Avaya one-X® Communicator Quick Reference Guide

Release 6.2 FP4
August 2014

Avaya one-X® Communicator Overview

Avaya one-X® Communicator is an intuitive, easy-to-use voice and video softphone that supports both H.323 and SIP protocols. Avaya one-X® Communicator provides you all your desk phone features, video, access to enterprise directory, access to your contacts, instant messaging, and presence in a single interface on your Windows computer. Using Avaya one-X® Communicator, you can log into your organization server remotely, and make and handle calls from your extension.

Depending on theAvaya one-X® Communicator features installed on your computer, you can:

- Use Avaya one-X® Communicator with Avaya one-X Client Enablement Services
- Make conference calls, video calls
- Use bridge conferencing
- Use contacts
- Use call log
- Use instant messaging
- Use voice messaging
- Use visual voice mail

Downloading Avaya one-X® Communicator

1. Using your web browser, go to `http://www.avaya.com/support`
2. In the navigation pane on top of the screen, click **Products**
3. In the **Enter Product Name** text box, type Avaya one-X® Communicator
4. From the **Latest Downloads** section, select the file you want to download.
5. If you did not register as a PLDS user, complete a one-time registration.

6. Download the Avaya one-X® Communicator Zip file.
7. Extract the contents of the Zip file.

   The zip file contains the following files:
   - Avaya one-X Communicator Suite.exe
   - ACA-6.2.2.zip
   - onexcuiadmin.exe
   - one_X_Communicator_Client_6_2_Release_Notes.docx
   - License.rtf
   - README.txt

Installing Avaya one-X® Communicator

Close all dependent applications before you install Avaya one-X® Communicatorand extract the files from the Avaya one-X® Communicator application zip file . See Downloading Avaya one-X Communicator for more details.

If your computer does not have Microsoft .NET Framekwork 4, Avaya one-X® Communicator downloads and installs Microsoft .NET Framekwork 4 on your computer during installation. In environments that use proxy servers for access to external web sites, the Avaya one-X® Communicator install shield attempts to use the manual proxy settings from Internet Explorer. A limitation in the Installshield prevents it from using automatic proxy detection or automatic proxy configuration scripts. If a proxy server is used to access external web sites and the .NET Framework 4 is not installed, perform any one of the following:

- Configure the manual proxy settings in Internet Explorer.
- Install .NET Framework 4 prior to Avaya one-X® Communicator installation. Microsoft Framework 4 is available at: HTTP://WWW.MICROSOFT.COM/EN-US/DOWNLOAD/DETAILS.ASPX?ID=17718.

1. Double-click the `Avaya one-X Communicator Suite.exe` file.
2. In the Choose Setup Language window, select a language for installation from the drop-down menu, and click **Next**

   System displays the Welcome window for the Avaya one-X® Communicator suite.
3. Click **Next**.
4. In the License agreement window, click **I accept the terms in the license agreement**, and click **Next**

5. In the Setup type window, perform one of the following:
   - For the **Complete** setup type: In the Confirmation window, click **Next**.
   - For the **Custom** setup type: Select the program features to install in the Custom Setup window, and click **Next**.

   > 💠 **Note:**
   >
   > The Avaya one-X® Communicator suite includes the Avaya Client Applications Collaboration Experience (CCE) Release 6.3 installation package. However, CCE Release 6.3 does not support Windows XP operating system. To get the CCE add-in features on a Windows XP computer, you must install CCE Release 6.2 as a separate pack. The CCE Release 6.2 installation file is included in the Avaya one-X Communicator zip file that you download from the Avaya Support Site.

6. In the Destination Folder window, change the installation folder, if needed, and then click **Install**

   The system starts the installation, and the progress bar displays the status. Machines with newly installed Windows 7 operating systems restart while installing Avaya one-X® Communicator. However, installation resumes after restart.
7. When the installation is complete, click **Finish** to exit the Avaya one-X® Communicator installation wizard.

Double-click the Avaya one-X® Communicator icon on your desktop to start the application. System displays the Avaya one-X® Communicator Login dialog box and the Setup window.

Logging in to Avaya one-X® Communicator

1. Start Avaya one-X® Communicator to view the Avaya one-X® Communicator Login dialog box.
2. Perform one of the following:
   - If Avaya one-X® Communicator is integrated with Avaya one-X® Client Enablement Services, in the **User name** field, enter your user name on the server.
   - If Avaya one-X® Communicator is not integrated with Avaya one-X® Client Enablement Services, in the **Extension** field, enter your extension.
3. In the **Password** box, enter your password.
4. Click **Log On**.

Welcome dialog box

Enables you to choose the login mode and call controls you want to use for your Avaya one-X® Communicator.

Setting Name	Description
Your current mode setting and call controls area	This field displays the following information: • Your extension or login id on the server • Your current login mode. (This is the **Change your login mode** button.) • Your custom message (if you are integrated with Avaya one-X® Client Enablement Services) To change your login mode, click the **Change your login mode** button. You can select one of the following modes: • Office • Home • Mobile • Traveling
Place and receive call using	Use this field to specify the endpoint from which you want to make and receive calls. Your choices are: • **This Computer** (Road Warrior mode) Use this mode when you are out of office (for example, traveling). In this mode you can use the full feature set of the telephony system of your company from temporary locations anywhere in the world. This mode is configured for Voice over IP (VoIP). You can place and handle calls through the Avaya

Setting Name	Description
	one-X® Communicator user interface, and use a headset connected to your computer (or the computer's microphone and speakers) to speak and listen. • **Desk Phone** (Shared Control mode) Use this mode when you are at the office. In this mode you can log into the server and control your Avaya telephone from Avaya one-X® Communicator. You can make and handle calls from Avaya one-X® Communicator user interface and your Avaya telephone. You can use your Avaya telephone to speak and listen • **Other Phone** (Telecommuter mode) Use this mode when you are telecommuting (for example, working from your home office or other off-site location). You can use this mode to get features of your telephone system from a location other than your office. You can place and handle calls through the Avaya one-X® Communicator user interface, and you can 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

Setting Name	Description
	separate telephone line available at your remote location. ✱ **Note:** To be able to select another telephone number, you must specify that number using the **Specify Other** button. Avaya one-X® Communicator does not support some of the (Avaya SIP Telephony) AST features in the Other Phone mode. However, you can use Avaya one-X® Communicator for making and receiving calls, and for handling mid-call controls.
Specify Other	Use this field to specify a device or a telephone number on which you want to make and receive calls.
Login and save settings	Use this field to save the login mode and call control settings and log into the server. The next time you try to log into the server, Avaya one-X® Communicator displays the saved settings.
One-time login	Use this field to log into the server using the current login mode and call control settings. However, Avaya one-X® Communicator does not save these settings for the next time you try to log into the server.