Implementing Avaya one-X® Communicator

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Chapter 1: Introduction

This implementing guide for Avaya one-X® Communicator describes how to download, install, and configure Avaya one-X® Communicator Release 6.1.

There are two methods to install Avaya one-X® Communicator:

- Silent installation: In the silent installation method, your system administrator deploys, installs, and then configures Avaya one-X® Communicator on your computer.
- Manual installation: In the manual installation method, you install the software yourself. You gather the required information from your system administrator and then follow the procedures given in this guide to download, install, and configure Avaya one-X® Communicator on your computer.

Chapter 2: Setting up Avaya one-X® Communicator

Installation worksheet

Make sure that your computer meets all the hardware, software, and connectivity requirements. For more information, see End User Requirements in Chapter 6, Deployment Planning, in *Overview and Planning for Avaya one-X® Communicator Guide* on the Avaya Support Web site http://www.avaya.com/support.

Gather the following information from the system administrator:

Information type	Information to be gathered	Notes
Site-specific	Avaya one-X® Communicator protocol - whether SIP or H.323	
	Product integrations required	
Personal	URL of Avaya one-X® Client Enablement Services and your login ID and password if you want to integrate Avaya one-X® Communicator with Avaya one-X® Client Enablement Services	
	For H.323 protocol: your extension and password on the server running Avaya Aura® Communication Manager 6.1 as feature server and the IP address assigned to `Procr or CLAN` of that server For SIP protocol: Your extension and password on the server running Avaya Aura® Communication Manager 6.1 as feature server, the Transport Type, and the IP address assigned to the asset card of Avaya Aura® Session Manager or Avaya Aura® System Manager 6.1 and the domain	
	IM and Presence server IP address if you want to use the Instant Messaging features	

Downloading Avaya one-X® Communicator

Procedure

1. Using your Web browser, go to http://www.avaya.com/support.
2. In the navigation pane on the left side of the screen, click **Downloads**.
3. Enter the product name in the dialog box and download the Avaya one-X® Communicator application.
4. If you have not registered as a PLDS user, complete a one-time registration.
5. Unzip the contents of the zip file. The zip file contains the following nine files:
   - `dotNetFx40_Full_x86_x64.exe`
   - A `.msi` file for setting up Avaya one-X® Communicator.
   - LICENSE.rtf
   - `vcredist_x86.exe`
   - `setup.exe`
   - `onexcuiadmin.exe`
   - `vstor40_x64.exe`
   - `vstor40_x86.exe`
   - `Release Notes.pdf`

Installing Avaya one-X® Communicator

Procedure

1. Close all the open applications before you install Avaya one-X® Communicator.
2. Double-click the `Avaya one-X® Communicator.exe` file.

   Use the `Setup_Citrix.exe` file to install Avaya one-X® Communicator in a Citrix environment.

   Note:

   Installation may not be successful in Citrix deployments when the CA root certificate is already installed in more than one certificate store on the server.

This issue has been observed with Citrix 4.7 on Windows 2003 SP2. Workaround: Install through command line, with parameter norootcertificates. The installer does not install the root certificates. This installs the application successfully. From the command line, run the command: **`Setup_Citrix.exe /norootcertificates`**.

3. In the Avaya one-X® Communicator 6.1- Install wizard, select a **Language**.
4. Click **Install**.
   The system displays the Installing Avaya one-X® Communicator 6.1 message and the status of the installation.
5. Click **Finish**.

   The system displays the Avaya one-X® Communicator Login dialog box and the Setup window.

Chapter 3: Auto configuring the general settings

About this task

Your system administrator can set certain parameters in the `46xxsettings.txt` file. This file is hosted on a Web server. Avaya one-X® Communicator uses this file to automatically retrieve its various settings at the first startup. Contact your system administrator for more information.

Procedure

1. Set the parameters in the `46xxsettings.txt` file. The system displays a message indicating the progress of the auto-configure operation.
   If the retrieval is successful, the message disappears and the system displays the Login dialog box. If the retrieval is unsuccessful, the system displays a message indicating that you must configure Avaya one-X® Communicator before you can log in.
2. Click **OK**.
   The system displays the General Settings window.

