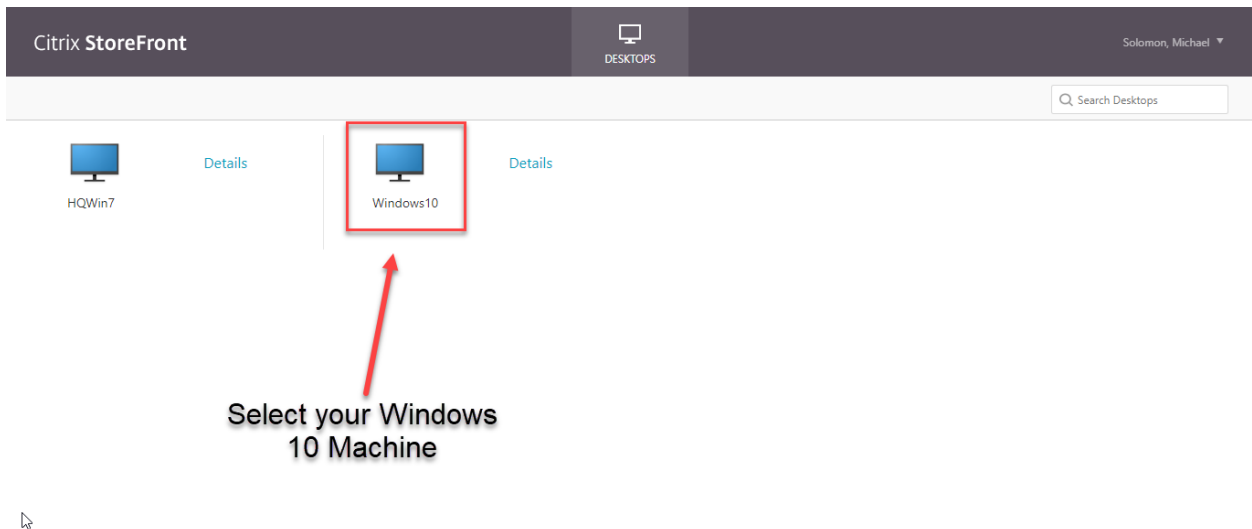


Configuring Avaya One-X Communicator for Windows 10 VDI Users

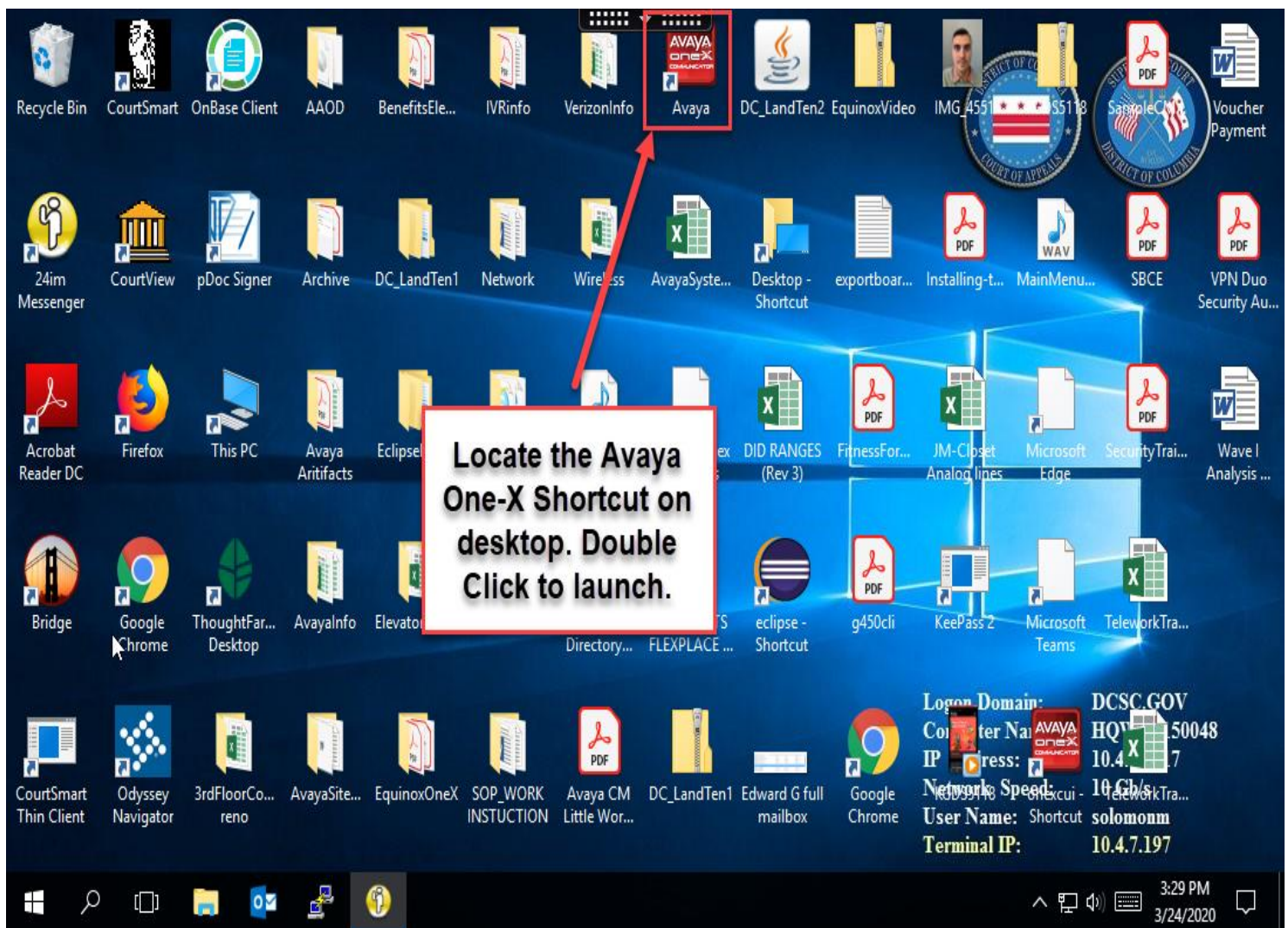
<u>Author</u>	<u>Revision</u>	<u>Date</u>
Michael Solomon	1.0	3/24/2020

