

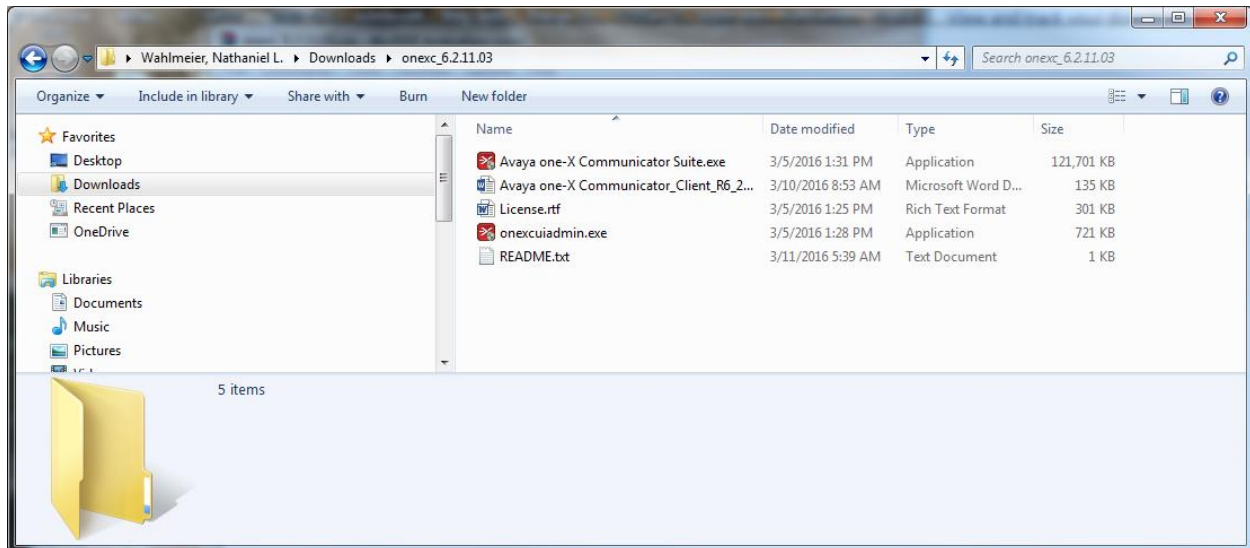
## Avaya One-X Communicator for Windows Installation Instructions

This installation requires the user be connected on OU Campus or connected through the OU VPN.

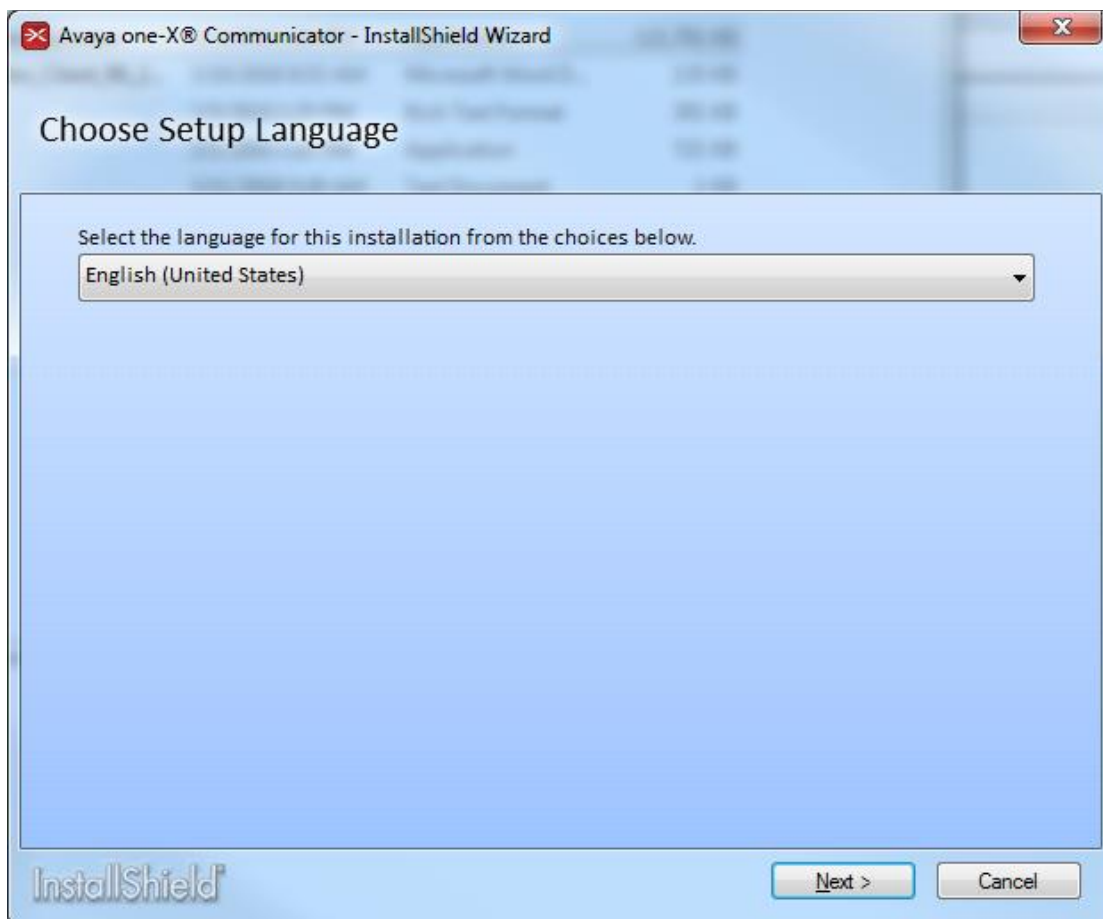
Step 1. Download the Avaya One-X Communicator installation Zip file from:

[http://10.253.255.5:81/ONEX/onexc\\_6.2.11.03.zip](http://10.253.255.5:81/ONEX/onexc_6.2.11.03.zip) and save it to any convenient location on your local PC. Extract the software to any convenient directory.

Step 2. Open the Avaya one-X Communicator Suite file.



