Avaya one-X® Communicator Getting Started

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About this guide

This Getting Started guide describes how to install and configure Avaya one-X Communicator Release 5.2.

Installation methods

There are two methods to install one-X Communicator.

- Silent installation
- Individual installation

Silent installation:
In the silent installation method, your enterprise's system administrator customizes, tests, and deploys the one-X Communicator installer software on your computer. For more information, see "Implementation" section in Chapter 6 "Deployment Planning," in the one-X Communicator Overview and Planning guide.

Individual installation:
In the individual installation method, you can gather the required information from your system administrator and follow the procedure given in this guide for downloading, installing, and configuring one-X Communicator on your computer.

Preparing for installation

Gathering site-specific data

Gather site-specific data from your system administrator. Site-specific data mainly include information on the product integrations you need to do with one-X Communicator.

Gathering personal data

Gather the following personal data from your system administrator:

- your login and password for Avaya one-X® Portal and the URL for one-X Portal (if you use one-X Portal)

- your extension and password on the server running Avaya Aura™ Communication Manager and the IP address of the server

Preparing your desktop for video

If you are not using Avaya softphones with video, you can skip this section.

If you are currently using Avaya softphones with video, and if you plan to use one-X Communicator with video, then you must uninstall the following software from your computer before you install one-X Communicator:

- Avaya IP Softphone
- Avaya one-X Desktop Edition (formally SIP Softphone)
- Avaya Integrator for Outlook
- Polycom via Video

Gathering IP Softphone data

Before uninstalling Avaya IP Softphone software, note the following information. You need this information when you install one-X Communicator:

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

Uninstalling existing software

Use the following method to uninstall the software listed above:

1. Go to **Start** > **Control Panel** > **Add or Remove Programs** and follow the standard process for removing programs from Windows
2. Run the Windows Installer Cleanup Utility to remove Avaya IP Softphone and Polycom Media Companion (if installed). You can download this utility from *http://support.microsoft.com/kb/290301*.

Installing a Web camera

If you want to make and receive video calls with one-X Communicator, you must install your Web camera and its drivers on your PC. Follow the instructions provided with your camera.

Installing one-X Communicator

Downloading one-X Communicator software

Perform the following steps to download one-X Communicator Release 5.2 software:

1. Using your Web browser, go to http://*www.avaya.com*/support.

2. Navigate to the Avaya one-X® Communicator page.

3. Go to the software downloads section, and follow the instructions to download the one-X Communicator Release 5.2 software.

Prerequisites before installing one-X Communicator software

Gather the following information from the system administrator:

- one-X Communicator endpoint - whether SIP or H.323
- Product integrations required
- Language of the operating system

Modifying the language of the one-X Communicator software installer to install one-X Communicator on a non-English operating system

If you are installing one-X Communicator Release 5.2 software on a non-English operating system, you have to modify the language of the installer before you proceed with the installation.

Note: You can skip this section if you are installing one-X Communicator on an English operating system. By default, the one-X Communication Release 5.2 software installer is in English.

To modify the language of the installer, perform the following steps:

1. Go to the Avaya support site: http://www.avaya.com/support
2. Download the .mst files for the language of the operating system.
3. Copy the .mst files to the same location as the one-X Communicator software installer. For example, if the installer is at this location *C:\Documents and Settings\Administrator\Desktop\1XC\1XC_5.2.0.07*, copy the .mst files at this location *C:\Documnets and Settings\Administrator\Desktop\1XC\German.mst,* where *German* is the language of the operating system on which you are doing the installation.
4. Open command prompt.
5. Type *msiexec /i "1XC_5.2.0.07.msi " TRANSFORMS=German.mst /l*v log.log*, where *5.2.0.07* is the version of the one-X Communicator installer and *German* is the language of the operating system on which you are doing the installation. This changes the language of the installer from English to German.

Installing one-X Communicator software

Perform the following steps to install the one-X Communicator Release 5.2 software:

1. Close all other applications before installing or upgrading one-X Communicator software.

2. Double-click the one-X Communicator Release 5.2 installer.
   The installation wizard displays the **Welcome to the Avaya one-X Communicator Installation Wizard** window.

3. Click **Next**.
   The installation wizard displays the **License Agreement** window.

4. Select the **I accept the license agreement** option and click **Next**.
   The installation wizard displays the **Readme Information** window.

