Installing and Configuring Avaya one-X® Agent

Release 2.5

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Chapter 1: Introduction

Avaya one-X Agent is an integrated telephony soft-phone solution that provides seamless connectivity to at-home agents, remote agents, out-sourced agents, contact center agents, and agents interacting with clients having vocal and hearing impairment.

Avaya one-X Agent 2.5 has number of enhancements in addition to the features available in Avaya one-X Agent 2.0.

The new release is compatible with Call Center Elite 6.0 and Avaya one-X Agent 2.0 and later releases. The new release also provides the ability to inter-operate with other IM Presence Services, namely, Avaya one-X® Communicator 6.1 and Microsoft Office Communicator 2007 or later. These enhancements are also supported by Avaya Aura® Presence Services, Avaya Aura® System Manager, Avaya Aura® Communication Manager, and Central Management. Avaya one-X Agent 2.5 now supports Avaya Aura® Presence Services 6.1 and Avaya Aura® System Manager 6.1.

The availability of features depend on the Avaya one-X Agent user type used for deployment. All the enhancements are achieved in maintaining the same user interface to help users adapt quickly to the new features presented in this release.

Installation overview

Avaya one-X Agent supports the Communication Manager H.323 telephony protocols. Your enterprise can use any of the following installation methods to install Avaya one-X Agent:

- Desktop installation: Desktop installation (Avaya standard installation) allows you to download and run the installation on the desktop. The installer leads the user through a simple wizard to set installation options.
- Silent installation: The silent installation (Command Line Installation) allows you to run the standard install package through a command line interface without the need of a graphical user interface. Installs options are controlled through parameters on the command line.
- Push installation: The push installation (Configurable-Silent Installation) allows you to customize the Avaya one-X Agent Installation database. The enterprise will require the assistance of Network Administrators to do this, usually as part of the users Windows Domain Login to push the file into the agent's desktop computer.

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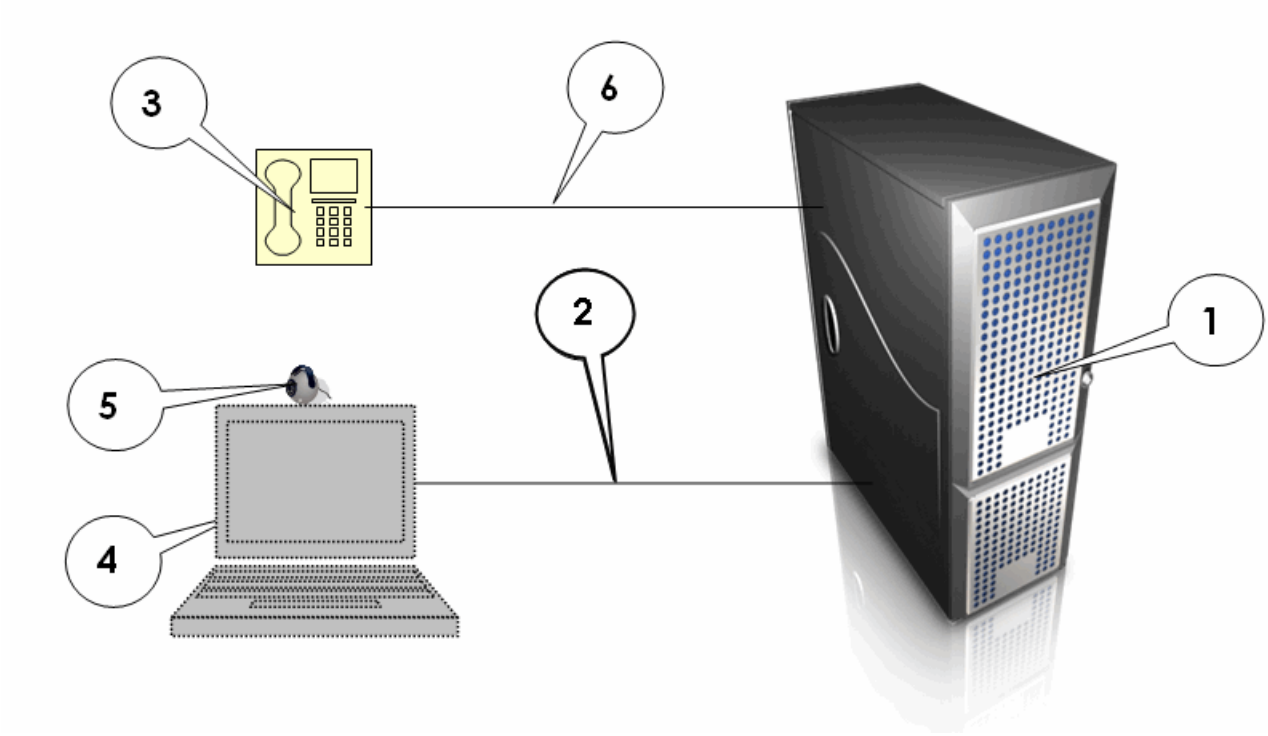
Architecture overview

Avaya one-X Agent uses the following system architecture, software integrations, and software components to provide a multi-channel contact center solution.



1	Communication Manager
2	H.323
3	Avaya IP/DCP telephone (Far Endpoint)
4	Desktop running Avaya one-X Agent
5	Video Camera (Optional)
6	Real Time Processing (RTP) to Far Endpoint

Chapter 2: Requirements

Enterprise requirements

Communication Manager

To use Avaya one-X Agent for H.323 voice or video call, you must have an extension that is properly administered for Avaya one-X Agent on a media server running one of the following version of Communication Manager:

- Communication Manager Release 2.x and higher (voice only)
- Communication Manager Release 4.x and higher (voice and video)

Avaya Video Telephony Solution

If you want to use the video feature, you must have any one of the following software packages:

- Avaya Video Telephony Solution 3.0
- Avaya Video Telephony Solution 4.0

Software requirements

Operating System

Desktop computers or laptops must have one of the following 32–bit or 64–bit operating systems:

- Microsoft Windows 7
- Microsoft Windows XP Professional with Service Pack 2 or Service Pack 3
- Microsoft Windows Vista Service with Service Pack 1 for Business, Enterprise, or Home Premium
- Microsoft Windows 2003 Server - Terminal Services
- Microsoft Windows 2008 Server - Terminal Services

Software download package

You must have the following software package:

- Avaya one-X Agent installation program
- Polycom video installer (required only if you are using video)

You can download the software from the Avaya Web site:

http://www.avaya.com/support

Required Microsoft products

Avaya one-X Agent requires the following Microsoft products:

- Microsoft Internet Explorer 7.0 or later (to use Click-to-Dial from Internet Explorer)
- Microsoft .NET Framework 3.5 Service Pack 1
- Microsoft Re-distributable Primary Interop Assemblies (PIA), required only when importing Microsoft Office Contacts from Microsoft Office 2003 or 2007
- Windows Media Player R10 or higher, required if you are using the H.323 protocol

You can download the software from the Microsoft Web site:

http://www.microsoft.com

Feature dependencies on configuration

The following table shows the availability of Avaya one-X Agent features supported by 32 bit, 64 bit and Server OS recommended for Avaya one-X Agent.

Feature Name	32 bit operating system	64 bit operating system	Server operating system
ACD	Available	Available	Available
Telephony	Available	Available	Available
Video	Available	Not Available	Not Available
IM/Presence	Available	Available	Available
TTY	Available	Available	Not Available
Desktop Sharing	Available	Available	Available
Supervisor	Available	Available	Available
My Computer mode	Available	Available	Not Available

Computer and other hardware requirements

Important:

Ensure that the hardware components are properly configured and functioning as intended in your personal computer. Any improperly configured devices in your personal computer can potentially cause problems with the normal functionality of Avaya one-X Agent. The

hardware components may include sound card, disc drive, hard disk drive, mouse, and video card.

Hardware specifications for clients using only voice operations in Desk Phone or Other phone mode

Users using extensive Desk Phone or Other Phone connection modes need to have the following minimum client hardware. Systems with these specifications do not leverage any other media type, such as VoIP, Video, Desktop Sharing, or IM.

Processor	733 MHz Pentium 3 processor or equivalent
RAM	256 MB
Hard disk space	Minimum 1 GB and more, if records and configuration are stored locally.
Monitor display	800 x 600, 16 colors
Avaya Switcher II	For Agent Greetings in the Other Phone (Dual Connect) and Desk Phone (Shared Control) modes

Hardware specifications for clients using Video, My Computer mode, IM, or Desktop Sharing

Processor	1.5 GHz Pentium 4 processor or equivalent
RAM	1 GB
Hard disk space	Minimum 1 GB and more if records and configuration are stored locally Larger the disk space, better is the media performance especially in VoIP
Monitor display	800 x 600, 16 colors
Universal Serial Bus	USB 2.0
Web camera	List of supported web cameras and products required for use the video features is available in Video requirements on page 13
Avaya Switcher II	For Agent Greetings in the Other Phone (Dual Connect) and Desk Phone (Shared Control) modes

PC headset or headphones

PC Headsets are needed for operation in the My Computer mode.

Avaya no longer tests, sells, or supports headsets; however, some of the headsets are tested with Avaya one-X Agent by DevConnect partners. Avaya one-X Agent has published an API supporting Avaya branded headsets that allows the DevConnect Partners to test headset interface through the DevConnect program. For more current information on testing, see the DevConnect Web site or Application Notes on the Avaya one-X Agent page of the Avaya Web site.

Note:

Avaya does not recommend any specific headset, but some of the Avaya branded versions of the Plantronics headsets are tested through the DevConnect program.

For mapping of former Avaya branded headsets to their Plantronics equivalent, see the Avaya to Plantronics headset Transition Guide on the Plantronics Web site. You can download the PDF file that has the list of headsets from the following link:

http://www.plantronics.com/media/uc/avaya_transition_guide.pdf

The following are the wireless (USB/PC) headsets that have been tested with Avaya one-X Agent and perform adequately. The list is in no particular order.