****Please make sure to Follow instructions carefully. This document will cover configurations for Windows 10 Users****



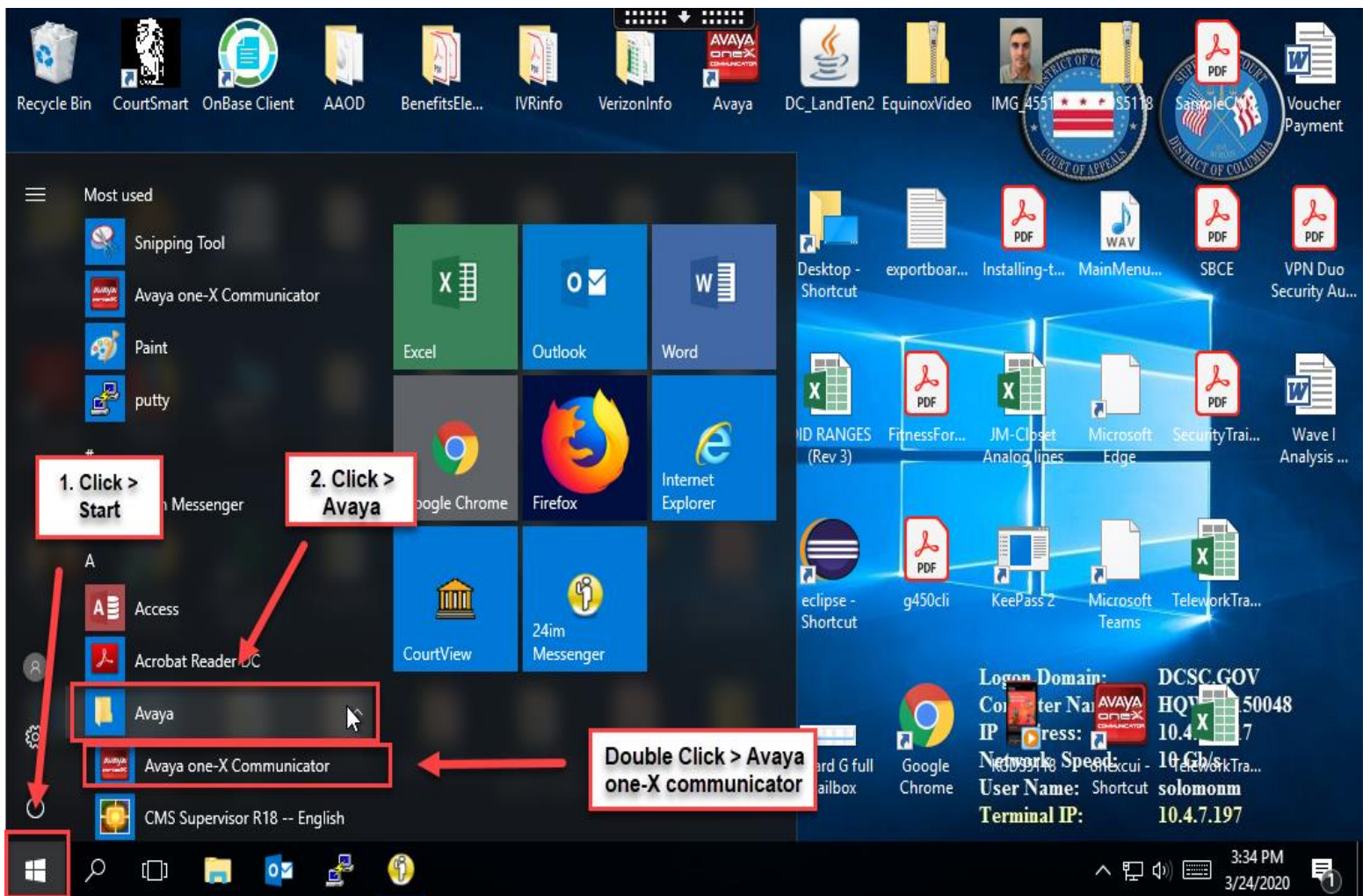
Launching Avaya One-X Communicator for Windows 10

