



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 1.0.

Before You Begin

Before installing Avaya one-X Communicator on the PC, you must know the following information:

- whether Avaya one-X Communicator will be used as an H.323 endpoint or a SIP endpoint. If you do not know this information, contact your system administrator.
- whether Avaya one-X Communicator will be used with the IBM® Lotus Sametime® Connect client
- whether Avaya one-X Communicator will be used with IBM Lotus Notes®
- whether Avaya one-X Communication will be used in a Citrix® environment
- whether Avaya one-X Communicator will be used for making and handling video calls
- whether Avaya one-X Communicator will be integrated with Microsoft® Outlook® 2003 or 2007
- whether Avaya one-X Communicator will be used to dial numbers from Microsoft Internet Explorer (Click to Dial)
- whether Avaya one-X Communicator will be used to dial numbers from Mozilla® Firefox (Click to Dial)
- whether Avaya one-X Communicator will be integrated with Lenovo® features and software
- whether Avaya one-X Communicator will be integrated with Avaya one-X Portal

Before running Avaya one-X Communicator on the PC, you must know the following information:

- your login and password for Avaya one-X Portal and the URL for Avaya one-X Portal (if you use Avaya one-X Portal)
- your extension and password on the server running Avaya Communication Manager and the IP address of the server

NOTE:

If Avaya IP Softphone with Video or Avaya one-X Communicator with Video is installed on the PC, it is recommended that you download and run the Windows Installer Cleanup Utility to remove Avaya IP Softphone, Avaya one-X Communicator, and Polycom Media Companion (if installed). This utility is available at <http://support.microsoft.com/kb/290301>.

If you have Avaya IP Softphone with Video installed on your desktop, **you must uninstall it** before installing Avaya one-X Communicator with Video. You can install Avaya one-X Communicator with or without Video if you have Avaya IP

Softphone without Video installed on your desktop. However, you can only be logged into one of the applications.

PC Requirements

Your PC must meet the following minimum requirements to run Avaya one-X Communicator Release 1.0:

- IBM PC or compatible PC with an Intel® Pentium® III 1 GHz or compatible processor. A 1.5 GHz processor is required for video calls.
- A hard disk with at least 150 MB of space available. Additional space will be required (over time) to store entries in the contact directory database and in the call history database.
- One of the following operating systems:
 - o Microsoft Windows® XP Home or Professional (32-bit version)
 - o Microsoft Windows Vista with Service Pack 1 Enterprise Edition or Ultimate Edition (32-bit version)
- 1 GB of RAM
- a network interface card for local area network connectivity or wide area network connectivity
- A Microsoft Windows-compatible video graphics adapter that supports 16-bit color quality and a video resolution of 1024x768 (or better)
- A Microsoft Windows-compatible pointing device (such as a mouse or touchpad)
- A sound card, speaker/headset, and microphone. The sound card must support full-duplex operation. A list of recommended sound devices and headsets is available at www.avaya.com/support.
- Microsoft Windows .NET Framework 3.5 Service Pack 1 (available from Microsoft at www.microsoft.com)
- Microsoft Internet Explorer 6.0 and 7.0 or Mozilla Firefox 2.0 and 3.0
- Microsoft DirectX 9.0c
- Windows Media Player 10

NOTE:

If Windows Media Player 10 is not installed, the PC will not provide ringing for incoming calls in H.323 mode. This download is available at <http://www.microsoft.com/windows/windowsmedia/player/10/default.aspx>.

- The following additional software:
 - o Microsoft Outlook 2003 or Microsoft Outlook 2007 (if you want to integrate Avaya one-X Communicator with Microsoft Outlook)

NOTE:
Microsoft Primary Interop Assemblies (PIA) for Outlook 2003 or 2007 must be installed on your PC. This download is available at <http://office.microsoft.com/en-us/downloads/default.aspx>.
 - o Microsoft OCS/OC 2007 (if you want to integrate Avaya one-X Communicator with Microsoft OCS/OC 2007)

NOTE:

 - Avaya Application Enablement Services (AES) Release 4.1 is required for call control through Microsoft OCS/OC 2007 integration.
 - Microsoft Internet Explorer 7.0 is required for Microsoft OCS/OC 2007 integration.
 - o IBM Lotus Sametime Connect 7.5.1 or 8.0 client (if you want to integrate Avaya one-X Communicator with IBM Lotus Sametime Connect)