Model	Supported region	Headset
700438534	Global, non EMEA	ABT 35 USB Headset NA
700438559	EMEA	ABT 35 USB Headset Euro
700373335	EMEA	AWH-65 USB WRLs Headset Euro RHS

Note:

To use these wireless headsets, you need Persono Suite software Release 1.1.

The following are the Wired (USB/PC) headsets that have been tested with Avaya one-X Agent and perform adequately. The list is in no particular order.

Model	Supported region	Headset
700414139	Global	QD
700343726	Global	HDST - SUPRA ELITE MON NC (AH450N)
700470586	Global non EMEA	ENCORE ELITE BINAURAL

Note:

To use these wired headsets, you need an USB Adapter RHS.

IP Telephones (for Desk Phone mode)

Avaya one-X Agent supports the Avaya series phone. The following are the telephone types that are available on Communication Manager and officially supported for use with Avaya one-X Agent:

- Avaya 24xx series
- Avaya 46xx series
- Avaya 64xx series
- Avaya 96xx series (except 9610. The 9610 is not suitable to be an ACD telephone)

Note:

Avaya 96x1 sets, aliased as 96xx sets if operating with Communication Manager before 6.2.

- Clarisys i750 USB Internet Phone

Note:

You can use the 16xx series H.323 phones with Avaya one-X Agent as long as they have been provisioned as 46xx series phones on Communication Manager.

Sound card (For My Computer mode)

The computer must have a full-duplex sound system. Avaya recommends the following sound cards for use with Avaya one-X Agent as these sound cards have performed adequately. The list is in no particular order.

- Creative Labs - Live
- Creative Labs - Audigy
- Creative Labs - Audigy 2

You can download the latest drivers for these sound cards from the Creative Labs Customer Support Web site.

Note:

Using splitters with any of these sound devices may result in poor audio quality.

Note:

Most PCs and laptops have an integrated sound system that meets the Intel High Definition sound standard. These PCs and laptops performs satisfactorily without a need of additional sound card or system.

Video requirements

Avaya Video Telephony Solution provides a point-to-point communication capability for agents in a contact center.

Avaya Video Telephony Solution is an optional Avaya one-X Agent feature and requires the Communication Manager Remote Feature Activation (RFA) license. For information about this license requirement, see License requirements on page 15.

Note:

Avaya one-X Agent supports video with H.323 in the My Computer and Desk Phone modes.

For more information about the video features, see the Avaya Video Telephony Solution deployment guide, which is available on the Avaya Web site at:

http://www.avaya.com/support

Communication Manager

Avaya Video Telephony Solution features differ depending on the Communication Manager release because video is part of Communication Manager. Communication Manager 3.x or later is required for video.

Web camera

The following USB cameras have been tested with Avaya one-X Agent, and function adequately. The list is in no specific order.

- Camera Logitech QuickCam® Communicate MP(S5500)
- Logitech QuickCam® Ultra Vision
- Logitech QuickCam® Pro 9000
- Microsoft VX-3000
- Microsoft VX-6000
- Creative® WebCam Live!® Motion

You can find additional information about the video products from the following resources:

- For the most current list of supported Web cameras, go to the Avaya Web site:

  http:// www.avaya.com/support
- For information about the supported Web cameras, go to the manufacturer's Web site.
- Ensure that your personal computer meets the system requirements for your Web camera.

Network connection requirements

You can use a Local Access Network (LAN), Digital Subscriber Line (DSL), or a broadband internet connection to set up the network. The following list provides the network requirements for each configuration type:

My Computer configuration	A single Ethernet connection between the personal computer and the IP network. Similarly, Communication Manager must be connected to this network.
Desk Phone configuration	An Ethernet connection to the Network from the personal computer, and an Avaya Desk Phone connected to Communication Manager by the IP network, or DCP wired protocols.
Other Phone configuration	An Ethernet connection from the personal computer to the IP network, and a simple switched connection to any other telephone endpoint, as a Communication Manager extension or in the PSTN.

Tip:

Avaya provides in-depth and informative documents that define and describe all aspects of networking and how those aspects can affect the VoIP communication. You can retrieve these documents from the Avaya Web site at:

http:// www.avaya.com/support

License requirements

Avaya controls the use of Avaya one-X Agent and the optional Avaya Video Telephony Solution through licenses. You must purchase licenses for these products in order to use them.

Avaya one-X Agent license requirement

Before installing Avaya one-X Agent, ensure that the system administrator has registered Communication Manager with the required number of Avaya one-X Agent registration licenses.

You can use different types of users, namely, agents, non-agents, and supervisors to access the Communication Manager features. Based on the user type, the system grants a user access to a particular User Type, then that user will have access to all the features associated with that user type, unless they are further restricted through Communication Manager. If a user does not intend signing on to the ACD as an agent, but wants the features of Avaya one-X Agent, the user can use a Non-Agent license type.

Avaya Video Telephony Solution license requirements

Avaya Video Telephony Solution is an optional Avaya one-X Agent feature that is controlled in the Communication Manager RFA license. You only need this license if you are using the Avaya one-X Agent video feature. Avaya one-X Agent supports video only in the H.323 mode. Each Avaya one-X Agent station administered on Communication Manager requires one RTU License for the Maximum Video Capable Avaya one-X Agent Endpoints feature. These licenses are included in all Communication Manager RFA licenses.

For more information on license, refer to the Licensing section of *Avaya one-X Agent Overview* guide.

Chapter 3: Avaya one-X Agent installation checklist

As Avaya one-X Agent interacts with many different products and services, you need to plan for a successful installation. Use this checklist to plan your activities. This check list makes sure that all requirements are in place for an error-free installation.

#	Task	Description	✔
1	Determine how your enterprise will deploy Avaya one-X Agent.	The deployment option may include telephony protocol, feature set, usage mode, and Communication Manager. Avaya one-X Agent supports video with H.323 in the My Computer and Desk Phone modes. For details, see Enterprise requirements on page 9.	
2	Ensure that all product licenses are in place.	Avaya controls the use of Avaya one-X Agent and the optional Avaya Video Telephony Solution through licenses. You must purchase licenses for these products in order to use them. For license information, see License requirements on page 15.	
3	Download the software package from the Avaya support site.	The Avaya one-X Agent software download package is available on the Avaya Support Web site at http://www.avaya.com/support. For software requirements, see Software requirements on page 9.	
4	Ensure that the end user and enterprise environments can support Avaya one-X Agent.	For the installation option, consider the following: • Is the required hardware in place? For hardware requirement, see Computer and other hardware requirements on page 10. • Have all related Avaya software products been installed and administered correctly? For Avaya software requirements, see Software requirements on page 9. • Have all related third-party software products been installed and	

#	Task	Description	✔
		administered correctly? For third-party software requirements, see Software requirements on page 9. • Have you verified that your infrastructure is ready for video telephony? For more information, see the Avaya Video Telephony Solution deployment guide, available on the Avaya Web site at http://www.avaya.com/support.	
4	Administer Avaya one-X Agent feature on Communication Manager.	Ensure that your system administrator has configured Communication Manager to support extension assignments, IP connectivity, telephone types, video, and other settings. For details, see *Administering Communication Manager for Avaya one-X Agent.*	
5	Determine how you will distribute the Avaya one-X Agent software to your employees.	You can: • Use a tool such as the Microsoft Software Management Server (SMS) for silent installations. • Use a customer installation process that requires end users to manually install the Avaya one-X Agent and other related software.	
6	Begin the installation process.	Avaya one-X Agent installation is available for personal computer and Windows Server environments. For steps, see Installing Avaya one-X Agent on page 19.	
7	Start Avaya one-X Agent.	You must register your telephone extension with the Communication Manager system to configure your system preferences.	
8	Complete the initial administration.	After completing the installation, you must configure your system and agent preferences. The basic administration settings are available in Setting up the initial configuration on page 35.	

Chapter 4: Installing Avaya one-X Agent

You or your system administrator can install Avaya one-X Agent using GUI or silent in a network environment that implements a network system management tool, such as, SMS.

The GUI installation allows you to run the installation setting through an installation wizard. The enterprise's end users can download and install all required software onto their personal computers.

The silent installation allows you to run the standard install settings through a command line interface (CLI). You can do this locally at your desktop, or under the control of a tool, such as, SMS. The enterprise's system administrator tests and installs the Avaya one-X Agent installer software. In addition, you can customize the Avaya one-X Agent configuration file to meet the company's needs and push the customized installation database file in the installation file through a CLI installation.

Installing Avaya one-X Agent (GUI installation)

Prerequisites

- If you plan to install Avaya one-X Agent with video and if Avaya IP Softphone with video or Avaya one-X® Communicator with video is installed on your computer, you must remove the Polycom video with either of the products and install the Polycom video with the installer supplied with Avaya one-X Agent. Refer to Removing existing software on page 65 for more information.
- Ensure that Microsoft .NET Framework 3.5 SP1 is installed on your computer.
- If you plan to use Click-to-Dial using Mozilla Firefox, then ensure that Mozilla Firefox is installed.

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1. Using a Windows Explorer, navigate to the directory containing the Avaya one-X Agent Installation Software that you have downloaded from the Avaya distribution site.
2. Unzip the contents and double-click the `OneXAgentSetup.exe` file.

   The system starts the installation wizard and displays the welcome screen.
3. In the welcome screen, click **Next**.

   The End-User License Agreement screen appears.
4. In the End-User License Agreement screen, select the **I accept the terms in the License Agreement** check box, and click **Next**.

The User Information screen appears.

5. Enter your name and organization name in **Full Name** and **Organization** fields, respectively.
6. In the User Information screen, click **Next**.

   The Destination Folder screen appears.
7. In the Destination Folder screen, enter the location where you want to install Avaya one-X Agent , and click **Next**.

   The Central Management Information screen appears.
8. If Central Management is installed for Avaya one-X Agent, perform the following steps:
   a. Select **Enable Central storage of profile information** check box.
   b. Enter the Central Management server IP address and port number in the **Central Management Host** and **Central Management Port** fields, respectively. For example, enter the `https://[HOSTANDPORT]/oneXAgentCM/client/`.

