Remote access to Avaya one-X Quick Edition using Avaya Web Conferencing

To help expedite the resolution of a problem with the Avaya one-X Quick Edition it may be necessary for Avaya Services to have remote access to the product. This can be achieved by using Avaya Web Conferencing and establishing a temporary communications path between the product and the Avaya Remote Support Center. The customer would be required to log into the Avaya one-X Quick Edition using one web browser session and log into the web conference using another session. The customer could then turn over control to the remote support engineer by sharing the desktop or application.

To do this the customer is required to have a personal computer with access to the internet. It needs to be configured on the same local area network as the Avaya one-X Quick Edition. Preferably it should be the same PC used to administer the Avaya one-X Quick Edition. An Internet Explorer or Netscape Navigator web browser is also required to be loaded on the PC.

Access to Avaya Web Conferencing can accessed using the following URL:

https://www.avaya.com/webconferencing

A conference reference number and security code will be required to join a conference. This information will be provided by Avaya Remote Support Engineer.

When you open the Avaya Web Conferencing login page you will see the computer configuration check on the left side of the screen. It will report any possible compatibility problems and will help guide the customer through resolving them.

The following links will help guide the customer through the web conferencing process. As previously mentioned application or desktop sharing will most likely be required. Instructions to enable sharing are found on the second page of the quick reference guide.

Quick Reference Guide:
https://webconferencing.avaya.com/docs/AvayaWebConferencing_quickcard.pdf

Meeting Exchange Web Conferencing User Guide (5 MB):
https://webconferencing.avaya.com/docs/UserGuide.doc

Meeting Exchange Tutorial:
https://webconferencing.avaya.com/docs/tutorial.htm