NOTE:
Avaya AES Release 4.2 is required for call control through IBM Lotus Sametime Connect.
 - o Citrix® Presentation Server 4.5

Avaya Communication Manager Requirements

To use Avaya one-X Communicator, you must have an extension that is properly administered for Avaya one-X Communicator on a media server that is running:

- For H.323 voice calls: Avaya Communication Manager Release 4.0.4 with Service Pack 1 or Release 5.1
- For H.323 video calls: Avaya Communication Manager Release 4.0.4 with Service Pack 1 or Release 5.1
- For SIP voice calls: Avaya Communication Manager Release 5.1 and Avaya SIP Enablement Services (SES) Release 5.1

Avaya Video Telephony Solution Requirements

To handle video calls with Avaya one-X Communicator, you will need:

- An Avaya-recommended USB web camera (such as Logitech Quickcam® Pro series cameras and Creative Notebook Pro series cameras) and the recommended drivers installed on your PC. Please see www.avaya.com/support for the latest list of supported cameras.
- 8 MB of video memory
- 1 GB of RAM

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

Avaya one-X Portal Integration Requirements

To use Avaya one-X Communicator with Avaya one-X Portal integration, you will need an account that is properly administered on Avaya one-X Portal Release 1.1.

Avaya one-X Portal Release 1.1 is required to provide Presence, Visual Voicemail, centralized call logs, and Visual Audio Conferencing. Refer to the Avaya one-X Portal documentation regarding Avaya one-X Portal requirements.

NOTE:

Avaya one-X Portal integration is supported only if you are using Avaya one-X Communicator in H.323 mode.

Avaya one-X Portal Presence Requirements

To use presence with Avaya one-X Portal, you will need:

- Avaya one-X Portal Release 1.1
- Avaya IPS Release 1.0

NOTE:

For instant messaging presence, Avaya IPS should be integrated with Microsoft OCS 2007 server through Microsoft Edge server.

You must know either the fully-qualified domain name or IP address for the Avaya one-X Portal server.

Microsoft OCS/MOC Integration via Avaya one-X Portal and Avaya IPS Requirements

To integrate the presence capabilities of OCS and IPS with Avaya one-X Communicator, you will need:

- Microsoft OCS/OC 2007 (if you want to integrate Avaya one-X Communicator with Microsoft OCS/OC 2007)

NOTE:

- o Avaya AES Release 4.1 is required for presence to work correctly including Microsoft OCS/OC 2007 published IM presence.
- o Microsoft Internet Explorer 7.0 is required for Microsoft OCS/OC 2007 integration.
- Avaya one-X Portal Release 1.1
- Avaya IPS Release 1.0

Visual Voicemail Requirements

To use visual voicemail with Avaya one-X Communicator, you will need:

- Avaya one-X Portal Release 1.1
- Avaya Modular Messaging Release 3.1 and 4.0

Visual Audio Conferencing via Avaya one-X Portal and Avaya Meeting Exchange Requirements

To use visual audio conferencing with Avaya one-X Communicator, you will need:

- Avaya one-X Portal Release 1.1
- Avaya Meeting Exchange Release 4.2.1 and 5.0

Using Mozilla Firefox with Avaya one-X Communicator

Avaya one-X Communicator enables you to dial numbers from Mozilla Firefox. If you want to use this feature, make sure you have run Firefox **at least one time** before installing Avaya one-X Communicator.

Step 1: Install Your Web Camera

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

Step 2: Download Avaya one-X Communicator Release 1.0 Software

Perform the following steps to download Avaya one-X Communicator Release 1.0 software:

1. Using your web browser, go to www.avaya.com.
2. In the Get Support section, make sure **Downloads** is selected, and click .
3. In the Download by Product Name section, click **A**.
4. Click **Avaya one-X Communicator**.
5. In the Software Downloads section, click **Avaya one-X Communicator Release 1.0**, and save this installer package to your PC.

