

# Avaya one-X Communicator Suite. Installation & Setup Guide

This software will allow the user to answer and make calls to/from their work extension from a remote laptop/computer.

The steps below will guide you on how to install and setup Avaya one-X.

## **Preparation Steps:**

- a) Make sure all programs are closed before beginning installation, such as: Word, excel, outlook, etc.
- b) Download Avaya one-X : [https://www.mdc.edu/oit/security/resource\\_remoteworker.aspx](https://www.mdc.edu/oit/security/resource_remoteworker.aspx)

## **Installation**

### **Step 1:**

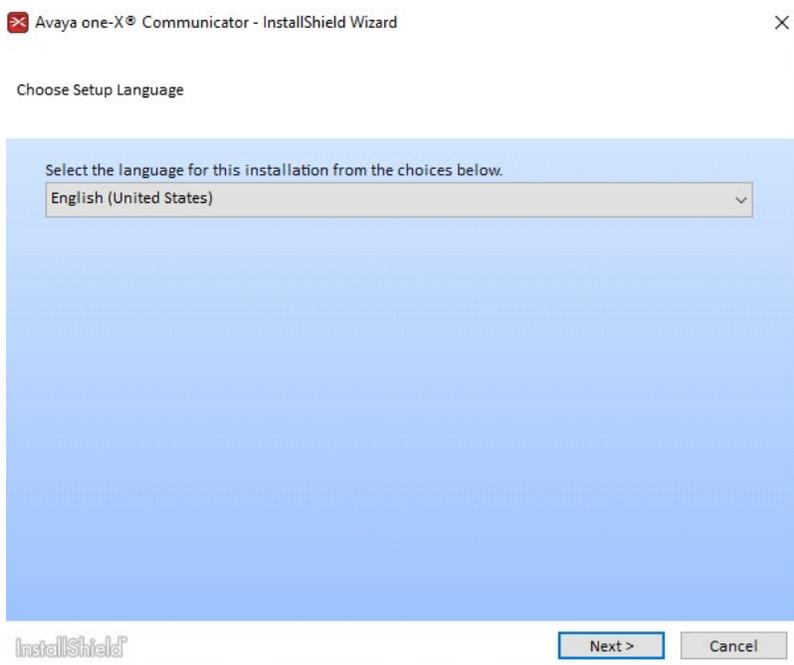
Double click to the icon of Avaya one-X Communicator Suite

Click **“Yes”** if prompted with a *“Do you want to allow this app to make changes to your device?”*



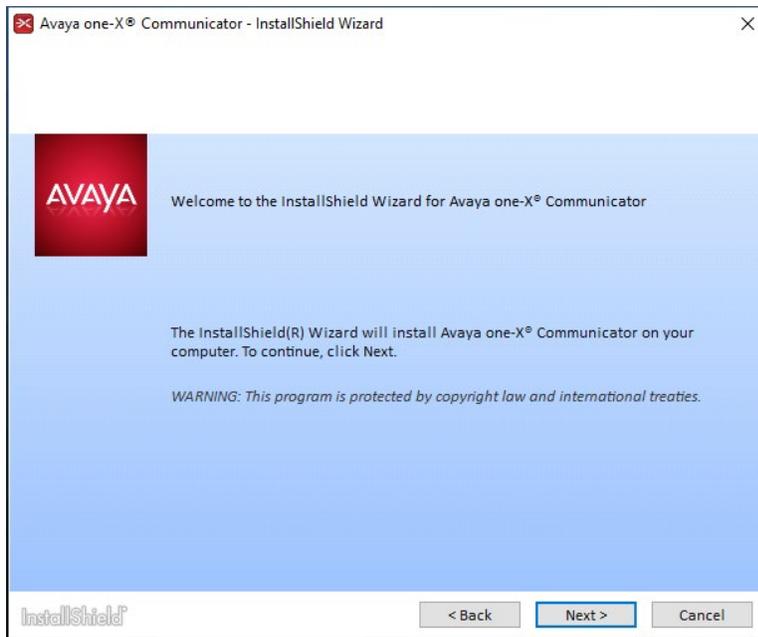
### **Step 2:**

Leave the default Setup Language: *“English (United States)”* and click **“Next”**