1. Locate the Avaya One-X communicator on your desktop.

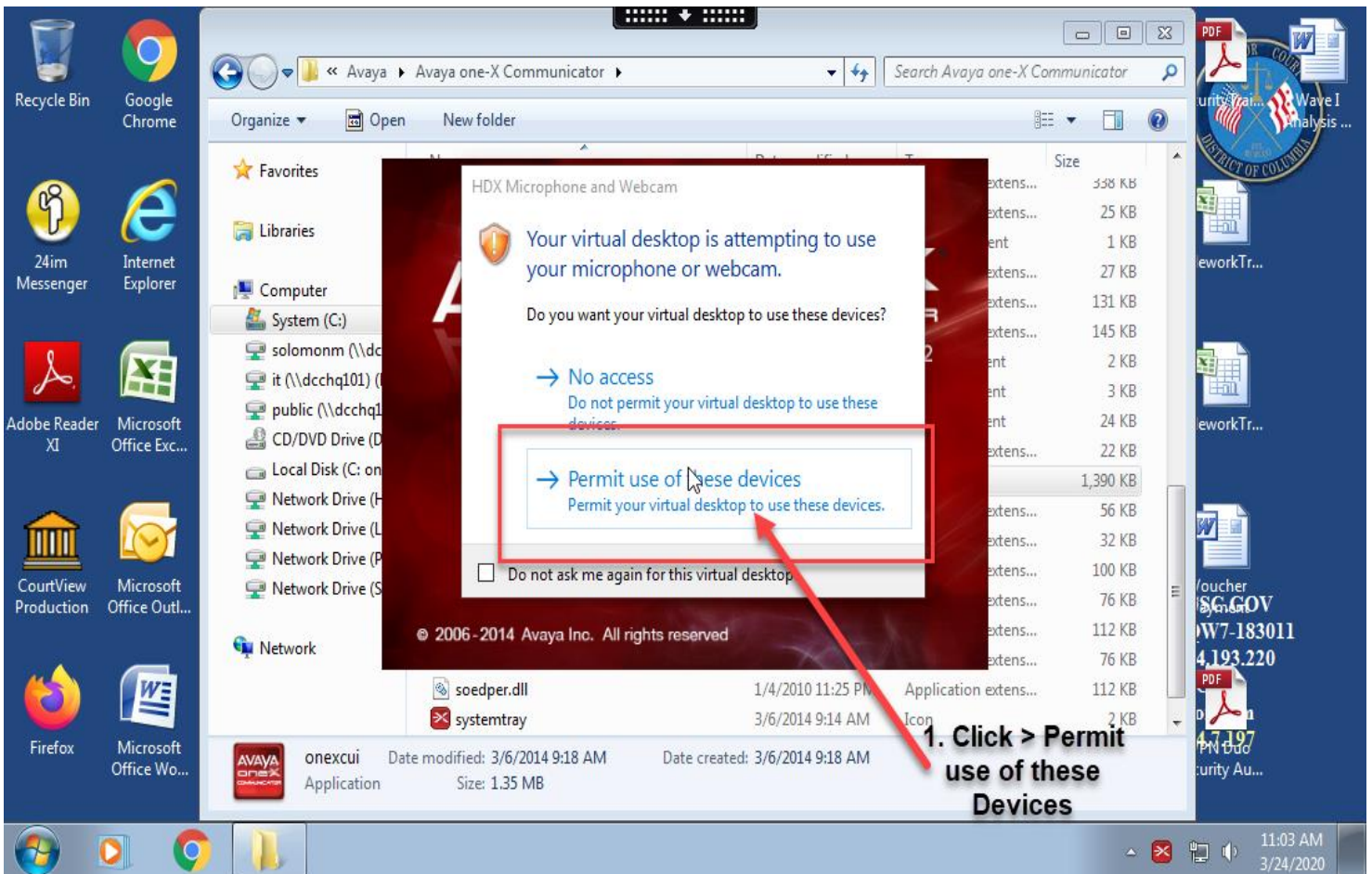


2. Alternatively, you can:

- i. Click > Start
- ii. Click > Avaya Folder
- iii. Double Click > Avaya one-X Communicator