5. After reading the Readme file, click **Next**.
   The installation wizard displays the **Program Shortcuts** window.

6. Select the check box for each shortcut you want to create, and then click **Next**.
   The installation wizard displays the **User Information** window.

7. Enter your information in the **Full Name** and **Organization** fields.

8. Select one of the following options for using the one-X Communicator settings on this computer:

   - **Anyone who uses this computer**

   - **Only for me**

9. Click **Next**.
   The installation wizard displays the **Destination Folder** window. By default, one-X Communicator is installed in *C:\Program Files\Avaya\Avaya one-X Communicator* location. If you want to change the installation folder location, click **Browse**, specify a new location, and then click **OK**.

10. Click **Next**.
    The installation wizard displays the **Protocol and Feature selection** window.

11. Select one of the following protocol as an endpoint:

    - **H.323**

    - **SIP**

12. Select one of the following options in the **Features** area:

    - **Citrix**

    - **Standard**

    Note: Select **Citrix** only if you are installing one-X Communicator on a Citrix server.

13. Select the following integration options available with one-X Communicator:

    - **Video Integration**

    - **Outlook Integrator**

    - **Lenovo Integration**

- **Avaya one-X Portal Integration**

14. Select the following browser options in the **Click-to-dial** area to integrate with one-X Communicator:

    - **IE**
    - **Firefox**

15. Click **Next**.
    The installation wizard displays the **Ready to Install the Application** window.

16. Click **Next**.
    The installation wizard displays the **Updating System** message box which shows the status of the installation. Once the installation is complete, the installation wizard displays the **Setup Complete** window.

17. Click **Finish**.

Contact your system administrator for more information on completing the wizard.

Upgrading one-X Communicator software

If you have one-X Communicator Release 1.0 installed on your system, and you want to upgrade it to Release 5.2, follow the same steps as for installing one-X Communicator software. You do not need to uninstall one-X Communicator Release 1.0 for upgrading to Release 5.2.

Modifying virus scan settings

After installing one-X Communicator, configure your virus scan program so that it does not scan the folder in which you installed one-X Communicator or where log files are stored.

The default installation folder is *C:\Program Files\Avaya\Avaya one-X Communicator*.

- For Windows, the log files are kept in *C:\Documents and Settings\<user name>\Application Data\Avaya\Avaya one-X Communicator*.

- For Vista, the log files are kept in *C:\Users\<user name>\AppData\Roaming\Avaya\Avaya one-X Communicator.*

To modify the virus scan settings, perform the following steps:

1. Go to **Start** > **Control Panel**.

2. Double-click **Windows Firewall**.
   The Windows Firewall window appears.

3. Click the **Exceptions** tab.
   This lists all the programs and services which are not scanned by the virus scan.

4. Click **Add Program** and select **Avaya one-X Communicator** from the list of programs, and then click **OK**.

5. Click **OK** to close the Windows Firewall window.

Note: If you have modified your virus scan settings when you installed a previous version of one-X Communicator, then you do need to perform these steps again when you upgrade to one-X Communicator Release 5.2.

Starting one-X Communicator

To start one-X Communicator, perform one of the following steps:

- Double-click the one-X Communicator shortcut on your desktop.

- Select **Start** > **All Programs** > **Avaya one-X Communicator** > **Avaya one-X Communicator**.

The **one-X Communicator Login** dialog box appears.

Choosing a configuration method

You can configure some of the general settings of one-X Communicator either manually or automatically by using the **Discover** button. If you use the **Discover** button, it pre-populates data for some of the fields. Avaya recommends you to use this method.

To choose a configuration method, perform the following steps:

1. Click the Menu icon and select **Settings**.
   The **General Settings** window appears. You can configure the following general settings either manually or automatically using the Discover button.

   - Phone

   - Account

   - Dialing Rules

   - Public directory

2. Before you select a configuration method, you need to verify whether the **Discover** button feature is configured or not. Perform the following steps to verify this:

   - On the left pane of the General Setting window, Phone is selected by default. The right pane displays the Phone settings. Click the **Discover** button.

     o If the data populates in some of the fields in the Phone settings, this means that the **Discover** button feature is configured.

     o If the no data automatically populates in any field in the Phone settings, this means that the **Discover** button feature is not configured.

