Avaya one-X™ Communicator Setup Guide

This is document is a modified version of Avaya's "one-X ™ Communicator Getting Started" guide and is for internal use only. You can find the original, unmodified version from here. Please note the Avaya version displays choices that do not apply to the Rackspace deployment of one-X Communicator.

This guide describes how to install and configure Avaya one-X™ Communicator Release 1.0SP2. The Avaya one-X Communicator Reference, found here, will provide instructions on how to use the software.

NOTE:
If Avaya IP Softphone with Video or Avaya one-X Communicator with Video is installed on the PC, it is recommended that you download and run the Windows Installer Cleanup Utility to remove Avaya IP Softphone, Avaya one-X Communicator, and Polycom Media Companion (if installed). This utility is available at http://support.microsoft.com/kb/290301.

If you have Avaya IP Softphone with Video installed on your desktop, *you must uninstall it* before installing Avaya one-X Communicator with Video. You can install Avaya one-X Communicator with or without Video if you have Avaya IP Softphone without Video installed on your desktop. However, you can only be logged into one of the applications.

Prior to the installation of this software, please have your headset plugged in.

PC Requirements
Your PC must meet the following minimum requirements to run Avaya one-X Communicator Release 1.0:

- IBM PC or compatible PC with an Intel® Pentium® III 1 GHz or compatible processor. A 1.5 GHz processor is required for video calls.
- A hard disk with at least 150 MB of space available. Additional space will be required (over time) to store entries in the contact directory database and in the call history database.
- One of the following operating systems:
    - Microsoft Windows® XP Home or Professional (32-bit version)
    - Microsoft Windows Vista with Service Pack 1 Enterprise Edition or Ultimate Edition (32-bit version)
- 1 GB of RAM
- A network interface card for local area network connectivity or wide area network connectivity
- A Microsoft Windows-compatible video graphics adapter that supports 16-bit color quality and a video resolution of 1024x768 (or better)
- A Microsoft Windows-compatible pointing device (such as a mouse or touchpad)
- A sound card, speaker/headset, and microphone. The sound card must support full-duplex operation.

NOTE:
The following software must also be installed prior to installing one-X Communicator:

- Microsoft Windows .NET Framework 3.5 Service Pack 1
- Microsoft Internet Explorer 6.0 and 7.0 or Mozilla Firefox 2.0 and 3.0
- Microsoft DirectX 9.0c

- Windows Media Player 10

NOTE: If Windows Media Player 10 is not installed, the PC will not provide ringing for incoming calls in H.323 mode. This download is available at http://www.microsoft.com/windows/windowsmedia/player/10/default.aspx.

Using Mozilla Firefox with Avaya one-X Communicator
Avaya one-X Communicator enables you to dial numbers from Mozilla Firefox. If you want to use this feature, make sure you have run Firefox *at least one time* before installing Avaya one-X Communicator.

Step 1: Install Avaya one-X Communicator Release 1.0
NOTE: Close Microsoft Outlook, Internet Explorer and Firefox prior to running the install.
Software

Perform the following steps to install the Avaya one-X Communicator Release 1.0 software:

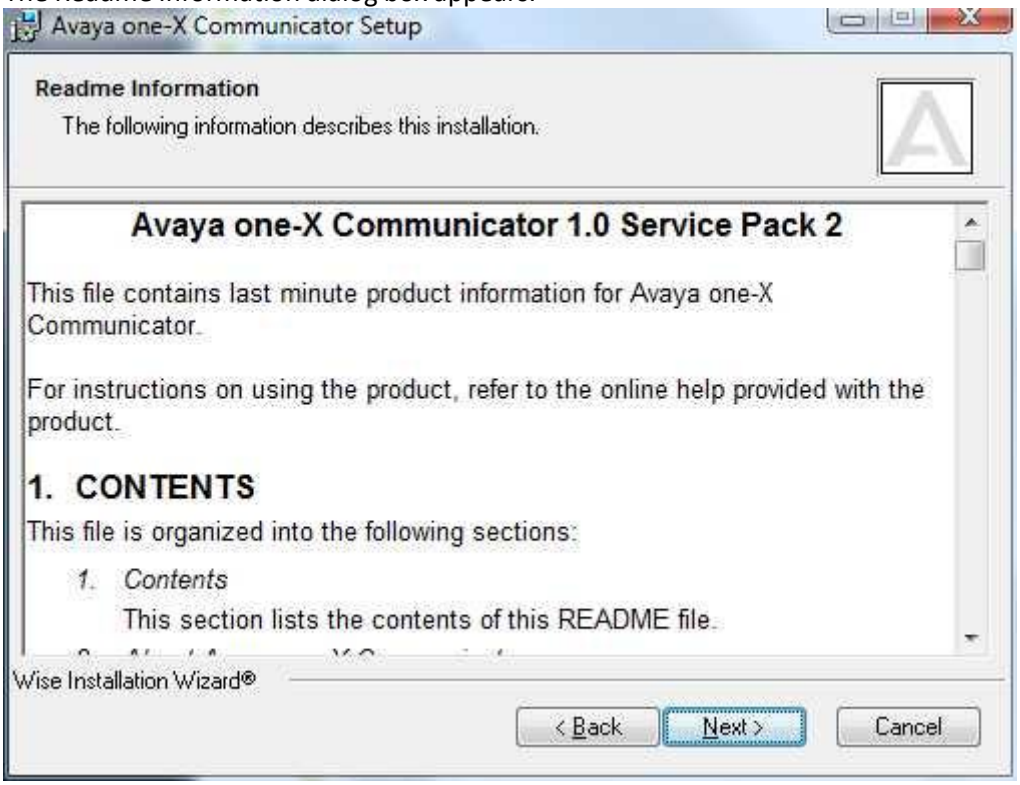
Run the Avaya one-X Communicator R1.0 installer package. (Right Click and Run as Administrator for Vista.)