   This is an optional step. You can install Avaya one-X Agent without selecting the **Enable Central storage of profile information** check box. An example URL with port number and path appears. If you have not changed the default port, type the IP Address into this sample preserving the port number. The following is an example URL with backstroke (/) at the end. `https://148.147.18.62:8643/oneXAgentCM/client/`.
9. Click **Next**.

   The Language Pack Information screen appears.
10. Choose Language Packs for future users and click **Next**.

    The one-X Agent Options screen appears.
11. In the one-X Agent Options screen, choose appropriate options.

Options	Description
Use windows credentials to login to Central Management	Select this option if you are using Single sign-on, which requires additional Microsoft Active Directory, to be able to log on to Central Management and/or Presence Services using the windows credentials.
Enable Tutorials	Select this option to install help with tutorials. These are videos clipping with illustrations to perform operations visually. Leave this check box cleared to install help without tutorials.

Options	Description
	In either case, help is presented in HTML and PDF formats.
Enable Click to Dial in Internet Explorer	Select this option to enable the Click-to-Dial support in Internet Explorer.
Enable Click to Dial in Mozilla Firefox	Select this option to enable the Click-to-Dial support in Mozilla Firefox. This option appears only if Mozilla Firefox is installed on your computer.

12. Click **Next**.

    The Video Information screen appears.

13. To enable the video in Avaya one-X Agent , select the **Enable Video** check box in the Video Information screen.

    The **Enable Video** appears enabled only if the correct version of Polycom Video is installed and detected on your computer.

14. To change the TTY Baud Rate, select the Baud Rate from the available options. By default, the TTY Baud Rate is **45.45**. For North American Standard, the TTY Baud rate is 45.45.

15. To complete the Avaya one-X Agent installation, click **Install**.

    The system begins the Avaya one-X Agent installation and the wizard displays a progress bar. After completing the installation, the Completed the Avaya one-X Agent Setup Wizard screen appears.

16. To start Avaya one-X Agent immediately after you exit the wizard, in the Completed the Avaya one-X Agent Setup Wizard screen, select **Launch one-X Agent when setup exists**.

17. In the Completed the Avaya one-X Agent Setup Wizard screen, click **Finish**.

    This completes the Avaya one-X Agent manual installation.

Installing Avaya one-X Agent (silent installation)

The silent installer runs the Avaya one-X Agent installation with the following features:

- H.323 protocol
- Avaya Video Telephony Solution
- Microsoft Internet Explorer
- Mozilla Firefox
- Polycom video

You can configure all options available in the GUI install can using the silent installation. You can use the `OneXAgentSetup.exe` setup to install Avaya one-X Agent 2.5 with the default options or with specific options, as described in the following procedures.

1. Open the command prompt and navigate to the folder where you have copied the Avaya one-X Agent Installation Software that you downloaded from the Avaya distribution site.
2. To install Avaya one-X Agent with default options, run the following command from the command prompt:

   ```
   OneXAgentSetup.exe /qn
   ```

3. To install Avaya one-X Agent with specific options, you must provide appropriate property values for each option that you install through the command line or in the `install.properties` file. The following table provides description for properties:

Property	Description
INSTALLLOCATION	Requires full path to the directory where you want to install Avaya one-X Agent.
USERNAME	Sets the agent user name.
COMPANY NAME	Sets the name of your company.
INSTALLTUTORIALS	Installs help with or without tutorials. Set its value as `1` to install help with tutorials.
ENABLECLICKTODIALIE	Enables Click-to-Dial feature in Internet Explorer. Set its value as `1` to enable the feature in Internet Explorer.
ENABLECLICKTODIALFF	Enables Click-to-Dial feature in Firefox. Set its value as `1` to enable the feature in Firefox.
ENABLEVIDEO	Enables video in Avaya one-X Agent. Set its value as `1` to enable video.
TTYDEVICEBAUDRATE	Sets the standard TTY device baud rate. Select the 45.45 if your country standard is 45.45 or select 50. Contact your system administrator for more information.
LAUNCHAPPONEXIT	Starts Avaya one-X Agent immediately after installation.

Property	Description
	Set its value as `1` to start Avaya one-X Agent immediately after installation.
USESINGLESIGNON	Enables single sign-on (SSO) for Avaya one-X Agent. Set its value as `1` to allow users to perform a single sign on.
ENABLECENTRALSTORAGE	Enables central storage of agent profiles and configuration. Agents can make changes to their profiles and configurations through the Avaya one-X Agent user interface. Set its value as `1` to enable the central storage of the configuration.
CENTRALMANAGEMENTURI	Sets the storage path of the central location where agent profiles and configuration will be stored. Set its value as `https://<host>/oneXAgentCM/client/`, where <host> is the IP address of Central Management.

INSTALL_FR	Set to 1 to install French language binaries
INSTALL_DE	Sets the language to German
INSTALL_IT	Sets the language to Italian
INSTALL_JA	Sets the language to Japanese
INSTALL_KO	Sets the language to Korean
INSTALL_ES	Sets the language to Spanish
INSTALL_NL	Sets the language to Dutch
INSTALL_PT	Sets the language to Portuguese
INSTALL_RU	Sets the language to Russian
INSTALL_ ZH-CN	Sets the language to Chinese Traditional
INSTALL_ ZH-TW	Taiwan

4. Run the following command to install Avaya one-X Agent with specific options:

```
OneXAgentSetup.exe /qn <property>=<property value>
```

For example, you can use the following to enable video and using Central Management that as French and German language packs:

```
OneXAgentSetup.exe /qn EnableVideo=1 CENTRALMANAGEMENTURI=https://
148.147.173.187/oneXAgentCM/client/
 INSTALL_FR=1 INSTALL_DE=1
```

Note:

If you plan to install Avaya one-X Agent using a push mechanism, there are several options to push the Polycom and Avaya one-X Agent to the agent's computer. Once the file is copied to the agent's computer, you can use a custom script to install the software on other agent computers. Please involve your technical experts in this as Avaya does not support such an installation.

Customizing the install

Since Avaya provides install property file (`install.properties`) with Avaya one-X Agent, you can customize the installation.

Upgrading Avaya one-X Agent to Release 2.5

Important:

Avaya recommends that you upgrade the Central Management 2.5 server before upgrading the Avaya one-X Agent 2.5 client if you are deploying the Avaya one-X Agent system with Central Management.

The Avaya one-X Agent installer automatically upgrades any of the following versions already installed on your system to Release 2.5:

- Avaya one-X Agent Release 1.0
- Avaya one-X Agent Release 1.0, SP1
- Avaya one-X Agent Release 2.0
- Avaya one-X Agent Release 2.0, SP1
- Avaya one-X Agent Release 2.0, SP2
- Avaya one-X Agent Release 2.0, SP3

Important:

Do not try to upgrade between interim build versions of the Avaya one-X Agent Release 2.5, as the Avaya one-X Agent installer does not support. If you attempt to update the application between the build versions, the system displays errors while logging in.

Use the following steps to upgrade Avaya one-X Agent to Release 2.5.

1. Using a Windows Explorer, navigate to the directory containing the Avaya one-X Agent software using Windows Explorer and double-click the `OneXAgentSetup.exe` file.

   The system detects the earlier installation and proceeds to remove the installed version of Avaya one-X Agent. After successful removal of previous version, the system starts the installation wizard and displays the welcome screen.

2. To enable or disable any feature before upgrading to Avaya one-X Agent 2.5, open the `install.properties` file and modify the feature options.

   The `install.properties` file is present in the same folder as `OneXAgentSetup.exe.`

3. Follow steps 3 through 16 in Installing Avaya one-X Agent (GUI installation) on page 19.

Installing the Polycom video software

Video is an optional feature for Avaya one-X Agent. If you intend to make and receive video calls with Avaya one-X Agent, you must install the web camera and its driver on your personal computer and install the Polycom video software. The video software is available with the Avaya one-X Agent installation package. For information on video requirements, see Video requirements.

1. Install your Web camera and its driver.

   For detailed procedure to install the Polycom Video software, refer to the installation guide provided with your Web camera.

2. Navigate to the directory containing the Polycom Video installer.
3. Double-click **Polycom Video Setup**.
4. Follow the on-screen instructions on the installation wizard to complete the setup.

Administration and configuration of Avaya one-X Agent using XML

Important:

Avaya strongly recommends that administrators do not attempt to edit or add XML configuration files in the default startup files in the Program folder or in user Application Data. However, administrators who are familiar with XML, XML editing and, XSD definitions can edit these files.

Avaya further recommends Central Management administrators to initialize, deploy, and manage configurations for multiple users. Central Management requires no special XML transform. It provides life-cycle management of user configurations, support for hot-desking, and the security of Active Directory user authentication.

Administrators can use this information to configure Avaya one-X Agent for large number of agents and in contact centers handling a variety of portfolios. This information helps to minimize the efforts of creating profiles individually and also optimizes the installation and configuration for Avaya one-X Agent administrators.

Profile setting

A profile is a collection of pre-configured settings and preferences. Agents use profiles to load the pre-configured settings, such as Home, Office, Sales, Support, and so on. Aprofile contains configuration files that are stored locally inside a subdirectory of the main configuration. Typically, the configuration files are located at: `\Program Files\Avaya\Avaya one-X Agent\<profile name>`.

The Program Files settings can only be loaded into the user's current profile, or into default in the users Application Data if the user is starting Avaya one-X Agent for the first time.

In the path, <profile name> represents the actual name given to the agent profile and same appears as the directory name. If no profile exists, Avaya one-X Agent creates a default profile.

Preparing agent configuration

The system saves the configuration files as XML files inside the profile subdirectory at the location described under Profile setting. Avaya provides XSD files that define completely the formats of all of the configuration files. You can find these XSD files at the software download site, packaged in a separate download package.

The following table shows the UI screen settings, their related XML configuration files, and the corresponding XSD.