   - If this feature is configured, you can configure the general settings using the **Discover** button. Avaya recommends to use this method, if the feature is configured.

   - If this feature is not configured, you can configure the general settings manually.

Configuring General Settings using the Discover button

If you want one-X Communicator to try to discover your phone, account, dialing rules, and public directory settings automatically, perform the following steps:

Phone settings

1. Click **Phone** on the left pane of the General Settings window.
   The Phone settings appear on the right pane of the General Settings window.

2. Click **Discover**.
   one-X Communicator retrieves information for the Server, Alternate Server Addresses, Domain (SIP mode only), Transport Type (SIP mode only) and Avaya Environment (SIP mode only) boxes.

3. In the **Extension** field, enter your extension on the Avaya server.

4. In the **Password** field, enter your password.

5. **Video Mode Only**: Make sure the **Enable Video Calls** check box is selected, if you want one-X Communicator to try to establish video on all calls.
   Note: Your extension must be administered for video. Contact your system administrator for more information.

6. **SIP Mode Only:** In the **Mode** box, select **Proxied**.

Account settings

1. Click **Account** on the left pane of the General Settings window.
   The Account settings appear on the right pane of the General Settings window.

2. Click **Discover**.
   one-X Communicator retrieves the fully-qualified domain name for the one-X Portal server and displays this information in the URL box.

3. Make sure the **Use one-X Portal account** check box is selected.

4. In the **User name** field, enter your user name for one-X Portal.

5. In the **Password** field, enter your password for one-X Portal.

Dialing Rules settings

1. Click **Dialing Rules** on the left pane of the General Settings window.
   The Dialing Rules settings appear on the right pane of the General Settings window.

2. Click **Discover**.
   one-X Communicator retrieves information for all of the boxes except the **Display confirmation window before dialing a number** check box.

3. If you want one-X Communicator to display a confirmation window before it dials a number, select the **Display confirmation window before dialing a number** check box.

Public Directory settings

1. If you want to configure one-X Communicator to access a public directory, click **Public Directory** on the left pane of the General Settings window.
   The Public Directory settings appear on the right pane of the General Settings window.

2. Click **Discover**.
   one-X Communicator retrieves information for the Directory Type, Server Address, Search Root, and Server Port fields.

3. In the **Directory Name** box, enter the name for the directory.

4. In the **User name** box, enter the user name, if required.

5. In the **Password** box, enter the password, if required.

6. In the **Timeout** box, enter the timeout interval. The default is 100 seconds.

7. In the **Max Entries** box, enter the maximum number of matching entries that you want one-X Communicator to display. The default is 50.

8. Select the **Use Active Directory GSS Bind** check box, if you want one-X Communicator to use the current user's login and password to bind with the Active Directory LDAP server.

Configuring General Settings manually

If you want one-X Communicator to set your phone, account, dialing rules, and public directory settings manually, perform the following steps:

Phone settings

1. Click **Phone** on the left pane of the General Settings window.
   The Phone settings appear on the right pane of the General Settings window.

2. Enter the following information:

   - **Server**: enter the IP address of your server.

   - **Extension**: enter your extension on the Avaya server.

   - **Password**: enter your password.

3. **Video Mode Only**: Make sure the **Enable Video Calls** check box is selected if you want one-X Communicator to try to establish video on all calls.
   Note: Your extension must be administered for video. Contact your System Administrator for more information.

4. Enter the following information for **SIP Mode Only** fields:

   - **Domain**: enter the domain of your Avaya Aura™ SIP Enablement Server.

   - **Mode**: select **Proxied**.

- **Transport Type**: select the transport protocol for your SIP Enablement Server (that is, TLS, UDP, or TCP).
  Note: If you are using one-X Communicator in SIP configuration in Desk Phone mode, you must select TLS as the transport protocol.

- **Avaya Environment**: Make sure the **Avaya Environment** check box is selected.

5. If you want to specify an alternate server address, perform the following steps:

   Note: You can specify alternate server addresses only for the H.323 integration.

   a. In the text box associated with the **Add** button, enter the IP address of your server.

   b. Click **Add**.
      The server address appears in the **Alternate Server Addresses** text box.

   c. Repeat Steps 1 and 2 for each server address you want to specify.

