

This Getting Started guide describes how to install and configure Avaya one-X Desktop Edition Release 2.1 Service Pack 2.

## PC Requirements

Your PC must meet the following minimum requirements to run Avaya one-X Desktop Edition R2.1 Service Pack 2:

- IBM PC or compatible PC with an Intel Pentium III 800 MHz or compatible processor.
- A hard disk with at least 50 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 Professional with Service Pack 4
  - Microsoft Windows XP Home with Service Pack 2
  - Microsoft Windows 2000 Professional with Service Pack 2
- 512 MB of RAM for Microsoft Windows XP Professional  
512 MB of RAM for Microsoft Windows XP Home  
256 MB of RAM for Microsoft Windows 2000 Professional.
- One of the following network devices:
  - a network interface card for local area network connectivity or wide area network connectivity
  - a network interface card and a high-speed modem (cable, xDSL, or ISDN)
  - an analog modem (28.8 Kbps or higher) for dial-up networking connections
- A Microsoft Windows-compatible video graphics adapter that supports 16-bit color 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. A list of recommended sound devices and headsets is available at [www.avaya.com/support](http://www.avaya.com/support).

- The following additional software:
  - Microsoft Internet Explorer 6.0 or later
  - Microsoft Windows .NET Framework 1.1 required (available from Microsoft). (Microsoft Windows .NET Framework 2.0 may also be installed in addition to the required 1.1 version.)
  - Microsoft Outlook 2000 SR-1, Microsoft Outlook 2002, or Microsoft Outlook 2003 (if you want to search for Microsoft Outlook contacts from Avaya one-X Desktop Edition)
  - Lotus Notes Release 5 or Release 6 (if you want to search for Lotus Notes contacts from Avaya one-X Desktop Edition)

If you want to use a Bluetooth headset with Avaya one-X Desktop Edition, you will need a Bluetooth adapter with the appropriate Bluetooth stack:

- Widcomm Bluetooth stack version 1.4 or later
- Toshiba Bluetooth stack version 4.01 or later

## 1

### Uninstall Avaya SIP Softphone R2.0

If Avaya SIP Softphone Release 2.0 is currently installed on your PC, you must uninstall it before you can install Avaya one-X Desktop Edition Release 2.1 Service Pack 2.

To uninstall Avaya SIP Softphone Release 2.0:

1. Select **Start>Control Panel**.  
The Control Panel window appears.
2. Click **Add or Remove Programs**.  
The Add or Remove Programs window appears.
3. Click **Avaya SIP Softphone Release 2.0**.
4. Click the **Remove** button and follow the prompts.

## 2

### Download and Install Avaya one-X Desktop Edition Release 2.1 Software

Perform the following steps to download and install the Avaya one-X Desktop Edition Release 2.1 Service Pack 2 software:

1. Using your web browser, go to [www.avaya.com/support](http://www.avaya.com/support).
2. In the Most Visited Support Areas section, click **Downloads**.
3. In the Download by Product Name section, click **O**.
4. Click **one-X Desktop Edition**.
5. In the Software Downloads section, click **Avaya one-X Desktop Edition R2.1 Service Pack 2 Downloads**.
6. At the bottom of the page, click **Avaya one-X Desktop Edition R2.1SP2 Installer**, and save this installer package to your PC.
7. Run the one-X Desktop R2.1 SP2 installer package to install the software.

## 3

### Start Avaya one-X Desktop Edition

You can run Avaya one-X Desktop Edition in one of the following modes:

- **SIP Server mode**  
In this mode, Avaya one-X Desktop Edition logs in to a SIP proxy server.
- **Peer-to-Peer Communication mode**  
In this mode, Avaya one-X Desktop Edition operates without a centralized SIP proxy server and allows you to communicate directly with another SIP device.

#### Using SIP Server Mode

Before starting Avaya one-X Desktop Edition Release 2.1 in SIP Server mode, you must know the following information:

- the login and password you will use to log in to a SIP proxy server
- how Avaya one-X Desktop Edition connects to your company's LAN (that is, via local area network, high-speed modem (cable, xDSL, or ISDN), or analog modem)

To start Avaya one-X Desktop Edition in SIP Server mode:

1. Perform one of the following steps:
  - Double-click on the Avaya one-X Desktop Edition shortcut on your desktop.
  - Select **Start>All Programs>Avaya one-X Desktop Edition>Desktop Edition**.The Configuration dialog box appears.
2. Click the **Next** button.  
The Account: Username and Password dialog box appears.
3. In the My Name box, enter the text you want to appear on the display of the other party when you make a call or send an Instant Message.
4. In the Username box, enter your login on the SIP server.

3

cont.

5. Perform one of the following steps:
  - If you want Avaya one-X Desktop Edition to “remember” your password, click the **Remember my password** option button, and enter your password in the associated box.  
  
If you want Avaya one-X Desktop Edition to try to log in to the server automatically when you start Avaya one-X Desktop Edition, click the **Login automatically** check box.
  - If you want Avaya one-X Desktop Edition to prompt you to enter your password, click the **Prompt for password each time I log in** option button.
6. Click the **Next** button.  
The SIP Server/Licensing Server dialog box appears.
7. Click the **Next** button, and follow the prompts to initially configure Avaya one-X Desktop Edition.
8. After configuring Avaya one-X Desktop Edition, enter your password for the SIP proxy server in the Password box, and then click the **Login** button.

#### Using Peer-to-Peer Communication Mode

Before starting Avaya one-X Desktop Edition Release 2.1 in Peer-to-Peer Communication mode, you must know how Avaya one-X Desktop Edition connects to your company’s LAN (that is, via local area network, high-speed modem (cable, xDSL, or ISDN), or analog modem).

To start Avaya one-X Desktop Edition in Peer-to-Peer Communication mode:

1. Perform one of the following steps:
  - Double-click on the Avaya one-X Desktop Edition shortcut on your desktop.
  - Select **Start>All Programs>Avaya one-X Desktop Edition>Desktop Edition**.The Configuration dialog box appears.
2. Click the **Next** button.  
The Account: Username and Password dialog box appears.
3. In the My Name box, enter the text you want to appear on the display of the other party when you make a call or send an Instant Message.

3

cont.

4. In the Username box, enter your SIP username.
5. Click the **Next** button.  
The SIP Server/Licensing Server dialog box appears.
6. Click the **Skip this step** check box.
7. Click the **Next** button, and follow the prompts to initially configure Avaya one-X Desktop Edition.
8. After configuring Avaya one-X Desktop Edition, click  on the Dashboard module to access the Settings tray.
9. Click **Advanced**.
10. In the Communication Protocol area, click the **Use UDP** option button.
11. Click the **Save** button.  
A message box appears.
12. Click the **OK** button.
13. Click the **Start** button on the Dashboard module.

#### Configure a Bluetooth Headset to Work with Avaya one-X Desktop Edition

To use a Bluetooth headset with Avaya one-X Desktop Edition, you will need a Bluetooth adapter with the appropriate Bluetooth stack:

- Widcomm Bluetooth stack version 1.4 or later
- Toshiba Bluetooth stack version 4.01 or later

Perform the following steps to configure a Bluetooth headset for use with Avaya one-X Desktop Edition:

1. Pair your headset to your Bluetooth adapter.
2. Disconnect your headset.  
The device is now paired, but audio is disconnected.
3. Start Avaya one-X Desktop Edition.
4. Right-click on the Avaya one-X Desktop Edition icon in the system tray, and then select **Helper Apps>Bluetooth Integrator**.  
The Bluetooth Integrator dialog box appears.
5. Select your headset and connect.