System Settings **(UI settings)**	**Configuration XML**	**Corresponding XSD**	**Remarks**
System Settings controls			

System Settings **(UI settings)**	**Configuration XML**	**Corresponding XSD**	**Remarks**
Login	Settings.XML	Settings.XSD	
Phone Numbers	Settings.XML	Settings.XSD	
Work Handling	Settings.XML	Settings.XSD	
Greeting triggers	AudioGreetins.XML	Phone.XSD	
VuStats	Stored internally	Phone.XSD	
Screen Pop	ScreenPops.XML	ScreenPop.XSD	
Launch Application	Settings.XML	Settings.XSD	
Directory	Settings.XML	Settings.XSD	
ContactLog	Settings.XML	Settings.XSD	Controls the settings for Contact Log. ContactLog.XML contains the data.
Voice Mail Integration	Settings.XML	Settings.XSD	
Reason Codes	WorkReasonCodes.XML	ReasonCode.XSD	
	AuxReasonCodes.XML		
	LogoutReasonCodes.XML		
Event Logging	Log4net.XML	No XSD	Apache log4net configuration.
Outlook Contacts	Settings.XML	Settings.XSD	
Dialing Rules	Settings.XML	Settings.XSD	
Touch Tone Shortcuts	TouchToneShortcuts.xml	Phone.XSD	
Profiles	Profiles.XML	Profiles.XSD	Profiles.XML stores the selected profile.
Agent Preferences settings			
Audio	Stored Internally	Phone.XSD	
Video	Settings.XML	Settings.XSD	Some of the settings are

System Settings **(UI settings)**	**Configuration XML**	**Corresponding XSD**	**Remarks**
			stored internally
Call Handling	Settings.XML	Settings.XSD	
Agent Greetings	AudioGreetings.XML	Phone.XSD	
Instant Messaging	Settings.XML	Settings.XSD	
Dialpad window settings			
Selected Feature Buttons	SelectedPhoneFeatures .xml	Phone.XSD	
User Interface	Preferences.XML	Preferences.XSD	

Controlling agent permissions

Administrators can set attributes to control agent permissions. Most UI settings have a Read-only attribute. If Read-only is set to true, agents cannot change the settings for the corresponding field on the UI. ReadOnly attribute works hierarchically, which means the attribute value set for parent applies to all its children elements. This provides granularity to control agent permissions.

For example, as an administrator, if you want to protect individual applications from **Launch Application**, you can set ReadOnly attribute as true. This allows agents to add a new launch applications. On the contrary, to prevent agents from adding any applications, set the ReadOnly attribute to true for parent of all Launch Applications. This prevents agents from adding Launch Application configuration.

Publishing the configuration to agent's computer

Administrator can modify the package to include the configuration files after creating the default XML files. The administrator must add the files to the application folder. The application folder resides into the Installation folder when Avaya one-X Agent is installed (for example, `C:\Program Files\Avaya\OneXAgent`). At this stage, the folder contains the default Settings.XML.

When an agent logs into a profile and if any configuration file is missing in that profile, the system copies the required file from the Install directory to the profile. If the required file is not found in the Install directory, the system creates a default empty configuration file.

Since the Station login/Agent login and passwords in Settings.XML are unique for every agent, their values must be cleared. If Avaya one-X Agent is installed on a system with IP Agent, Avaya one-X Agent can import Login Contacts/Contact Log settings. However, the system cannot import Dialing Rules. The system imports the setting after the settings files are copied from the Install directory. The imported files replace the existing configuration files. Alternatively, these configuration files are copied to agent’s computer using Windows Roaming Profiles. Avaya recommends using Windows Roaming profiles to deliver the configuration. If you plan to publish User Name and Passwords in the Settings.XML file, contact Avaya Support for encryption of passwords.

Important:

Avaya does recommend the full-function of the Central Management application for managing user configurations consistently and continually.

Chapter 5: Getting started

This section describes how to log on to Avaya one-X Agent. The procedure to log on depends on the configuration of Avaya one-X Agent deployment in your network and the type of authentication that the deployment supports. The two types of authentications are basic authentication and Single Sign-on.

Basic authentication

In basic authentication, your user credentials get authenticated against the servers, namely Communication Manager, Central Management, and Presence Services, if deployed in your network. You must to manage all the credentials to each server in your configuration and profile information. For Central Management, you must provide the Active Directory credentials to retrieve your profile information, in which these secondary server credentials can be stored. The system attempts to log on using the last-used profile, if the agent is not able to log on to Central Management. The previous configuration saved to the local cache will be used to authenticate the agent and logs you on to Avaya one-X Agent. If no configuration is cached, Avaya one-X Agent will create and use a new default configuration.

Single Sign-on

Single Sign-on authentication is only available with Central Management. This requires administration in both Central Management and Active Directory, so that users do not have to enter any credentials to log in to Central Management and retrieve their profiles. The system uses the credentials supplied to the user at Windows Domain Network, automatically.

In this section, you will learn how to launch the Avaya one-X Agent application on your personal computer, log in as an extension, register as an agent, and log into an IM service.

Important:

To enable Single Sign-on, you must configure the Central Management administrator for Avaya one-X Agent.

Logging on to Avaya one-X Agent

You must register your station with Communication Manager to configure your system preferences, make, and receive direct calls, or to sign in as an agent. The system logs you in automatically if you or an administrator has enabled automatic registration in the **System Settings** panel.

If you are a first time user, if the system recognizes Avaya IP Agent in your computer, it imports your logging credentials, contacts, and contact logs when you log on to Avaya one-X Agent. The Avaya one-X Agent client shows an Import Settings from IP Agent/IP Softphone dialog box when you log in to the system for the first time. You can choose **Import Login Settings**, **Import Call History**, and **Import Contacts** from the dialog box. Avaya one-X Agent detects

the database file and shows the path in the **Database File** field. The selection appears in the corresponding windows on Avaya one-X Agent. However, ensure that you have logged out of Avaya IP Agent while importing the details.

Avaya one-X Agent 2.5 supports migration of older agent profiles (Avaya one-X Agent 1.0 or Avaya one-X Agent 2.0), if you are using local profiles. When you start the Avaya one-X Agent 2.5 application, the system recognizes the application and imports the profile from older release and stores it in to the Avaya one-X Agent 2.5 profiles. If there are profiles from Avaya one-X Agent 1.0 and Avaya one-X Agent 2.0, then the application imports profiles from Avaya one-X Agent 2.0. The application applies the default values of the Avaya one-X Agent 2.5 release for new fields in the migrated profiles.

Prerequisites

Before logging on to the application, obtain the following user credentials from your system administrator:

- For Central Management login — user authentication ID and password
- For telephony login — extension, password, and IP address of Communication Manager
- For Agent login — extension Login ID and password
- For IM login — IM user name, password, domain name, and IP address of Presence Server

Note:

If Presence Services is not installed, the IM user name, password, and IP address of the Presence Services are not required. For installations without Central Management, all the above credentials except User authentication ID and password are required.

Use the following steps to log on to Avaya one-X Agent.

1. Launch Avaya one-X Agent on your computer.
   The User Authentication window appears, if you are not using Single Sign-on. Your user credentials get authenticated against the servers, namely, Communication Manager, Central Management, if deployed in your network. The system attempts to log on using the last-used profile, if the agent is not able to log on to Central Management. The previous configuration saved to the local cache will be used to authenticate the agent and logs you on to Avaya one-X Agent. If no configuration is cached, Avaya one-X Agent will create and use a new default configuration.
2. In the User Authentication window, enter your ID and password in the appropriate fields.

   Note:

   This step is not required, if you are using Single Sign-on or if Central Management is not installed as a part of server installations. The Welcome window appears after launching Avaya one-X Agent.

The Welcome window may display a welcome message or an important instruction configured through Central Management, provided Central Management is installed as a server component.

You can complete the initial configuration using the Welcome window menu, when you launch Avaya one-X Agent on your personal computer for the first time. The initial task may include configuring your agent settings, defining your user profile, or setting the dialing rules. To configure the basic settings, see Setting up the initial configuration on page 35.

3. On the Welcome window, click **OK**.

If	**then**
automatic registration is enabled settings in the **System Settings** login panel,	the system logs you on to Avaya one-X Agent automatically.
you have not enabled automatic registration settings in the **System Settings** login panel,	the system prompts you to enter the user credentials. You must enter your user credentials for each of the subsequent login windows.
you have multiple user profiles and have not enabled the **Automatic execute all logins for the selected profile** option in the **System Settings** login panel,	the system displays the profile selection window with preferred profile on the top of the list. You must choose appropriate profile from the **profile** selection drop-down list to proceed.
Avaya one-X Agent is administered with Central Management, and the administrator has set the preferred profile in Central Management,	the system displays the profile selection window with preferred profile on the top of the list. You must choose appropriate profile from the **profile** selection drop-down list to proceed.
Avaya one-X Agent is administered with Central Management, and the administrator has disabled the local profile administration in Central Management,	the system logs you on to Avaya one-X Agent automatically with the preferred profile set in Central Management.

The Login window appears.

4. On the Login window:
   a. In the **Extension** field, enter the telephone extension number.
   b. In the **Password** field, enter the password.
   c. Click **Log in**.
      The Agent Sign In to ACD window appears. To make and receive ACD calls, you must log on to the ACD server using the agent id.
5. On the Agent Sign In to ACD window:

a. Select the **Automatically sign into the ACD server** option, if you want Avaya one-X Agent automatically log to the user on to the ACD after successfully registering the extension with Communication Manager.

b. In the **Agent** field, enter the agent login ID.

c. in the **Password** field, enter the password.

d. Click **Log in**.
The Connect to IM Server window appears. The Connect to IM Server window will not appear, if Presence Services is not a part of your deployment. In such case, you are directly logged on to Avaya one-X Agent after this step only if you or your administrator has enabled the **Activate IM Presence** option in the IM tab.