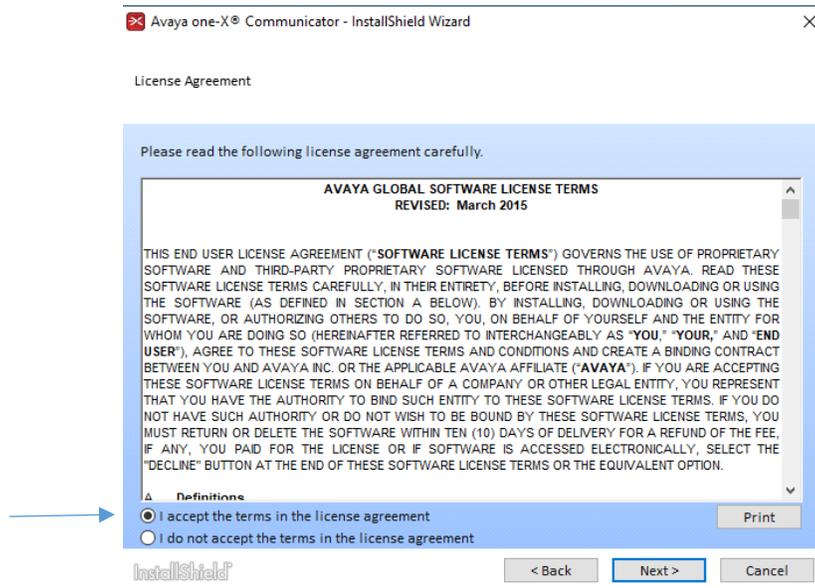
### Step 3:

Click **“Next”** on the following window



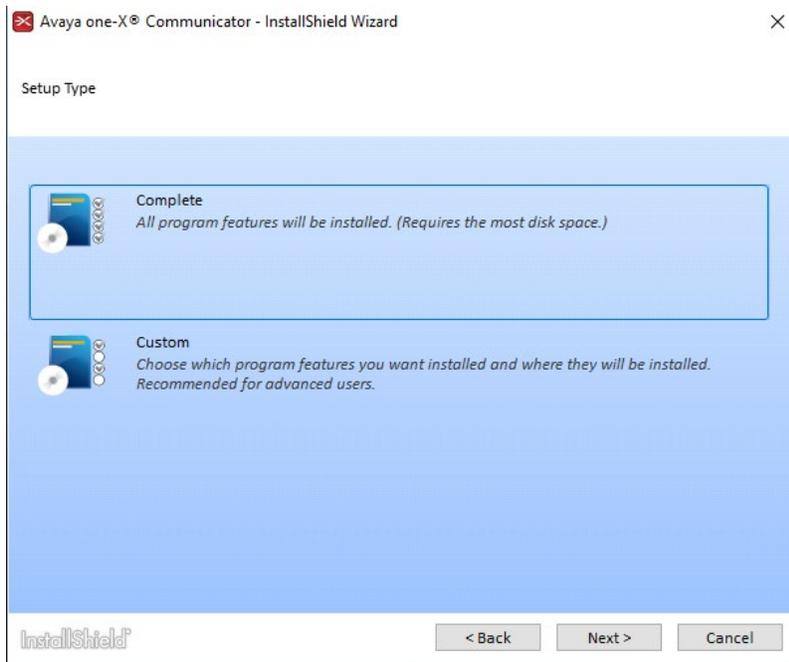
### Step 4:

Click the bubble for *“I accept the terms in the license agreement”* and click **“Next”**.