Account settings

1. Click **Account**.
   The one-X Portal settings appear.

2. Make sure the **Use one-X Portal account** check box is selected.

3. In the **URL** field, enter the fully-qualified domain name for the one-X Portal server.

4. In the **Username** field, enter your user name for one-X Portal.

5. In the **Password** field, enter your password for one-X Portal.

Dialing Rules settings

1. Click **Dialing Rules** on the left pane of the General Settings window.
   The Dialing Rules settings appear on the right pane of the General Settings window.

2. In the **Number to dial to access an outside line** box, enter the digit(s) you must dial to access an outside line.

3. In the **Your country code** box, enter the code for your country.

4. In the **Your area/city code** box, enter the area code or the city code where your phone server is located.

5. In the **PBX Main Prefix** box, enter the main prefix of your PBX.

6. In the **Number to dial for long distance calls** box, enter the digit(s) you must dial to make a long distance call.

7. In the **Number to dial for international calls** box, enter the digit(s) you must dial to make an international call.

8. In the **Extension length for internal extensions calls** box, enter the number of digits that comprise an internal extension. For example, if your internal extensions consist of five digits, you would enter **5**. In this example, any number that consists of five digits or less would be treated as an internal extension.

   If your company supports internal extensions of varying lengths (for example, three-digit, five-digit, and seven-digit extensions), you can specify the different supported extension lengths. For example, if your company supports three-digit, five-digit, and seven-digit extensions, you would enter **3, 5, 7**. You must use a comma to separate the values.

   Note: If you specify multiple extension lengths, one-X Communicator performs exact matches. For example, if you specify **3, 5, 7**, one-X Communicator treats three-digit numbers, five-digit numbers, and seven-digit numbers as internal extensions. In this example, if you dial a one-digit, two-digit, or four-digit number, one-X Communicator does not recognize the numbers to be internal extensions.

9. In the **Length of national phone numbers (including area/city code)** box, enter the number of digits you must dial (including area/city code) for a call within your country.

10. If you must dial your area/city code when you make a local call, select the **Include/area city code when making a local call** check box. This check box is disabled when the **Your area/city code** box is empty.

11. If you want one-X Communicator to display a confirmation window before it dials a number, select the **Display confirmation window before dialing a number** check box.

Public Directory settings

1. If you want to configure one-X Communicator to access a public directory, click **Public Directory** on the left pane of the General Settings window.
   The Public Directory settings appear on the right pane of the General Settings window.

2. From the **Directory Type** list box, select the type of directory (that is, Active Directory, Domino, or Novell).

3. In the **Directory Name** box, enter the name for the directory.

4. In the **Server Address** box, enter the IP address of the server for this directory.

5. In the **User name** box, enter the user name, if required.

6. In the **Password** box, enter the password, if required.

7. In the **Search Root** box, enter the search root. An example is **ou=people, o=company**.

8. In the **Server Port** box, enter the port. The default is 389.

9. In the **Time out** box, enter the timeout interval. The default is 100 seconds.

10. In the **Max Entries** box, enter the maximum number of matching entries that you want one-X Communicator to display. The default is 50.

11. Select the **Use Active Directory GSS Bind** check box, if you want one-X Communicator to use the current user's login and password to bind with the Active Directory LDAP server.

Configuring other General Settings

Integrating your desktop

In the Desktop Integration window, you can specify the directories one-X Communicator searches when you use the Name Look-Up feature and set whether you want to enable dialing from Microsoft Internet Explorer or Mozilla Firefox windows or both.

To integrate your desktop with one-X Communicator, perform the following steps:

1. Click **Desktop Integration** on the left pane of the General Settings window. The Desktop Integration settings appear on the right pane of the General Settings window.

2. Perform the following steps in the **Name Look-Up** area:

   - Select the **Microsoft Outlook Contacts** check box, if you want one-X Communicator to search contacts from Microsoft Outlook when you use the Name Look-Up feature. Microsoft Outlook must be installed and running on your PC.

   - Select the **IBM Lotus Notes Contacts** check box, if you want one-X Communicator to search contacts from Lotus Notes Address Book when you use the Name Look-Up feature. Lotus Notes Address Book must be installed and running on your PC.