Step 3: Install Avaya one-X Communicator Release 1.0 Software

Perform the following steps to install the Avaya one-X Communicator Release 1.0 software:

1. Run the Avaya one-X Communicator R1.0 installer package.
The Welcome dialog box appears.
2. Click the **Next** button.
The Readme Information dialog box appears.
3. After reading the Readme file, click the **Next** button.
The Program Shortcuts dialog box appears.
4. Enable the check box for each shortcut you want to create, and then click the **Next** button.
The User Information dialog box appears.
5. Enter your information in the Full Name and Organization boxes.
6. Perform one of the following steps:
 - If you want the settings for Avaya one-X Communicator to be used by anyone who uses this PC, click the **Anyone who uses this computer** option button.
 - If you want the settings for Avaya one-X Communicator to be used only by you, click the **Only for me** option button.
7. Click the **Next** button.
The Destination Folder dialog box appears. By default, Avaya one-X Communicator is installed in C:\Program Files\Avaya\Avaya one-X Communicator. If you want to change the installation folder, click the **Browse** button, specify a new folder, and then click the **OK** button.
8. Click the **Next** button.
The Protocol and Feature selection dialog box appears.

9. In the Protocol area, perform one of the following steps:
 - If you want to use Avaya one-X Communicator as an H.323 endpoint, click the **H.323** option button.
 - If you want to use Avaya one-X Communicator as a SIP endpoint, click the **SIP** option button.
10. In the Features area, perform one of the following steps:
 - If you are installing Avaya one-X Communicator on Citrix, click the **Citrix** option button.
 - If you are not using Citrix, click the **Standard** option button.
11. If you want to make and handle video calls with Avaya one-X Communicator, click the **Video Integration** check box in the Integrations area.
12. If you want to integrate Avaya one-X Communicator with Microsoft Outlook, click the **Outlook Integrator** check box in the Integrations area.

NOTE:

If you want to install the Outlook Integrator, make sure Microsoft Outlook is not running currently.

13. If you want to integrate Avaya one-X Communicator with Lenovo, click the **Lenovo Integration** check box in the Integrations area.
14. If you want to integrate Avaya one-X Communicator with Avaya one-X Portal, click the **Avaya one-X Portal Integration** check box in the Integrations area.
15. If you want to be able to dial numbers from Microsoft Internet Explorer, click the **IE** check box in the Click-to-dial area.
16. If you want to be able to dial numbers from Mozilla Firefox, click the **Firefox** check box in the Click-to-dial area.
17. Click the **Next** button.
The Ready to Install the Application dialog box appears.
18. Click the **Next** button.
The Updating System message box appears showing the status of the installation. Once the installation is complete, the Setup Complete message box appears.
19. Click the **Finish** button.

Step 4: Modify the Settings for Your Virus Scan Program

After installing Avaya one-X Communicator, configure your virus scan program so that it does not scan the folder in which you installed Avaya one-X Communicator or where log files are stored. The default installation folder is C:\Program Files\Avaya\Avaya one-X Communicator. The log files are kept in C:\Documents and Settings\<user name>\Application Data\Avaya\Avaya one-X Communicator.

Step 5: Start Avaya one-X Communicator

To start Avaya one-X Communicator:

1. Perform one of the following steps:
 - Double-click on the Avaya one-X Communicator shortcut on your desktop.
 - Select **Start>All Programs>Avaya one-X Communicator>Avaya on-X Communicator**.
The Avaya one-X Communicator Login dialog box appears.
2. Click  and select **Settings**.
The General Settings dialog box appears. **Phone** is selected on the left, and the Phone settings are displayed.
3. Perform one of the following steps:
 - If you want Avaya one-X Communicator to try to discover your phone settings automatically, perform the following steps:
 - a. Click **Discover**.
Avaya 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.
 - b. In the Extension box, enter your extension on the Avaya server.
 - c. In the Password box, enter your password.
 - d. **Video Mode Only:** Make sure the **Enable Video Calls** check box is enabled if you want Avaya 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.

- e. **SIP Mode Only:** In the Mode box, select **Proxied**.
- If you want to set your phone settings manually, perform the following steps:
 - a. In the Server box, enter the IP address of your server.
 - b. In the Extension box, enter your extension on the Avaya server.
 - c. In the Password box, enter your password.
 - d. **Video Mode Only:** Make sure the **Enable Video Calls** check box is enabled if you want Avaya 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.

- e. **SIP Mode Only:** In the Domain box, enter the domain of your SES.
- f. **SIP Mode Only:** In the Mode box, select **Proxied**.