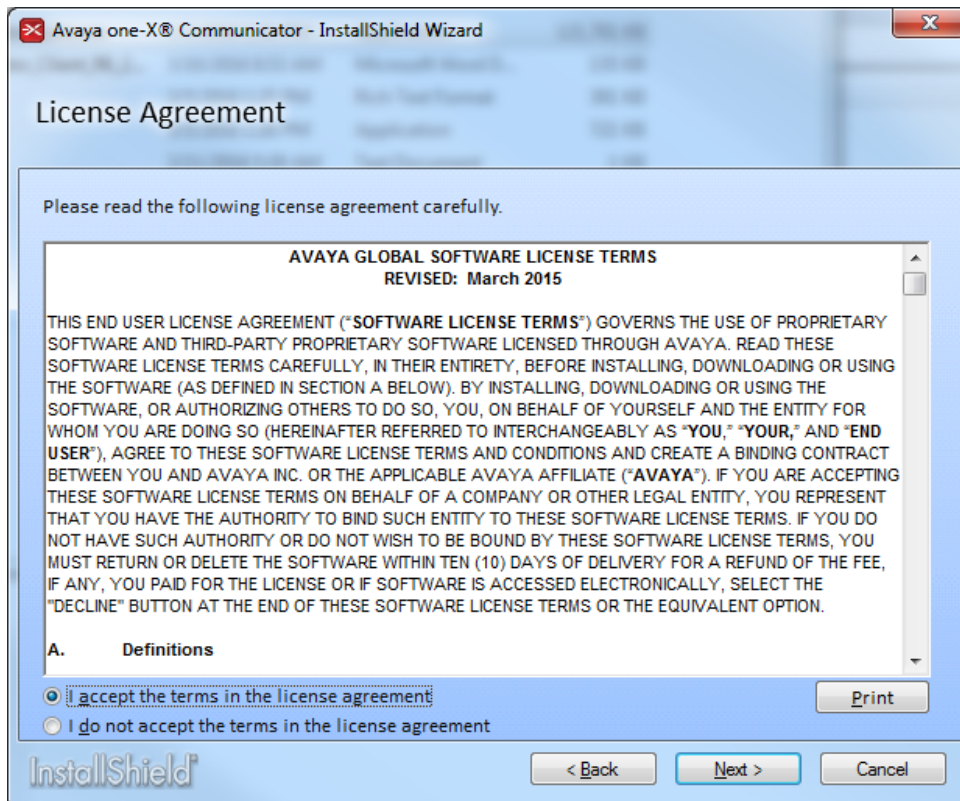
Step 2-1. At the Choose Setup Language screen select English and Next.



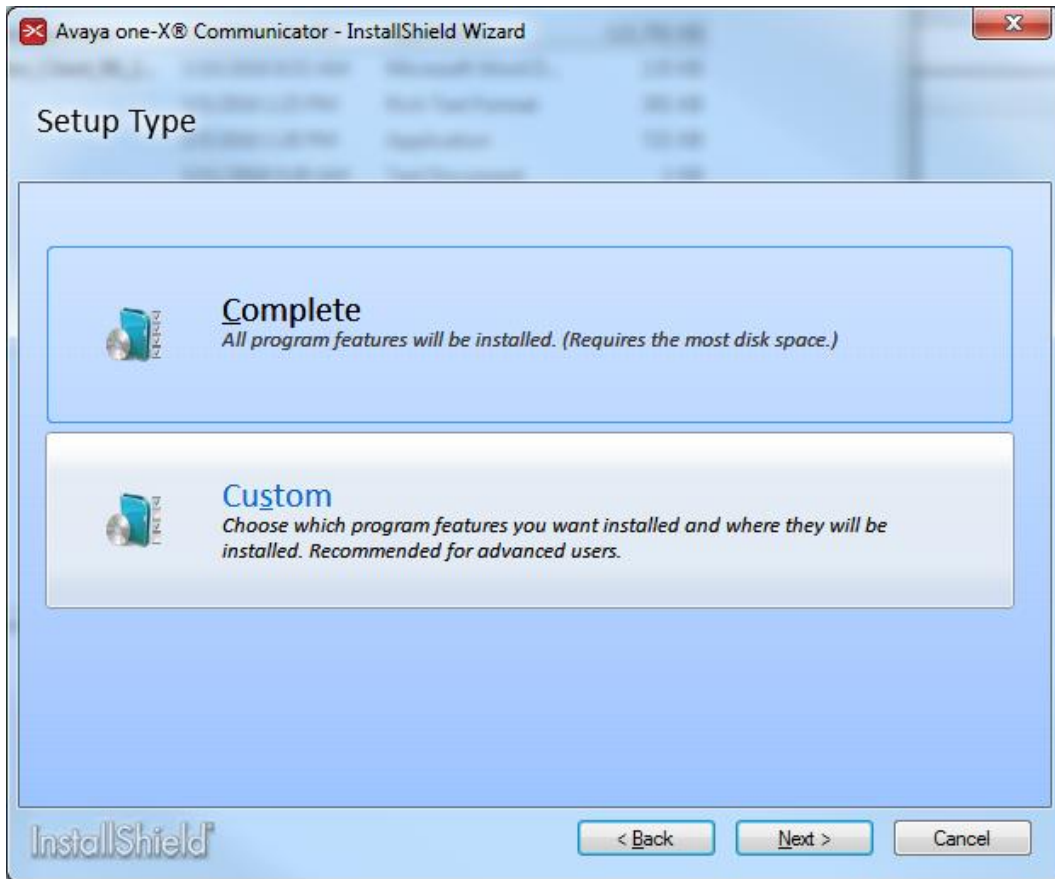
2-2. At the Welcome screen choose Next.



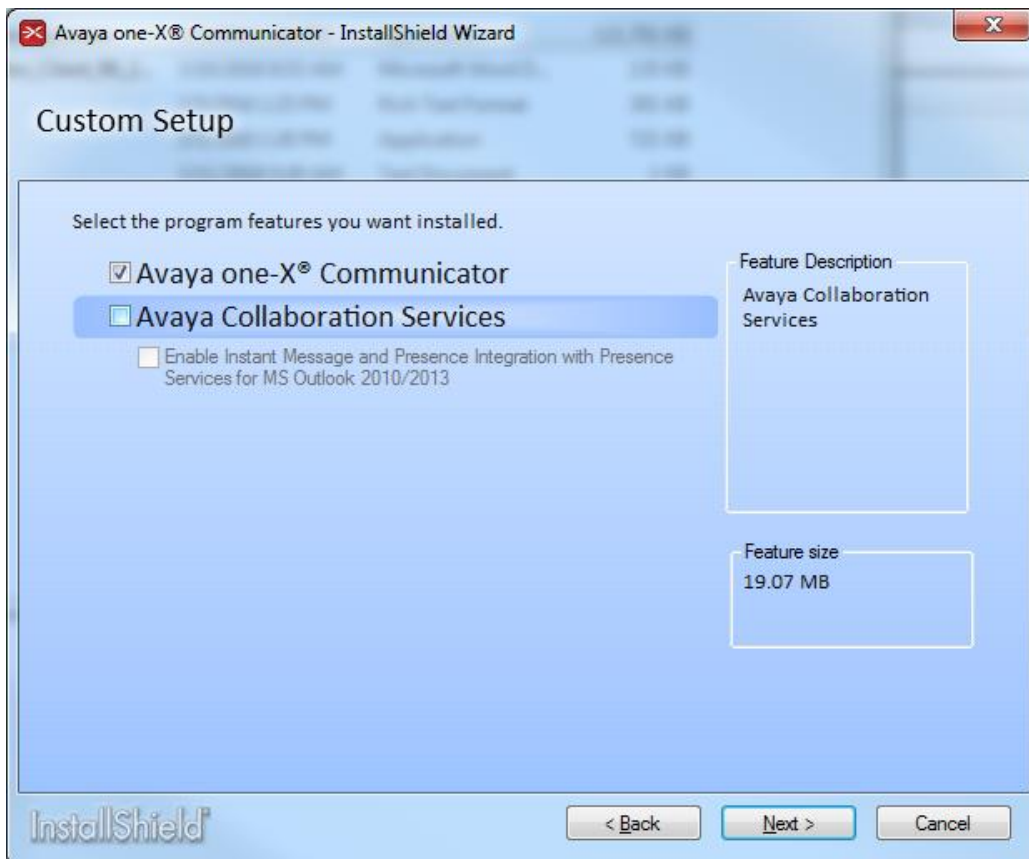
2-3. Accept the License Agreement and choose Next.