6. On the Connect to IM Server window:

a. In the **User Name** field, enter your IM user name.

b. In the **Password** field, enter the password.

c. In the **Domain** field, enter the IM server domain name.

d. Click **Log in**.
The system logs you on to Avaya one-X Agent.

Note:

The respective details appear as you log on to Avaya one-X Agent.

If you have logged into Avaya IP Soft Phone, a warning message appears. You need to log out to be able to import contact logs into Avaya one-X Agent.

Chapter 6: Setting up the initial configuration

A user can configure multiple profiles, one for each location or type of phone once, then when the application starts, the user can select appropriate profile. This section describes how to configure various settings after logging in to Avaya one-X Agent.

Important:

You may not have permission to change, add, delete, or configure some of the features in the application as these features may be have been restricted at the enterprise level. These restricted features are visible, but grayed out.

Configuring phones for different locations

You can perform day-to-day tasks from the contact center, at home, or while traveling by registering Avaya one-X Agent with Communication Manager.

You can select an appropriate profile that has been created to optimize certain features. However, if you are working from multiple locations (from the contact center, from your home, or from a different location), you must configure the Communication Manager IP on the Avaya one-X Agent client to connect to Communication Manager each time you change locations.

Important:

Avaya one-X Agent has removed the explicit reference to the Communication Manager license type from its configuration parameters. In this release, Avaya one-X Agent selects **User type** and the proper license when registering with Communication Manager. In addition the **Basic** user type, if used in the **Desk Phone** mode, will select an `AGENT_SC` (the Elite entitlement) license, and allows IM and Presence.

Avaya one-X Agent offers several options to register with Communication Manager. Depending on your location, telephone set, and network, you can place and receive calls using:

- My Computer
- Desk Phone
- Other Phone

This section provides prerequisites and steps to set up each configuration. If you are not sure about the configuration type, contact your system administrator.

Setting up the My Computer configuration

The My Computer configuration uses an IP connection to connect to Communication Manager for data path and VoIP for voice path. The configuration does not use an analog or an IP telephone, which, obviously, is valuable when a physical telephone is not available. You can make or receive voice calls through Avaya one-X Agent using a headset connected to your personal computer.

The My Computer setting provides the best IP audio quality that is possible with your connection speed, personal computer performance, and network setup.

Note:
The My Computer mode is not available if Avaya one-X Agent is running on Windows Server 2003 or 2008.

Prerequisites

- Network connection from a personal computer running the Avaya one-X Agent application to Communication Manager
- Network interface card for connectivity to Communication Manager and a sound card (full-duplex recommended)
- An USB-compliant headset connected to the personal computer (recommended), or a personal computer microphone and speakers, or a headset with a microphone connected to the mini connectors
- Telephone extension number, password, and Communication Manager address

Use the My Computer configuration when you are traveling and need to access Communication Manager through the Internet. You can configure the My Computer setting for VoIP either through the Login window or through the System Settings dialog box.

1. On the top bar, click **System Options** > **System Settings**.
2. In the System Settings dialog box, **Login** panel appears by default with the **Telephony** tab.
3. In the **Telephony** tab:
   a. Select the **Enable automatic connection to CM** option if you want the system to connect to Communication Manager automatically using the last successful registration.
   b. In the **Extension** field, specify the telephone extension number if you want Communication Manager to identify your telephone extension number each time you log in to the system.

c. In the **Password** field, specify the password for the associated telephone extension number.

d. Select the **Save password during sign in** option, if you want the system to save the password when you are signing in with the associated extension number.

e. Select the **CM Auto Answer Support Required** option, if the extension has been administered on Communication Manager to support Auto Answer.

f. Select the **Warn for Another User Logged in at Extension** option, if you want the system to warn you if another agent has logged in using the same extension. The system removes the warning, if you do not enable this option.

Note:
This option is available only for Avaya one-X Agent 2.0 and earlier.

g. In the **Server Address** field, enter the IP address of Communication Manager.

h. In the **User Type** drop-down list, select the appropriate user.

i. In the **Place and receive calls using** drop-down field, select **My Computer**.

4. Click **OK**.
The system applies the new changes in the next login.

Setting up the Desk Phone configuration

The Desk Phone configuration uses an Avaya IP/DCP telephone for voice path and an Avaya one-X Agent to share control of the same administered station using the same button layout and features. You access audio components from your office phone and visual components from your personal computer.

Prerequisites

- Network connection from a personal computer running the Avaya one-X Agent application to Communication Manager
- Avaya DCP or IP telephones capable of receiving calls from Communication Manager
- Network interface card for connectivity to Communication Manager
- Desk phone extension number, password, and Communication Manager server address

Use the Desk Phone configuration when you are at the contact center and want to share the control between the office telephone and your personal computer. While registering as a Desk Phone with Communication Manager, you must register the desk phone number as the extension number. You can configure the Desk Phone setting either through the Login window or through the System Settings dialog box.

1. On the top bar, click **System Options** > **System Settings**.
2. In the **System Setting** dialog box, click **Login**.
3. In the **Telephony** tab:
   a. Select the **Enable automatic connection to Communication Manager** option if you want the system to connect to Communication Manager automatically using the last successful registration.
   b. In the **Extension** field, specify the desktop extension number if you want Communication Manager to identify your telephone extension number each time you log in to the system.
   c. In the **Password** field, specify the password for the associated desktop extension number.
   d. Select **Save password during sign in** if you want the system to save the password when you are signing in with the associated extension number.
   e. Select the **CM Auto Answer Support Required** option, if the extension has been administered on Communication Manager to support Auto Answer.
   f. Select the **Warn for Another User Logged in at Extension** option, if you want the system to warn you if another agent has logged in using the same extension.
   g. In the **Server Address** field, enter the IP address of Communication Manager.
   h. From the **User Type** drop-down list, select appropriate user.
   i. In the **Place and receive calls using** drop-down field, choose **Desk Phone**.
4. Click **OK**.
   The system applies the new changes in the next login.

Setting up the Other Phone configuration

The Other Phone configuration registers with Communication Manager as an off-site agent through a telephone and an IP connection. The telephone can be a PSTN telephone, a cellular telephone, or an extension on a local or remote switch. The Other Phone configuration uses an IP connection to connect to Communication Manager and a PSTN connection to make or receive calls.

Prerequisites

- Network connection from a desktop computer running Avaya one-X Agent to Communication Manager.
- Any telephone capable of receiving calls from Communication Manager.
- Communication Manager connection, one user connection for signaling connection and the other for off-site use, one trunk connection, or for on-site use, an additional user connection.
- Telephone extension number, password, and the Communication Manager server address.
- Telephone numbers to be configured as **Other Phone** must be added on the **Phone Numbers** panel. Refer Adding a new phone number for information on adding phone numbers.

Use the Other Phone configuration when you are telecommuting and want to use Avaya one-X Agent from a remote location with a PSTN telephone connected to Communication Manager directly. You can configure the Other Phone setting either through the Login window or through the System Settings dialog box.

1. On the top bar, click **System Options** > **System Settings**.
2. In the System Settings dialog box, click **Login**.
3. In the **Telephony** tab:
   a. Select the **Enable automatic connection to Communication Manager** option if you want the system to connect to Communication Manager automatically using the last successful registration.
   b. In the **Extension** field, specify the telephone extension number if you want Communication Manager to identify your telephone extension number each time you log in to the system.
   c. In the **Password** field, specify the password for the associated telephone extension number.
   d. Select the **CM Auto Answer Support Required** option, if the extension has been administered on Communication Manager to support Auto Answer.
   e. Select the **Warn for Another User Logged in at Extension** option, if you want the system to warn you if another agent has logged in using the same extension.
   f. In the **Server Address** field, enter the IP address of Communication Manager.
   g. From the **User Type** drop-down list, select the appropriate user.
   h. In the **Place and receive calls using** drop-down field, select **Other Phone**.

i. In the **Telephone at** field, enter the telephone number you want to use for voice calls.

4. click **OK** to save the settings.
   The system applies the new changes in the next login.

Configuring the agent settings

Prerequisites

Obtain the agent extension number and password from your system administrator.

Note:
The ACD tab will not appear if you have logged in as a Non-Agent or if appropriate buttons are administered for this extension.

1. On the top bar, click **System Options** > **System Settings**.
2. In the Login Settings dialog box, click the **Agent** tab.
3. In the **Agent** tab:
   a. Select the **Enable ACD Login** option, if you want to enable the ACD feature.
      Before selecting the **Enable ACD Login** option, ensure that you provide the user credentials to log in to the ACD service.
   b. Select the **Automatically sign into the ACD server** option, if you want the system to register the agent extension with the ACD server automatically with the previous successful registration through Communication Manager.
   c. In the **Agent** field, specify the agent extension number if you want the ACD service to identify your agent extension number each time you log on to the system.
   d. In the **Password** field, specify the password for the agent extension number.
   e. Select **Save password during sign in**, if you want the system to save the password when you are signing in as an agent with the associated agent extension number.
   f. In the **Default Agent state upon ACD connection** drop-down field, choose the appropriate option.
4. Click **OK**.

Configuring IM settings

Prerequisites

Obtain your IM user name and password, domain name, and IM server IP address from your supervisor or system administrator .

1. On the top bar, click **System Options** > **System settings**.
2. In the Login Settings dialog box, click the **IM** tab.
3. In the **IM** tab:
   a. Select the **Enable IM Login** option, if you want to enable the IM feature.
      When you enable the **Enable IM Login** option, you need to provide the user credentials required to log on to Avaya Presence Services.
   b. Select the **Enable automatic connection to IM server** option, if you want the system to connect to the IM server with the previous successful registration.
   c. In the **User Name** field, specify the IM user ID of the agent.
   d. In the **Password** field, specify the password.
   e. In the **Domain** field, specify the domain name of the IM server.
   f. Select **Save password during sign in**, if you want the system to save the credentials for subsequent log in.
   g. In the **Server Address** field, enter the IM server IP address.
4. Click **OK**.

