

About Avaya one-X® Communicator: Avaya one-X® Communicator 6.1 is Avaya's next generation softphone that supports both H.323 and SIP audio, video, Instant Messaging (IM), and Presence services. Using Avaya one-X® Communicator, you can log in to your organization's server remotely to make and receive telephone calls from your telephone extension.

Minimum system requirements:

Ensure that your computer meets all the hardware and software requirements listed here:

- Pentium 1.2 GHz single-core processor (or equivalent) for Avaya one-X® Communicator without video
- Pentium 4 2.0 GHz or dual-core processor (or equivalent) for video support
- 1-GB RAM (higher for Windows Vista and Windows 7 as recommended by Microsoft)
- 100 MB dedicated Video RAM
- 1.5-GB of available hard disk drive space (3-GB if .NET 4 is not already installed)
- Video adapter and monitor with 1024 x 768 or higher resolution
- Network Interface Card (NIC)
- A keyboard and a mouse
- USB Headset, if you are using Avaya one-X® Communicator in This Computer mode

Gathering site-specific data:

Gather the following data and keep it with yourself before you install the application:

- Protocol for Avaya one-X® Communicator (H.323 or SIP)
- Secure HTTP URL (https) for Avaya one-X® Client Enablement Services and your user name and password on the Client Enablement Services server. These are required only if you want to integrate Avaya one-X® Communicator with Avaya one-X® Client Enablement Services.
- Your extension and password as registered on Avaya Aura® Communication Manager and Avaya Aura® System Manager
- For H.323 protocol: IP address assigned to Procr or CLAN of the server running Communication Manager as a feature server
- For SIP protocol: IP address assigned to the asset card of Avaya Aura® Session Manager or Avaya Aura® System Manager and the Domain name
- For SIP protocol: IP address of the IM and Presence server and the domain
- For H.323 protocol: IP address or Hostname of the IM and Presence server and the Domain

Downloading the application:

1. Using the Web browser, navigate to <http://support.avaya.com/css/Products/P0516>.
2. In the navigation pane on the left side of the screen, click **Downloads**.
3. Click the link displayed under Title and select the **Downloads** tab.
4. Enter the product name in the dialog box and download the Avaya one-X® Communicator application.
5. If you have not registered as a PLDS user, complete a one-time registration.
6. Download the Windows-based installer.
7. Unzip the contents of the zip file.

Installing Avaya one-X® Communicator:

If you are installing Avaya one-X® Communicator for the first time, ensure you have Microsoft .NET Framework version 2.0 installed in your computer prior to installing Avaya one-X® Communicator. Use the following links to download .NET Framework for your computer:

- For a Windows 32-bit computer, download .NET Framework 2.0 from:
<http://www.microsoft.com/download/en/details.aspx?id=19>
 - For a Windows 64-bit computer, download .NET Framework 2.0 from:
<http://www.microsoft.com/download/en/details.aspx?displaylang=en&id=6523>
1. Install .NET 4 if not installed already.
 2. Double-click the *setup.exe* file to start installing Avaya one-X® Communicator. The system displays the **Avaya one-X® Communicator 6.1 - Install** wizard.
 3. Select a **Language**.
 4. Click **Install**.
The system displays **Installing Avaya one-X® Communicator 6.1** message and the status of the installation.
 5. After the installation is complete, system displays the **Thank you for installing Avaya one-X® Communicator 6.1** message. Click **Finish**.

Note:

If you are using Microsoft Outlook 2007 SP1 or SP2 versions prior to 12.0.6520.XXXX, use hotfix *KB976811*. You can download the hotfix from <http://support.microsoft.com/kb/976477/>.

Configuring Avaya one-X® Communicator:

Avaya one-X® Communicator displays a Setup wizard when you log in for the first time after installation. You can use this Setup wizard to configure the protocol and the features for Avaya one-X® Communicator. Follow these steps to configure the features:

1. Select the check boxes for the features you want to configure.
Note: Telephony Setup is selected by default and you cannot modify it.
The subsequent dialog boxes are displayed based on the features you select here. The available options for selection are:
 - Instant Messaging and Presence Setup
 - Corporate Directory Lookup Setup
 - Miscellaneous Setup (Desktop Integration, Name Look-up, Wipe-to-dial)
 - Avaya one-X® Client Enablement Services Setup
2. On the Telephony Setup dialog boxes, select a protocol and provide the Telephony setup information in the subsequent dialog boxes.
 - For H.323 protocol:
 - Enter your **Extension** and **Password**, and add the IP address assigned to Procr or CLAN of the server running Avaya Aura® Communication Manager 6.0.1 (or CM 6.1) as a feature server.
 - Add phones that you want to use with Avaya one-X® Communicator.
This option is available only if you have opted not to integrate with Avaya one-X® Client Enablement Services.
 - Select a default phone for Avaya one-X® Communicator.
 - Select the **Enable Emergency Call Handling Feature** check box, if required. And, specify the telephone number.

- For SIP protocol:
 - Enter your **Extension** and **Password**.
 - Add the IP address assigned to the asset card of Avaya Aura® Session Manager or Avaya Aura® System Manager, select a Transport Type, and enter the Session Manager Domain name.
 - Select a Failback Policy and a Registration Policy.
 - Add phones that you want to use with Avaya one-X® Communicator. This option is available only if you have opted not to integrate with Avaya one-X® Client Enablement Services.
 - Select a default phone for Avaya one-X® Communicator. Avaya one-X® Communicator uses This Computer mode as the default phone if no option is selected.
3. In the Instant Messaging and Presence Setup dialog box, select the **Enable Instant Messaging and Presence** check box and enter the Presence server IP address and the Domain name.
 4. In the Corporate Directory Lookup Setup dialog box:
 - Select a **Directory Type** and enter the details for the selected Directory Type. Contact your system administrator for details on your corporate directory.
 - For H.323 protocol only: Select an attribute from the IM Handle Mapping drop-down menu.
 5. In the Miscellaneous Setup dialog box, select a **Language for the Interface** and select the check boxes, as applicable.
 6. In the Avaya one-X® Client Enablement Services Setup dialog box, enter the secure HTTP (https) URL of the Client Enablement Services server, and enter your user name and password.
 7. Click **Finish**.
The application shuts down.
 8. Double click the Avaya one-X® Communicator icon on your Desktop and log in to the application.

You can configure Avaya one-X® communicator and modify the current settings using the General Settings dialog boxes anytime after you have installed the application. For more information, see the related documents.

Related documents:

For more information on Avaya one-X® Communicator, the following documents are available on the Avaya support site at https://support.avaya.com/css/Products/P0516/All_Documents:

- For detailed information on installing and configuring Avaya one-X® Communicator, see *Implementing Avaya one-X® Communicator*.
- For procedural steps to use Avaya one-X® Communicator, see *Using Avaya one-X® Communicator*.