The Welcome dialog box appears.



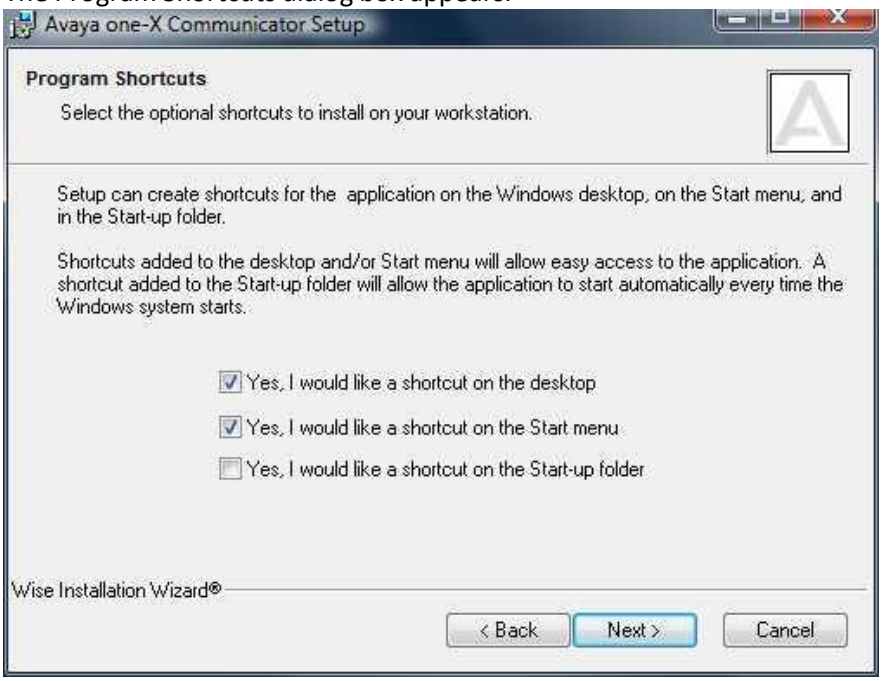
2. Click the Next button.

The Readme Information dialog box appears.



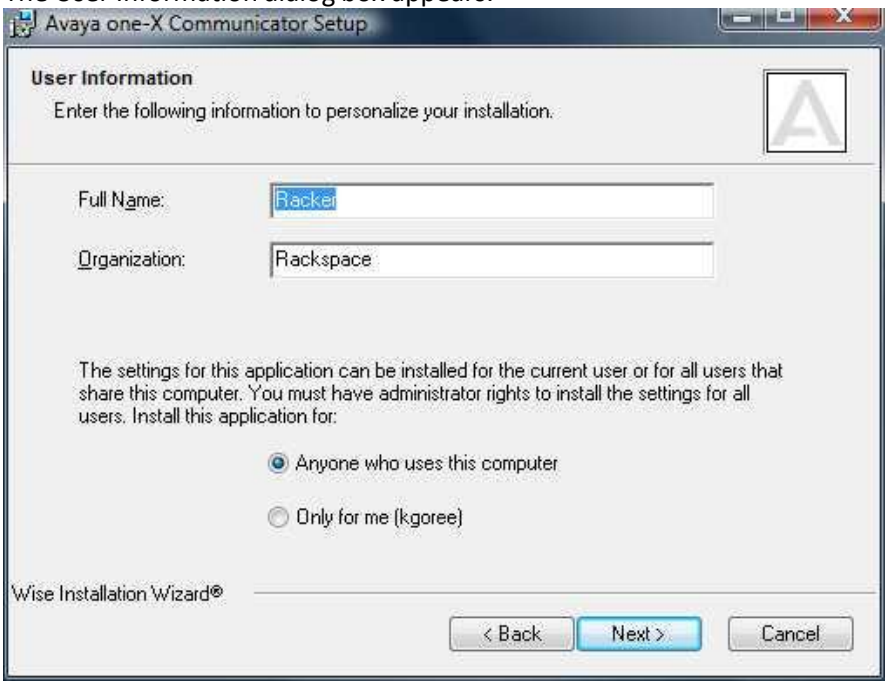
3. After reading the Readme file, click the Next button.

The Program Shortcuts dialog box appears.



4. Enable the check box for each shortcut you want to create, and then click the Next button.

The User Information dialog box appears.