Chapter 4: Configuring Avaya one-X® Communicator using the Setup wizard

About this task

Avaya one-X® Communicator displays a Setup wizard when you log in for the first time after installation. Use this Setup wizard to configure the protocol and features for Avaya one-X® Communicator.

Procedure

1. On the Setup wizard, select the features you want to use. The subsequent dialog boxes are displayed based on the features you select here. The available features are:
   - **Telephony Setup**
   - **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**

   The **Telephony Setup** option is selected by default.
2. Click **Next**.
3. Select a protocol. The available options are:
   - **H.323**
   - **SIP**
4. In the **Telephony Setup** dialog boxes, enter appropriate information and click **Next**.
   For information on the fields, see Telephony screen field descriptions on page 18.
5. In the **Instant Messaging and Presence Setup** dialog box, enter the **Server** and the **Domain Name**.
   For information on the fields, see IM and Presence screen field descriptions on page 24.
6. Click **Next**.
7. In the **Corporate Directory Lookup Setup** dialog box, enter appropriate information and click **Next**.
   For information on the fields, see Public Directory screen field descriptions on page 34.
8. In the **Miscellaneous Setup** dialog box, enter appropriate information and click **Next**.

For information on the fields, see Preferences screen field descriptions on page 36.

9. In the **Avaya one-X® Client Enablement Services Setup** dialog box, enter the Client Enablement Services URL, and your User name, and Password.
10. In the **Setup Complete** dialog box, click **Finish**.

Chapter 5: Configuring the general settings manually

Configuring telephony settings

Procedure

Click **Telephony** in the left pane of the General Settings window.
The system displays the settings in the right pane of the General Settings window. This pane displays different fields depending on whether you select **H.323** or **SIP** protocol after installation.

Configuring for H.323 protocol

Procedure

1. Select **H.323** as the telephony protocol.
2. Enter the **Extension** and the **Password**.
3. To specify the IP address of your server, click **Add** below the **Server List** field.
4. In the Add Server dialog box, enter the IP address of the proxy server.
5. Click **OK**.
6. Repeat Steps 3 to 5 for each server address you want to specify.
7. If you want to use video, ensure that the **Enable Video Calls** check box is selected.

Configuring for SIP protocol

Procedure

1. Select **SIP** as the telephony protocol.
2. Enter the **Extension** and the **Password**.
3. To specify the IP address of your server, click **Add** below the **Server List** field.
4. In the Add Server dialog box:
   a. Enter the IP address of the proxy server.
   b. Select a **Transport Type**.

      Note:

      Telephony in the Deskphone mode, and IM and Presence are not available with Transport Control Protocol (TCP).
   c. Enter a port number for the selected Transport Type.
5. (Optional) Enter the **Port**.
6. Click **OK**.
7. Repeat Steps 3 to 5 for each server address you want to specify.
8. In the **Domain** field, enter the domain name.
9. In the **Failback Policy** field, select **Auto** or **Admin**.
10. Select a **Registration Policy** from the drop-down menu.

    Note:

    The **Mode**, **Avaya Environment** field is read only.
11. If you want to use video, ensure that the **Enable Video Calls** check box is selected.

Telephony screen field descriptions

Field Name (for H.323 protocol)	Description
Extension	Extension number of your phone
Password	Password for your phone.
Server List	The IP address of the Communication Manager server.

Field Name (for H.323 protocol)	Description
Enable Video Calls	Check box to enable video sharing. For this your administrator must configure your extension on the server.

Field Name (for SIP protocol)	Description
Extension	Extension number of your phone.
Password	Password for your phone.
Server List	The IP address of the proxy server.
Port	The port number of the server. If you do not enter the port number, Avaya one-X® Communicator uses port 5061 as the default setting.
Domain	The domain of your Avaya Aura™ Session Manager.
Mode	The mode of use.
Avaya Environment	Indicates if Avaya one-X® Communicator is to be connected to Avaya environment.
Failback Policy	Indicates if Avaya one-X® Communicator automatically recovers after failback.
Registration Policy	Specifies how your extension manages proxies.
Enable Video Calls	Check box to enable video sharing. For this, your system administrator must configure your extension on the server.

Configuring login settings

Procedure

1. Click **Login** in the left of the General Settings window.
   The login settings appear in the right pane of the General Settings window.
2. Ensure that the **Use Avaya one-X® Client Enablement Services account** check box is selected.
3. In the **URL**, enter the Web page address of the Avaya one-X® CES server.
4. In the **User name**, enter your user name.
5. In the **Password**, enter the password.