Choosing User Type

Avaya one-X Agent allows different types of users, namely, agents, non-agents, and supervisors to access the Communication Manager features. Based on the user type, the system grants a user access to a particular User Type, then that user will have access to all the features associated with that user type, unless they are further restricted through Communication Manager.

For example, a user authenticated as an **Agent** user type is provided access to all Avaya one-X Agent features, other than the **Supervisor** feature set (for example, Service Observing, Remote Agent Logout), unless they are further restricted through Communication Manager.

Each user type has a role-based access to the following features:

Feature	Agent	Non-Agent	Supervisor
ACD	Yes	No	Yes
Telephony	Yes	Yes	Yes
IM/Presence	Yes	Yes	Yes
TTY (works only in My Computer mode)	Yes	Yes	Yes
Desktop Sharing	Yes	Yes	Yes
Supervisor (Avaya one-X Agent integrated features)	No	No	Yes

Important:

Avaya one-X Agent has removed the explicit reference to the Communication Manager license type from its configuration parameters. In this release, Avaya one-X Agent selects **User type** and the proper license when registering with Communication Manager. In addition **Basic** user type, if used in the **Desk Phone** mode, will select an `AGENT_SC` (the Elite entitlement) license, and allow IM and Presence.

Use the following steps to choose the user type from the Telephony tab. The application uses the local profile with Agent with Desk Phone mode, as default user type.

1. On the top bar, click **System Options** > **System Settings**.
2. In the Login Settings dialog box, click the **Telephony** tab.
3. In the **Telephony** tab, choose appropriate user type from the **Use Type** drop-down list.

   If Avaya one-X Agent is configured with Communication Manager, you may not be able modify the **User Type** field, as the option may be disabled by administrator. In this case, the relevant controls will be grayed out.

Setting up the dialing rules

The dialing rules depend on the country and location of your Communication Manager. The dialing rules help the system to distinguish extensions from trunk calls, based on the length of the dialing string. It ensures that the system uses the right Automatic Route Selection (ARS) code, and if needed, modifies the digits in keeping with Communication Manager and the PSTN requirements.

Avaya one-X Agent 2.5 supports authorization and carrier code, which is mandatory in some countries. It is an optional feature used to prevent access to expensive telephony resources, often international calling, by unauthorized users. An administrator or an Avaya one-X Agent user can enter an authorization code in a user profile, and the types of telephone calls that require this authorization. Avaya one-X Agent then automatically appends the authorization code as required so the user does not have to enter it each time a call is made.

Tip:

For traveling agents visiting a different location and needing to register with a different Communication Manager, Avaya recommends defining a user profile with appropriate dialing rules for that location and using a login with the corresponding profile so that the dialing rules for the system do not change.

Note:

You must change the dialing rules each time you register the telephone settings with a different Communication Manager.

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1. On the top bar, click **System Options** > **System Settings**.
2. In the System Settings dialog box, click **Dialing Rules**.

   The application displays the **Dialing Rules** panel with **Basic** and **Advanced** tabs.
3. In the **Basic** tab:
   a. In the **Number to dial to access outside line** field, specify the number to access an outside line. In North America, this is set to `9`. In Europe, it is set to `0`. For example, if you are in North America, you must enter the number as `9` to access the outside line.
   b. In the **Your Country Code** field, specify the country code of your Communication Manager. For example, type `1` for North America, `44` for Great Britain, `61` for Australia.
   c. In the **Local Calling Area Code** field, type the area or city code of Communication Manager. For example, type `785`.

      In regions where multiple local calling area codes are supported, enter them as a comma-separated list. For example, `305,720`. If you can make local calls to both these area codes.
   d. In the **Number to dial for long distance calls** field, enter the national long distance prefix, for example, in North America, type `1`.
   e. In the **Number to dial for international calls** field, type the international prefix, for example, in North America, type `011`.
   f. In the **Extension Length for internal extension calls** field, type the length of the internal extension calls. For example, if your internal extensions consist of

five digits, enter `5`. If you specify the multiple extension lengths, Avaya one-X Agent performs the exact matches.

When you assign the length of the internal extension number, Avaya one-X Agent treats the dialed number consisting of the selected number of digits as an internal extension.

Communication Manager may have multiple length extension numbers, for example, if your company supports internal three-digit, five-digit, and seven-digit extensions, type `3,5,7`. You must use a comma to separate the values.

g. In the **Length of national phone numbers (including City/Area code)** field, type the length of length of national long distance number, for example, for North America, type `10`.

   If you are accessing the Communication Manager, where the region supports variable national phone numbers, specify the length of the valid telephone numbers as a comma separated list. For example, if the region supports both telephone numbers with 10 digit and 11 digit telephone numbers, type values as `10,11`.

h. Select **Include area/city code when making a local call**, if area code must be prefix to a number when making a local call. For example, if you dial a telephone number, the system prefixes the area code number defined in the **Your Area/City Code** field and dials the telephone number.

i. Select **Add long distance prefix on local calls**, if you want the system to add a long distance code before local calls. For example, if you dial a local telephone number, the system prefixes a long distance code number defined in the **Number to dial for long distance calls** field, and dials the local telephone number.

j. Select **Display confirmation window before dialing a number**, for confirmation before dialing.

k. In the **Time Period of Pause (Comma) in dialing (in seconds)** field, specify the period for each comma character in the dialing field before dialing the next digit. By default, this field is set to 2 seconds. You can specify the any value between 1 to 10 seconds.

4. To define authorization code, click the **Advanced** tab and perform the following steps:

   a. Select the **Enable Authorization code** option to enable the authorization code. These are administered in Communication Manager.

   b. In the **Authorization Code** field, specify an authorization code number.

   c. To make external calls using the authorization code, select one or all of the following options, as appropriate:

      - To make local calls using authorization code, select **On local calls**.
      - To make national long distance calls using authorization code, select **On national long distance calls**.

- To make international calls using authorization code, select **On international long distance calls**.

5. Click **OK** to save the settings.

Defining Alternate Server addresses

The Alternate Server address feature allows you to specify alternate registration servers, if the main registration server, defined on the telephony login screen, is not available.

Note:

This feature is independent of the Alternate Gatekeeper function available in Communication Manager. The Alternate Gatekeeper List (AGL) is computed by Communication Manager at each registration and is provided to the endpoint during a successful Registration, Access, Security (RAS) process. The Alternate Server feature, on the other hand, allows a successful RAS session to be set up to begin with.

Prerequisites

Obtain the alternate server addresses from your administrator.

1. On the top bar, click **System Options** > **System Settings**.
2. In the System Settings dialog box, click **Alternate Server List**.
3. In the **Alternate Server List** panel:
   a. Click **Add**.
   b. In the blank field, type the IP address or FQDN of the alternate server.
      To add more servers to the list, repeat the sub-steps a and b.
   c. In the **Maximum attempts of each server** field, specify the number of attempts the system make to connect to each server before switching to the next defined server.
4. Click **OK** to save the settings.

Configuring the Work Handling options

These settings control how to receive calls on the Avaya one-X Agent client.

Prerequisites

To be able to specify **Aux Codes** during the **Transition to Ready state** interval, Aux. Codes must be defined prior to following this procedure.

Use the Work Handling options to configure the incoming work items, to use Communication Manager settings to change the agent status (if administered), to define the agent's transition state after releasing the call, and to set the work completion options.

1. On the top bar, click **System Options** > **System Settings**.
2. In the System Settings dialog box, click **Work Handling**.
   The **Work Handling** panel appears with **Basic** and **Advanced** tabs.
3. On the **Basic** tab:
   a. In the **Work Completion for ACD calls** section, define the work completion mode, as appropriate.
   b. In the **Transitions to Ready State** section, define the agent's transition state after releasing the call.
      The **With Aux Code** option is only available for **Manual-Ready** option.
4. On the **Advanced tab** tab:
   a. In the **Work Items** section, select the appropriate option to accept incoming work items.
      Auto-Accept automatically accepts calls; however, this is not related to **CM Auto Answer Support Required** option on the Login window but provides the same functionality on the client side.

      Note:
      The **Auto-Accept** option automatically answers telephone calls that are ringing The **Auto-Accept** option is not related to support for Communication Manager Auto answer. However, it can be used to accomplish a similar function.

   b. In the **Communication Manager Ready mode** section, select **Auto In** if you want Communication Manager to do the work handling. Selecting **Auto In**

disables most of the Work Handling panel settings and it is not recommended for normal operation of Avaya one-X Agent.

5. Click **OK**.

Configuring the incoming call appearance

Use the following steps to set the incoming call notifications to display the main window, or to flash the icon on the task bar when the system recognizes an incoming call.

1. On the top bar, click **System Options** > **Agent Preferences**.
2. In the Agent Preferences dialog box, click **Call Handling**.
3. In the **Call Handling** panel, use any of the following options:
   - Select **Consultative Transfer** to consult the caller before transferring the call.
   - Select **Consultative Conference** to consult the second caller before adding the first caller to the conference.
   - Select **Auto-Hold** if you want the system to put the call on hold automatically before transferring or conferencing the call or when answering another alerting call, or dialing another outbound call.
   - Select **Bring main window to front** if you want the system to bring the main window to the foreground and activate the window for a ringing call.
   - Select **Flash icon** if you want to view the call flashing in the task bar when the system recognizes a ringing call.
4. Click **OK** to save the settings.

Configuring incoming Instant Message appearance

Use these settings to define an incoming instant message. You can also specify messages to be sent automatically as greetings when you begin IM interaction or as responses when receive to an instant message. The messages set using the this procedure are available through the **Add Response** button on the IM window.

1. On the top bar, click **System Options** > **Agent Preferences**.

The Agent Preferences dialog box appears.