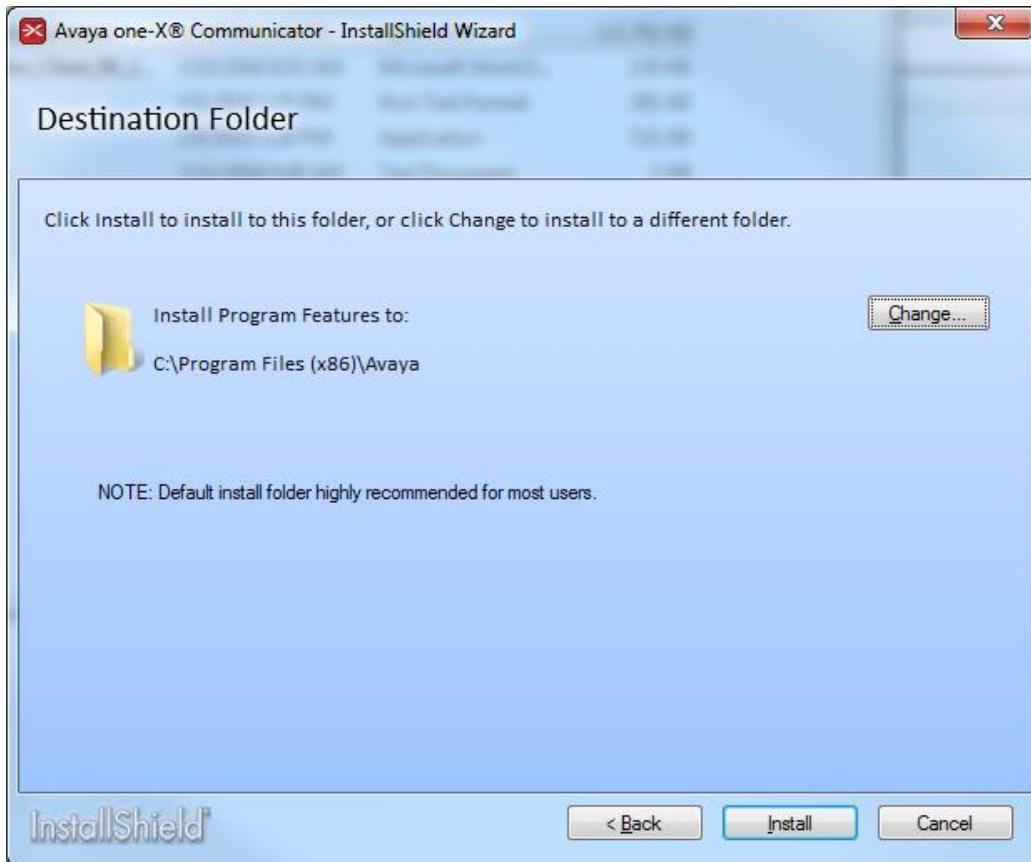
2-4. Choose Custom Setup Type and choose Next.



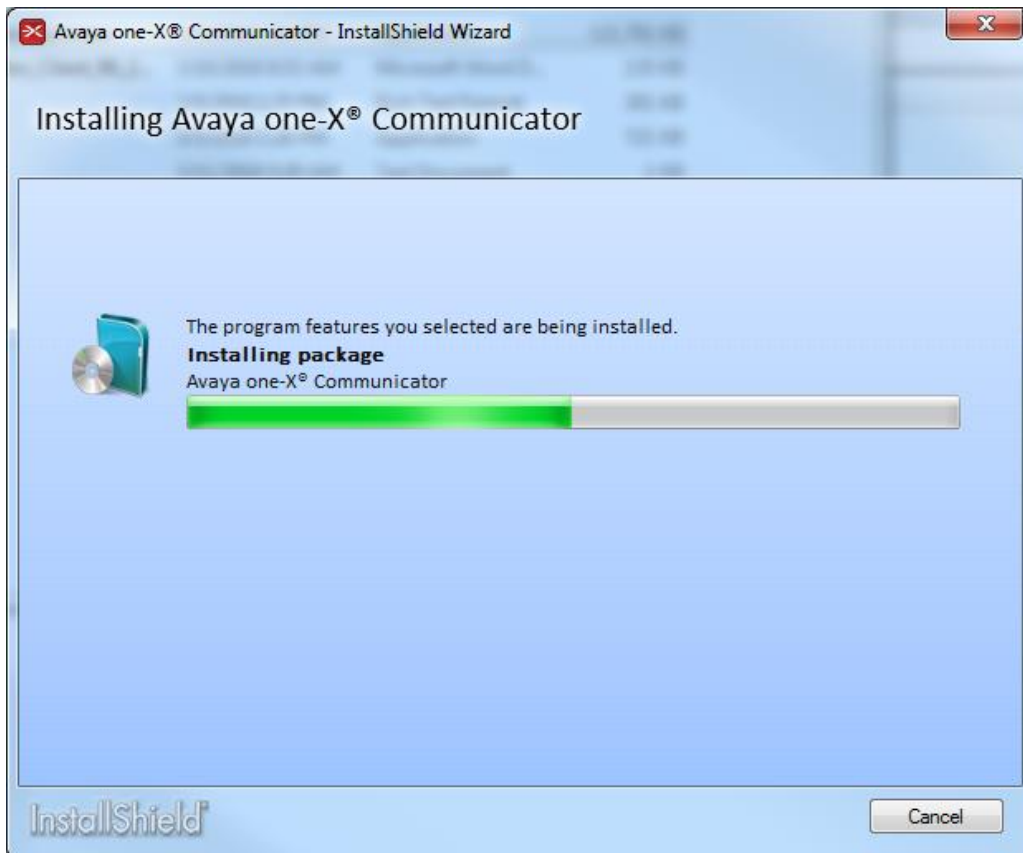
2-5. Select ONLY Avaya one-X Communicator and select Next.



2-6. Choose the default Destination Folder or choose your own, then select Install.



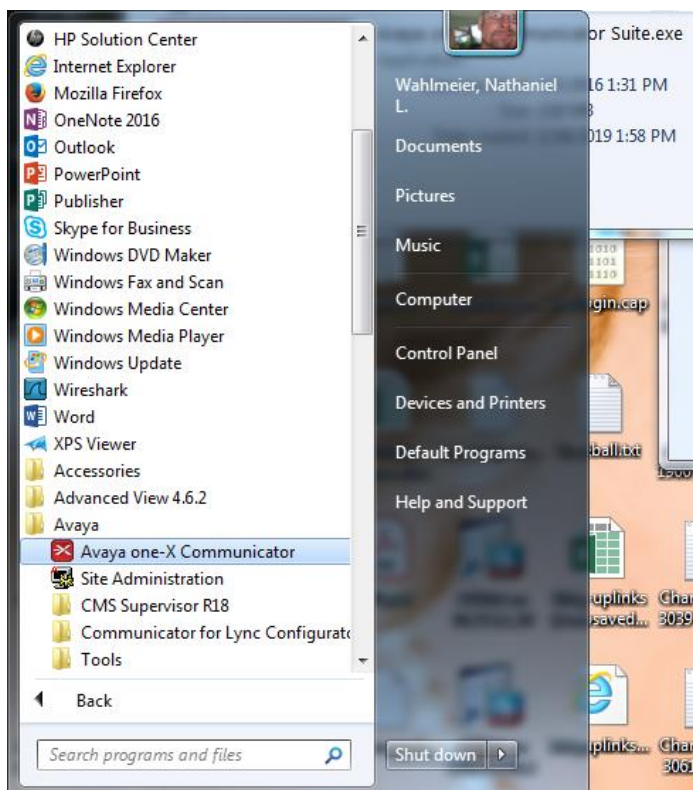
2-7. Select Finish when the installation completes.