6. Click **OK**.

Login screen field descriptions

Field name	Description
URL	Fully qualified domain name for the Client Enablement Services server.
Username	Your user name for the Client Enablement Services server.
Password	Your password for the Client Enablement Services server.

Configuring messaging settings

About this task

Set Avaya one-X® Communicator to access your messaging system when you click the message waiting indicator on the Avaya one-X® Communicator window.

Procedure

1. Click **Messaging** in the left pane of the General Settings window.
2. Select the **Enable Message Access** check box.
3. Perform one of the following steps:
   - Select **Dial this number** or enter the telephone number you want to dial to access the messaging system.
   - Select the **Start This Application** option or click **Browse** to select the application you want to run.
   - Select the **Open Webpage** option or enter the Web URL for the messaging system.
4. Click **OK**.

Messaging screen field descriptions

Field Name	Description
Enable Message Access	Check box to enable access to the messaging system.
Dial this number	Number to be dialed to access the messaging system.
Start This Application	Application to be opened to access the messaging system.
Open Webpage	Web browser to be opened to access the messaging system.

Configuring conference settings

You can view and modify the bridge conference settings on this screen if you have integrated Avaya one-X® Communicator with Avaya one-X® Client Enablement Services. System populates the fields in the Conference screen with bridge conference attributes from Avaya Meeting Exchange.

Procedure

1. Click **Conference** in the left pane of the General Settings window.
   The Conference screen appears in the right pane of the General Settings window.
2. Ensure that the values in the fields are accurate and modify, if required.

Conference screen field descriptions

Field name	Description
Bridge Conference Server	Name of bridge conference server.
Display Name	Display Name of the user.
Primary Phone Number	Primary phone number to be used for bridge conferencing.

Field name	Description
Alternate Phone Number	Alternate phone number to be used for bridge conferencing.
Moderator Code	Moderator code to be used for bridge conferencing.
Participant Code	Participant code to be used for bridge conferencing.
PIN	PIN number for the conference.

Configuring mobile account settings

If your system administrator has configured your account for Avaya one-X® Mobile, you can update your mobile number and SMS address in this screen. You can also use this screen to send an SMS with the link to download the Avaya one-X® Mobile application to your mobile phone. Mobile account configuration is available only if you have integrated Avaya one-X® Communicator with Avaya one-X® Client Enablement Services by configuring Login settings. For more information, see Configuring login settings on page 19.

Procedure

1. Click **Mobile Account** in the left pane of the General Settings window.
   The Mobile Account screen appears in the right pane of the General Settings window.
2. Select a **Country**.
3. Enter a **Phone Number**.
4. Select a **Manufacturer**.
5. Select a **Model**.
6. Enter an **SMS Address**.
7. To send the link to your phone as an SMS, click **Resend SMS Link to My Phone**.
8. Click **OK**.

Mobile Account screen field descriptions

Field name	Description
Country	Name of the Country.
Phone Number	Phone number of the mobile phone.
Manufacturer	Manufacturer of the mobile phone.
Model	Model number of the mobile phone.
SMS Address	SMS address
Resend SMS Link to My Phone	Button to click if you want the SMS link to be sent to your phone.
Delete This Phone	Button to delete the mobile phone.

Configuring instant messaging and presence settings

Instant Messaging (IM) and Presence screens appear in the left pane of the General Settings window. Using this window, you can activate the Avaya one-X® Communicator IM functionality.

Procedure

1. Click **IM and Presence** in the left pane of the General Settings window.
2. To enable IM and Presence, select the **Enable Instant Messaging and Presence** check box.
3. In the **Server** field, enter the IP address of IM and Presence server.
4. Enter the **Domain** of the Presence server.
5. Perform any one of the following actions:
   - Select the **Automatically discover my IM login information** radio button.
   - Select the **Manually specify my IM login information** and enter the **IM username** and **IM password** in the respective fields.
6. To store instant messages on your hard disk drive, select the **Enable Local Message Archiving** check box.
7. Click **OK**.