2. In the Agent Preferences dialog box, select **Instant Messaging**.
   The Instant Messaging panel appears with **General**, **Alerts**, and **Responses** tabs.
3. Click the **General** tab and perform the following steps:
   a. In the **Greeting** field, enter your automated IM greeting.
   b. Choose a value from the **Minutes** drop-down list for Avaya one-X Agent user interface to automatically display the status as `Away` when the system is in the idle status. By default the value is set to 15 minutes.
   c. Select the **Allow desktop sharing** option to activate desktop sharing.
4. Click the **Alerts** tab, and perform the following steps:
   a. Select the **Display main window** option, if you want the system to display main Avaya one-X Agent window on the foreground for an incoming message.
   b. Select the **Display IM window** option, if you want the system to display the incoming message directly in an IM window.
   c. Select the **Flash icon** option, if you want the system to flash the one-X Agent icon to flash on the task bar for an incoming message.
5. Click the **Responses** tab to set your automated IM response using the following steps:
   a. Click the **+** button.
   b. Double-click the Untitled box and name the text for your automated IM response.
   c. Repeat steps a and b to add more IM responses.
   d. To user the IM responses, click the **Add response** button on the IM window and select the IM response and press `Enter`.

      You can record multiple responses and use them anytime during your IM interaction
6. Click **OK** on the Instant Messaging panel to save your settings.

Configuring incoming TTY appearance

Use this procedure to define the incoming TTY call appearance. You can also set an automated response to the incoming TTY message and specify the originating numbers for which the TTY message window must appear on the system.

1. On the top bar, click **System Options** > **Agent Preferences** .
   The Agent Preferences dialog box appears.
2. On the Agent Preferences dialog box, select **TTY**.
   The TTY panel appears with **General** and **Abbreviations** tabs.
3. On the **General** tab panel, perform the following steps:
   a. In the **Greeting** text box, enter your agent greeting. By default, the system displays **Hello GA** greetings.
   b. Select the **Show TTY window on every voice call** option, if you want the system to display the TTY window on every incoming voice call.
   c. If you want the system to display the TTY window for specific incoming voice calls, perform the following steps.
      i. Select the **Show TTY window when a call comes from** option.

         The TTY number field activates.
      ii. Click the **+** button.

         An untitled item appears in the TTY number field.
      iii. Double-click the untitled item and specify the number for which you want the TTY window to appear.
   d. Select the **Always show TTY button in Voice interaction** option, if you want the system to display the TTY window for every voice work item on the work list window.

      This option is useful if the agent performs many TTY operations, incoming and outgoing.
4. On the **Abbreviations** tab, perform the following steps:
   a. To view the preset TTY abbreviations, select any abbreviation in the list. Abbreviation corresponding to TTY appears in the **Meaning**, **Literal Meaning**, and **Description** fields.
   b. To add a new abbreviation, perform the following steps:
      i. Click the **+** button.

         An untitled abbreviation appears in the TTY list.
      ii. Double-click the untitled abbreviation and enter the TTY abbreviation.
      iii. In the **Meaning** field, enter a short explanation.
      iv. In the **Literal Meaning** field, enter the expansion of abbreviation.

The Literal Meaning can be a literal text the abbreviation is derived, for instance, a short form for “Be Right Back” can be “BRB” and “Go Ahead” can be “GA”.

v. In the **Description** field, enter additional description or information on the abbreviation.

Note:
Use of these fields are completely optional.

The abbreviations appear in rectangular boxes on the TTY window. To view the abbreviation details, you must click the abbreviation box on the TTY window. The details appear in a pop-up box on the TTY window. The recipient can also view the same details if the same abbreviation and details are configured through the recipient's Avaya one-X Agent.

5. Click **OK** to save the settings.

Setting the audio options

Use the following steps to set the auto options to adjust the audio volume for playback, recording, and incoming calls. You can also set the system to play ring tone through the personal computer speaker and select a ringtone for an incoming call.

1. On the top bar, click **System Options** > **Agent Preferences**.
2. In the Agent Preferences dialog box, click **Audio**.

   The **Audio** panel appears with **Basic** and **Advanced** tabs. The **Basic** tab is active by default.
3. On the **Basic** tab, perform the following steps in the **Volume** section to set the basic audio settings.

   Note:
   The following steps are optional and you can skip to the required step.

   a. Adjust the **Playback** slider to set the volume for all sound output through your computer speakers or headphones.

   b. Adjust the **Record** slider to set the recording volume of all sound transmitted through a microphone to your personal computer.

   c. Select the **Mute** check box adjacent to the **Record** slider to eliminate any sound being sent to your personal computer through the microphone.

These settings will not affect the headset volume if the headset is attached to a telephone rather than the personal computer.

Note:

The **Playback**, **Record**, and **Mute** are only functional for My Computer operation. For Desk Phone or Other Phone modes, you cannot control of the volume of the telephone.

d. Adjust the **Ringing** slider to set the volume of the sound played through your speakers or headset when you receive an incoming call.

e. Select the **Mute** check box adjacent to **Ringing** slider to eliminate any sound that indicates an incoming call.

f. Select the **Play ringing through the internal PC speakers** option to play the sound associated with an incoming call through the speakers of your personal computer and your headset simultaneously.

   If your personal computer does not have an internal speaker, this option has no effect.

g. Select the **Use Custom ringtone** option to play the a custom ringtone (a Wave file) through the speaker or headset when you receive an incoming call. The wave file is played from the specified location.

   When you select **Use Custom ringtone**, a **Browse** field and **Test Ringtone** button are displayed below . Use the browse field to locate the wave file and click **Test Ringtone** to test the wave file.

4. On the **Advanced** tab, perform the following steps in the **Audio Devices** section to set the advanced audio settings:

   a. Select the audio play back hardware on your local system from the **Playback Device** list.

   b. Select the audio recording hardware on your local system from the **Record Device** list.

   c. Use the **Transmit Gain** slider to set the gain for outgoing sound during a call. You can set the value from 0.1 to 10.0. Avaya recommends that you to set this option to 0.35.

   d. Use the **Receive Gain** slider to set the gain for incoming sound during a call. You can set the from 0.1 to 100.0. Avaya recommends that you to set the value to 1.00.

   e. Click **Background Noise Test** to test the background noise.

      The Background Noise Test window appears. Click the **Test** button on that to test the background noise. You must perform if the ambient noise level change, or you move to a different location.

5. Click **OK** to save the audio settings.

Defining an agent profile

A profile is a collection of pre-configured settings and preferences. Using profiles, agents can switch configurations (For example, agents can create profiles for different settings such as home, Office, Sales, Support and use them as needed) reusing the same Avaya one-X Agent installation. For example, you can create an agent profile for the My Computer configuration and use the profile with the appropriate Voice over Internet Protocol (VoIP) network. You can also create another agent profile for the Desk Phone configuration and use it, as appropriate.

Avaya one-X Agent 2.5 supports migration of older agent profiles (Avaya one-X Agent 1.0 or Avaya one-X Agent 2.0) if you are using local profiles. When you start the Avaya one-X Agent 2.5 application for the first time, the application imports the profile from older release and stores it in to the Avaya one-X Agent 2.5 profiles. If there are profiles from Avaya one-X Agent 1.0 and Avaya one-X Agent 2.0, then the application imports profiles from Avaya one-X Agent 2.0. The application applies the default values of the Avaya one-X Agent 2.5 release for new fields in the migrated profiles.

Use the following procedure to create a local agent profile.

Important:
The Profile configuration is available for creating local profile without Central Management administration. If Avaya one-X Agent is administered with Central Management, the system disables the profile window.

1. Make necessary changes using the System Settings and Agent Preferences options.
2. On the top bar, click **System Options** > **System Settings**.
3. In the System Settings dialog box, click **Profiles**.
4. In the **Profiles** panel:
   a. Click **Add**.
      The system displays the Create Profile dialog box.
   b. In the **Profile Name** field, enter the name for the profile and click **OK**.
      The new profile appears in the Profile list.
5. Click **Automatically execute all logins for the selected profile** to execute all login sequences for the selected or current profile without presenting a profile selection dialog box. The sequence depends on how the login option is set (manual or automatic on other parameters) in the login panel.

   If you do not choose this option, the application provides you with options to choose the profile from the list if you have multiple profiles. You must select the appropriate profile at the launch of Avaya one-X Agent on your personal computer. If you have

a single profile, the application proceeds silently without the profile selection window.

6. Click **OK**.

   The system creates a new profile and stores it locally in your personal computer.

   You can change the settings in the configuration parameters for the new profile in the next login.

Integrating the voice mail system

Avaya one-X Agent provides Communication Manager Message Waiting support for the registered extension and one step access to access the message retrieval system, for Voice mail. You can integrate the voice mail system with a telephone system, a third-party voice mail application, or a web-based voice mail server, and retrieve your voice mail from one of the voice mail services.

Important:

The voice mail service is available only for those extensions registered and has a Message Waiting Light defined. If voice mail settings are not available on your extension, contact the system administrator. This is specific to the Message Waiting Light, and has nothing to do with the voice mail system that activates this light.

Prerequisites

Voice Mail Integration is only available for those extensions that have a Communication Manager Message Waiting Lamp translated.

The voice mail support is only available for the message waiting light of the registered extension. There is no automatic support for other buttons translated as Message Waiting for other extensions.

The voice mail messages can be associated with a telephone, an application, or a Web browser.

1. On the top bar, click **System Options** > **System Settings**.
2. In the left pane of the System Settings dialog box, click **Voice mail Integration**.
3. In the **Voice Mail Integration** panel, click **Enable Message Access**.
4. To integrate voice mail service, perform one of the following actions as appropriate:
   - To integrate voice mail services with a telephone, select **Dial this number** and specify the voice mail number in the field.

- To integrate voice mail services through a third-party voice mail application, select **Start this application** and click **Browse** to navigate a windows executable file.
- To integrate voice mail with a third-party web server, select **Open on web** and type a valid web address in the field.

5. Click **OK**.

Activating a recorded greeting

You must activate the Record Greetings option for the system to play the greeting. You can have more than one active greeting at the same time.

For example, you can set multiple greetings to be active if each greeting has a unique Vector Directory Number (VDN) as the activation criterion. This is also true for Agent Greetings that play for specific Automatic Number Identification (ANI) telephone numbers or Prompted Digits.

If two recorded greetings meet the same criteria that make them eligible for a single call, Avaya one-X Agent chooses the first one on the search list.