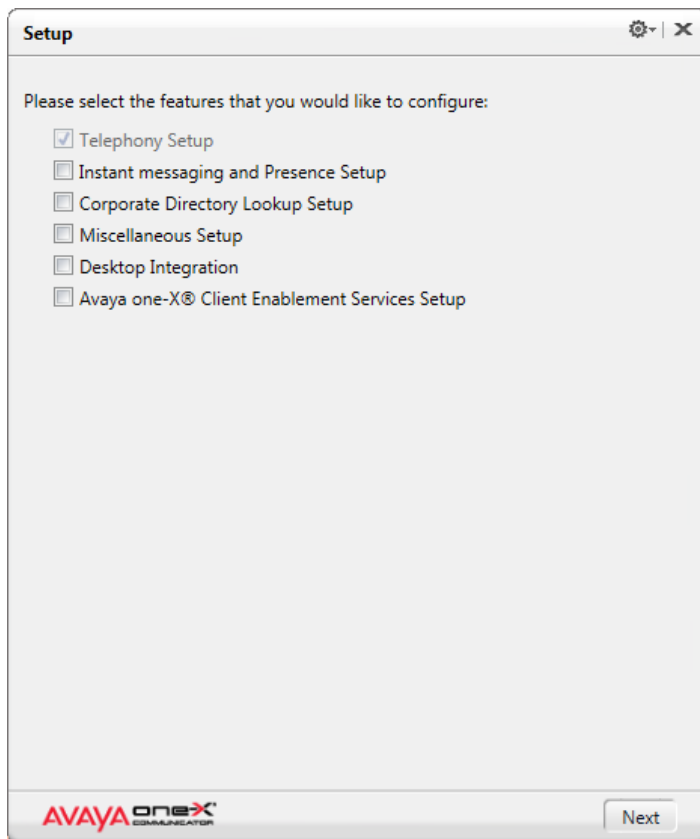


Step 3. Configure your Avaya one-X Communicator client to connect to the OU Norman Avaya Call Servers.

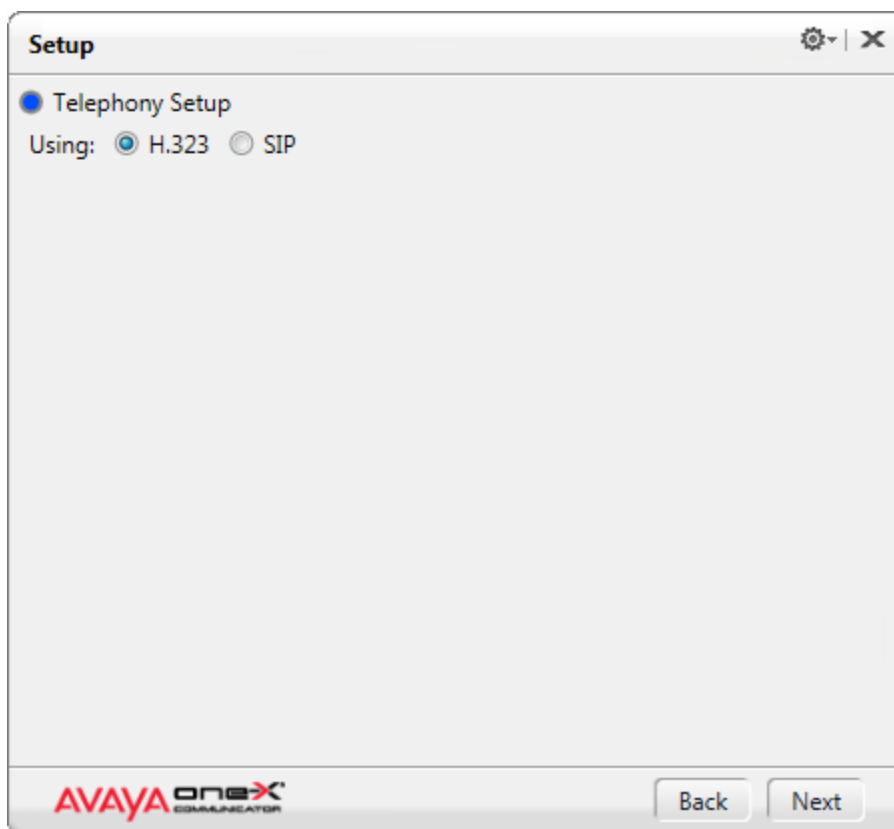
3-1. Open the Avaya one-X Communicator from the Start Menu.



3-2. At the Setup Menu select Next.



3-3. Choose H323 and select Next.





3-4. Fill in your 5 digit phone number and password (obtained by calling OU Norman Telecom at 405-325-7777) and select Add.

Setup

● Telephony Setup

Extension: 55242

Password: ●●●●●●●

Server List:

Add Remove

AVAYA oneX COMMUNICATOR

Back Next

3-5. Add the IP address of the Call Server "10.2.0.220" and select OK.

Add Server

Server 10.2.0.220

OK Cancel

3-6. Then Choose Next when your Setup screen has the Extension, Password, and Server List complete.

Setup

● Telephony Setup

Extension: 55242

Password: ●●●●●●●

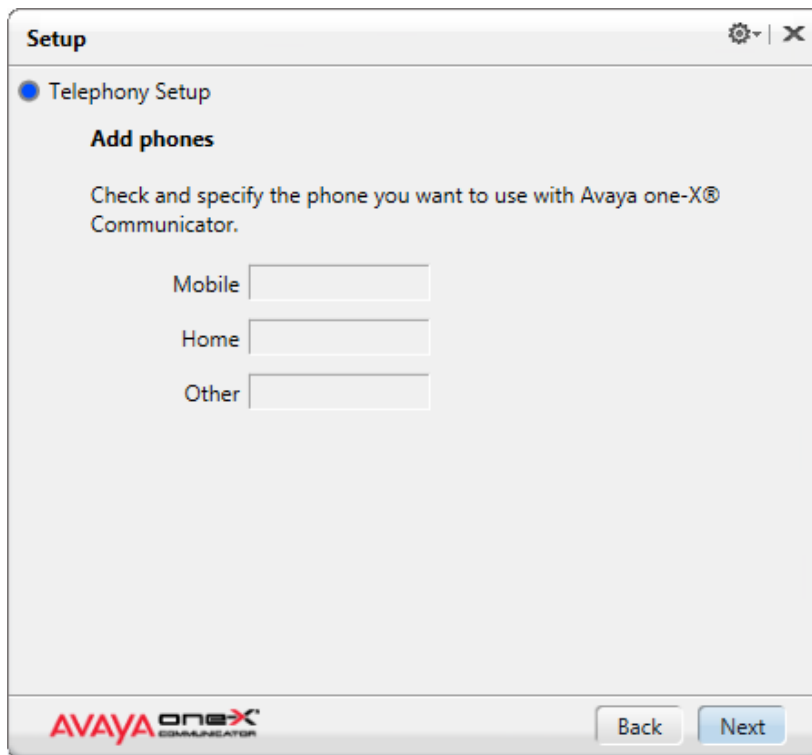
Server List: 10.2.0.220

Add Remove

AVAYA oneX COMMUNICATOR

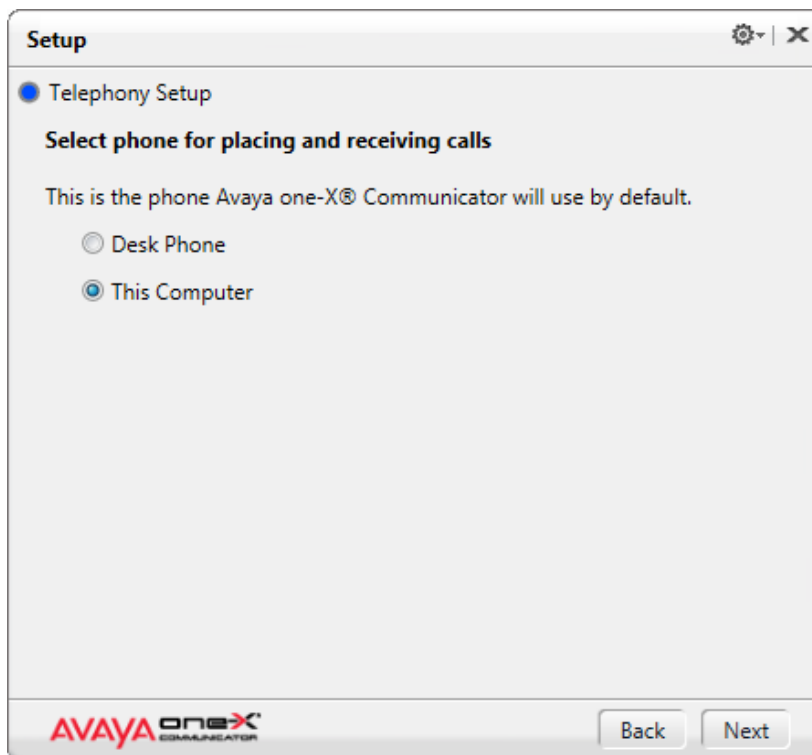
Back Next

3-7. At Add Phones select Next.



The screenshot shows a window titled "Setup" with a gear icon and a close button in the top right corner. The main content area is titled "Telephony Setup" and contains a sub-section "Add phones". Below this, there is a text instruction: "Check and specify the phone you want to use with Avaya one-X® Communicator." There are three input fields labeled "Mobile", "Home", and "Other". At the bottom of the window, there is the Avaya one-X Communicator logo on the left and two buttons, "Back" and "Next", on the right.

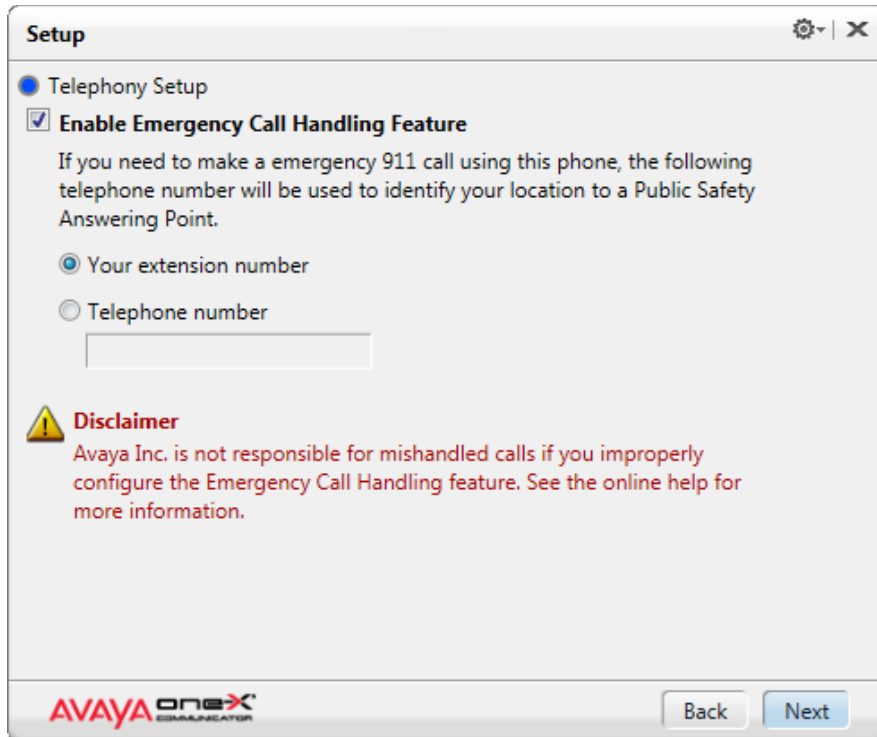
3-8. At Select phone for placing and receiving calls select "This Computer" and choose Next.



The screenshot shows a window titled "Setup" with a gear icon and a close button in the top right corner. The main content area is titled "Telephony Setup" and contains a sub-section "Select phone for placing and receiving calls". Below this, there is a text instruction: "This is the phone Avaya one-X® Communicator will use by default." There are two radio button options: "Desk Phone" and "This Computer", with "This Computer" selected. At the bottom of the window, there is the Avaya one-X Communicator logo on the left and two buttons, "Back" and "Next", on the right.



3-9. Choose Enable Emergency Call Handling Feature and your extension number and select Next.



**Setup**

● Telephony Setup

**Enable Emergency Call Handling Feature**

If you need to make a emergency 911 call using this phone, the following telephone number will be used to identify your location to a Public Safety Answering Point.

