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 : <u>https://www.mdc.edu/oit/security/resource_remoteworker.aspx</u>

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"

ose Setup Language	
Select the language for this installation from the choices be English (United States)	low.

Step 3:

Click "Next" on the following window

🔀 Avaya one-X® C	ommunicator - InstallShield Wizard	X
avaya	Welcome to the InstallShield Wizard for Avaya one-X $^{\ensuremath{\Theta}}$ Communicator	
	The InstallShield(R) Wizard will install Avaya one-X [®] Communicator on your computer. To continue, click Next. WARNING: This program is protected by copyright law and international treaties.	
InstallShield	< Back Next > Cance	I.

Step 4:

Click the bubble for "I accept the terms in the license agreement" and click "Next".

🔀 Avaya one-X® Communicator - InstallShield Wizard	2
License Agreement	
Please read the following license agreement carefully.	
AVAYA GLOBAL SOFTWARE LICENSE TERMS REVISED: March 2015	^
THIS END USER LICENSE AGREEMENT ("SOFTWARE LICENSE TERMS") GOVERNS THE USE OF PROPRIET SOFTWARE AND THIRD-PARTY PROPRIETARY SOFTWARE LICENSED THROUGH AVAYA. READ TH SOFTWARE (LICENSE TERMS CAREFULLY, IN THEIR ENTIRETY, BEFORE INSTALLING, DOWILOADING OR USING SOFTWARE, IGS DEFINED IN SECTION A BELOW). BY INSTALLING, DOWILOADING OR USING SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELE AND THE ENTTY WHOM YOU ARE DOING SO (HEEMARTER REFREND TO INTERCHAINGEABLY AS "YOU." "YOUR," AND USER"), AGREE TO THESE SOFTWARE LICENSE TERMS AND CONDITIONS AND CREATE A BINDING CONT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFLIATE ("AVAYA"). F YOU ARE ACCEP THESE SOFTWARE LICENSE TERMS ON BEHALF OF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRES THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE SOFTWARE LICENSE TERMS. IF YOU NOT HAVE SUCH AUTHORITY TO BON TO WISH TO BE BOUND BY THESE SOFTWARE LICENSE TERMS. IF YOU NUST RETURN OR DELETE THE SOFTWARE WITHIN TEN (10) DAYS OF DELEVERY FOR A REFUND OF THE IF ANY, YOU PAD FOR THE LICENSE OF TWARE WITHIN TEN (10) DAYS OR THE LICENSE TERMS.) MUST RETURN OR DELETE THE SOFTWARE WITHIN TEN (10) DAYS OR THE EQUIVALENT OPTION. A DEFINITION	ARY iESE SING THE FOR iEND LACT TING SENT J DO YOU FEE, THE
I accept the terms in the license agreement	rint
O I do not accept the terms in the license agreement	
InstallShield <back next=""> C</back>	ancel

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"

🔀 Avaya one-X® Communicator - InstallShield Wizard	×
Destination Folder	
Click Install to install to this folder, or click Change to install to a different folder.	
Install Program Features to: Change C:\Program Files (x86)\Avaya]
NOTE: Default install folder highly recommended for most users.	
InstellShield < Back Install Cancel	

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"

Setup	@-
Please select the features that you would like to configure:	
Telephony Setup	
Instant messaging and Presence Setup	
Corporate Directory Lookup Setup	
Miscellaneous Setup	
Desktop Integration	
Avaya one-X® Client Enablement Services Setup	
	Next

Step 2:

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

Click "Next".

Setup	@- X
Telephony Setup	
Using: 🖲 H.323 🔿 SIP	
X	
AVAYA COMMANEATOR	Back Next

Step 3:

Enter the following information:

Extension: (your extension) Ex. 70256, 72505

Click "OK"

Password: 1234

Server list: Click "Add"

Server: 10.29.10.29

Add Se	rver		
Server	10.29.10	29	
F	OK	Cancel	

Setup		@- ×
Telephony Setup		
Extension:	70256	
Password:	••••	-
Server List:]
	Add Remove	
	Bac	k Next

Confirm that your setup window looks as follows. The only difference should be the "*Extension*"

After verification of info click "Next".