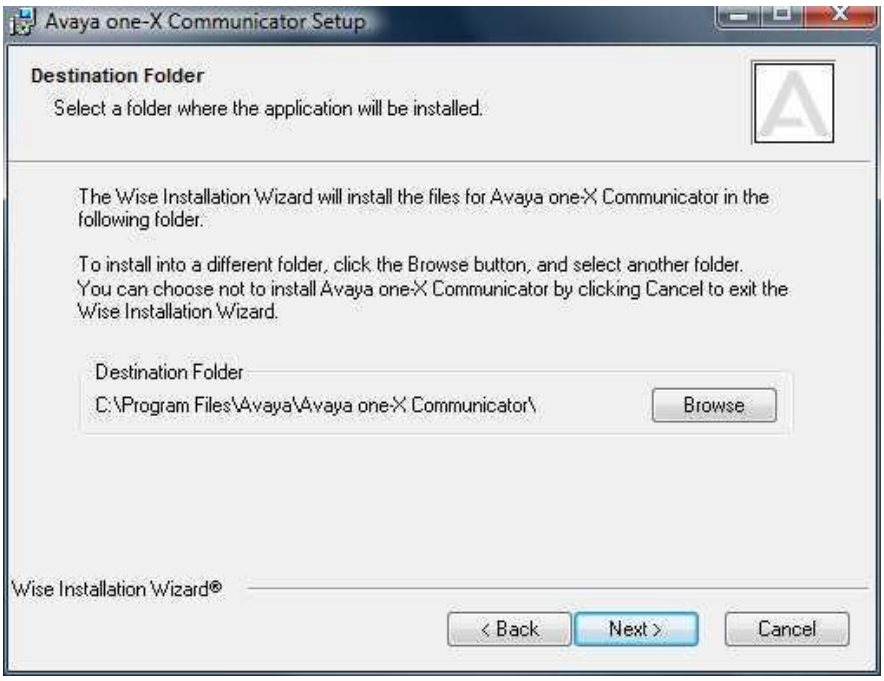


5. Enter your information in the Full Name and Organization boxes.

6. Perform one of the following steps:
   - If you want the settings for Avaya one-X Communicator to be used by anyone who uses this PC, click the **Anyone who uses this computer** option button.
   - If you want the settings for Avaya one-X Communicator to be used only by you, click the **Only for me option** button.

7. Click the Next button.

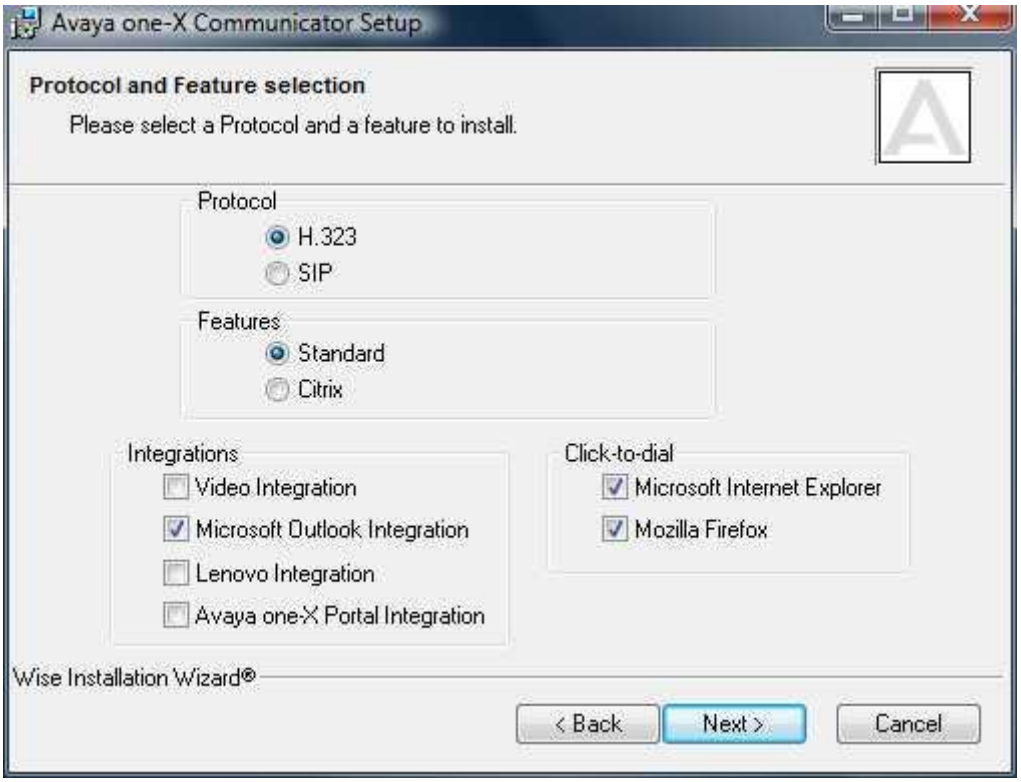
The Destination Folder dialog box appears. By default, Avaya one-X Communicator is installed in C:\Program Files\Avaya\Avaya one-X Communicator. If you want to change the installation folder, click the Browse button, specify a new folder, and then click the OK button.



8. Click the Next button.

The Protocol and Feature selection dialog box appears.

9. In the Protocol area, perform the following steps:



10. In the Features area click the Standard option button.

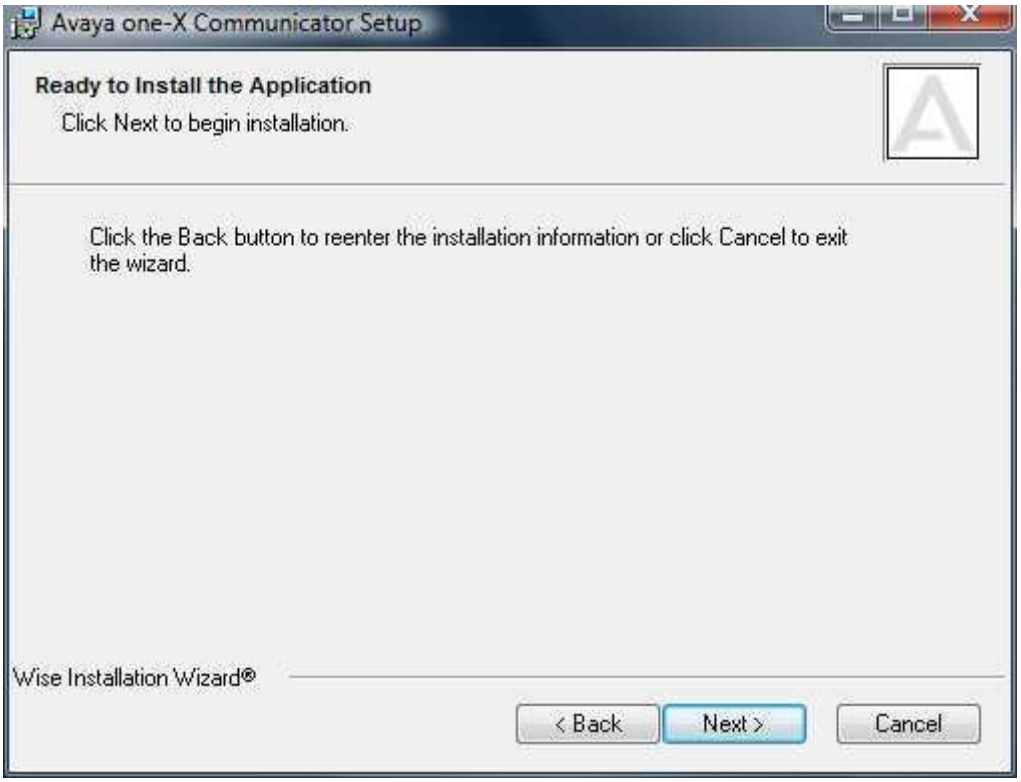
11. If you want to integrate Avaya one-X Communicator with Microsoft Outlook, click the Outlook Integrator check box in the Integrations area.

NOTE: If you want to install the Outlook Integrator, make sure Microsoft Outlook is not running currently.

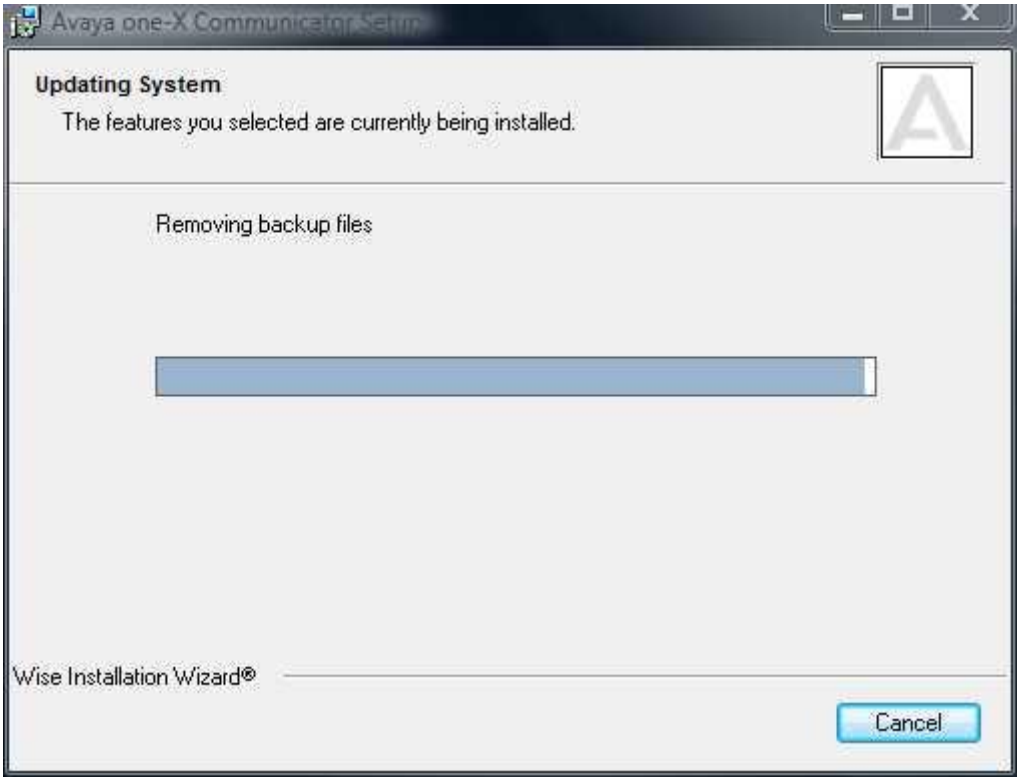
12. If you want to be able to dial numbers from Microsoft Internet Explorer, click the Internet Explorer check box in the Click-to-dial area.

13. If you want to be able to dial numbers from Mozilla Firefox, click the Mozilla Firefox check box in the Click-to-dial area.

14. Click the Next button.
The Ready to Install the Application dialog box appears.



15. Click the Next button.
The Updating System message box appears showing the status of the installation. Once the installation is complete, the Setup Complete message box appears.


Avaya one-X Communicator Setup
Updating System
The features you selected are currently being installed.
Removing backup files
Wise Installation Wizard®
Cancel

16. Click the Finish button.



Step 2: Modify the Settings for Your Virus Scan Program

After installing Avaya one-X Communicator, configure your virus scan program so that it does not scan the folder in which you installed Avaya one-X Communicator or where log files are stored. The default installation folder is C:\Program Files\Avaya\Avaya one-X Communicator. The log files are kept in C:\Documents and Settings\<user name>\Application Data\Avaya\Avaya one-X Communicator.

Step 3: Start Avaya one-X Communicator

To start Avaya one-X Communicator:

1. Perform one of the following steps:

- Plug in your USB headset and install it according the manufactures instructions.
- Double-click on the Avaya one-X Communicator shortcut on your desktop.
- Select Start>All Programs>Avaya one-X Communicator>Avaya one-X Communicator.

The Avaya one-X Communicator Login dialog box appears.

2. Click  and select Settings.

The General Settings dialog box appears. Phone is selected on the left, and the Phone settings are displayed.



3. Perform one of the following steps:
   a. In the Server box, enter the IP address
   b. In the Extension box, enter your extension on the Avaya server; (501XXXX, 504XXXX, 505XXXX or 506XXXX) Do not Put a dash
   c. In the Password box, enter your password. The Default password is 7225.



Specify an alternate server address by performing the following steps:

   a. In the text box associated with the Add button, enter the IP address of your server.
   b. Click Add. The server address appears in the Alternate Server Address list box. Repeat Steps a and b for each server address you want to specify. Add 10.6.243.6, 10.5.247.100, 10.4.196.7

5. Click Audio. The first time you run the program, you will need to calibrate your headset by running the Audio Tuning Wizard.



6. Click on the Audio Tuning Wizard button.



The Audio Tuning Wizard starts.

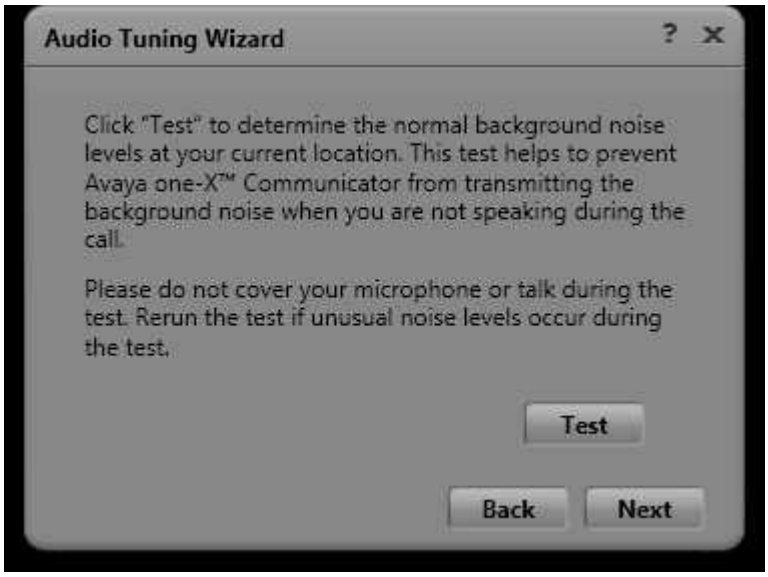
7. Select the playback device and recording device of your choice and click Next.



8. Click Test to test the volume of the headset and adjust using the sliding bar.



9. Follow the instructions to set the microphone level.



10. Click Test to calibrate he background noise.



11. Click Finish to complete the Audio Tuning Wizard.



12. If you want to turn off ringing for all incoming calls, click the Mute ringing for incoming calls check box.



13. Click Dialing Rules.

The Dialing Rules settings appear.

14. Perform the following steps:

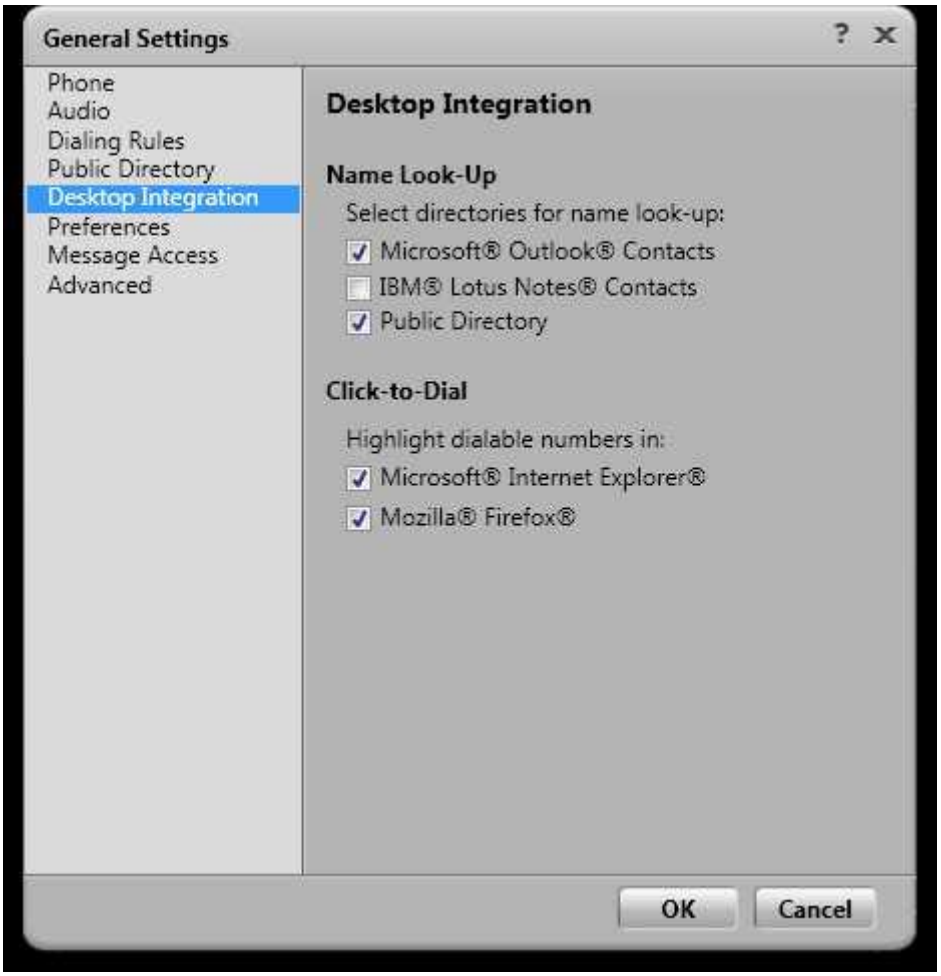
a. In the **Number to dial to access an outside line** box leave the default of 9.
b. In the **Your country code** box, enter 1 for US.
c. In the **Your area/city code** box, enter the area code for your Rackspace extension. This is the area code for your extension as it would be dialed from a cell phone; i.e. to dial 5013481 from a cell phone, you would dial 210-312-3481.
d. In the **Number to dial for long distance calls** box, enter 1.
e. In the **Number to dial for international calls**, enter 011.
f. In the **Extension length for internal extensions calls** box, enter 7. Rackspace US Telephone system has a 7 digit dial plan.
g. In the **Length of national phone numbers** box, enter 10
h. If you want Avaya one-X Communicator to display a confirmation window before it dials a number, click the **Display confirmation window before dialing a number** check box.

15. If you want to configure Avaya one-X Communicator to access a public directory, click **Public Directory**, and perform one of the following steps:



a. In the **Directory Type** drop down box, select **Novell**.
b. In the **Directory Name** box, enter **Global Directory**.
c. In the **Server Address** box, enter **edir.sat1.corp.rackspace.com**
d. The **User name** and **Password** fields are not required and are to be left blank.
e. In the **Search Root** box, enter **ou=users,o=rackspace**
f. In the **Server Port** and Time out boxes, leave the defaults of 389 and 100 respectively in place.
g. In the **Max Entries** box, enter the maximum number of matching entries that you want Avaya one-X Communicator to display. The default is 50.
h. Leave **Use Active Directory GSS Bind** check box blank as the application is querying eDirectroy which does not require authentication.

16. Click Desktop Integration.
The Desktop Integration settings appear. Using this page, you will specify the directories Avaya one-X Communicator will search when you use the Name Look-Up feature and set whether you want to enable dialing from Microsoft Internet Explorer and/or Mozilla Firefox windows.



17. Click the **Microsoft Outlook Contacts** check box if you want Avaya one-X Communicator to search contacts in Microsoft Outlook when you use the Name Look-Up feature. Microsoft Outlook must be installed and running on your PC.

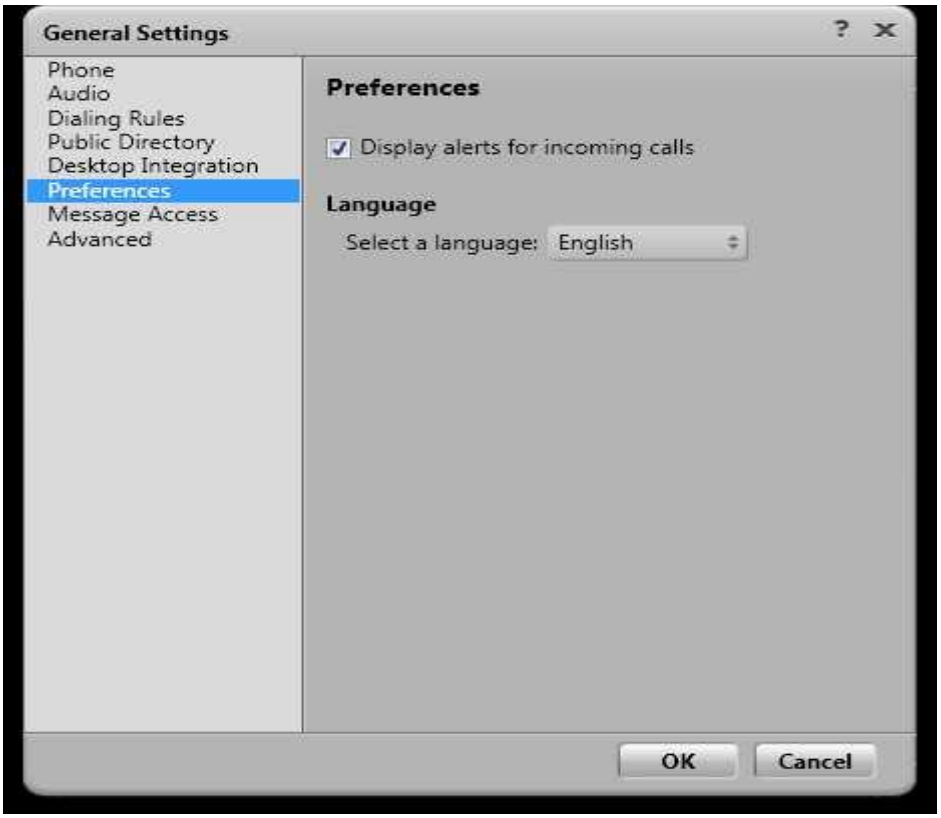
18. Click the **Public Directory** check box if you want Avaya one-X Communicator to search contacts in a public directory when you use the Name Look-Up feature.

19. If you want to enable dialing from Microsoft Internet Explorer windows, click the **Microsoft Internet Explorer** check box in the **Click-to-Dial area**. When this check box is enabled, all dialable numbers displayed in Microsoft Internet Explorer windows will be highlighted automatically. You can dial these numbers with a click of the mouse.

20. If you want to enable dialing from Mozilla Firefox windows, click the **Mozilla Firefox** check box in the **Click-to-Dial** area. When this check box is enabled, all dialable numbers displayed in Mozilla

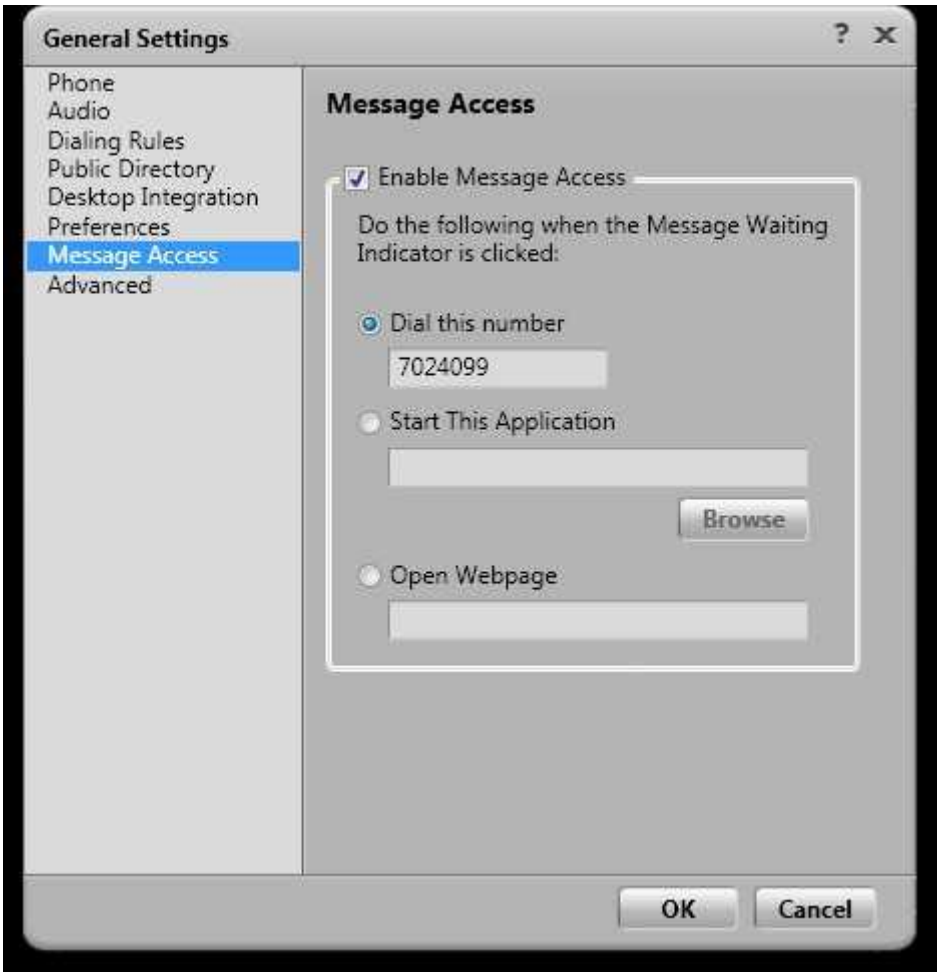
Firefox windows will be highlighted automatically. You can dial these numbers with a click of the mouse.

21. Click Preferences.
The Preferences settings appear. Using this page, you will specify whether you want Avaya one-X Communicator to display an alert when you receive an incoming call.



22. If you want Avaya one-X Communicator to display alerts when you receive incoming calls, make sure the **Display alerts for incoming calls** check box is selected.

22. If you want to set Avaya one-X Communicator to access your messaging system when you click the Message Waiting Indicator in the Avaya one-X Communicator window, click Message Access, and perform the following steps:



a. Click the Enable Message Access check box.

b. Click the **Dial this number** option button, and enter **7024099**.

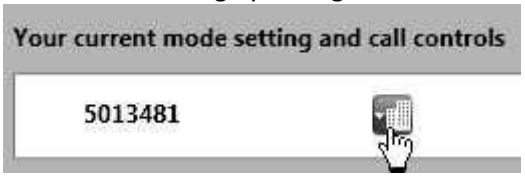
23. Click the OK button.
The Avaya one-X Communicator Login dialog box appears and displays the extension and password you specified.



24. Click the **Log On** button.
The Welcome to Avaya one-X Communicator dialog box appears. Using this dialog box, you can set:

- The login mode of Avaya one-X Communicator
- The device/phone number you want to use to make and receive calls

25. Click the Change your login mode button.



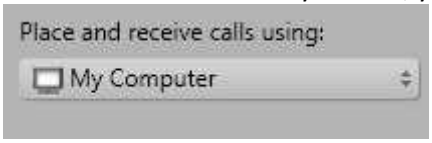
The following login modes appear:

- Office
- Home
- Mobile
- Traveling

NOTE: The mode denotes the status of your location

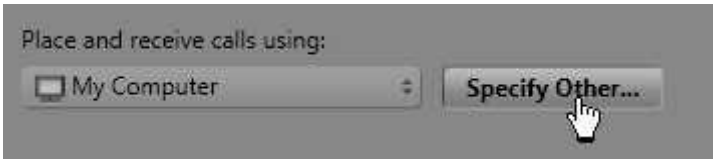
26. Select the login mode you want to use.

27. From the Place and receive calls using box, select the device/phone number you want to use to make and receive calls. By default, your choices are:



- My Computer
- Desk phone

If you want to specify another device/phone number on which you want to make and receive calls:



a. Click the Specify Other button.

b. The Phone Number List dialog box appears.



c. Click the Add button.
d. The Add Phone dialog box appears



In the Number box, enter the telephone number you want to use.

e. In the Name box, enter the label for this telephone number.
f. From the Type drop-down list box, select the appropriate category for this telephone number. Your choices are:
    - Home
    - Work
    - Mobile
    - Pager

g. Click the Format button to see how this telephone number will be dialed according to your dialing rules.

h. Click the OK button.
i. The new phone number appears in the Phone Number List dialog box.
j. Repeat steps b through g if you want to specify another device/phone number.
k. When finished, click the OK button.
l. The new phone number appears in the **Place and receive calls** using box. If you want to use this phone number, select it from the Place and receive calls using box.

28. Click the Login and save settings button.
The Avaya one-X Communicator window appears.



Uninstall Avaya one-X Communicator Release 1.0 Software

Perform the following steps to uninstall the Avaya one-X Communicator Release 1.0 software:

1. Make sure Avaya one-X Communicator is not running.
2. Click Start, and select Control Panel.
3. The Control Panel window appears.
4. Click Add or Remove Programs.
5. The Add or Remove Programs window appears.
6. Select Avaya one-X Communicator.
7. Click the Remove button.
8. The Add or Remove Programs dialog box appears.
9. Click the Yes button.

A message box appears showing the status of the uninstall. After the software is uninstalled, the message box closes, and Avaya one-X Communicator no longer appears in the Add or Remove Programs window.

NOTE:
If you installed Click-to-Dial for Mozilla Firefox, perform the following steps:

a. Start Mozilla Firefox.
b. Select Tools > Add-ons.
c. The Add-ons dialog box appears.
d. Click Uninstall for Avaya Extension. A confirmation dialog box appears.
e. Click Uninstall.
f. Restart Firefox.