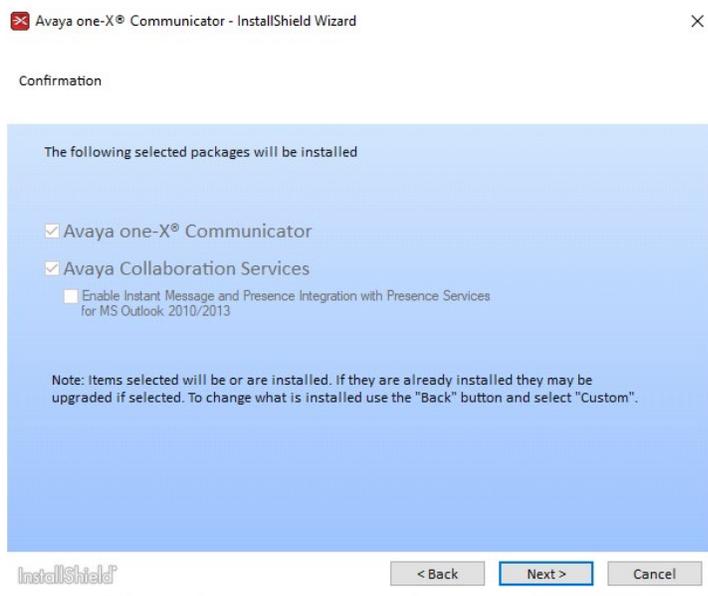
### Step 5:

Click on the “**Complete**” section. (You may also just click “**Next**”)



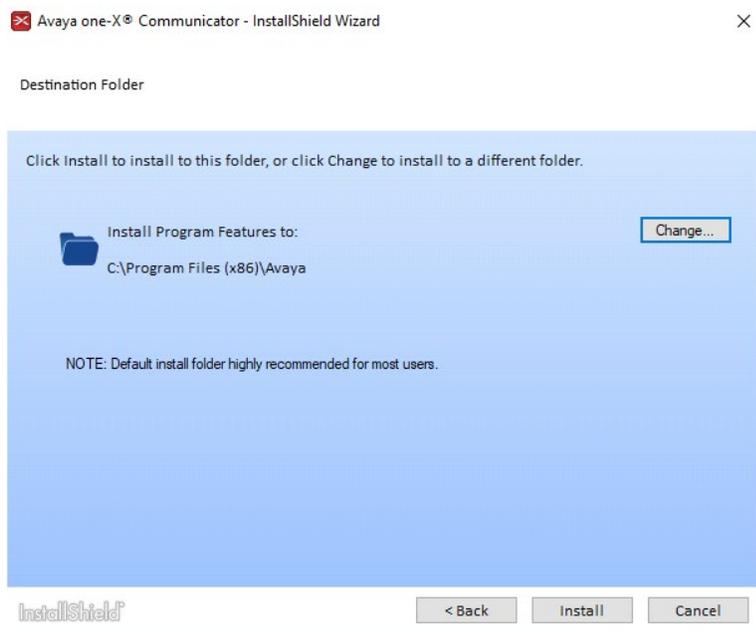
### Step 6:

Click “**Next**” on the following window



## Step 7:

Click **“Install”**



## Step 8:

When installation is complete click **“Finish”**

There should now be an Avaya one-X on your desktop



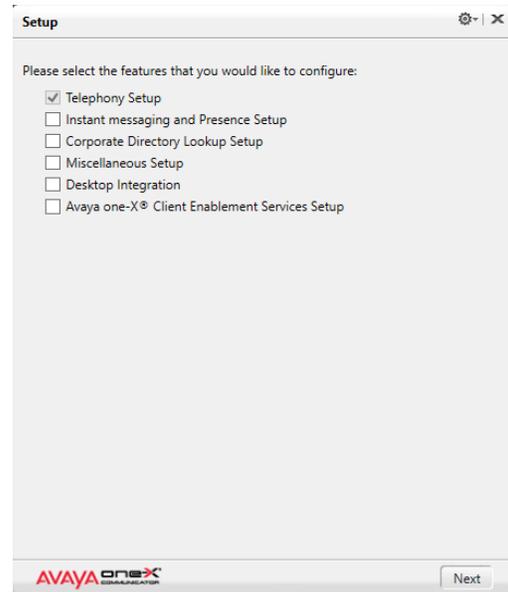
# Setup and Configuration

## Step 1:

Double click the **Avaya one-X** icon.