Telephony	
Using:	● H.323 ○ SIP
Extension:	70256
Password:	••••
Server List:	10.29.10.29
	Add Remove

Step 4

Leave all options blank and click "Next"

Setup	@- X
Telephony Setup	
Add phones	
Check and specify the phone you want to use with Avaya one- Communicator.	χ®
Mobile	
Home	
Other	
Back	Next

Step 5:	Setup	@- X
	Telephony Setup	
Select "This Computer" by clicking the bubble	Select phone for placing and receiving calls	
next to it	This is the phone Avaya one-X® Communicator will use by default.	
	O Desk Phone	
	 This Computer 	
Click " Next "		
	AVAYA COMPARAMENTER Back	Next

Step 6:	Setup	©- ×
The default options will have <i>"Enable Emergency Call Handling Feature"</i> and <i>"Your extension number"</i> selected.	 Telephony Setup Image: Telephony Setup Image: Telephone Call Handling Feature If you need to make a emergency 911 call using this phone, the following telephone number will be used to identify your location to a Public Safety Answering Point. Image: Telephone number 	
If these options are not selected by default, do select them.	Telephone number Disclaimer Avaya Inc. is not responsible for mishandled calls if you improperly configure the Emergency Call Handling feature. See the online help for	
Click " Next " Click " Finish " on following window.	more information.	
"Avaya one-X is shutting down" may briefly be displayed on the screen.		Next

Double click the "Avaya one-X Communicator" icon to reinitialize the software



Step 7:	Avaya one-X® Communicator Login	0-
If not already entered, fill in the following: Extension: Enter your extension Password: 1234	Please log In: Extension: Password:	
Place and receive calls using "This computer"	Place and receive calls using	
Click "Log in" **You must be connected to MDC VPN or MDC Local network or Wireless (on campus		Log In

Step 8:

Click " Yes " on pop-up window.	Avaya one-X® Communicator Login
	Existing Login Detected You are attempting to log into an extension that is associated with another station. Would you like to override that association? Yes
Step 9:	Video Calling Not Available
Uncheck the option to dismiss the	You have requested to log in with video however your account is not appropriately configured or licensed for
"Video Calling Not Available" message	Video Calls by your system administrator.
Click " OK "	going forward and video calling will be disabled. This may be changed in future under the Phone tab of the General Settings window.

**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	70256			View		
located on the upper	Enter name or number	Q 🕻 - 🐑 📖	AVAVA	Settings	•	General Settings
right corpor				Help Contents		7 1 2
light comer.				About Avaya one-X® Communicator		
	Marine Barrier			Log Out		
Click	1		-	Exit		
"Sattings" -> "Conoral Satt	inge" from the	0 2001				

"Settings" \rightarrow "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"

Accounts	Dialing Rules				
Telephony Login Messaging IM and Presence	Number to dial to access an outside line: Your country code:	99	•		
Security	Your area/city code:				
Devices and Services	Number to dial for long distance calls:	-	-		
Outgoing Calls	Number to dial for international calls:	011			
Phone Numbers	Extension length for internal	5			
Audio Video	Length of national phone numbers (including area/city code):	10			
Public Directory Preferences Desktop Integration Hot Keys Network	If your country supports variable nation phone numbers, each of the valid phor number lengths can be entered as a co separated list (e.g. 10,11,12).	nal ne Imma			
Advanced	Apply dialing rules for outgoing cal	lls.			
	Include area/city code when makin call.	g a local			
	Display confirmation window befor number.	e dialing a			

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



TROUBLESHOOTING

ſ	Avava one-	(® Communicator Login	@-
st		Login Error Avaya one-X® Communicator is unable to connect to the server. Make sure that you have entered the correct P address or domain name information. Try to log in	
E		again. If you are still unable to log in, there is a problem with your network (for example, the network is "down", or your LAN cable is disconnected or defective). Contact your system administrator.	
		ОК	

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

General Settings			? ×
Accounts	Telephony		
Telephony			
Login	Using:		
Messaging	Extension:	70203	
IM and Presence	Password:	••••	
Security Offling Call Journaling	Server List:	10.29.10.29	
Online Call Journaling		TOLESTOLES	
Dovices and Services			
Outgoing Calls			
Phone Numbers		Add Remove	
Dialing Rules			
Audio	Enable Vi	deo Calls	
Video			
Public Directory			
Preferences			
Desktop Integration			
Hot Keys			
Advanced			
Auvanceu			
Auto configuro			ncel

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.

General Settings	? ×
General Settings Accounts Telephony Login Messaging IM and Presence Security Offline Call Journaling Devices and Services Outgoing Calls Phone Numbers Dialing Rules Audio Video Public Directory Preferences Desktop Integration Hot Keys Network Advanced	X X Cutgoing Calls Place and receive calls using ☐ This Computer
Auto-configure	OK Cancel

And Try login in again.