- g. **SIP Mode Only:** In the Transport Type box, select the transport protocol for your SES (that is, TLS, UDP, or TCP).
 - h. **SIP Mode Only:** Make sure the **Avaya Environment** check box is enabled.
 - i. If you want to specify an alternate server address, perform the following steps:
 - 1. In the text box associated with the **Add** button, enter the IP address of your server.
 - 2. Click **Add**.
The server address appears in the Alternate Server Address list box.
 - 3. Repeat Steps 1 and 2 for each server address you want to specify.
- 4. If you use Avaya one-X Portal, click **Account**, and perform one of the following steps:
 - If you want Avaya one-X Communicator to try to discover your Avaya one-X Portal settings automatically, perform the following steps:
 - a. Click **Discover**.
Avaya one-X Communicator retrieves the fully-qualified domain name for the Avaya one-X Portal server and displays this information in the URL box.
 - b. Make sure the **Use one-X Portal account** check box is enabled.
 - c. In the Username box, enter your user name for Avaya one-X Portal.
 - d. In the Password box, enter your password for Avaya one-X Portal.
 - If you want to set your Avaya one-X Portal settings manually, perform the following steps:
 - a. Click **Account**.
The Avaya one-X Portal settings appear.
 - b. Make sure the **Use one-X Portal account** check box is enabled.
 - c. In the URL box, enter the fully-qualified domain name for the Avaya one-X Portal server.
 - d. In the Username box, enter your user name for Avaya one-X Portal.
 - e. In the Password box, enter your password for Avaya one-X Portal.
- 5. Click **Audio**.
- 6. If you want to turn off ringing for all incoming calls, click the **Mute ringing for incoming calls** check box.
- 7. Click **Dialing Rules**.
The Dialing Rules settings appear.

8. Perform one of the following steps:

- If you want Avaya one-X Communicator to try to discover your dialing rules settings automatically, perform the following steps:
 - a. Click **Discover**.
Avaya one-X Communicator retrieves information for all of the boxes except the **Display confirmation window before dialing a number** check box.
 - b. If you want Avaya one-X Communicator to display a confirmation window before it dials a number, click the **Display confirmation window before dialing a number** check box.
- If you want to set your dialing rules settings manually, perform the following steps:
 - a. In the Number to dial to access an outside line box, enter the digit(s) you must dial to access an outside line.
 - b. In the Your country code box, enter the code for your country.
 - c. In the Your area/city code box, enter the area code/city code where your phone server is located.
 - d. In the Number to dial for long distance calls box, enter the digit(s) you must dial to make a long distance call.
 - e. In the Number to dial for international calls, enter the digit(s) you must dial to make an international call.
 - f. 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, Avaya one-X Communicator will perform exact matches. For example, if you specify **3, 5, 7**, Avaya one-X Communicator will treat 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, Avaya one-X Communicator will not recognize the numbers to be internal extensions.

- g. In the Length of national phone numbers box, enter the number of digits you must dial (including area/city code) for a call within your country.
- h. If you must dial your area/city code when you make a local call, click 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.

- i. If you want Avaya one-X Communicator to display a confirmation window before it dials a number, click the **Display confirmation window before dialing a number** check box.
9. If you want to configure Avaya one-X Communicator to access a public directory, click **Public Directory**, and perform one of the following steps:
 - If you want Avaya one-X Communicator to try to discover the directory settings automatically, perform the following steps:
 - a. Click **Discover**.
Avaya one-X Communicator retrieves information for the Directory Type, Server Address, Search Root, and Server Port boxes.
 - b. In the Directory Name box, enter the name for the directory.
 - c. In the Username box, enter the user name, if required.
 - d. In the Password box, enter the password, if required.
 - e. In the Time out box, enter the timeout interval. The default is 100 seconds.
 - f. In the Max Entries box, enter the maximum number of matching entries that you want Avaya one-X Communicator to display. The default is 50.
 - g. Click the **Use Active Directory GSS Bind** check box if you want Avaya one-X Communicator to use the current user's login and password to bind with the Active Directory LDAP server.
 - If you want to manually configure the directory settings, perform the following steps:
 - a. In the Directory Type box, select the type of directory (that is, Active Directory, Domino, or Novell).
 - b. In the Directory Name box, enter the name for the directory.
 - c. In the Server Address box, enter the IP address of the server for this directory.
 - d. In the Username box, enter the user name, if required.
 - e. In the Password box, enter the password, if required.
 - f. In the Search Root box, enter the search root. An example is **ou=people, o=company**.
 - g. In the Server Port box, enter the port. The default is 389.
 - h. In the Time out box, enter the timeout interval. The default is 100 seconds.
 - i. In the Max Entries box, enter the maximum number of matching entries that you want Avaya one-X Communicator to display. The default is 50.
 - j. Click the **Use Active Directory GSS Bind** check box if you want Avaya one-X Communicator to use the current user's login and password to bind with the Active Directory LDAP server.

10. Click **Desktop Integration**.
The Desktop Integration settings appear. Using this page, you will specify the directories Avaya one-X Communicator will search when you use the Name Look-Up feature and set whether you want to enable dialing from Microsoft Internet Explorer and/or Mozilla Firefox windows.
11. Click the **Microsoft Outlook Contacts** check box if you want Avaya one-X Communicator to search contacts in Microsoft Outlook when you use the Name Look-Up feature. Microsoft Outlook must be installed and running on your PC.
12. Click the **IBM Lotus Notes Contacts** check box if you want Avaya one-X Communicator to search contacts in Lotus Notes Address Book when you use the Name Look-Up feature. Lotus Notes Address Book must be installed and running on your PC.
13. Click the **Public Directory** check box if you want Avaya one-X Communicator to search contacts in a public directory when you use the Name Look-Up feature.
14. If you want to enable dialing from Microsoft Internet Explorer windows, click the **Microsoft Internet Explorer** check box in the Click-to-Dial area. When this check box is enabled, all dialable numbers displayed in Microsoft Internet Explorer windows will be highlighted automatically. You can dial these numbers with a click of the mouse.
15. If you want to enable dialing from Mozilla Firefox windows, click the **Mozilla Firefox** check box in the Click-to-Dial area. When this check box is enabled, all dialable numbers displayed in Mozilla Firefox windows will be highlighted automatically. You can dial these numbers with a click of the mouse.
16. Click **Preferences**.
The Preferences settings appear. Using this page, you will specify whether you want Avaya one-X Communicator to display an alert when you receive an incoming call.
17. If you want Avaya one-X Communicator to display alerts when you receive incoming calls, make sure the **Display alerts for incoming calls** check box is selected.
18. If you want to configure Lenovo integration for Avaya one-X Communicator, perform the following steps:
 - a. Click **Lenovo Integration**.
The Lenovo Integration settings appear.
 - b. If you want Thinklight to blink when you have a new voice message, select the **Indicate new voice message by blinking Thinklight** check box.
 - c. If you want to also use biometric reader when you log in, select the **Require biometric reader during login for added security** check box.

19. If you want to set Avaya one-X Communicator to access your messaging system when you click the Message Waiting Indicator in the Avaya one-X Communicator window, click **Message Access**, and perform the following steps:
 - a. Click the **Enable Message Access** check box.
 - b. Perform one of the following steps:
 - If you want Avaya one-X Communicator to dial the access number of the messaging system, click the **Dial this number** option button, and enter the telephone number you want to dial to access the messaging system.
 - If you want Avaya one-X Communicator to open another application to access the messaging system, click the **Start This Application** option button, and use the **Browse** button to select the application you want to run.
 - If you want Avaya one-X Communicator to open a web browser and go to the web page for the messaging system, click the **Open Webpage** option button, and enter the web URL for the messaging system.
20. Click the **OK** button.

The Avaya one-X Communicator Login dialog box appears and displays the login (that is, user name/extension) and password you specified.
21. Click the **Log On** button.

The Welcome to Avaya one-X Communicator dialog box appears. Using this dialog box, you can set:

 - the login mode of Avaya one-X Communicator
 - a personal message that users will see (if you configured the Avaya one-X Portal settings)
 - the device/phone number you want to use to make and receive calls
22. Click the **Change your login mode** button.

The following login modes appear:

 - Office
 - Home
 - Mobile
 - Traveling
23. Select the login mode you want to use.
24. If you have enabled Avaya one-X Portal integration, and you want to enter a personal message, click **Enter message**, and enter your message.
25. From the Place and receive calls using box, select the device/phone number you want to use to make and receive calls. By default, your choices are:
 - 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 the **Add** button.
The Add Phone dialog box appears
- c. In the Number box, enter the telephone number you want to use.
- d. In the Name box, enter the label for this telephone number.
- e. From the Type drop-down list box, select the appropriate category for this telephone number. Your choices are:
 - Home
 - Work
 - Mobile
 - Pager
- f. Click the **Format** button to see how this telephone number will be dialed according to your dialing rules.
- g. Click the **OK** button.
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. When finished, click the **OK** button.
The new phone number appears in the Place and receive calls using box.
If you want to use this phone number, select it from the Place and receive calls using box.

26. Click the **Login and save settings** button.
The Avaya one-X Communicator window appears.

NOTE:

If you selected **My Computer** mode, the Audio Tuning Wizard dialog box appears. This dialog box enables you to select the devices you want to use to record and play back sound during your calls. Perform the following steps:

- a. Make sure your audio applications are closed.
- b. From the Select a playback device box, select the device you want to use to play sound on your PC during calls.
- c. From the Select a recording device box, select the device you want to use to record sound on your PC during calls.
- d. Click the **Next** button.
The next Audio Tuning Wizard dialog box appears. This dialog box enables you to specify whether you are using a headset/handset or PC microphone and speakers to speak to and hear the other party on a call.

- e. Perform one of the following steps:
- If you want to use your headset or handset to speak to and hear the other party on a call, click the **Headset or handset** option button.
 - If you want to use your PC microphone and speakers to speak to and hear the other party on a call, click the **PC microphone and PC speakers** option button.
- f. Click the **Next** button.
The next Audio Tuning Wizard dialog box appears. This dialog box enables you to verify that your PC speakers or headset are operating properly and to adjust the volume of the speakers or headset.
- g. Click the **Test** button. If your speakers or headset are operating properly, you will hear a sample sound file. Move the slider to adjust the volume. Moving the slider to the right increases the volume. When finished, click the **Stop** button.

If you do not hear the sample sound file, verify the connections between your PC and the speakers/headset, and verify that your speakers are turned on.

- h. Click the **Next** button.
The next Audio Tuning Wizard dialog box appears. This dialog box enables you to verify that your microphone is operating properly and to adjust the recording level (that is, volume) of the microphone.
- i. Speak into your microphone to set the recording level.
- j. When finished, click the **Next** button.
The next Audio Tuning Wizard dialog box appears. This dialog box enables the Audio Tuning Wizard to determine the level of background noise at your current location. This prevents Avaya one-X Communicator from transmitting the background noise at your location when you are not speaking during a call.
- k. Make sure there is no excessive noise.
- l. Click the **Test** button and then do not speak.
The Test button becomes disabled, and the Audio Tuning Wizard determines the background noise level. This test lasts for approximately 10 seconds. When the test is completed, the **Test** button becomes enabled.

If there was excessive noise during the test, repeat Steps k and l.

- m. When the test is complete, click the **Next** button.
The Audio Tuning Wizard complete dialog box appears.
- n. Click the **Finish** button.

Product Interactions

If you are using Avaya one-X Communicator in the Citrix environment:

- You must use a resolution of 1024 x 768 or higher.
- You cannot use My Computer mode.
- You cannot use video call features.

Uninstall Avaya one-X Communicator Release 1.0 Software

Perform the following steps to uninstall the Avaya one-X Communicator Release 1.0 software:

1. Make sure Avaya one-X Communicator is not running.
2. Click **Start**, and select **Control Panel**.
The Control Panel window appears.
3. Click **Add or Remove Programs**.
The Add or Remove Programs window appears.
4. Select **Avaya one-X Communicator**.
5. Click the **Remove** button.
The Add or Remove Programs dialog box appears.
6. Click the **Yes** button.
A message box appears showing the status of the uninstall. After the software is uninstalled, the message box closes, and Avaya one-X Communicator no longer appears in the Add or Remove Programs window.

NOTE:

If you installed Click-to-Dial for Mozilla Firefox, perform the following steps:

- a. Start Mozilla Firefox.
- b. Select **Tools > Add-ons**.
The Add-ons dialog box appears.
- c. Click **Uninstall** for Avaya Extension.
A confirmation dialog box appears.
- d. Click **Uninstall**.
- e. Restart Firefox.