Your extension number

Telephone number

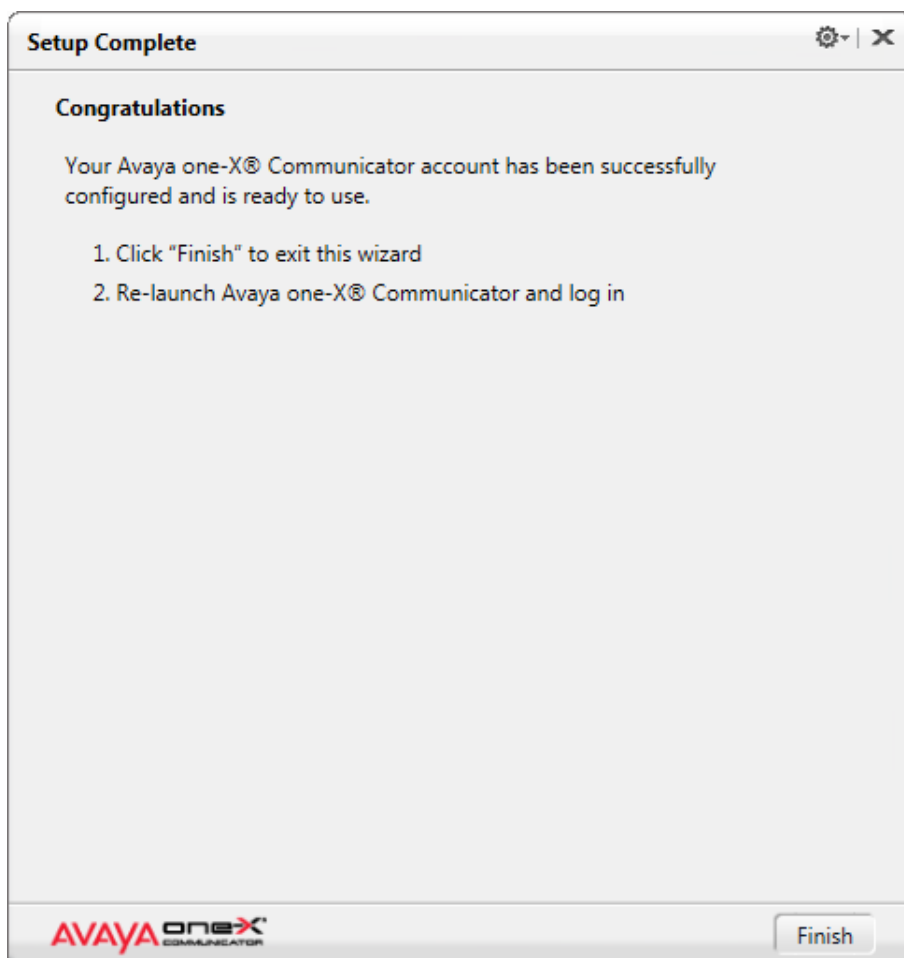
**⚠ Disclaimer**

Avaya Inc. is not responsible for mishandled calls if you improperly configure the Emergency Call Handling feature. See the online help for more information.

**AVAYA one-X**  
COMMUNICATOR

Back Next

3-10. Select Finish at Setup Complete.



**Setup Complete**

**Congratulations**

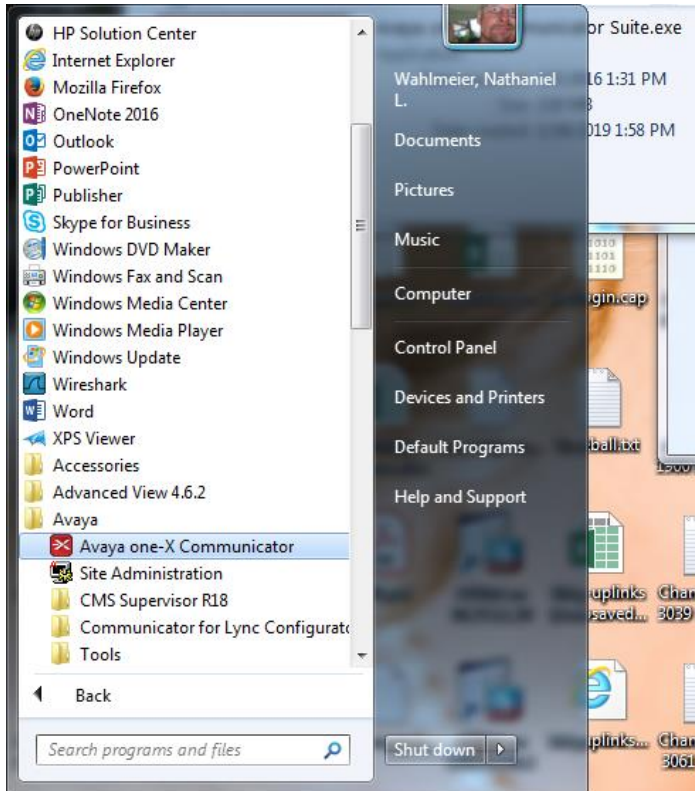
Your Avaya one-X® Communicator account has been successfully configured and is ready to use.

1. Click "Finish" to exit this wizard
2. Re-launch Avaya one-X® Communicator and log in

**AVAYA one-X**  
COMMUNICATOR

Finish

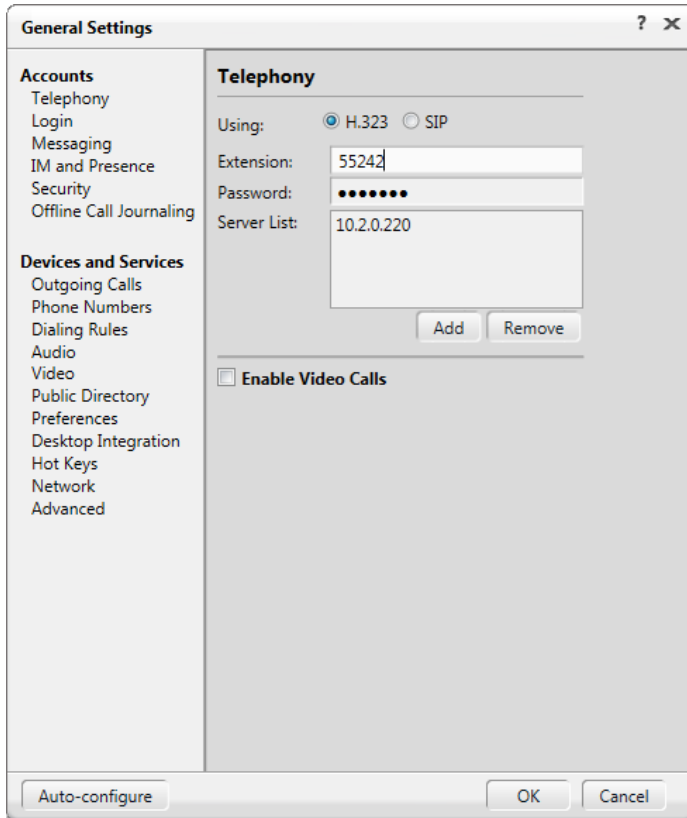
Step 4. Reopen Avaya one-X Communicator from the Start Menu.



