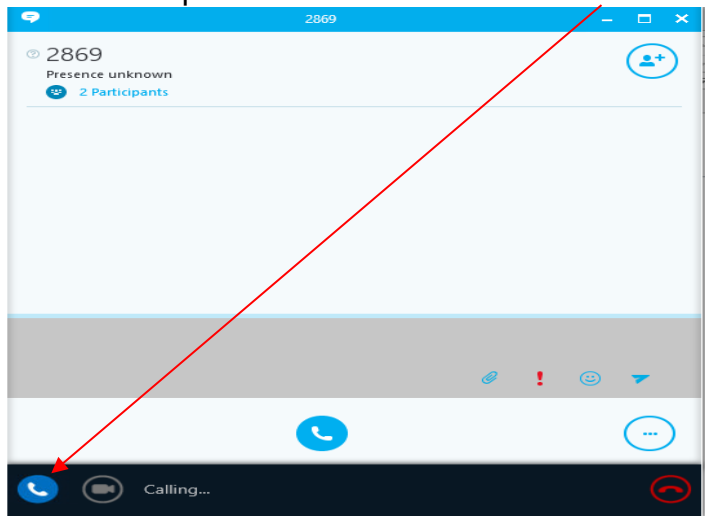
If you have a missed call these will appear in your Inbox as shown in the example below



5. Open the email
6. Click on the phone number link



7. Click on the phone at the bottom to make the call



8. Incoming and Outgoing calls (which you have participated in) appear in conversation history