*“Telephony Setup”* should be the only option checked off.

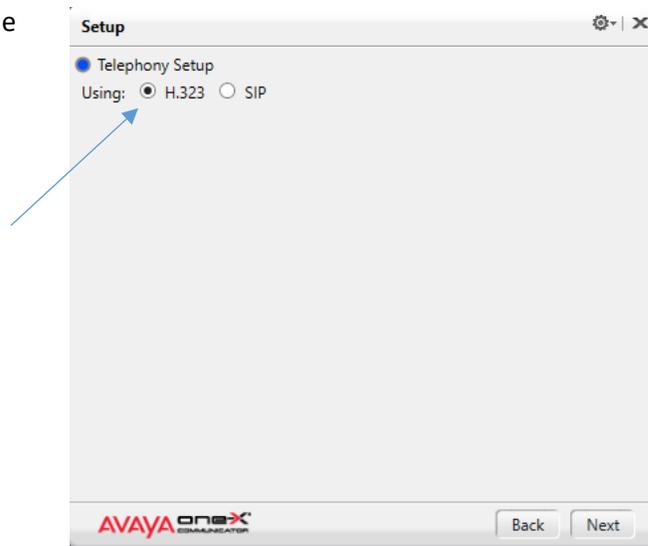
Click **“Next”**



## Step 2:

Select **“H.323”** by clicking the bubble next to it.

Click **“Next”**.



### Step 3:

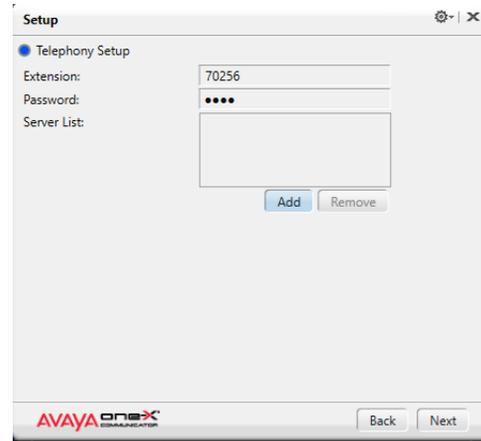
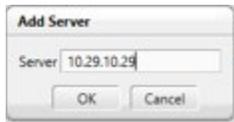
Enter the following information:

Extension: **(your extension)** Ex. 70256, 72505

Password: **1234**

Server list: Click **"Add"**

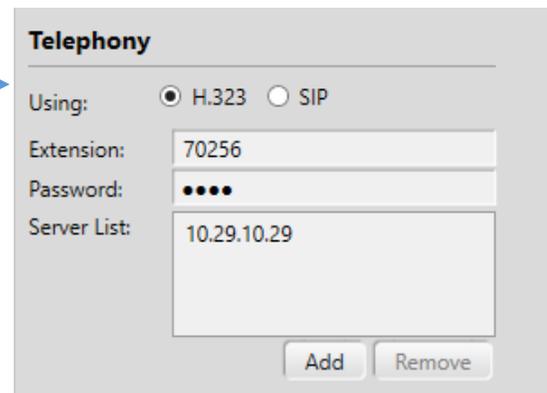
Server: **10.29.10.29** Click **"OK"**



Confirm that your setup window looks as follows. →

The only difference should be the *"Extension"*

After verification of info click **"Next"**.



