Avaya one-X Communicator installation guide

Avaya one-X Communicator is a softphone application which enables enterprise users to log into the corporate phone extensions and make and receive phone calls from their computers.

Note:

- Avaya one-X Communicator only works on Windows machines. Please close all applications before installing Avaya one-X communicator on your PC.
- Avaya one-X Communicator requires VPN connection, please refer to the IT Service Desk page for more information.

Before you start with the Avaya one-X Communicator installation, you will need to enable .NET Framework 3.5 on your computer.

Please follow the steps below to enable .Net Framework 3.5.

1. Type **Turn Windows features** in Windows Search box, and select **Turn Windows features on or off** from the list.

   ![Turn Windows features on or off](image)
2. Check the box **.NET Framework 3.5 (includes .NET 2.0 and 3.0)** and click on **OK** to confirm.

3. You may need to restart your computer.

**Please follow the steps below to install and configure Avaya one-X Communicator.**

1. Connect to the VPN.
2. Download and unzip the installation files to your computer.
3. Locate the unzipped files and double click to run **install.bat**.
4. A command prompt dialog box will open and remain open for some time, **DO NOT CLOSE** as the program is installing in the background.
5. The Avaya one-X communication icon will appear on your desktop. Double click on the icon.
7. The Setup dialog box appears, click on **Next** button.

8. In Telephony Setup dialog box, select **Using: H.323** and click on **Next** Button.
9. Enter your **Extension number** and **Password**, (your password is the same as your extension number), then select Server address **10.176.0.18**. Click on **Next** button.

![Telephony Setup](image1)

10. **Add phones** setup dialog box appears, leave all fields blank and click on **Next** button.

![Add phones Setup](image2)
11. Select Use **This computer** for placing and receiving calls and click on **Next** button.

12. In Enable Emergency Call Handling Feature setup dialog box, make no change and click on **Next** button.
13. Click on **Finish** button to exit.

14. Launch **Avaya one-X Communicator** from your desktop and login with your extension and password. Select Place and receive calls using **This Computer**. Click on **Log In** button.
15. Click on **Yes** button.

16. If the following error message is received, please contact IT Service Desk to activate the softphone for your extension.

17. Plug-in your headsets, if below box pops-up, select **Headset (with microphone)** and click on **OK** to continue.
18. Your Avaya one-X communicator is ready for use.