Prerequisites

You must have at least one greeting recorded to be able to activate a recorded greeting.

1. On the top bar, click **System Options** > **System Settings**.
2. In the System Settings dialog box, select **Greetings Triggers**.
   The system displays the **Greetings Triggers** panel.
3. In the **Greetings Triggers** list, select a greeting.
4. Click **OK**.
   You can manually play the selected greeting on the incoming call.

Defining a reason code

There are three classes of Reason Codes, namely, Agent AUX, Work Codes, and Call Work Codes. The annotations for these reason codes are made to the call record, and Agent Logout Reason Codes. These are known in Communication Manager by digit strings. This feature

allows the user to associate more meaningful text strings to the digit strings for easy reference.

Reason code is a way to associate a particular number to a label for an agent's reason for not being at the workstation or for not accepting an ACD call. These reason codes, if defined in Communication Manager, appear on the message window when an agent changes the work status to auxiliary or logs out from the ACD service. By default, the system creates a default reason code each for auxiliary, logout and work reason code types. You can change the default reason codes, but cannot delete them.

Important:

The system administrator must define a common set of reason codes and manage it centrally. The administrator can distribute these reason code files to all agents by pushing the configuration to agent's system. Moreover, if your deployment is using Central Management, the administrator must upload a CSV file and universally assign common reason codes across the account or skill.

Defining reason codes for work

Work codes are codes that you assign to a work item in the Work List window. You must define the work code to use them in the Work List window.

1. On the top bar, click **System Options** > **System Settings**.
2. In the left pane of the System Settings dialog box, click **Reason Codes**. This opens the Reason Codes panel on the right.
3. From the **Select menu to edit** list, select **Work Reason Codes**. A default and untitled reason code item is displayed under a **root** node in the container below **Select menu to edit** list.

   You can add a singular work reason code or create a group and add a set of work reason codes in that group. Reason codes having similar or related characteristics are organized together in one group. Make sure that the labels given to the group are easy to understand the group activity.
4. To add a group, perform the following steps:
   a. Click the **Add Reason Group** button at the bottom of the Reason Codes panel. This adds an untitled group node in the container below **Select menu to edit** list.
   b. Select the untitled node and type the group name. The group node gets labeled with the name you type.
   c. Follow step 5 to add reason codes to the group.
5. To add a solitary reason code, perform the following steps:

a. Select the node under which you want to add a reason code. This node may be the **root** node or a group node.

b. Click the **Add Reason Code** button. This adds an untitled reason code item under the selected node.

c. Select the untitled reason code item and rename it. The reason code name replaces the default name of the reason code item.

d. Repeat step 5 to add as many singular reason codes you want to.

6. Click **OK** to save your settings.

   Work codes created using the above procedure are displayed when you click the **Work Code** icon on an active call on the Work List window. You can choose the appropriate code to assign during the active call. If you have not created any work code, the **Work Code** icon remains disabled during an active call.

   Note:

   If Central Management is used, reason codes can be defined only from Central Management. You will not be able to edit from Avaya one-X Agent application.

Defining reason codes for logging out

The log out reason code describes the reason for logging out from the ACD service. You can use the log out reason code only if you have defined reason codes in the System Settings dialog box.

1. On the top bar, click **System Options** > **System Settings**.
2. In the left pane of the System Settings dialog box, click **Reason Codes**. This opens the Reason Codes panel on the right.
3. From the **Select menu to edit** list, select **Log Out Reason Codes**. A default and untitled reason code item is displayed under a **root** node in the container below **Select menu to edit** list.

   You can add a singular log out reason code or create a group and add a set of log out reason codes in that group. Reason codes having similar or related characteristics are organized together in one group. Make sure that the labels given to the group are easy to understand the group activity.

4. To add a group, perform the following steps:

   a. Click the **Add Reason Group** button at the bottom of the **Reason Codes** panel. This adds an untitled group node in the container below **Select menu to edit** list.

   b. Select the untitled node and type the group name. The group node gets labeled with the name you type.
   c. Follow step 5 to add reason codes to the group.
5. To add a solitary reason code, perform the following steps:
   a. Select the node under which you want to add a reason code. This node may be the **root** node or a group node.
   b. Click the **Add Reason Code** button. This adds an untitled reason code item under the selected node.
   c. Select the untitled reason code item and rename it. The reason code name replaces the default name of the reason code item.
   d. Repeat step 5 to add as many singular reason codes you want to.
6. Click **OK** to save your settings.
   The system displays the newly created log out reason code in the **Log Out** list of the **Change Agent State** drop-down list.

Defining reason codes for auxiliary

The auxiliary reason code describes the reason for changing your state to the AUX mode. You can use the auxiliary reason code only if you have defined the reason codes in the System Settings window.

Use the following steps to define the auxiliary reason codes and to associate them with the numeric reason codes supported in Avaya Aura® Communication Manager.

1. On the top bar, click **System Options** > **System Settings**.
2. In the left pane of the System Settings dialog box, click **Reason Codes**. This opens the Reason Codes panel on the right.
3. From the **Select menu to edit** list, select **Aux Reason Codes**. Adefault and untitled reason code item is displayed under a **root** node in the container below **Select menu to edit** list.

   You can add a singular auxiliary reason code or create a group and add a set of auxiliary reason codes in that group. Reason codes having similar or related characteristics are organized together in one group. Make sure that the labels given to the group are easy to understand the group activity.
4. To add a group, perform the following steps:
   a. Click the **Add Reason Group** button at the bottom of the Reason Codes panel. This adds an untitled group node in the container below **Select menu to edit** list.

   b. Select the untitled node and type the group name. The group node gets labeled with the name you type.
   c. Follow step 5 to add reason codes to the group.
5. To add a solitary reason code, perform the following steps:
   a. Select the node under which you want to add a reason code. This node may be the **root** node or a group node.
   b. Click the **Add Reason Code** button. This adds an untitled reason code item under the selected node.
   c. Select the untitled reason code item and rename it. The reason code name replaces the default name of the reason code item.
   d. Repeat step 5 to add as many singular reason codes you want to.
6. Click **OK** to save your settings.
   The system displays the newly created auxiliary reason code in the **Auxiliary** list of the **Change Agent State** drop-down list.

Viewing the phone display on the main window

Avaya one-X Agent allows you to view a 40-character display at the bottom of the Work List window from Avaya Aura® Communication Manager. You can view both call-related and non-call-related information including call-prompting digits, VuStats data, and the local date and time display from the ACD server.

Note:
Only those telephone types that are capable of displaying 80 characters are compatible with this feature.

1. On the top bar, click **System Options** > **Agent Preferences** > **User Interface**.
2. In the User Interface panel enable the **Show Phone Display** option.
3. Click **OK**.

Setting the toolbar buttons on the main window

Avaya one-X Agent allows you to set the toolbar buttons on the main window. These buttons provide quick-access to options including releasing a call, changing the answer settings to

manual or auto, changing the agent status to ready or auxiliary, making a call to the supervisor directly, assigning a work code to the work item, and dialing the last called number.

These are the same eight Favorite buttons that are defined in the Dialpad. Defining them in either place will have them displayed in both places. You need not have to administer them twice.

1. On the top bar, click **System Options** > **Agent Preferences** > **User Interface**.
2. In the User Interface panel:
   a. Enable the **Display Button Toolbar** option.
   b. Click **Select Favorite Buttons**.
   c. In the Favorite Buttons dialog box, select the appropriate buttons.
      You can select up to eight buttons from the list.
3. Click **OK**.

Chapter 7: Repairing Avaya one-X Agent

If Avaya one-X Agent is not functioning properly, you can use the Repair function to reinstall it. If you repair an Avaya one-X Agent application, you must also repair any service release that has been installed.

Note:

If you are experiencing difficulties at the time of installing Avaya one-X Agent, capture the event and error logs and send them to your system administrator. For detailed information on logs and debugging, see *Maintaining and Troubleshooting Avaya one-X Agent*.

1. In **Windows Control Panel**, select **Add or Remove Programs**.
2. In the list of currently installed programs, locate the Avaya one-X Agent application you want to repair.
3. Click the **Click here for support information link** to display the Support Info dialog box.
4. Click **Repair**.
   The system reinstalls the program.

   Tip:

   Alternatively, you can run the installation again. The installer prompts you with **Repair** and **Remove** options. You can select **Repair** to repair the installation.

Chapter 8: Removing the Avaya one-X Agent application

Note:
You cannot remove the read-only folders that are shared with other applications, or remove any files or directories that you have added to the Avaya one-X Agent installation directory.

Removing Avaya one-X Agent in manual mode

Prerequisites

Close Avaya one-X Agent, if it is currently running. If Avaya one-X Agent is running during removal process, some folders may not be removed completely.

1. In **Windows Control Panel**, select **Add or Remove Programs**.
2. Select **Avaya One-X Agent** and choose **Change, Remove, or Uninstall (Windows Vista)**.

   During the removal process, the Microsoft installer may display a message to shut down an application that is running. You can shut down the specified application, or ignore the message and continue with the removal.

   Tip:
   Alternatively, you can use the `OneXAgentSetup.exe` setup with using /x switch to remove the application. On command-prompt, navigate to the folder where `OneXAgentSetup.exe` is located and use the following command:

   ```
   OneXAgentSetup.exe /x
   ```

Chapter 9: Removing existing software

If you are using the Avaya softphones with video, and if you plan to use Avaya one-X Agent with video, then you must remove the following Avaya software from your personal computer before installing Avaya one-X Agent:

- Avaya IP Softphone
- Polycom Via Video

Note:

If you are not using the Avaya softphones with video on your personal computer, you can skip this section.

Prerequisites

Before removing the Avaya IP Softphone software, record the following information. You will need this information when you install Avaya one-X Agent:

- Your IP Softphone call server address
- Your IP Softphone login
- The password for your extension

1. In Windows Control Panel, select **Add or Remove Programs**.
2. Follow the standard process for removing programs from Windows.

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