   - Select the **Public Directory** check box, if you want One-X Communicator to search contacts in a public directory when you use the Name Look-Up feature.

3. Perform the following steps in the **Click-to-Dial** area:

   - If you want to enable dialing from Microsoft Internet Explorer windows, select the **Microsoft Internet Explorer** check box. When this check box is selected, all dialable numbers displayed in Microsoft Internet Explorer windows are highlighted automatically. You can dial these numbers with a click of the mouse.

   - If you want to enable dialing from Mozilla Firefox windows, select the **Mozilla Firefox** check box in the **Click-to-Dial** area. When this check box is selected, all dialable numbers displayed in Mozilla Firefox windows are highlighted automatically. You can dial these numbers with a click of the mouse.

4. Select the **Enable wipe-to-dial (clipboard dialing)** check box to enable the wipe-to-dial feature. When this feature is enabled, if you select a dialable number in an application, you can dial this number from the one-X Communicator icon in the system tray.

Configuring your preferences

Preferences

To configure your preferences in one-X Communicator, perform the following steps:

1. Click **Preferences** on the left pane of the General Settings window.
   The Preferences settings appear on the right pane of the General Settings window.

2. Select the **Display alerts for incoming calls** check box, if you want One-X Communicator to display alerts when you receive incoming calls.

3. Select the **Automatically login if possible when application restarts** check box, if you want One-X Communicator to automatically login when the application restarts.

4. Select the **Run one-X Communicator automatically when I log on to Windows** check box, if you want One-X Communicator to automatically run One-X Communicator when you log in to your system.

5. Select a language from the **Language** drop-down list.

Audio

To configure your audio settings, perform the following steps:

1. Click **Audio** on the left pane of the General Settings window.
   The Audio settings appear on the right pane of the General Settings window.

2. Select the **Basic** tab and perform the following steps:

   - Drag the **Playback** slider to control the volume for playback.

   - Drag the **Record** slider to control the volume for the record.

   - Select the **Mute ringing for incoming calls** check box to turn off the ringing for all incoming calls.

3. Select the **Advanced** tab to control the audio options to adjust to your system's network bandwidth. Perform the following steps:

   - Click the **Connection Type** drop-down list to select the type of connection for your network.

   - Click the **Jitter Buffer** drop-down list to select the size of your Jitter Buffer. Set your Jitter Buffer according to your network parameters and the packet losses. Avaya recommends you to set this option to **Automatic**.

   - Move the **Receive Gain** slider to set the gain for incoming sound during a call. Avaya recommends you to set this option to 1.00.

   - Move the **Transmit Gain** slider to set the gain for outgoing sound during a call. Avaya recommends you to set this option to 0.35.

   - Move the **Jitter Buffer Low Water Mark** slider to set the low water mark for the jitter buffer. Avaya recommends you to set this option to minimum.

- Select **Always use this value** check box if you want one-X Communicator to always use the values you have set above.

- Click the **Audio Tuning Wizard** button to configure the optimal audio settings for calls.

  Note: For more information on setting the audio tuning wizard, see the one-X Communicator online help.

Lenovo Integration

To configure Lenovo integration for One-X Communicator, perform the following steps:

1. Click **Lenovo Integration** on the left pane of the General Settings window.
   The Lenovo Integration settings appear on the right pane of the General Settings window.

2. If you want Thinklight to blink when you have a new voice message, select the **Indicate new voice message by blinking Thinklight** check box.

3. If you want to also use the biometric reader when you log in, select the **Require biometric reader during login for added security** check box.

Message Access

If you want to set One-X Communicator to access your messaging system when you click the Message Waiting Indicator in the One-X Communicator window, perform the following steps:

1. Click **Message Access** on the left pane of the General Settings window.
   The Message Access settings appear on the right pane of the General Settings window.

2. Select the **Enable Message Access** check box.

3. Perform one of the following steps:

   - If you want One-X Communicator to dial the access number of the messaging system, select the **Dial this number** option. Enter the telephone number you want to dial to access the messaging system.

   - If you want One-X Communicator to open another application to access the messaging system, select the **Start This Application** option. Click **Browse** to select the application you want to run.

   - If you want One-X Communicator to open a Web browser and go to the Web page for the messaging system, select the **Open Webpage** option. Enter the Web URL for the messaging system.