4-1. Open the General Settings Menu from the Settings Wheel (Top right corner):

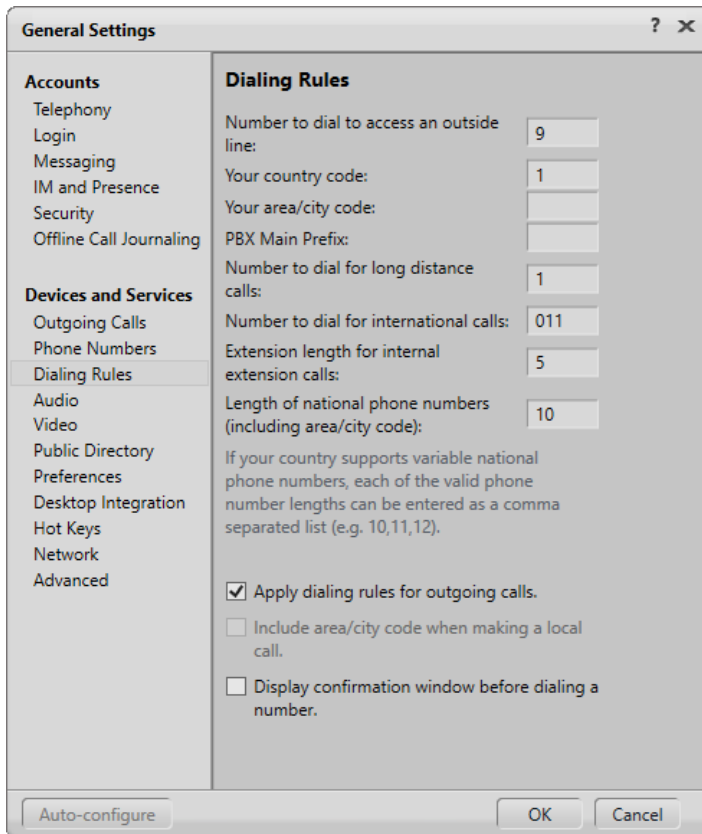


4-2. In Telephony, uncheck Enable Video Calls.

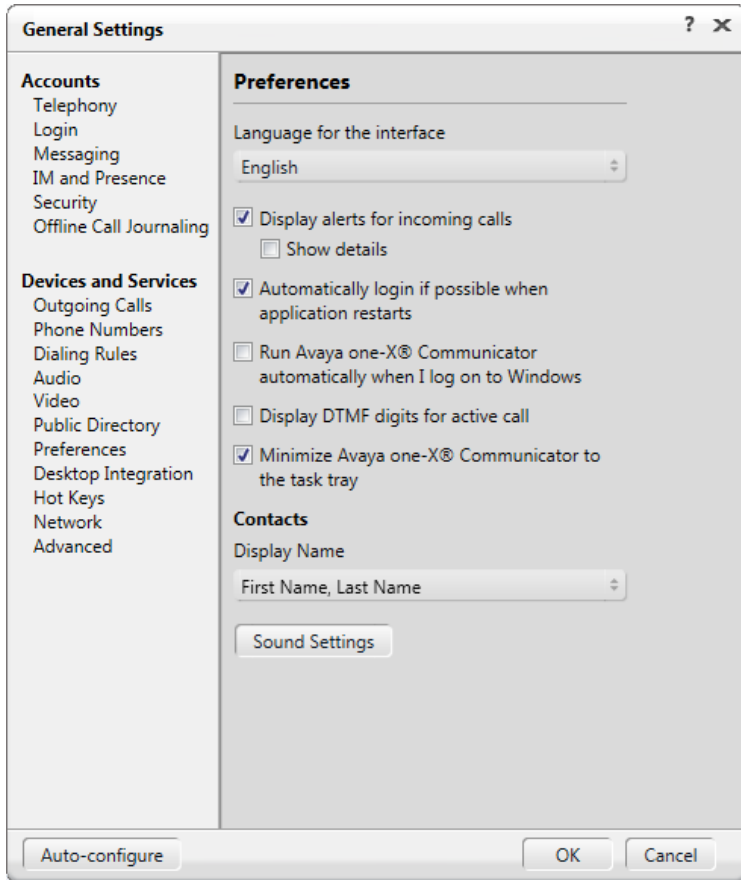


4-3. Open Dialing Rules and fillout to look like this:

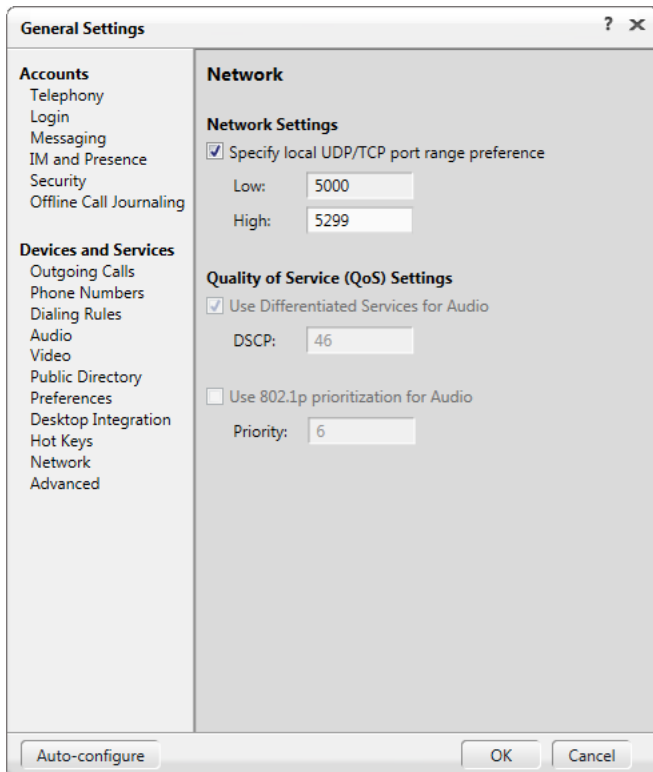
Do not enter anything in the "Your area/city code" leave it blank.



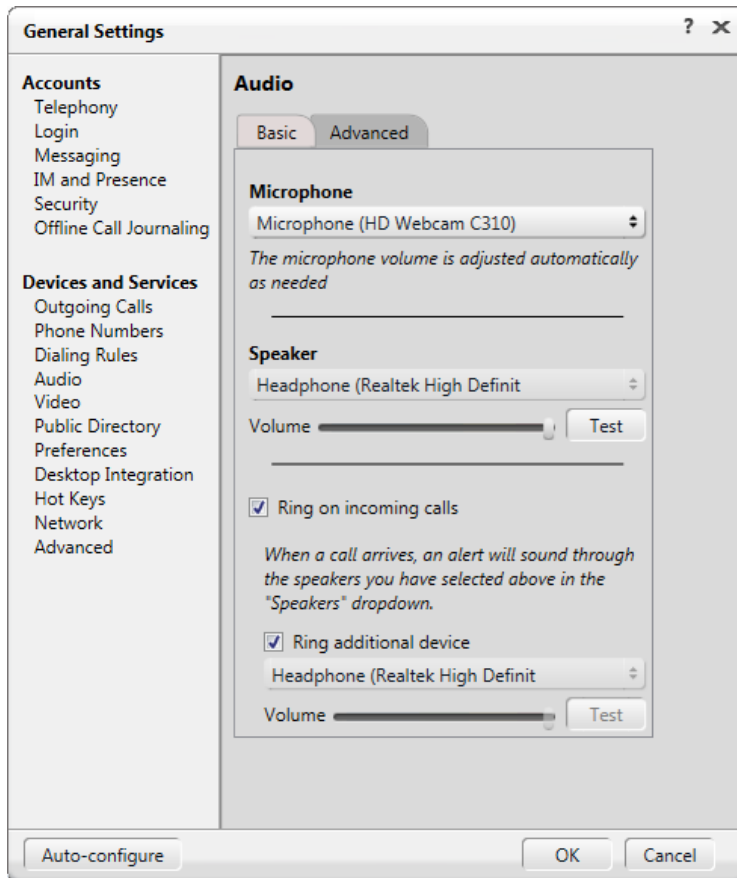
4-4. Choose Preferences to fit your environment. But make sure that “Automatically login if possible when application starts” is checked. For questions on this setup page contact OU Norman Telecom at 405-325-7777.



4-5. In Network, specify the UDP/TCP ports to Low 5000, High 5299. (You can't be logged in to make this change.)



4-6. In Audio, Basic Tab, set your Audio to match your system. The test button can be used to check the speaker function. The Ring on incoming calls allows you to hear the ring in your head set and your PC speakers simultaneously. Then choose OK.



Step 5. Login to your Avaya one-X Communicator.



**Avaya one-X® Communicator Login**

Please log In:

Extension: 55242

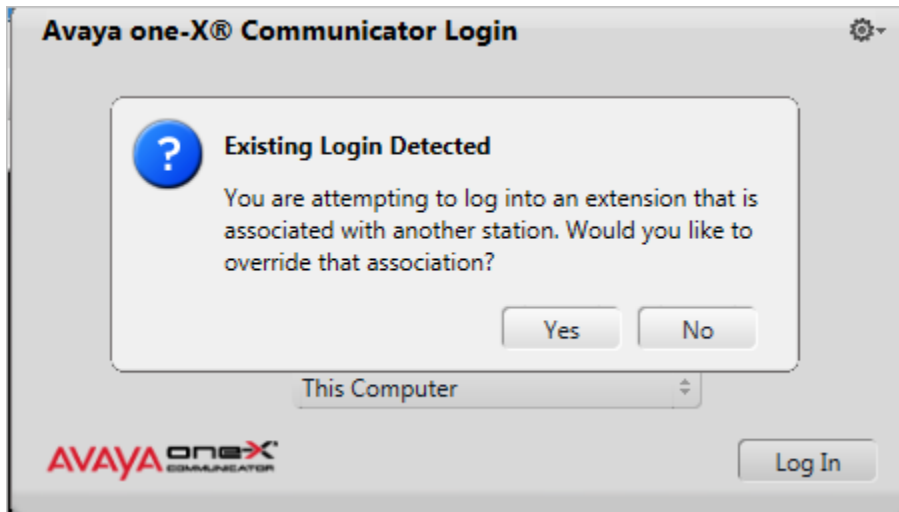
Password: ●●●●●●

Place and receive calls using  
This Computer

**AVAYA one-X** COMMUNICATOR

Log In

If you get this warning, choose Yes to login and override your office desk phone.



**Avaya one-X® Communicator Login**

**Existing Login Detected**

You are attempting to log into an extension that is associated with another station. Would you like to override that association?

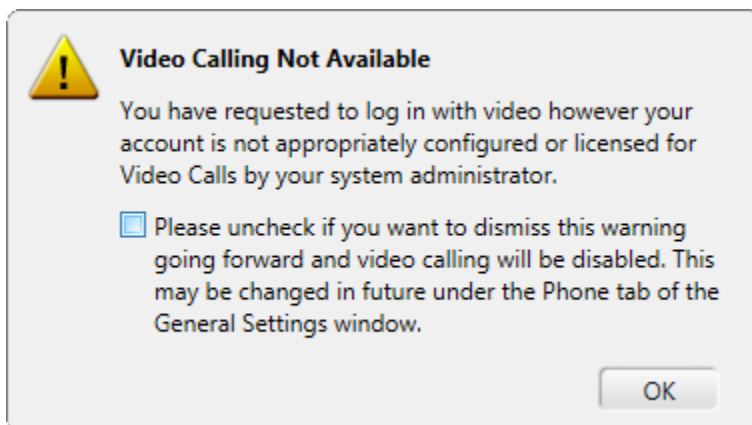
Yes No

This Computer

**AVAYA one-X** COMMUNICATOR

Log In

If you get this warning, Disable Video Calling (uncheck and select OK):



**Video Calling Not Available**

You have requested to log in with video however your account is not appropriately configured or licensed for Video Calls by your system administrator.

Please uncheck if you want to dismiss this warning going forward and video calling will be disabled. This may be changed in future under the Phone tab of the General Settings window.

OK

5-1. Initial Screen. Your 5 digit extension will show in the “Call as” box. Hover your mouse over the various icons to find “Show Dial Pad” and click on it.



If this is a phone used for a Call Center and you login as an agent you will login the same as from your desk phone except there is no auto-in button. Instead of having this button you must dial #64. Below are some feature codes you can use also if you prefer instead of selecting the button. Note: If you get a busy when trying to login as a Call Center agent then you are already logged in, logout and the try logging in again.

Aux Work Access Code: #65

Login Access Code: #55

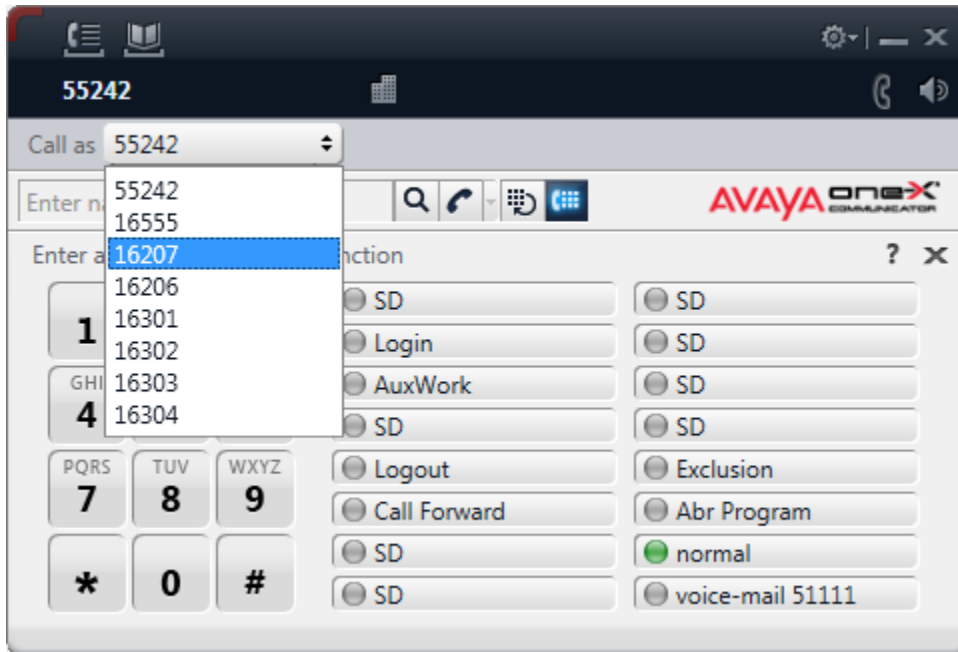
Logout Access Code: #66

How to dial:

Dial phone numbers by typing in the number in the “Enter name or number” box, or by using the mouse and pointing and clicking the individual digits on the number pad shown above. **Note: When using the number pad and dialing off campus, you MUST start with an 8 just like at your desk phone. But the “Enter name and number” entry MUST NOT start with the eceding “8” and will fail if you use it.**



5-2. To change to call from a bridged extension. Choose the drop down at the “Call as”:



5-3. Then choose “Place Call” to go off hook:



