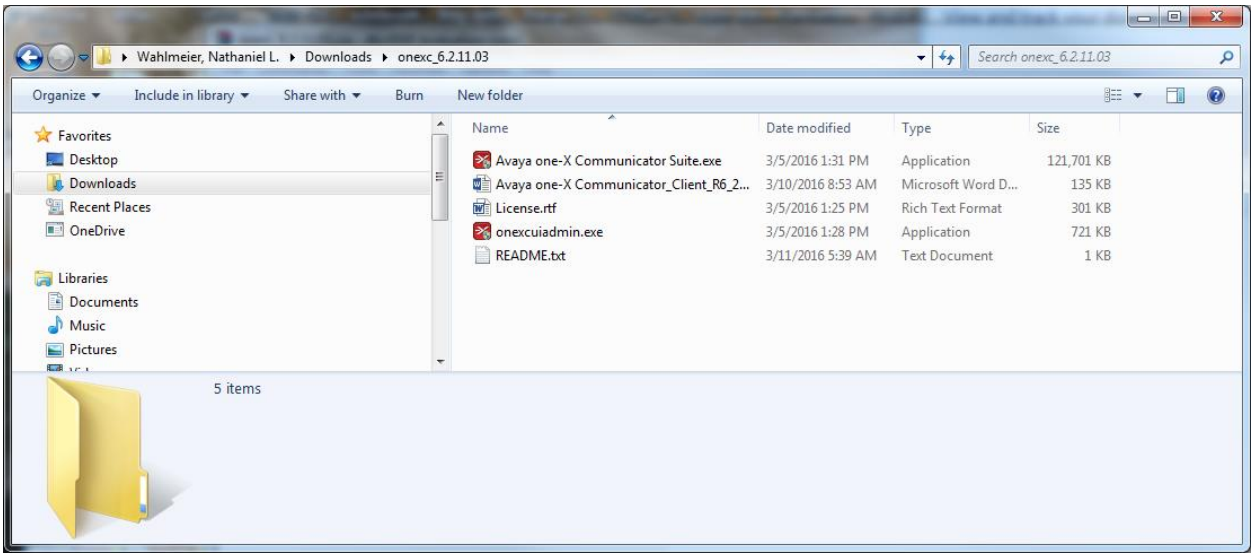
Avaya One-X Communicator for Windows Installation Instructions

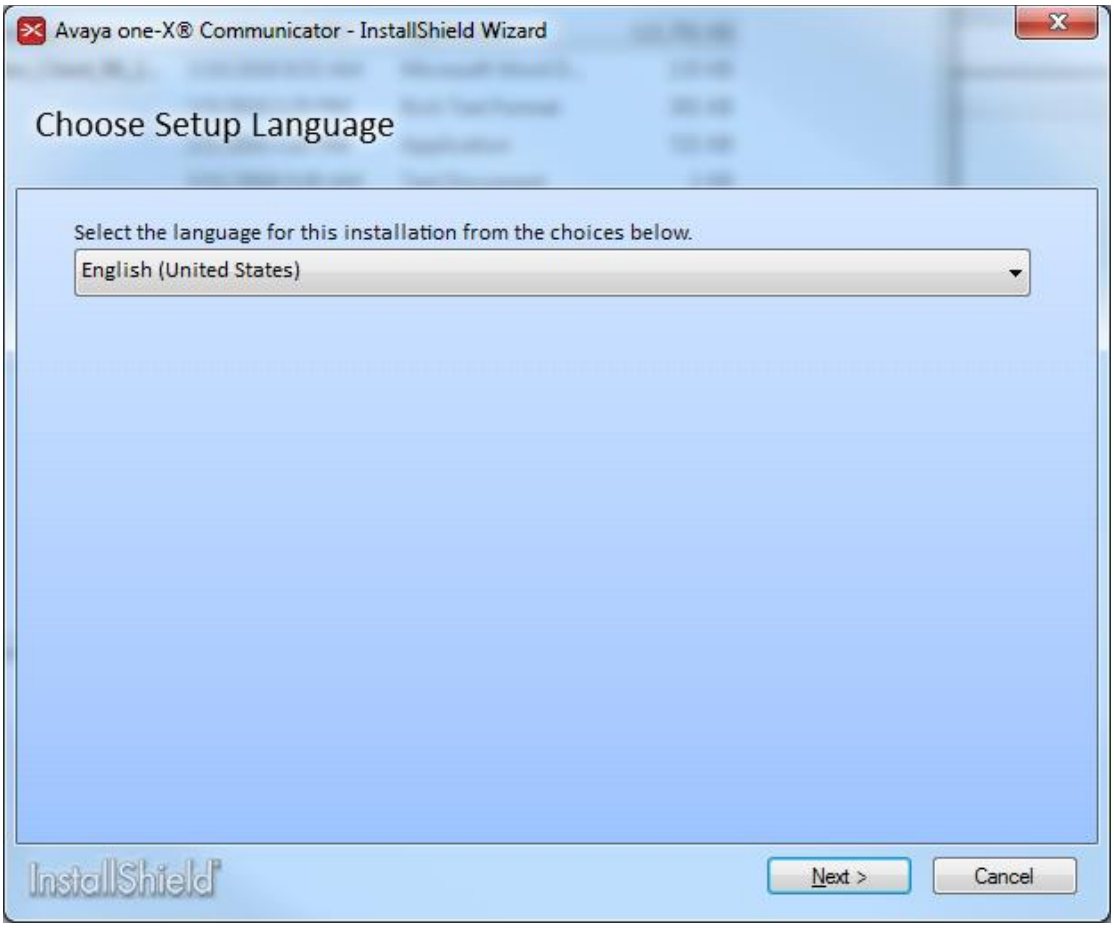
This installation requires the user be connected on OU Campus or connected through the OU VPN.

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 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.

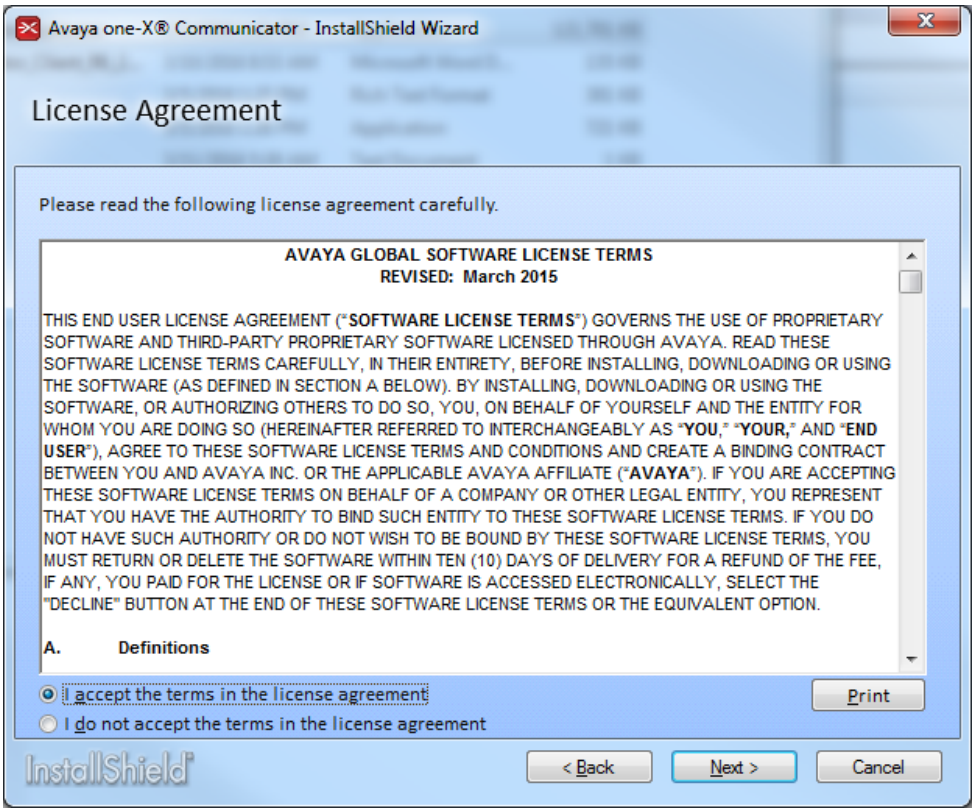


Step 2-1. At the Choose Setup Language screen select English and Next.

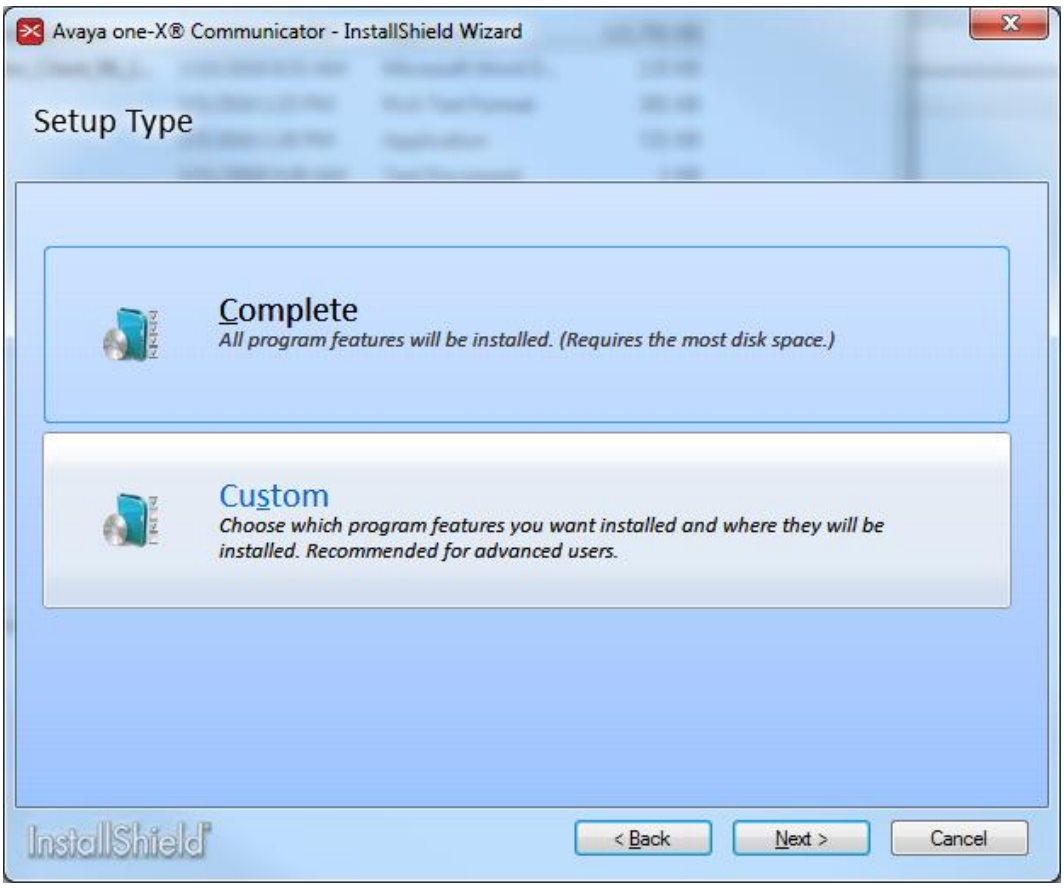


2-2. At the Welcome screen choose Next.

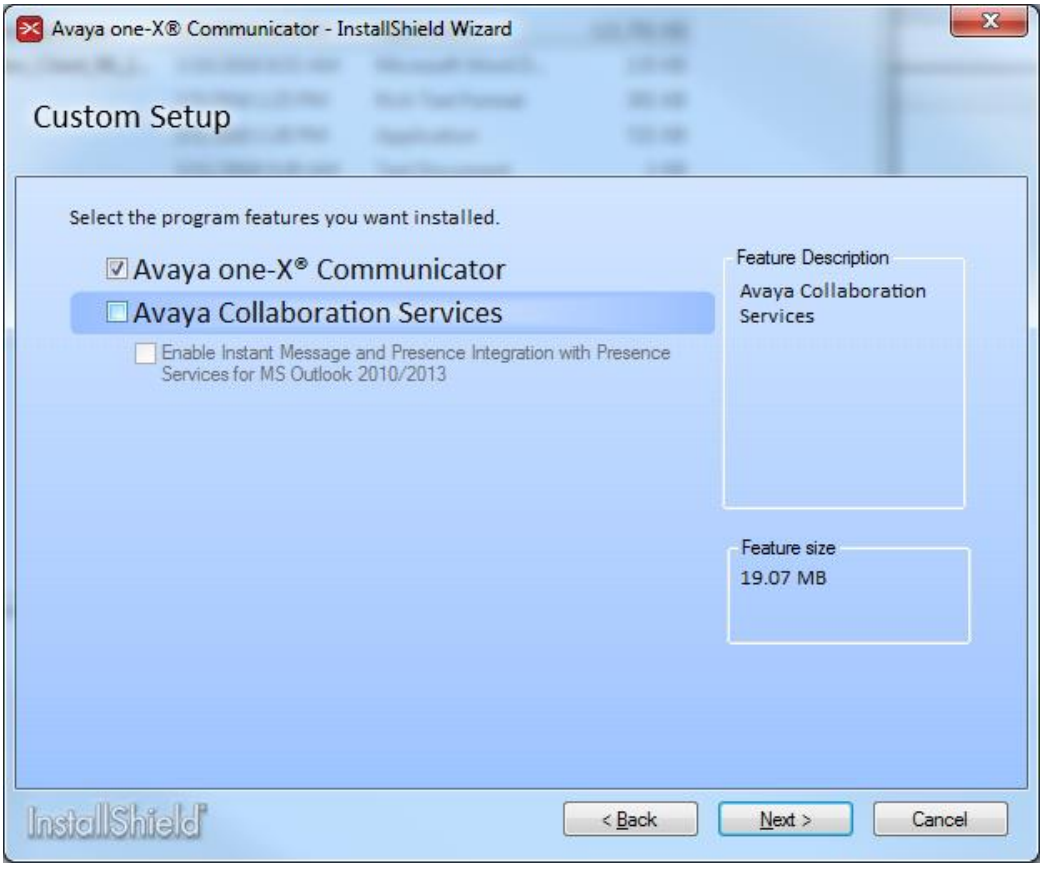
2-3. Accept the License Agreement and choose Next.



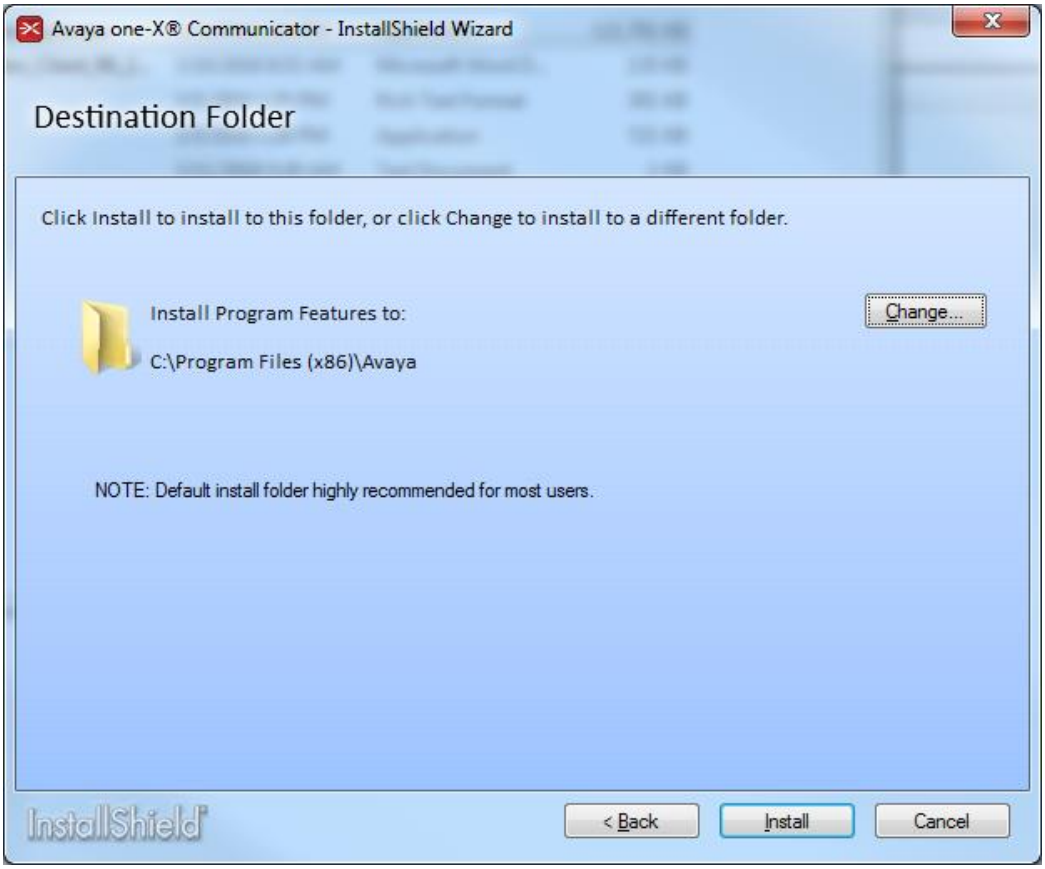
2-4. Choose Custom Setup Type and choose Next.



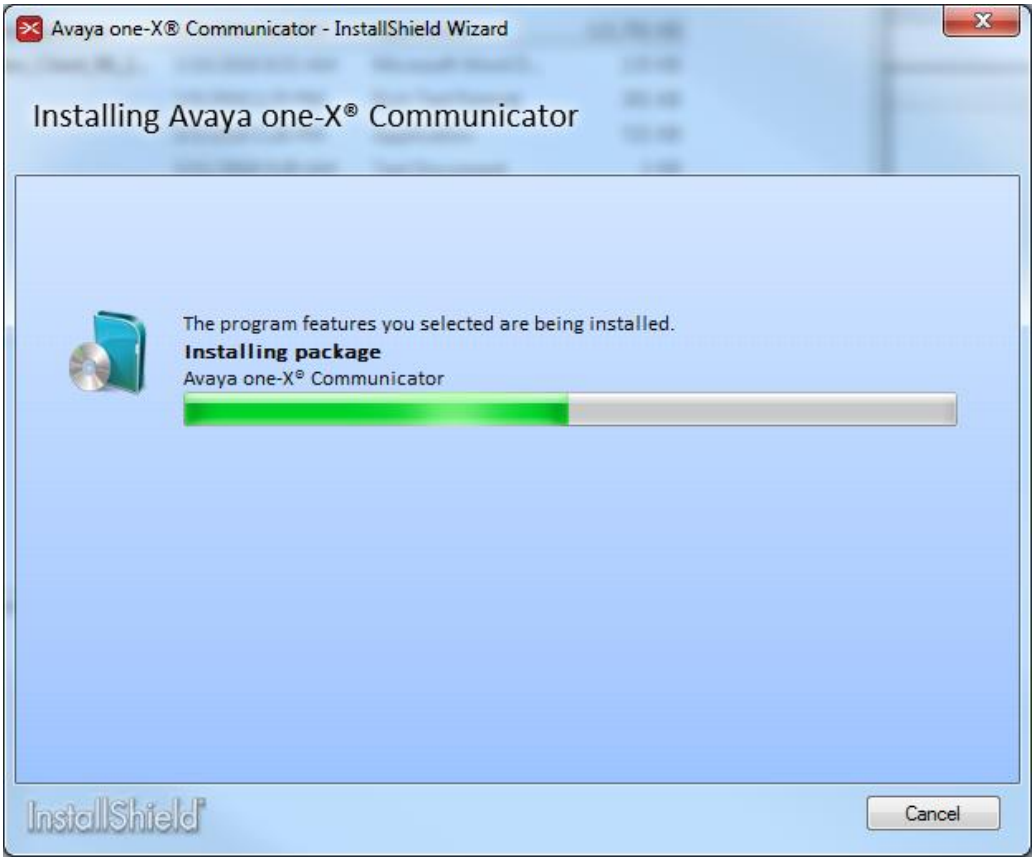
2-5. Select ONLY Avaya one-X Communicator and select Next.

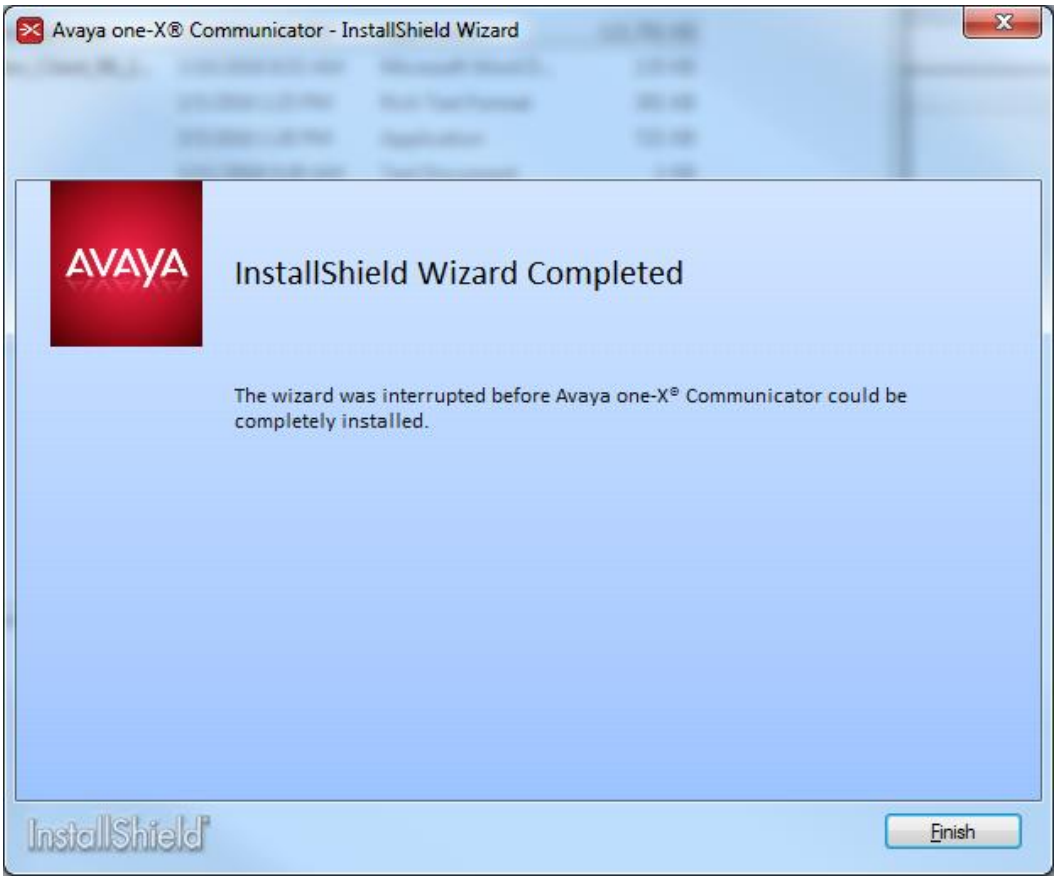


2-6. Choose the default Destination Folder or choose your own, then select Install.



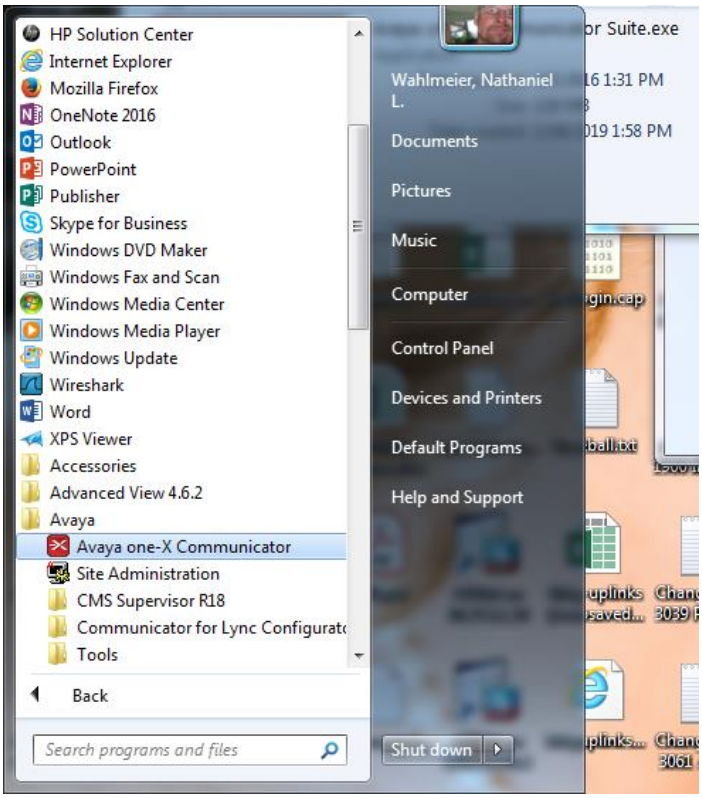
2-7. Select Finish when the installation completes.



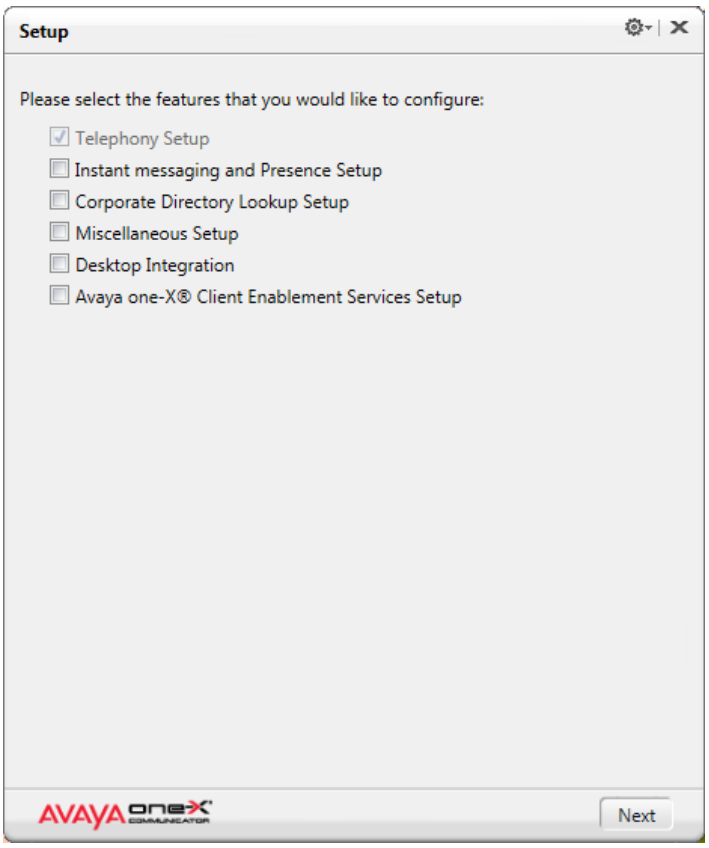


Step 3. Configure your Avaya one-X Communicator client to connect to the OU Norman Avaya Call Servers.

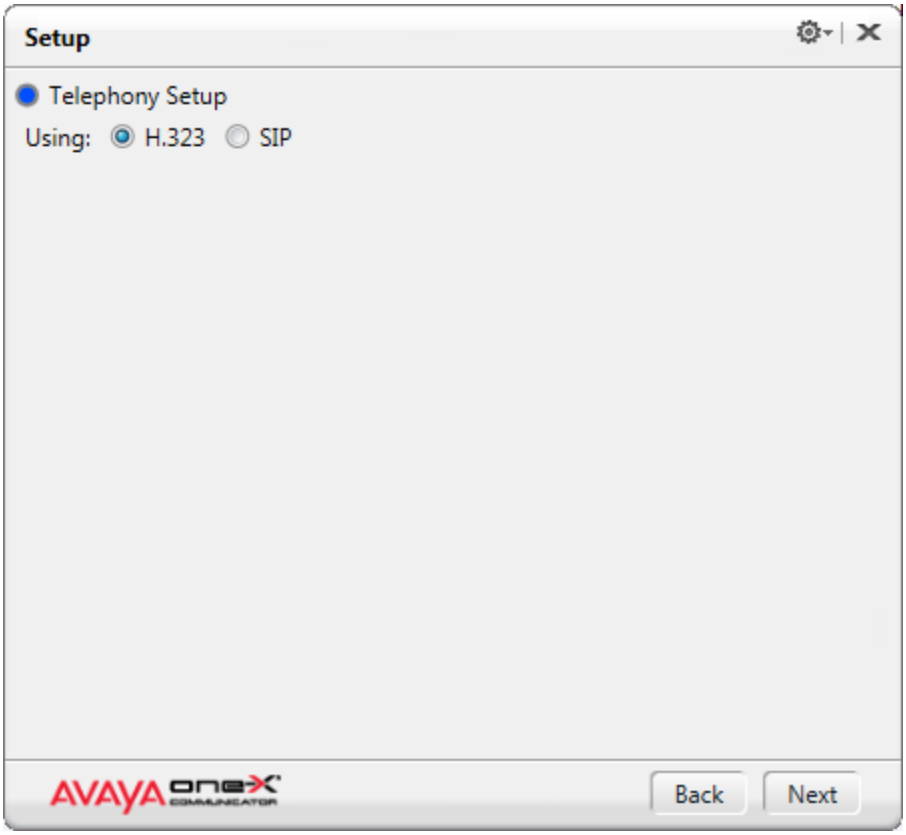
3-1. Open the Avaya one-X Communicator from the Start Menu.



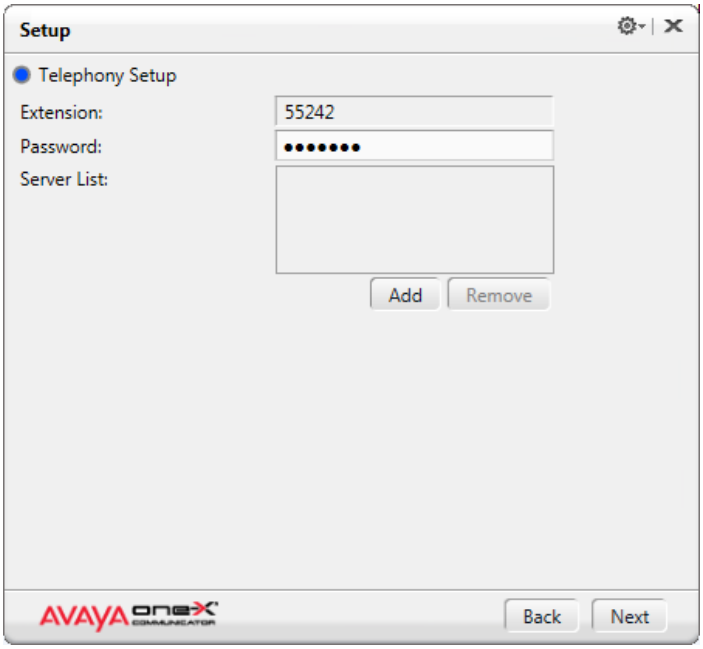
3-2. At the Setup Menu select Next.



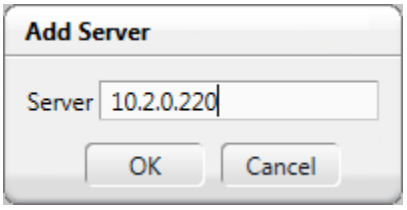
3-3. Choose H323 and select Next.



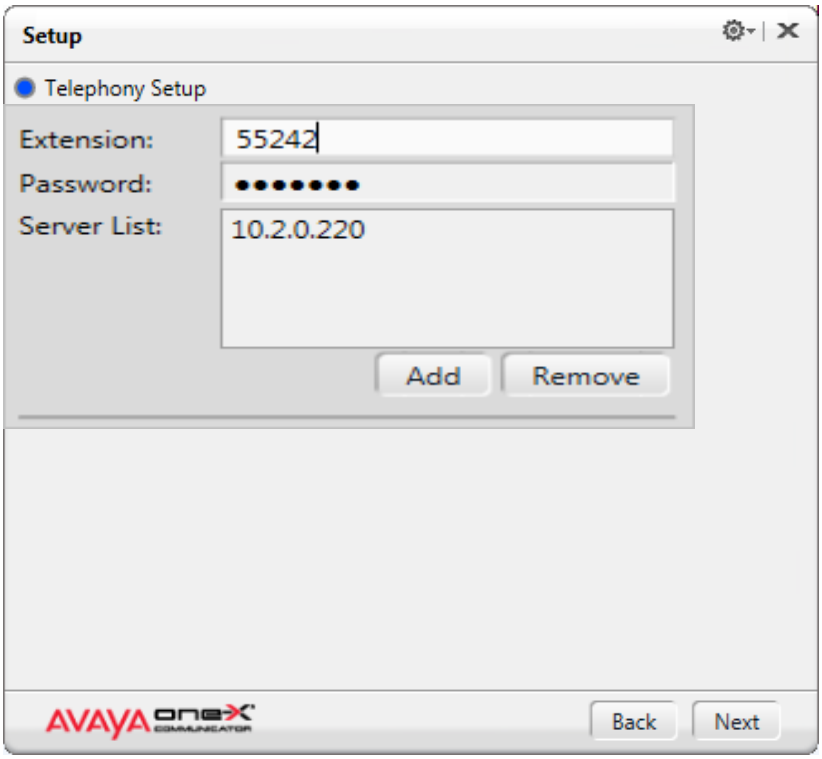
3-4. Fill in your 5 digit phone number and password (obtained by calling OU Norman Telecom at 405-325-7777) and select Add.



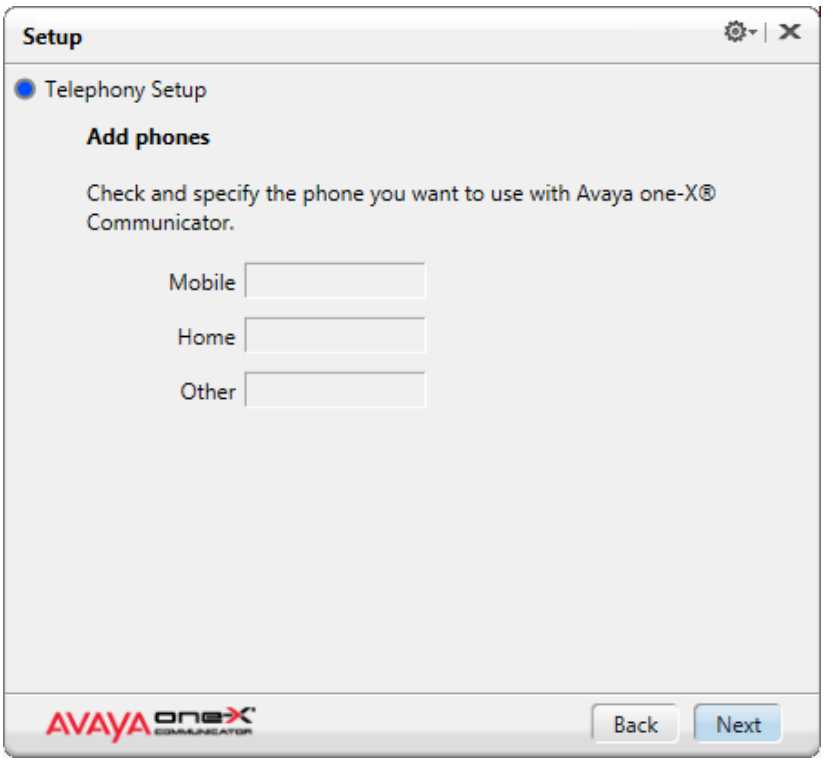
3-5. Add the IP address of the Call Server “10.2.0.220” and select OK.



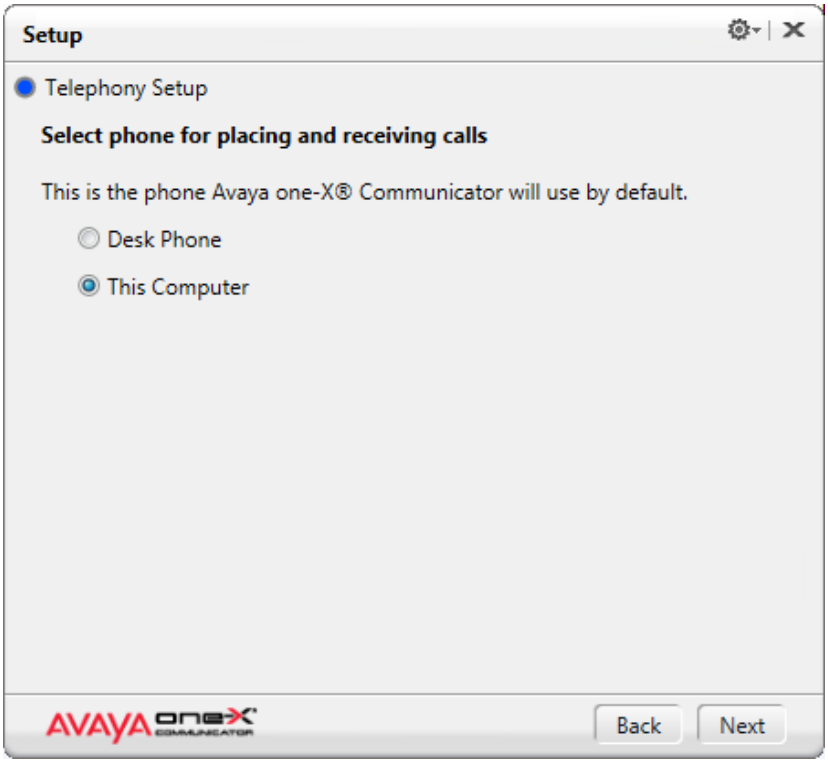
3-6. Then Choose Next when your Setup screen has the Extension, Password, and Server List complete.



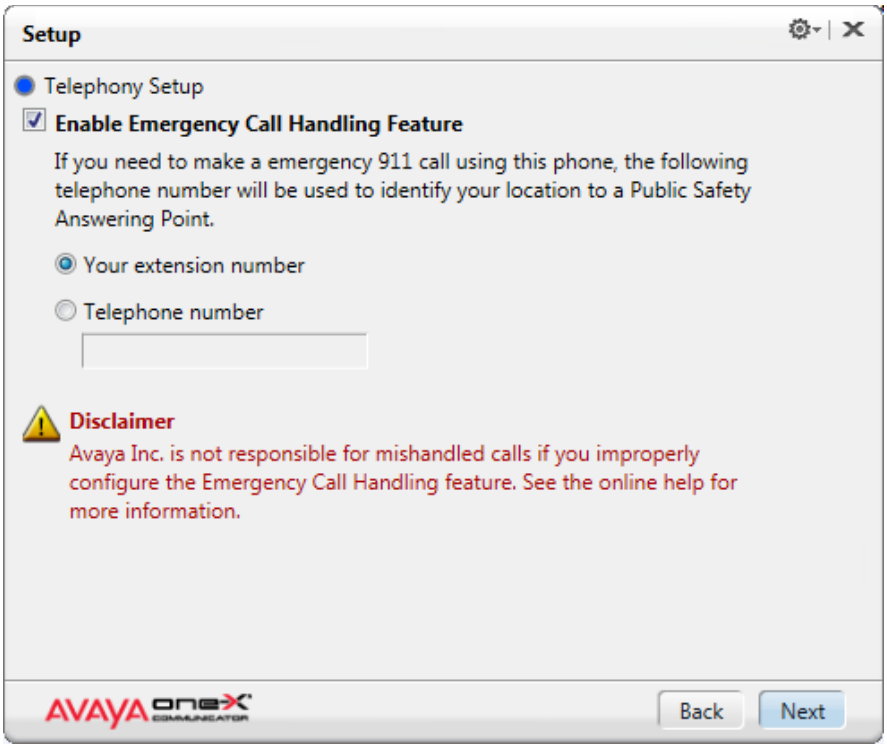
3-7. At Add Phones select Next.



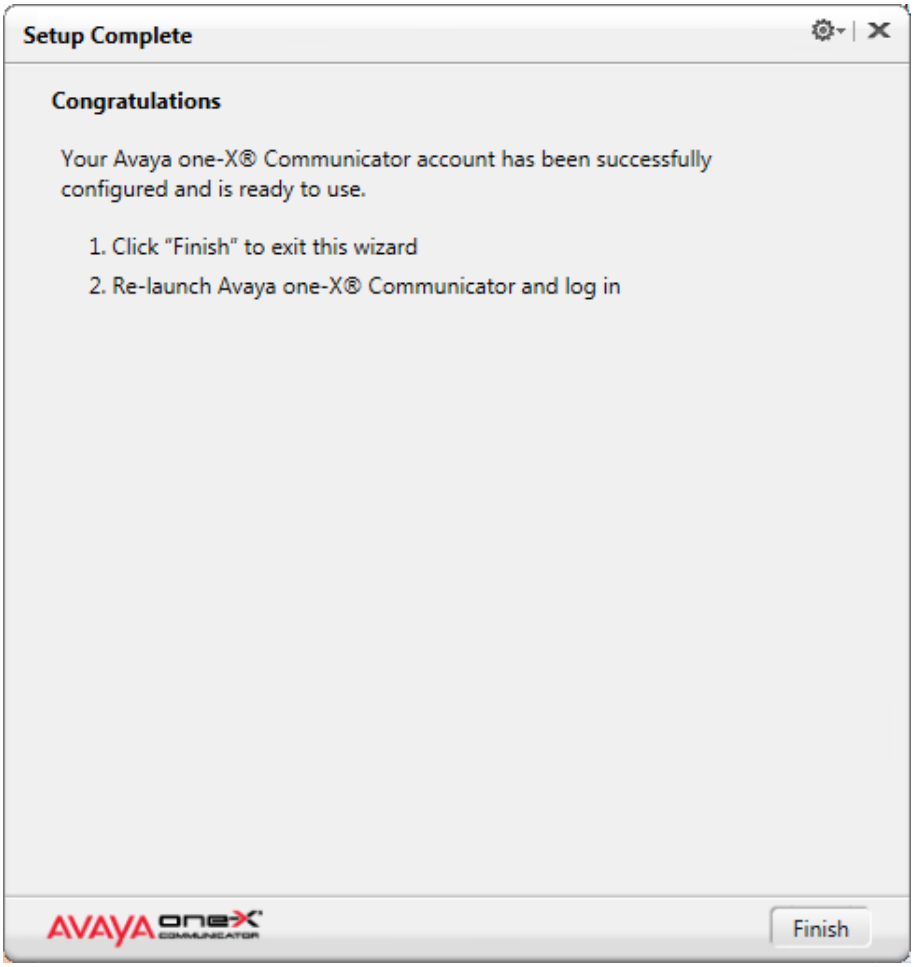
3-8. At Select phone for placing and receiving calls select “This Computer” and choose Next.



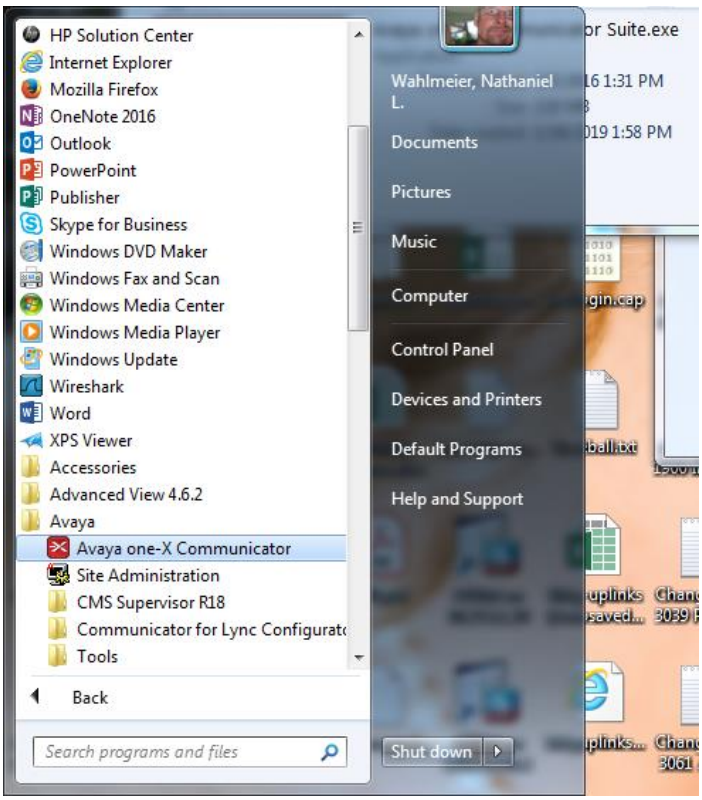
3-9. Choose Enable Emergency Call Handling Feature and your extension number and select Next.



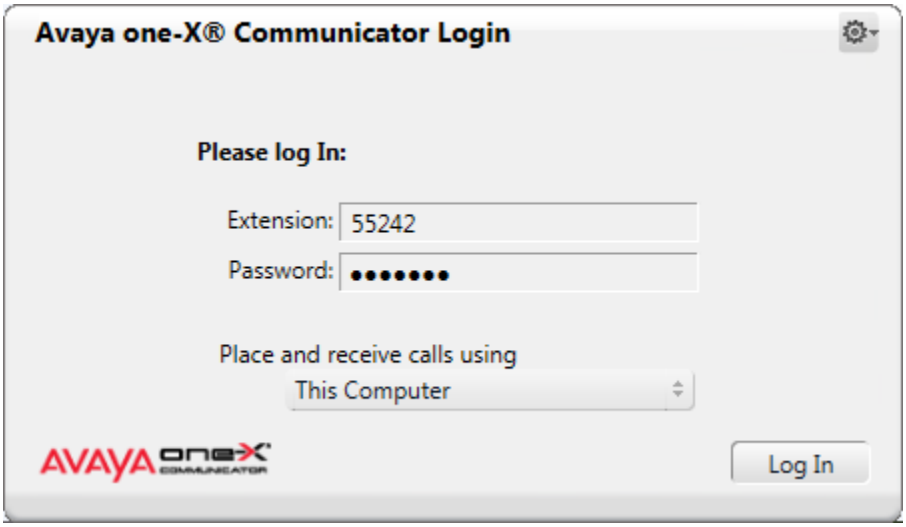
3-10. Select Finish at Setup Complete.



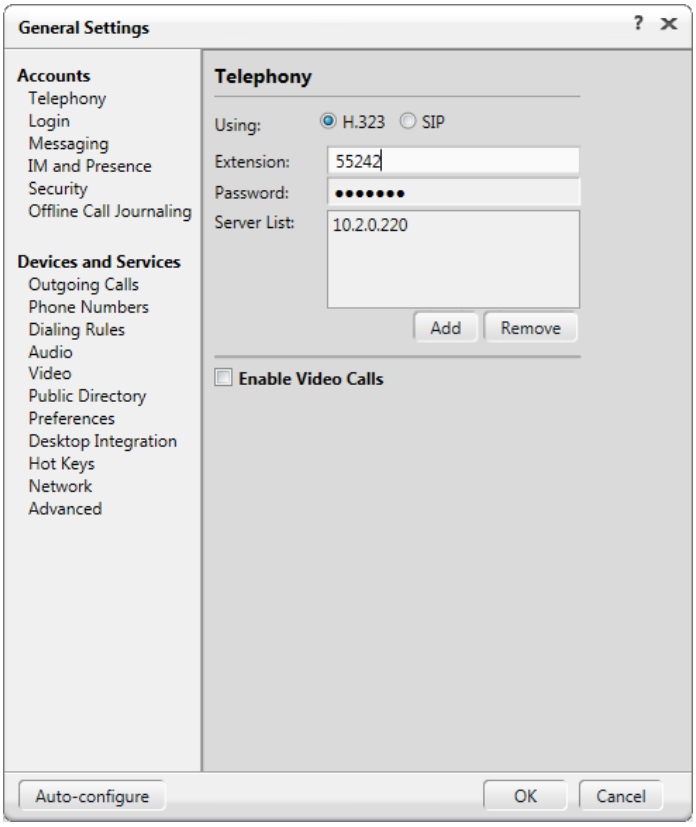
Step 4. Reopen Avaya one-X Communicator from the Start Menu.



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

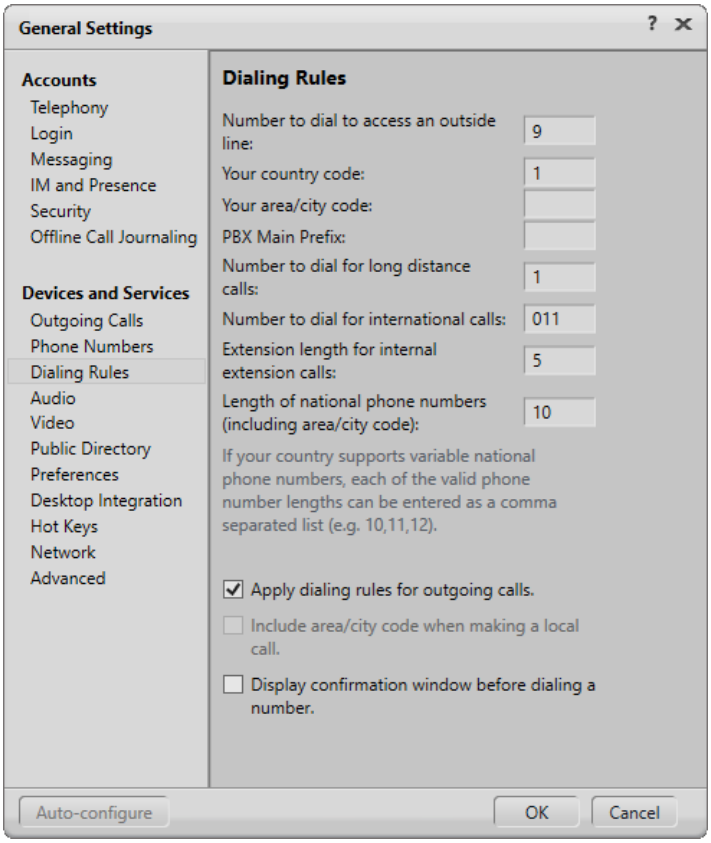


4-2. In Telephony, uncheck Enable Video Calls.

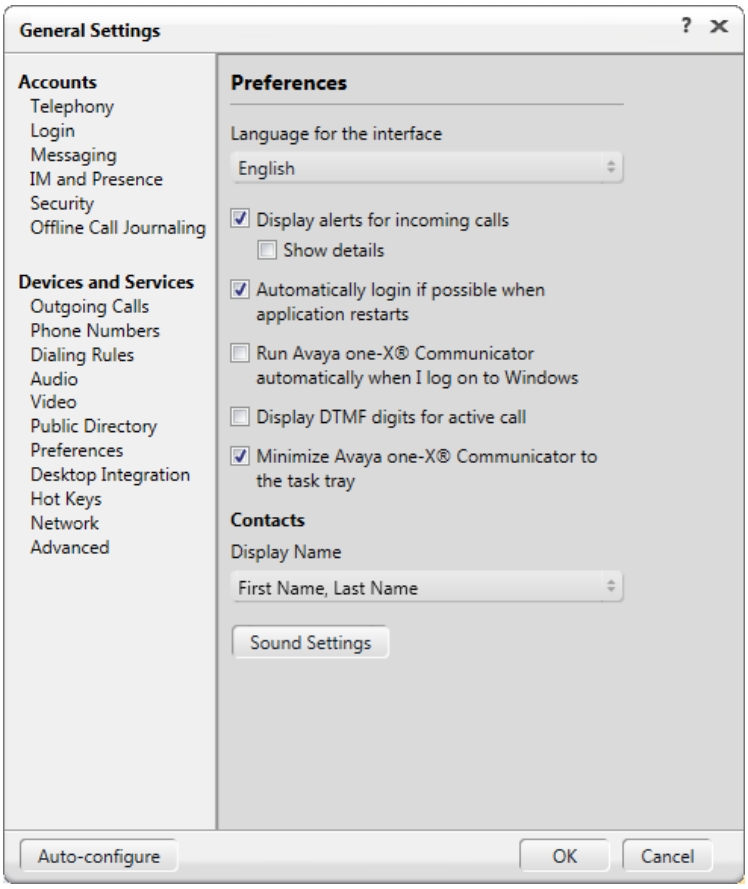


4-3. Open Dialing Rules and fillout to look like this:

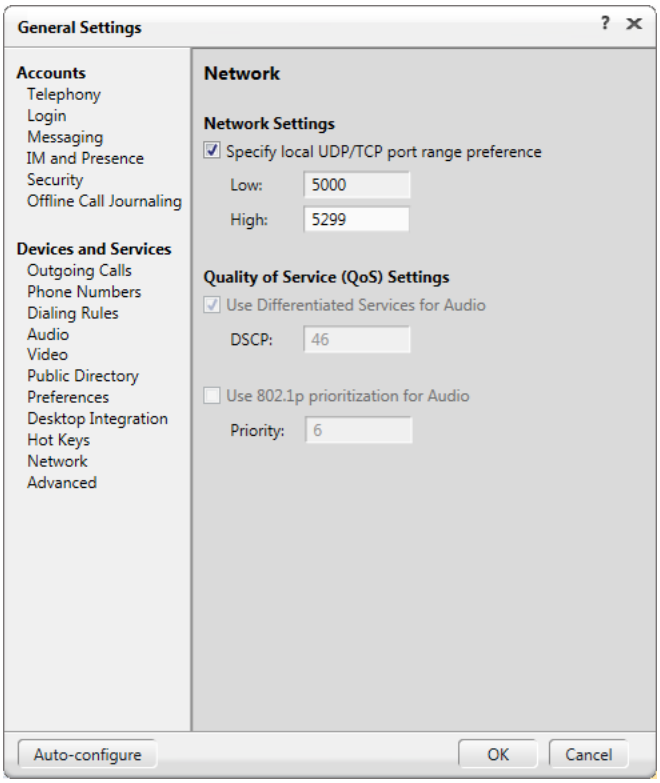
Do not enter the anything in the “Your area/city code” leave it blank.



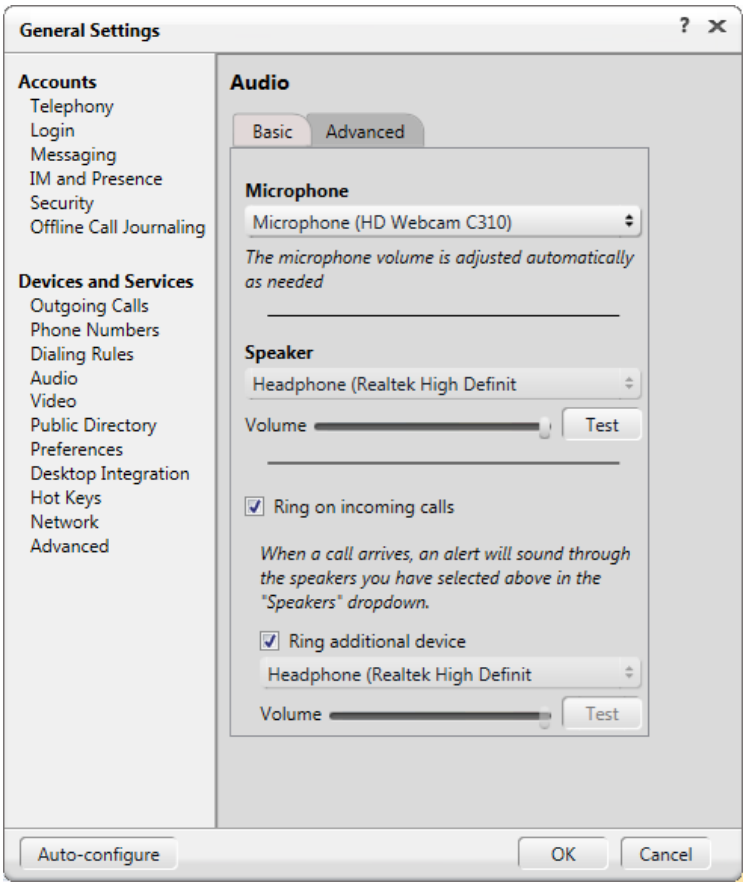
4-4. Choose Preferences to fit your environment. But make sure that “Automatically login if possible when application starts” is checked. For questions on this setup page contact OU Norman Telecom at 405-325-7777.



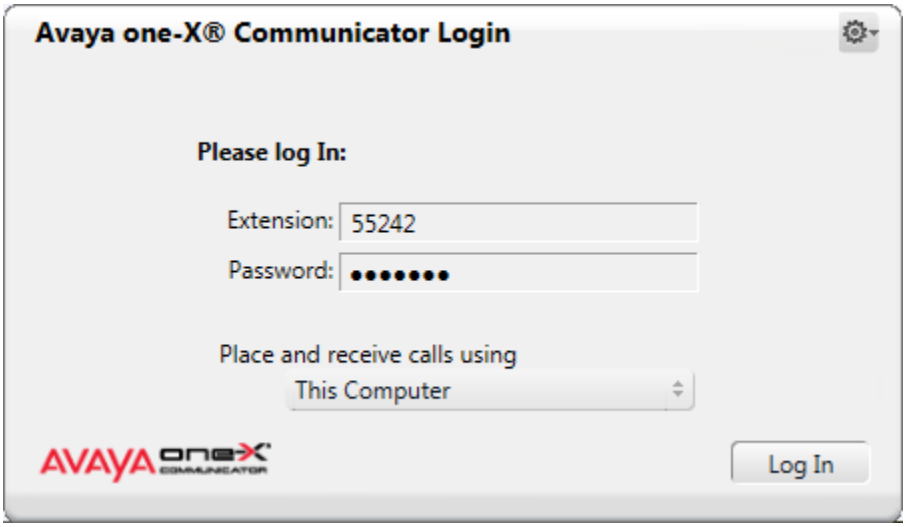
4-5. In Network, specify the UDP/TCP ports to Low 5000, High 5299. (You can’t be logged in to make this change.)



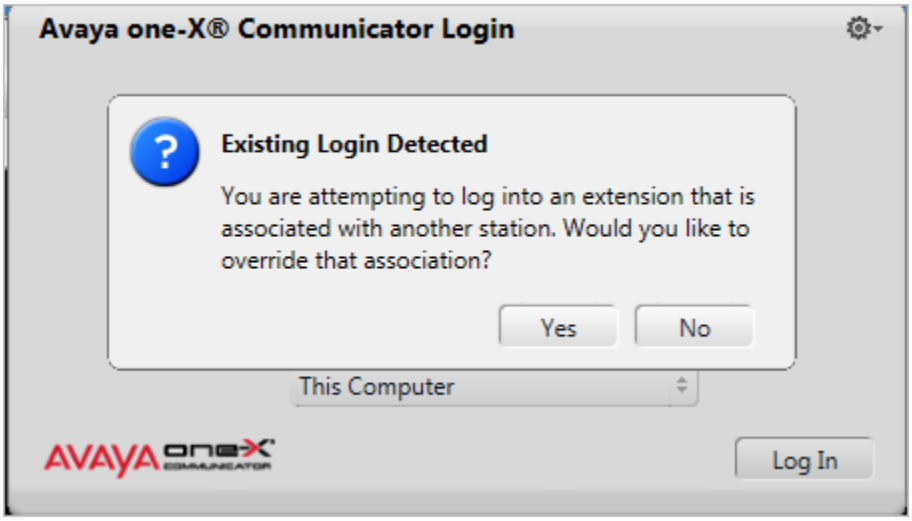
4-6. In Audio, Basic Tab, set your Audio to match your system. The test button can be used to check the speaker function. The Ring on incoming calls allows you to hear the ring in your head set and your PC speakers simultaneously. Then choose OK.



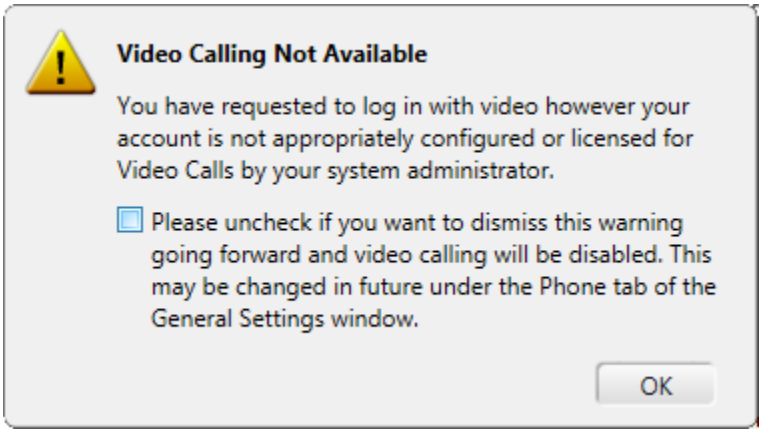
Step 5. Login to your Avaya one-X Communicator.



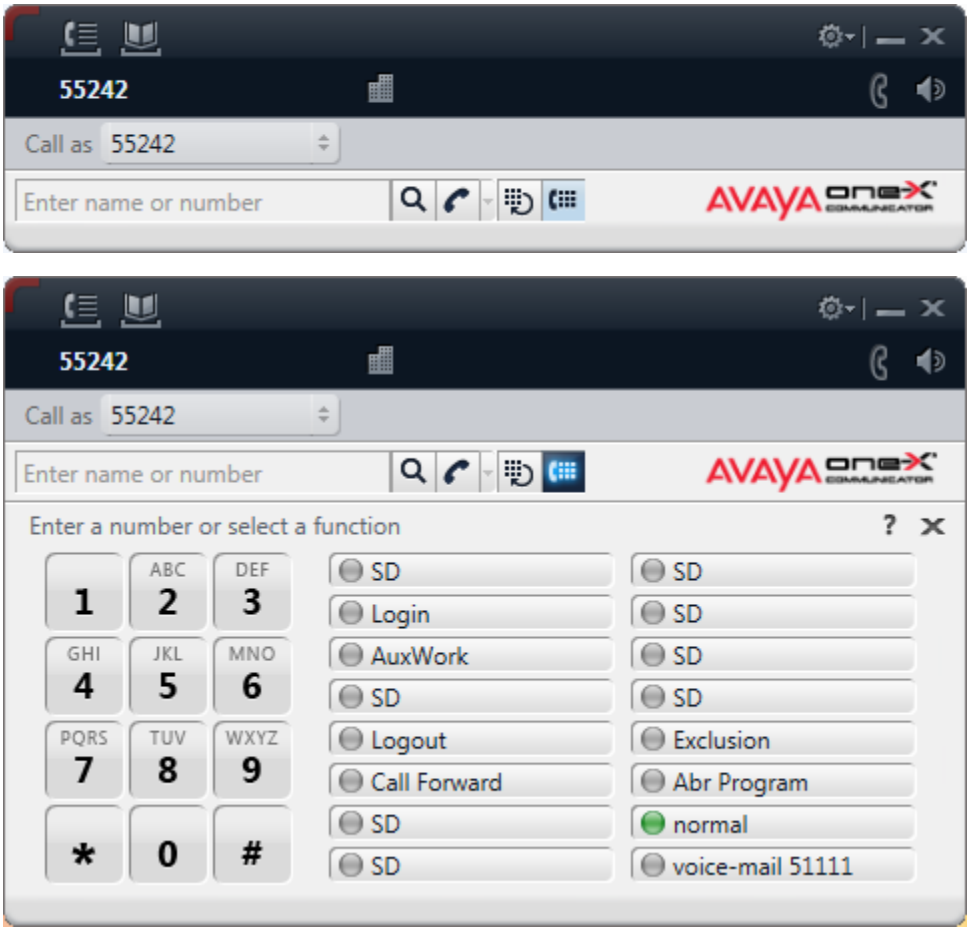
If you get this warning, choose Yes to login and override your office desk phone.



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

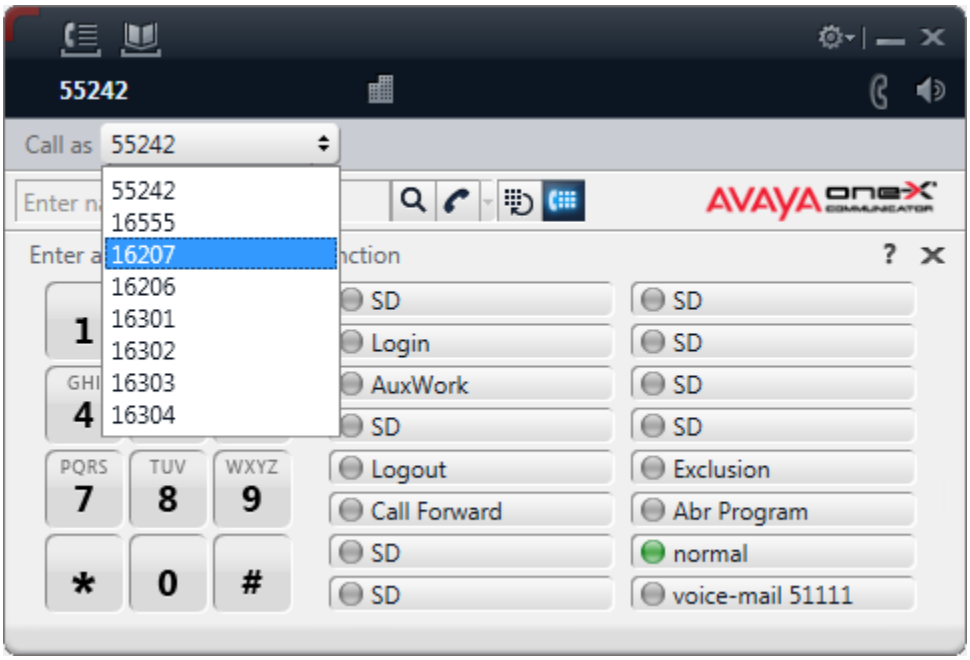
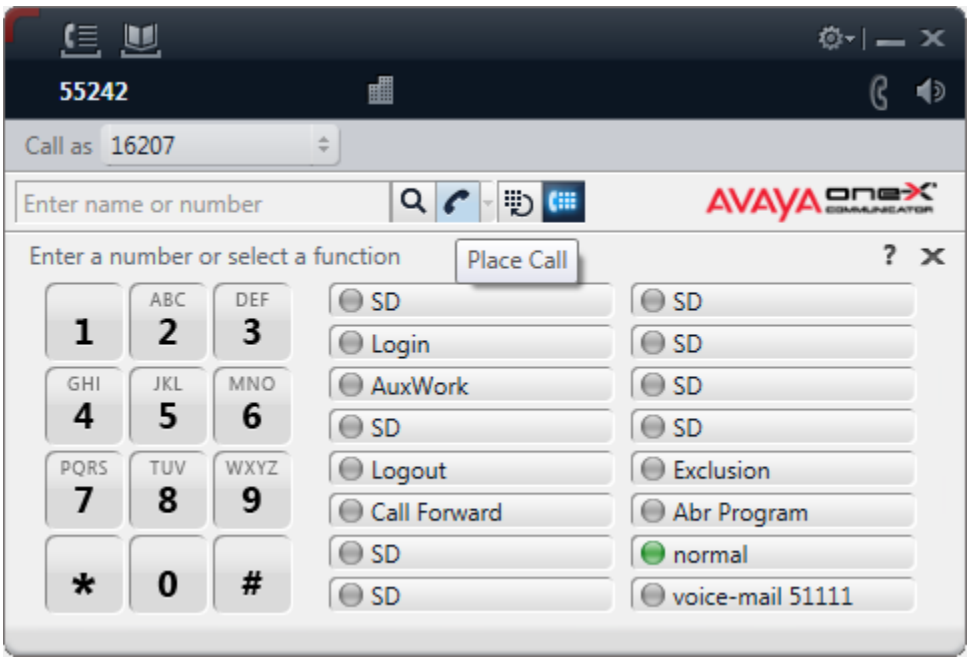
Login Access Code: #55

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: