

This Getting Started guide is intended for Avaya IP Softphone users who want to make and receive video calls.

### Video Requirements

To handle video calls with Avaya IP Softphone, you will need:

- Avaya IP Softphone Release 6.0 and Video Integrator software installed on your PC
- a recommended USB web camera (such as Logitech Pro 4000, Logitech Pro 5000, and Creative USB web cams) and its drivers installed on your PC
- an extension that is properly administered for Avaya IP Softphone and video on a media server that is running Avaya Communication Manager Release 5.0 or later software. Contact your System Administrator to make sure that your company's system supports video and that your extension is administered appropriately.

### Supported Avaya IP Softphone Configurations

Avaya IP Softphone supports video calls in the following configurations:

- Road Warrior configuration (voice over IP)
- Control of Avaya Telephone (via the server) configuration

### PC Requirements

Your PC must meet the following minimum requirements to run Avaya IP Softphone R6.0 and Video Integrator:

- IBM PC or compatible PC with an Intel Pentium III 1 GHz or compatible processor. A 1.5 GHz processor is required for a USB camera to use the H.264 codec.
- a hard disk with at least 50 MB of space available
- 128 MB of RAM for the Control of Avaya Telephone (via the server) configuration.  
256 MB of RAM for the Road Warrior configuration.
- 8 MB of video memory
- For Road Warrior configuration: speaker/headset and microphone
- a network interface card for local area network connectivity
- Microsoft Internet Explorer 6.0 or later
- Microsoft DirectX 9.0b or later
- One of the following operating systems:
  - Microsoft Windows XP Home or Professional with Service Pack 1 or Service Pack 2
  - Microsoft Windows 2000 Professional with Service Pack 3 or higher

Make sure your PC meets the system requirements for your web camera.

## 1

### Install Your Web Camera

Install your web camera and its drivers on your PC. Follow the instructions provided with your camera.

#### NOTE:

If you have a Polycom ViaVideo II camera, do not install the drivers provided with your camera. These drivers will be installed automatically when you install the Avaya Video Integrator software.

## 2

### Download and Install the Latest Avaya IP Softphone with Video Integrator Software

Perform the following steps to download and install the latest version of the Avaya IP Softphone R6.0 and Video Integrator software:

1. Using your web browser, go to [www.avaya.com/support](http://www.avaya.com/support).
2. In the Most Visited Support Areas section, click **Downloads**.
3. In the Download by Product Name section, click **I**.
4. Click **IP Softphone**.
5. Click **Avaya Integrator for Polycom Video**.
6. At the bottom of the downloads page, click **Avaya Integrator for Polycom Video** and save this installer package to your PC.
7. Run the IP Softphone installer package to install the software. If you have an earlier version of Avaya IP Softphone already installed, the new version will install over it.

#### NOTE:

Be sure to select the **Video Integration** check box.

During the installation, you may be prompted to install a version of DirectX from Microsoft. If this occurs, perform the following steps:

1. Using your web browser, go to [www.microsoft.com/downloads](http://www.microsoft.com/downloads).
2. In the Download Categories section, click **DirectX**.
3. Click the appropriate version of DirectX.
4. Download and install DirectX.
5. Install the Video Integrator software.

## 3

### Start Avaya IP Softphone

Before starting Avaya IP Softphone with Video Integrator, you must know the following information:

- the IP address of your company's call server
- the extension number and password you will use to log in to your company's call server

Contact your System Administrator for this information.

Perform the following steps to start Avaya IP Softphone and log in to the server:

1. Perform one of the following steps:
  - Double-click on the Avaya IP Softphone shortcut on your desktop.
  - Select **Start>All Programs>Avaya IP Softphone>Avaya IP Softphone**.
2. Follow the prompts to configure Avaya IP Softphone.
3. In the Extension box of the Login dialog box, enter your extension on the call server.
4. In the Password box, enter your password.
5. From the Configuration box, select the configuration you want to use. For video, you can select either the Road Warrior configuration or the Control of Avaya Telephone (via the server) configuration.
6. In the Call Server Address box, enter the address of the call server.
7. If you are using the Road Warrior configuration, specify how your PC connects to the server from the Bandwidth Setting box. *A dialup connection is not supported for video.*
8. Click the **Log in** button.

Avaya IP Softphone attempts to log in to the call server and "register" with the video feature on the call server. The Avaya IP Softphone window and the Video window appear. The Video window displays the near-end video from your camera. If the video registration is successful, the following icon appears at the bottom of the Avaya IP Softphone window:



You can now handle video calls from Avaya IP Softphone. See the online help for more information.