### Step 4

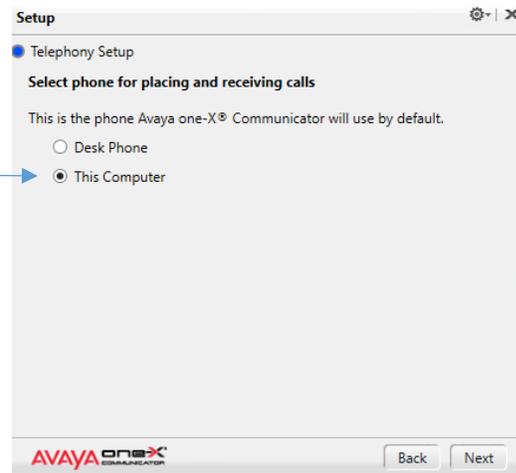
Leave all options blank and click **"Next"**



### Step 5:

Select **“This Computer”** by clicking the bubble next to it.

Click **“Next”**



### Step 6:

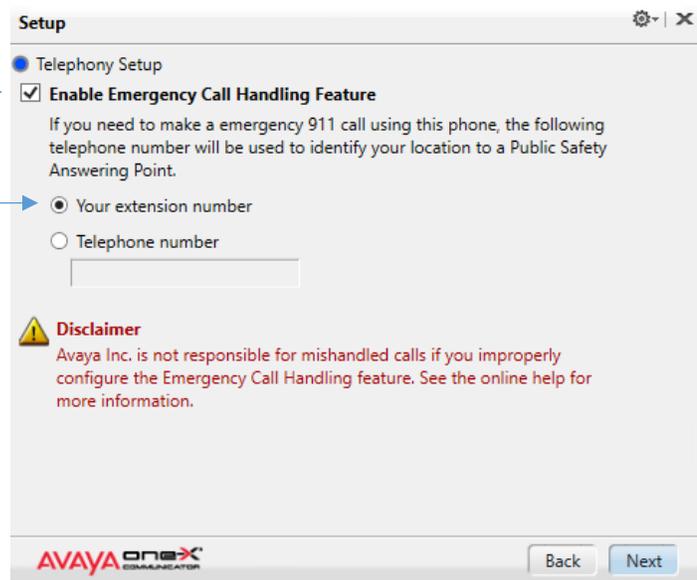
The default options will have **“Enable Emergency Call Handling Feature”** and **“Your extension number”** selected.

If these options are not selected by default, do select them.

Click **“Next”**

Click **“Finish”** on following window.

A small window with **“Avaya one-X is shutting down”** may briefly be displayed on the screen.



Double click the **“Avaya one-X Communicator”** icon to reinitialize the software



### Step 7:

If not already entered, fill in the following:

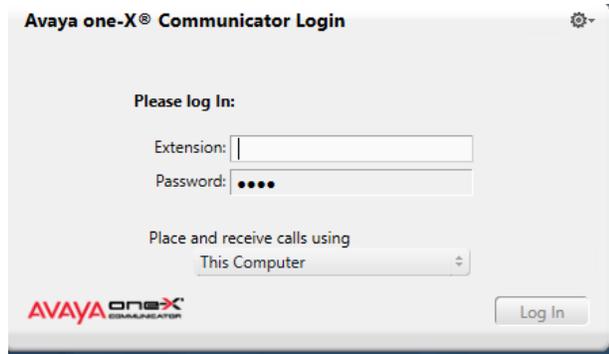
Extension: **Enter your extension**

Password: **1234**

Place and receive calls using **“This computer”**

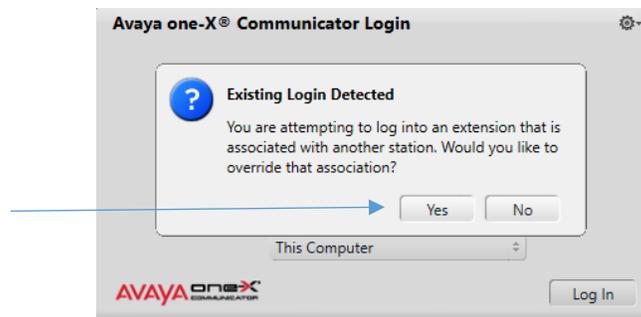
Click **“Log in”**

**\*\*You must be connected to MDC VPN  
or MDC Local network or Wireless (on campus)**



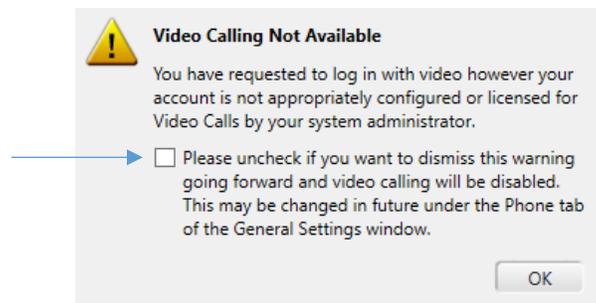
### Step 8:

Click **“Yes”** on pop-up window.



### Step 9:

**Uncheck** the option to dismiss the **“Video Calling Not Available”** message



Click **“OK”**

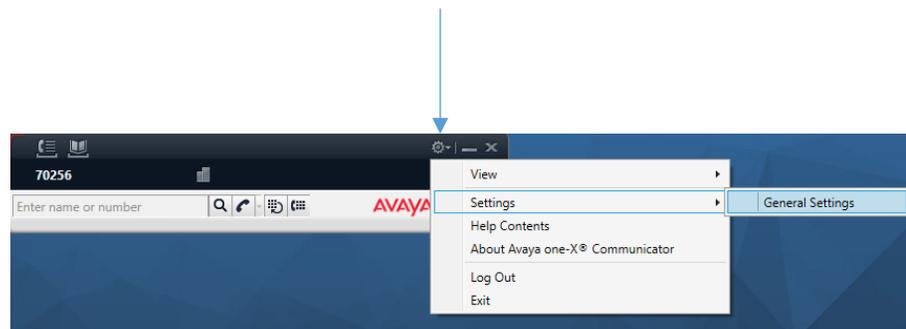
**\*\*If near your work phone / Avaya handset, you may notice the display now shows  
“Extension in Use”**

### Step 10:

While Logged in,  
Click on the Cog / Wheel  
located on the upper  
right corner.

Click

**“Settings” → “General Settings”** from the menu.



### Step 11:

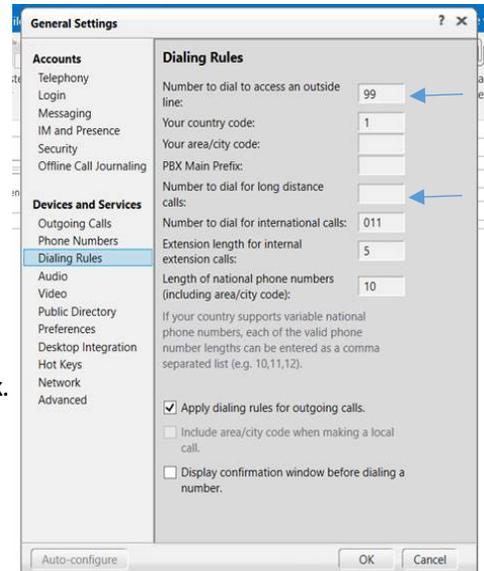
In General Settings window,  
Click **"Dialing Rules"**  
located on the left column under *"Devices and Services"*

Change the following parameters:

*"Number to dial to access an outside line:"* Enter **99**

*"Number to dial for long distance calls:"* **Remove 1, Leave blank.**

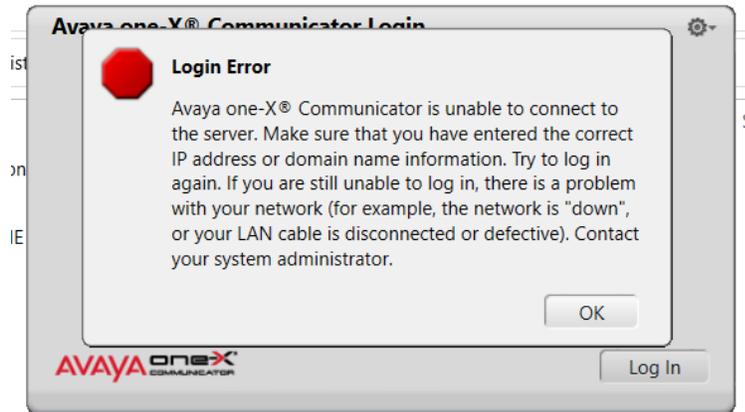
Click **"OK"**



**Your Avaya one-X communication is now ready for use!**

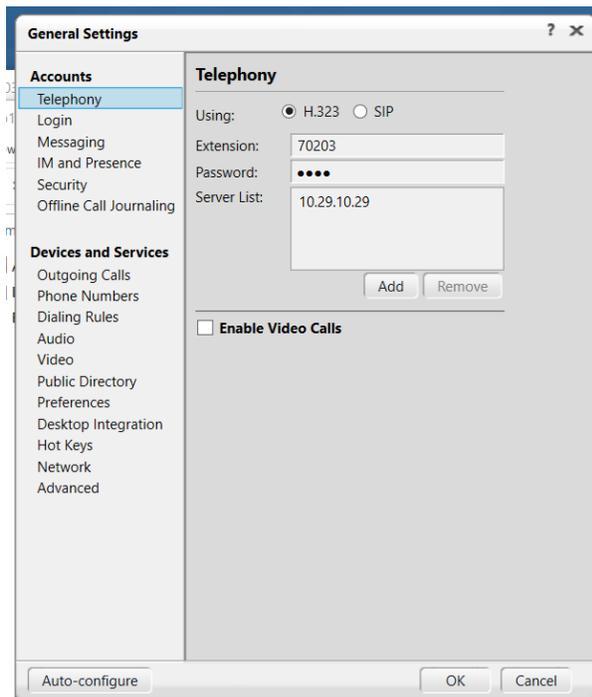


## TROUBLESHOOTING



If you are prompted with a Login Error as shown above ensure that the server IP is correct. Go to **Setting – General Settings – Telephony**.

Ensure the **Server List** reads: **10.29.10.29**. If no entry is present click **Add** and enter 10.29.10.29

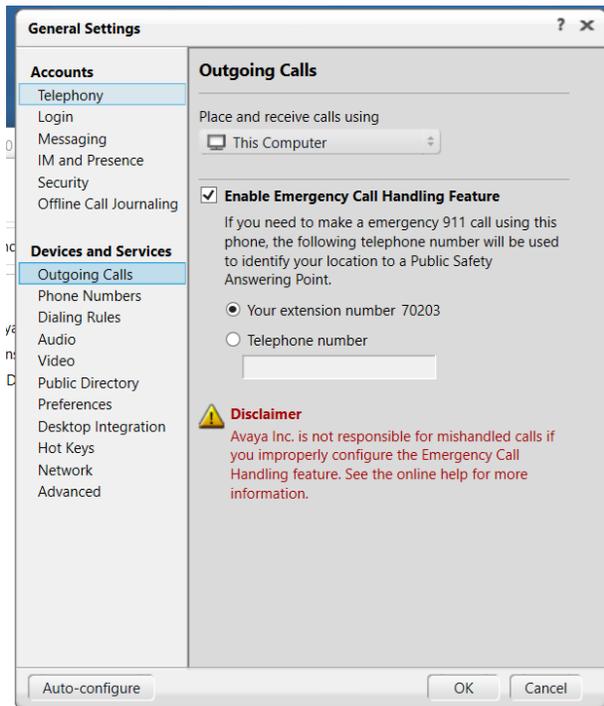


Select the **Outgoing Calls** tab.

Make sure the **Enable Emergency Call Handling Feature** checkbox is selected.

Make sure the **Your extension number: #####** is selected.

Click OK.



And Try login in again.