4. Click **OK**.
   The One-X Communicator Login dialog box appears and displays the login (that is, user name or extension) and password you specified.

Emergency

If you want to enable the emergency call handling feature, perform the following steps:

Note: Emergency call handling feature is not supported if you have installed Avaya one-X Communicator in SIP mode.

1. Click **Emergency**.

2. Select the **Enable Emergency Call Handling feature** to enable the emergency call handling feature.

   - Select the **Your Extension <extension number>** option, if you want the PSAP (Public Safety Answering Point) to identify your location from your extension number. When you dial the emergency number, the PSAP locates you from the telephone number used to dial the emergency number, in this case your extension number. For example, in the United States, you can dial 911 as the emergency number.

   - Select the **Telephone Number** option, if you want the PSAP to identify your location from the telephone number you specify here.

Note: The emergency call setting on one-X Communicator must be same as on the Communication Manager server for this extension to login. If the settings are different, One-X Communicator does not allow the user to login. Contact your system administrator for more information.

Setting your personal information

To make your personal settings on one-X Communicator, perform the following steps:

1. In the one-X Communicator Login dialog box, click **Log On**.
   The **Welcome to Avaya one-X Communicator** window appears. In this window, you can set:

   - the login mode of One-X Communicator

   - a personal message that users see (if you have configured the one-X Portal settings)

   - the device/phone number you want to use to make and receive calls

2. Click the **Change your login mode** icon. You can select one of these login modes:

   - Office

   - Home

   - Mobile

   - Traveling

3. Select the login mode you want to use.

4. If you have enabled one-X Portal integration, and you want to enter a personal message, click **Enter message**, and enter your message.

5. From the **Place and receive calls using** list box, select the device/phone number you want to use to make and receive calls. You can select of these:

   - My Computer

   - Desk Phone

   - If you want to specify another device/phone number on which you want to make and receive calls:

     a. Click the **Specify Other** button.
        The **Phone Number List** dialog box appears.

     b. Click **Add**.
        The **Add Phone** dialog box appears

     c. In the **Number** field, enter the telephone number you want to use.

     d. In the **Name** field, enter the label for this telephone number.

     e. From the **Type** list box, select the appropriate category for this telephone number. Your can select one of these:

        - Home

        - Work

        - Mobile

        - Pager

f.   Click **Format** to see how the dialing rules you set are applied to this telephone number.

g.   Click **OK**.
The new phone number appears in the **Phone Number List** dialog box.

h.   Repeat steps b through g if you want to specify another device/phone number.

i.   Click **OK**.
The new phone numbers appears in the **Place and receive calls using** list box. If you want to use this phone number, select it from the **Place and receive calls using** box.

6. You see the Avaya disclaimer for the emergency call handling feature. Click **Login and save settings**.
The One-X Communicator window appears.

Uninstalling one-X Communicator

Uninstalling one-X Communicator software

Perform the following steps to uninstall the One-X Communicator Release 5.2 software:

1. Make sure One-X Communicator is not running.

2. Click **Start**, and select **Control Panel**.
    The system displays the **Control Panel** window.

3. Click **Add or Remove Programs**.
    The system displays the **Add or Remove Programs** window.

4. Select **Avaya one-X Communicator**.

5. Click **Remove**.
    The system removes One-X Communicator from the directory.

6. Click **Yes**.
    A message box appears showing the status of the uninstall. After the software is uninstalled, the message box closes, and One-X Communicator no longer appears in the Add or Remove Programs window.

7. If you have installed one-X Communicator with video, remove this directory
    C:\Program Files\Polycom

Uninstalling Click-to-Dial for Mozilla Firefox

If you want to install the Click-to-Dial feature from Mozilla Firefox, perform the following steps:

1. Start Mozilla Firefox.

2. Select **Tools > Add-ons**.
    The **Add-ons** dialog box appears.

3. Click **Uninstall** for Avaya Extension.
    A confirmation dialog box appears.

4. Click **Uninstall**.

5. Restart Firefox.

Note: If you have Avaya IP Softphone with Video or One-X Communicator with Video installed on your computer, Avaya recommends that you download and run the Windows Installer Cleanup Utility to remove one-X Communicator and Polycom Media Companion. This utility is available at *http://support.microsoft.com/kb/290301*.