AVAYA

Avaya™ Web Collaboration
Quick Reference Guide

Avaya Web Collaboration is an easy to use browser-based tool that allows you to have inbound calls to your office redirected to your current location; to create and join conferences; to store and retrieve conference calling lists for recurring meetings; and to track calls and identify the people who are calling you, even when you are working off-site.

It's this easy to start!
Your system administrator will give you the URL to log on to Avaya Unified Communication Center (UCC).

1. On the UCC Log On page, type your user name and password and click **Log On**.
2. On the page that appears, in the Remote Phone Number box, type the remote location telephone number where you want to be reached. If you are using your desk phone for your remote phone number, you can leave this box blank.
3. Click **Web Collaboration**. The Web Collaboration Dashboard view is opened. The Dashboard GUI is a streamlined version of the application and is explained at the end of this guide.

Click [icon] to see the full-function view of Avaya Web Collaboration. This view displays all the features, the Call tabs that you use to manage moving between calls, and the tabs that you use to make calls and create your telephone lists.

Making Calls
You can make point-to-point or conference calls by:

Using the Phone tab from your office phone
1. Select the **Phone tab**, type the number you want to call in the call field, and click **Voice Call**.
2. Pick up your telephone handset and wait for the phone to connect.
   NOTE: If your speakerphone is on, your telephone is automatically taken off the hook when you start a call.

Using the Phone tab from a remote phone
1. Select the **Phone tab**, type the number you want to call in the call field, and click **Voice Call**.
2. When your phone rings, pick up the handset and wait for the phone to connect.

Using the Search tab
You can use the Search feature to locate and call people listed in the directories.

1. From the In: list, select the directory you want to search or select **Search All** to search all the directories.
2. From the By: list, select the person's search criteria: **Last Name**, **Full Name**, or (telephone) **Number**.
3. In the Find: box, type the first few letters or numbers of the person's name or telephone number. You can use a wildcard character (*) to replace letters or numbers at any position within the word or number.
4. Click **Search**.
5. Select the correct name and click **Voice Call** to make the call.

Using the Call Log tab
Use the Call Log to redial someone to whom you have spoken with recently, or to track participants and the length of any conference call you have made during this time.
* Select the person you want to call and click **Voice Call**.
* You can edit preferences to set the number of days for this log.

By using the Bookmarks tab
Bookmarks can be used as your personal phone book to place a call to a group list or to an individual number.
* To place a call, select the bookmarked person or group you want to call and click **Voice Call**. See the Bookmarks section in this guide for information about creating bookmarks.

Receiving Calls
When logged in locally...
* To answer an incoming call, click **Answer** in the Incoming Call dialog box and pick up your telephone handset. If you accept another incoming call, the other call is automatically placed on hold.
   NOTE: If your speakerphone is on, your telephone is automatically taken off the hook when you receive a call.

When Logged in remotely...
1. To answer an incoming call, click **Answer** in the Incoming Call dialog box.
2. When your phone rings, pick up your telephone handset and wait for the phone to connect. If you accept another incoming call, the other call is automatically placed on hold.

Ending Calls
To disconnect from a call, select a numbered Call tab and click [icon].

Managing Calls — Local Users
* To add incoming callers to a conference, click **Merge** in the Incoming Call dialog box.
* To switch between calls, click the different numbered Call tabs from 1 to 4. All callers not selected are placed on hold.

Managing Calls — Remote Users
* To enable Web Collaboration to automatically direct all office calls to your remote phone, click **Auto Answer** on the Phone tab each time you start the application.
* To add incoming callers to a conference, click **Merge** in the Incoming Call dialog box.

- To switch between calls, click the different numbered Call tabs (1or 2). Callers not selected are placed on hold.

- To screen a call before accepting it, click **Screen Call** in the Incoming Call dialog box. When you answer your phone, you hear the caller speaking without the caller being aware you are listening. To accept the call, click **Connect**.

Voice Mail

You have one-touch voice mail access.

To set up your voice mail:

1. From the Main menu, select Edit and then select **Messaging Properties...**

2. Select the voice mail system you are using and type the corresponding phone number in the Mail System Phone number: box. Contact your system administrator for this information.

3. Type your telephone extension in the Mailbox Phone Number: box and type your voice mail password in the Mailbox Password: box.

4. Click **OK** to save these settings.

To retrieve your voice mail messages...

1. Click 📧 to call your voice mail system.

   Do one of the following:

   - From your office phone, pick up the handset and access your messages.
   - From a remote phone, wait for your phone to ring and then pick up the handset and access your messages.

Speed Dial

Use Speed Dial for one-touch dialing for frequently called numbers. You can save up to 100 Speed Dial entries. If you have more than 30 entries, you can create bookmarks.

To create and edit Speed Dial entries...

1. Click the **Speed Dials tab** and then click **Edit**....

2. In the Edit Speed Dials dialog box, click **New**.

3. In the New Speed Dials dialog box, type the name, phone number, and a label for the new speed dial entry.

   NOTE: The label is used to identify the caller and number such as "Bob at work," or "Bob Cell."

To make a call by using Speed Dials:
On the Speed Dials tab, select the speed dial entry you want to call and click **Voice Call**.

Bookmarks

You can create bookmarks (calling lists) for groups of people you call on a regular basis to avoid searching for each member of the group every time you want to call the group.

To create a new Bookmark:
1. Click the **Bookmarks tab** and click **Edit...**

2. Click **New Bookmark**, type a name for the new bookmark in the subject box and click **OK**.

3. To add entries, click **New Party** and type the name and telephone number in the boxes.

4. To add an entry from the Call Log or Speed Dial list, select the bookmark and click **Expand**.

5. On the Speed Dials tab or the Call Log tab, select each name you want to add to the bookmark and click ⬜.

To edit an existing Bookmark:

1. Click the **Bookmarks tab** and click **Edit...**

2. Click the + next to each Bookmark you want to modify to display the existing entries.

3. Select an entry and click **Edit** to modify it or **Delete** to remove it from the bookmark.

4. To add new members to the bookmark, follow steps 4 and 5 in the instructions for creating a new bookmark.

To make a call by using a Bookmark:
See the Making Calls section for instructions.

Dashboard GUI
To save valuable desktop space, you can choose to use the Dashboard GUI. You can access many features through the Dashboard GUI, including making multiple calls, conferencing, and Voice Mail.

Click to disconnect from a call. Ending the call disconnects all participants on the call.

Click to display the Call Control menu. Use this menu to put calls on hold, transfer to another number, merge calls, start a conference, and add or drop callers.

Click to call the number you typed in the call field.

Click to open the Dashboard Search Results dialog box. Use the search to locate a person in one of the directories.

Click to display the Lists menu. Click **Recent** to display recently called numbers, **Speed Dials** to view the Speed Dial list, and **Bookmarks** to view the Bookmarks list.

Click to open the Voice Mail Properties dialog box. See the Voice Mail section in this guide for more information.

Click to open the full-sized Avaya Web Collaboration GUI. The instructions in this guide explain how to use the full-sized GUI.

Click to close the Dashboard GUI and exit Avaya Web Collaboration.