IM and Presence screen field descriptions

Field Name	Description
Enable Instant Messaging and Presence Settings	Check box to indicate if instant messaging and presence functionality is to be used.
Server	IP address of the instant messaging and presence server.
Domain	Domain of the presence server.
Automatically discover my IM login information	The field to select if you are opting for automatically discovering an IM login.
Manually specify my IM login information	The field to select if you are opting for manually specifying an IM login.
IM username	User name to be used for instant messaging.
IM Password	Password required for using instant messaging.
Enable Local Message Archiving	Check box to indicate if IM messages are to be archived in the local drive.

Configuring outgoing call settings

Procedure

1. Click **Outgoing Calls** on the left pane of the General Settings window.
2. From the **Place and receive calls using** drop-down menu, select an option.

   The **Other Phone** mode is enabled only when you add numbers using the **Phone Numbers** screen.
3. For H.323 protocol only, ensure that the **Enable Emergency Call Handling Feature** check box is selected and the telephone number to be used during an emergency call is configured.
4. Click **OK**.

Note:

This feature is not supported when you are using Avaya one-X® Communicator through a remote desktop connection or a virtual computer.

Outgoing Calls screen field descriptions

Field Name	Description
Place and receive calls using	Avaya one-X® Communicator uses the option selected here to place and receive calls. The available options are: • **This Computer**: This mode enables you to use the full feature set of your company telephone system from temporary locations anywhere in the world (such as a hotel room). This mode is configured for voice over IP (VoIP). Make and handle calls through the Avaya one-X® Communicator interface on your computer, and use the inbuilt microphone and speakers of the computer or an externally connected headset to speak and listen. • **Desk Phone**: Using this mode, you can log in to the server and control your Avaya telephone from Avaya one-X® Communicator. You can make and handle calls from both the Avaya one-X® Communicator interface and your Avaya telephone. Use your Avaya telephone to speak and listen. • **Other Phone**: With this mode, you can use the full feature set of your company telephone system from a location other than your office. You place and handle calls through the Avaya one-X® Communicator interface, and you use a separate telephone line at your remote location to speak and listen. Unlike This Computer mode, this mode is configured for toll-quality audio and optimizes audio through the other phone. To use this mode, you must have a separate telephone line available at your remote location.

Field Name	Description
	Note: In the DeskPhone mode and Other Phone mode, Avaya one-X® Communicator does not display numbers (DTMF) dialed from a hard phone during an active call.
Enable Emergency Call Handling Feature (For H.323 protocol only)	Check box to enable Emergency Call Handling.
Your extension number (For H.323 protocol only)	Check box to select if you want Avaya one-X® Communicator to use your extension number during an emergency call.
Telephone number (For H.323 protocol only)	Check box to select if you want Avaya one-X® Communicator to use any other phone during an emergency call. Use the text field to enter the telephone number to be used during an emergency call.

Configuring phone number settings

About this task

Use the screen to add phone numbers that you plan to use through Avaya one-X® Communicator.

Procedure

1. Click **Phone Numbers** on the left pane of the General Settings window.
2. Click **Add**.
   a. Enter a **Name**.
   b. Enter a **Number**.
   c. Click **OK**.
3. Click **Format** to view the specified number with the dialing rules applied to it.
4. Click **OK**.

Phone Numbers screen field descriptions

Field Name	Description
Phone Numbers	List of phone numbers added through this screen.
Name	Name assigned to a number.
Number	Telephone number added.
Format	Displays the selected phone number with the dialing rule applied to it.

Configuring call handling settings

About this task

Use the screen to block or allow incoming calls and select telephones to ring for incoming calls.

Procedure

1. Click **Call Handling** on the left pane of the General Settings window.
2. Select an option from the **Block** drop-down menu. Your options are:
   - **Block All calls**
   - **Allow VIP calls**
   - **Do not bock**
3. Select the phones from the list of phones appearing under **Ring Phones**.
   The list of phones contains phone numbers that you have added using the **Phone Numbers** screen.
4. Click **OK**.

Call Handling screen field descriptions

Field Name	Description
Block	Drop-down menu to block or allow calls. Your options are: • **Block All calls**: Blocks all incoming calls • **Allow VIP Calls**: Allows calls from the contacts that are added to your VIP list. • **Do not bock**: Allows all incoming calls
Ring Phones	Check boxes against telephone numbers to Indicate which telephones to ring for incoming calls. The list of telephone numbers contains telephone numbers that you have added using the Phone Numbers screen.

Configuring dialing rules settings

Procedure

1. Click **Dialing Rules** on the left pane of the General Settings window.
2. In the General Settings window, enter the number to dial in the **Number to dial to access an outside line** field
3. Enter values in the **Your country code**, **Your area/city code**, **PBX Main Prefix**, **Number to dial for long distance calls**, and **Extension length for internal extensions calls** fields.

   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 must separate these lengths by commas and enter 3, 5, 7.

   Note:

   If you specify multiple extension lengths, Avaya one-X® Communicator performs exact matches. For example, if you specify 3, 5, 7, Avaya 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, Avaya one-X® Communicator does not recognize the numbers to be internal extensions.

4. Enter a value in the **Number to dial for international calls** field.
5. Enter a value in the **Length of national phone numbers (including area/city code)** field.
6. If you entered an area or city code in Step 4, select the **Include area/city code when making a local call** check box.

   For example, for Lincroft area in the U.S., entering an area code is mandatory. Therefore, you must select the check box. However, for Basking Ridge area in the U.S., entering an area code is not mandatory, so you need not select the check box.
7. Select the **Display confirmation window before dialing a number** check box.

   This ensures that you can check whether the number to be dialed conforms to the dialing rules you set. If not, you can update the number. Avaya one-X® Communicator then uses the updated number to make calls.
8. Click **OK**.

Dialing Rules screen field descriptions

Field Name	Description
Number to dial to access an outside line	Digits to dial to access an outside line.
Your country code	Your country code.
Your area/city code	Area code or the city code where your phone server is located. You can enter multiple codes and separate them with commas. For example, if you enter code as 406 or 208,Avaya one-X® Communicator treats every call made to a region matching with either 406 or 208 as a local call.
PBX Main Prefix	Main prefix of your PBX.
Number to dial for long distance calls	Digits to dial to make a long distance call.
Number to dial for international calls	International country code for dialing an international phone number.
Extension length for internal extensions calls	Number of digits that comprise an internal extension.

Field Name	Description
Length of national phone numbers (including area/city code)	It is either: • the number of digits to dial (including area/city code) for a call within your country. • the supported phone number lengths separated by a comma for countries with multiple phone number lengths.
Minimum length of dial-able/highlight-able number for Click-to-dial	Minimum length for a number to be highlighted or dialed using the Click-to-dial feature.
Maximum length of dial-able/highlight-able number for Click-to-dial	Maximum length for a number to be highlighted or dialed using the Click-to-dial feature.
Apply dialing rules for outgoing calls	Avaya one-X® Communicator applies the specified dialing rules to outgoing calls.
Include area/city code when making a local call	Check box to indicate if the area/city code must be included in the number for making a local call.
Display confirmation window before dialing a number	Application displays a confirmation window before it dials a number.

Configuring audio settings

Procedure

1. Click **Audio** in the left pane of the General Settings window.
2. On the General Settings window, select the **Basic** tab.
3. Select a **Microphone** from the drop-down menu.
4. Select a **Speaker** from the drop-down menu.
5. Select the **Ring on incoming calls** check box, if required.
6. Select the **Ring additional device** check box, if required, and select a device from the drop-down menu.
7. Click **OK**.

Note:

Audio feature is not supported when you are using Avaya one-X® Communicator through a remote desktop connection or a virtual computer. For more information

on audio settings, see *Using Avaya one-X® Communicator* on the Avaya Support Web site http://www.avaya.com/support.

Audio screen field descriptions

Field Name	Description
Microphone	Microphone to be used for a call.
Speaker	Speaker to be used for ringing and calls.
Ring on incoming calls	Check box for selecting if ringing for incoming calls must be enabled.
Ring additional device	Additional audio device for ringing.
Mute ringing for incoming calls	Check box for selecting if ringing for incoming calls must be muted.

Configuring video settings

Procedure

1. Click **Video** in the left pane of the General Settings window.
2. Select the **Send your video image automatically when you answer or join a video call** check box, if required.
3. To enable Picture in Picture (PIP) and configure the PIP settings, select the **Display a picture-in-picture window** check box and select one of the following options:
   - Select **Small picture-in-picture window** check box.
   - Select **Medium picture-in-picture window** check box.
   - Select **Large picture-in-picture window** check box.
4. To keep the PIP window fixed at a location, select the **Fixed picture-in-picture window** check box.
5. Select the **Stretch video to fit screen** check box, if required.
6. Select the **Display warning before entering Full Screen mode** check box, if required.
7. Select the **Automatically disable screen saver and monitor power saving mode during a call** check box, if required.

8. Click the **Advanced** tab and configure the following:
   a. Select a camera from the **Preferred Camera** drop-down menu.
   b. Select a preferred bit rate from the **User Session Maximum Bit Rate** drop-down menu.

      For video conference in SIP mode using Avaya Aura® Conferencing, you must set the User Session Maximum bit rate to at least 384 kbps.
   c. Select the **Show the video window automatically on login with video capabilities** check box, if required.
9. Click the **Administration** tab and select the Codecs.
10. Click **OK**.

Note:

Video feature is not supported when you are using Avaya one-X® Communicator through a remote desktop connection or a virtual computer. For more information on video settings, see *Using Avaya one-X® Communicator* on the Avaya Support Web site http://www.avaya.com/support.

Video screen field descriptions

Field Name	Description
Open Video Window	Opens the video window if it is not opened.
Send your video image automatically when you answer or join a video call	Check box to indicate your video image is automatically sent when you answer or join a video call.
PIP Settings	Picture in Picture settings. The options are: • **Display a picture-in-picture window**: Displays the near-end video and the far-end video in the same window. • **Small picture-in-picture window**: Provides a small picture-in-picture window • **Medium picture-in-picture window**: Provides a medium size picture-in-picture window. • **Large picture-in-picture window**: Provides a large picture-in-picture window • **Fixed picture-in-picture window location**: Provides the picture-in-picture window at a fixed location

Field Name	Description
Stretch video to fit screen	Check box to indicate if the video is to be stretched to fit the screen on a full screen video mode.
Display warning before entering Full Screen mode	Check box to indicate if a warning must be displayed when you click the icon on the video window to display the video in the full screen mode.
Automatically disable screen saver and monitor power saving mode during a call	Check box to specify if the following be disabled: • screen saver to become active during an active video call. • the monitor to switch to the power saving mode during an active video call.
Preferred Camera	The field to select a preferred camera using a drop-down menu.
User Session Maximum Bit Rate	The field to select the maximum bit rate using a drop-down menu.
Show the video window automatically on login with video capabilities	A check box to indicate your preference for displaying the video window at login.
Codec Preferences	Check boxes to select video codecs.

Configuring public directory settings

Before you begin

Before you can access a public directory, you need to select the **Public Directory** check box in the Preferences window. For the procedure, see Configuring preferences settings on page 35.

Procedure

1. To configure Avaya one-X® Communicator to gain access to a public directory, click **Public Directory** in the left pane of the General Settings window.

   If you have logged in to Avaya one-X® Communicator in the standalone mode with H.323 protocol, you must configure the LDAP server and select Public Directory for Name Look-Up to use the Presence feature. For more information on configuring Public Directory settings, see Configuring preferences settings on page 35.

2. In the right pane of the General Settings window, in the **Directory Type** drop-down menu, select one of the following types of directories:

- **Active Directory**
- **Domino**
- **Novell**
- **Sun One** (SIP protocol only)

3. Enter **Directory Name**, **User name**, **Password**, **Search Root**, **Server Port**, **Time out**, and **Max Entries** in the respective fields.
4. Select **IM Handle Mapping** from the drop-down menu. (H.323 protocol only)
5. Select the **Use Active Directory GSS Bind** check box as appropriate.
6. Click **OK**.

Public Directory screen field descriptions

Field Name	Description
Directory Type	Type of public directory.
Directory Name	Name of the directory.
User name	Your user name.
Password	Your password.
Search Root	The search root. An example is **ou=people**, **o=company**.
IM Handle Mapping (H.323 mode)	Avaya one-X® Communicator maps the IM handles with LDAP attributes to retrieve contact information for an Enterprise users when they are add as Favorites. The retrieved LDAP value is then converted to make it the Presence handle. Your IM handle options are: • **Email address** • **Work Number** • **Mobile Number** • **Home Number** • **Pager Number**
Server Port	The port number. The default value is 389.
Time out	The time out interval. The default value is 100 seconds.

Field Name	Description
Max Entries	The maximum number of matching entries to display. Default value is 50.
Use Active Directory GSS Bind	Check box to indicate that Avaya one-X® Communicator uses the login and password of the current user to bind with the Active Directory LDAP server.

Configuring preferences settings

Procedure

1. Click **Preferences** in the left pane of the General Settings window.
2. Select a **Language for the interface** from the drop-down menu.
3. Select the **Display alerts for incoming calls** check box if required.
4. Select the **Automatically login if possible when application restarts** check box if required.
5. Select the **Run Avaya one-X Communicator automatically when I log on to Windows** check box if required.
6. Under Desktop Integration, clear the check box in which you do not want dialable numbers to be highlighted.
7. For Name Look-Up, select from the following options, as required.
   - **Microsoft Outlook Contacts**
   - **IBM Lotus Notes Contacts**
   - **Public Directory**

     Note:

     If you have logged in to Avaya one-X® Communicator in the standalone mode with H.323 protocol, you must configure the LDAP server and select Public Directory for Name Look-Up to use the Presence feature. For more information on configuring Public Directory settings, see Configuring public directory settings on page 33.

     You must select **Public Directory** if you want to add Contacts through the Avaya one-X® Communicator user interface.

   - **Avaya SIP Personal Profile Manager (PPM) Contacts**

- **Avaya one-X® Client Enablement Contacts**

In any application, if you click a number that can be dialed, you can dial that number from the Avaya one-X® Communicator icon in the system tray.

8. Select **Enable wipe-to-dial (clipboard dialing)**
9. Click **OK**.

Preferences screen field descriptions

Field Name	Description
Language for the interface	Display language for the Avaya one-X® Communicator interface.
Display alerts for incoming calls	Check box to enable alerts for incoming calls.
Automatically login if possible when application restarts	Check box to indicate if Avaya one-X® Communicator must automatically log in when the application restarts.
Run Avaya one-X Communicator automatically when I log on to Windows	Check box to indicate if Avaya one-X® Communicator must automatically run when you log in to your system.
Enable Microsoft Outlook® Integration	Check box to enable integration of Avaya one-X® Communicator with Microsoft Outlook®.
Click-to-dial	Check box to enable highlighting of dialable numbers in Microsoft Internet Explorer and Mozilla firefox.
Microsoft Outlook Contacts	Avaya one-X® Communicator searches for contacts from Microsoft Outlook when you use the Name Look-Up feature. Microsoft Outlook must be installed and running on your computer.
IBM Lotus Notes Contacts	Avaya one-X® Communicator searches for 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 computer.
Public Directory	Avaya one-X® Communicator searches for contacts in a public directory when you use

Field Name	Description
	the Name Look-Up feature. Public Directory must be configured using the Public Directory settings. **Note:** You must select Public Directory if you want to add Contacts.
Avaya SIP Personal Profile Manager (PPM) Contacts	Avaya one-X® Communicator searches for contacts in the PPM Contacts directory when you use the Name Look-Up feature.
Avaya one-X® Client Enablement Contacts	Avaya one-X® Communicator searches for contacts in the Avaya one-X® Client Enablement Contacts directory when you use the Name Look-Up feature.
Enable wipe-to-dial (clipboard dialing)	Application enables the Wipe-to-dial feature.

Configuring network settings

About this task

You need to change the default settings on this screen only if you experience problems logging in to the server in a VPN and/or firewall environment.

Procedure

1. If you installed Avaya one-X® Communicator in H.323 mode, select the **Specify local UDP/TCP port range preference** check box to configure Avaya one-X® Communicator for use with a firewall using UDP port restrictions.
2. If you selected the check box in Step 1, complete the **Low** and **High** fields.
3. Select the **Use Differentiated Services for Audio** check box and enter a **DSCP** value.
4. Select the **Use 802.1p prioritization for Audio** check box and enter a **Priority** value.
5. Click **OK**.

Network screen field descriptions

Field Name	Description
Low	Number of the lowest port you want Avaya one-X® Communicator to use. This number must be greater than 1023 and less than 65472.
High	Number of the highest port you want Avaya one-X® Communicator to use. This number must be less than 65536.
Use Differentiated Services for Audio	Indicates if differentiated audio services are enabled.
DSCP	Specifies DSCP value in the range from 0 to 63.
Use 802.1p prioritization for Audio	Indicates of Avaya one-X® Communicator is to use 802.1p prioritization for Audio.
Priority	Specifies the priority value in the range of 0 to 7.

Configuring advanced settings

About this task

The Diagnostic Logging button in the Advanced screen enables you to report an issue you are facing and send the log files to the Avaya one-X® Communicator technical support team. The technical support team uses these log files to find the cause of the problem faced by you.

Procedure

1. Click **Advanced** in the left pane of the General Settings window.
2. Click **Diagnostic Logging**.
   The Diagnostic Logging window is displayed.
3. Select the **Enable Diagnostic Logging** check box and select an option that relates to the issue you are facing from the drop-down menu.
4. Execute the scenario where you have observed the problem and try to reproduce it.
5. Click **Send log files now**.

Your default e-mail client opens. The log files are embedded as an attachment in the mail.

Note:

If the default e-mail client has not been sent, you can find the log files in zipped format in the application data folder.

6. Enter the e-mail address of the support team, and fill in the following details in the e-mail message body:
   - Description of the problem
   - Steps to reproduce the issue
   - Frequency of the problem
7. Click **OK**.

Advanced screen field descriptions

Field Name	Description
Diagnostic Logging	Button to send the log files of the technical problems you are facing to the technical support team. These log files are used by the technical support team to find the cause of the problem faced by you.
Enable Diagnostic Logging	Check box to enable diagnostic logging.
Send log files now	Button to send the log files of the technical problems selected from the drop-down menu to the technical support team. The log files are sent through your default e-mail client.

Chapter 6: Upgrading the Avaya one-X® Communicator

About this task

Avaya one-X® Communicator Release 6.1 supports upgrades from previous releases. If you have Avaya one-X® Communicator Release 6.0 installed on your system and want to upgrade it to Release 6.1, follow the same steps as for installing Avaya one-X® Communicator software. You do not need to uninstall your existing Avaya one-X® Communicator before upgrading to Avaya one-X® Communicator Release 6.1.

Before you upgrade Avaya one-X® Communicator, ensure that the application is not in use, and is shut down.

Chapter 7: Configuring virus scan settings

If you modified your virus scan settings when you installed a previous version of Avaya one-X® Communicator, you do not need to modify your virus scan settings when you upgrade to Avaya one-X® Communicator release 6.1.

After installing Avaya one-X® Communicator for release 6.1, configure your virus scan program so that it does not scan the folder in which you installed the software or the folder where log files are stored.

The default installation folder is `C:\Program Files\Avaya\Avaya one-X Communicator` for Windows XP and `C:\Program Files (x86)\Avaya\Avaya one-X Communicator` for 64-bit Windows.

- For Windows XP 32-bit, the log files are kept in `C:\Documents and Settings\<user name>\Application Data\Avaya\Avaya one-X Communicator`.
- For Windows Vista, Windows 7, and Windows Server 2008, the log files are kept in `C:\Users\<user name>\AppData\Roaming\Avaya\Avaya one-X Communicator`.

Modifying virus scan settings

Procedure

1. Go to **Start** > **Settings** > **Control Panel**.
2. Double-click **Windows Firewall**.
3. In the Windows Firewall window, click the **Exceptions** tab.
4. Click **Add Program**.
5. Select Avaya one-X® Communicator from the list of programs, and then click **OK**
6. Click **OK** to close the Windows Firewall window.

Chapter 8: Uninstalling Avaya one-X® Communicator

Procedure

1. Make sure the Avaya one-X® Communicator is not running.
2. Double-click the `Avaya one-X® Communicator Suite.exe` file to start the Avaya one-X® Communicator Suite in maintenance mode.
3. In the Program Maintenance window, select the **Remove** option.
4. In the Avaya one-X Communicator Suite window, select the item(s) to remove, and click the **Remove** button.
   The deinstallation will be started.
5. When completed, click the **Finish** button to exit the wizard.

Next steps

Note:

Deinstallation of Avaya one-X® Communicator from **Control Panel/Programs/Uninstall a program** link will uninstall all detected installed components. It does not present the custom dialog that allows selective uninstall.

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