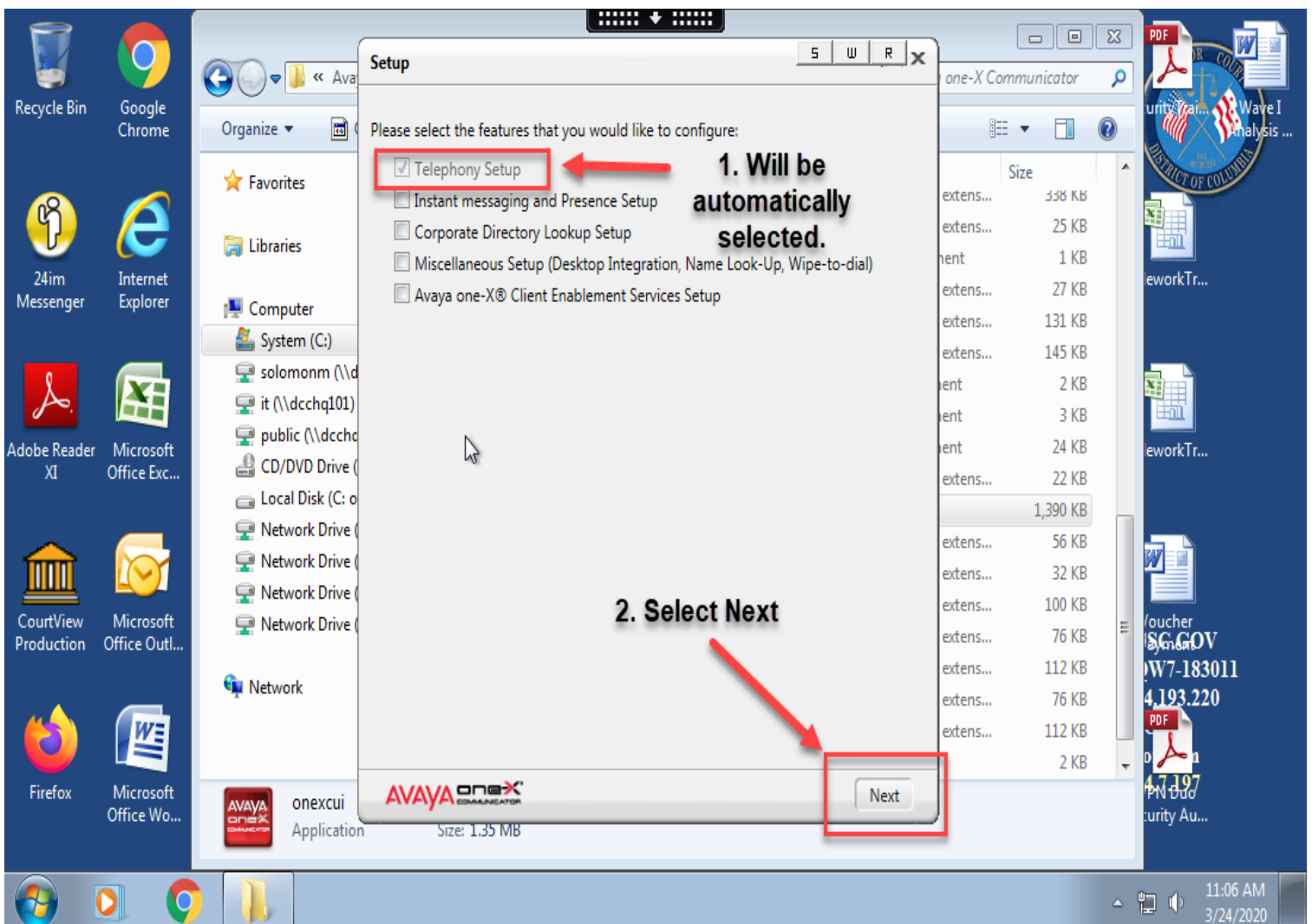
3. Once application launches you will most likely see the below Pop-Up. For the application to function properly please ensure that you click > Permit use of these Devices



2.Setup:

i. Nothing to do here as selection will already be highlighted.

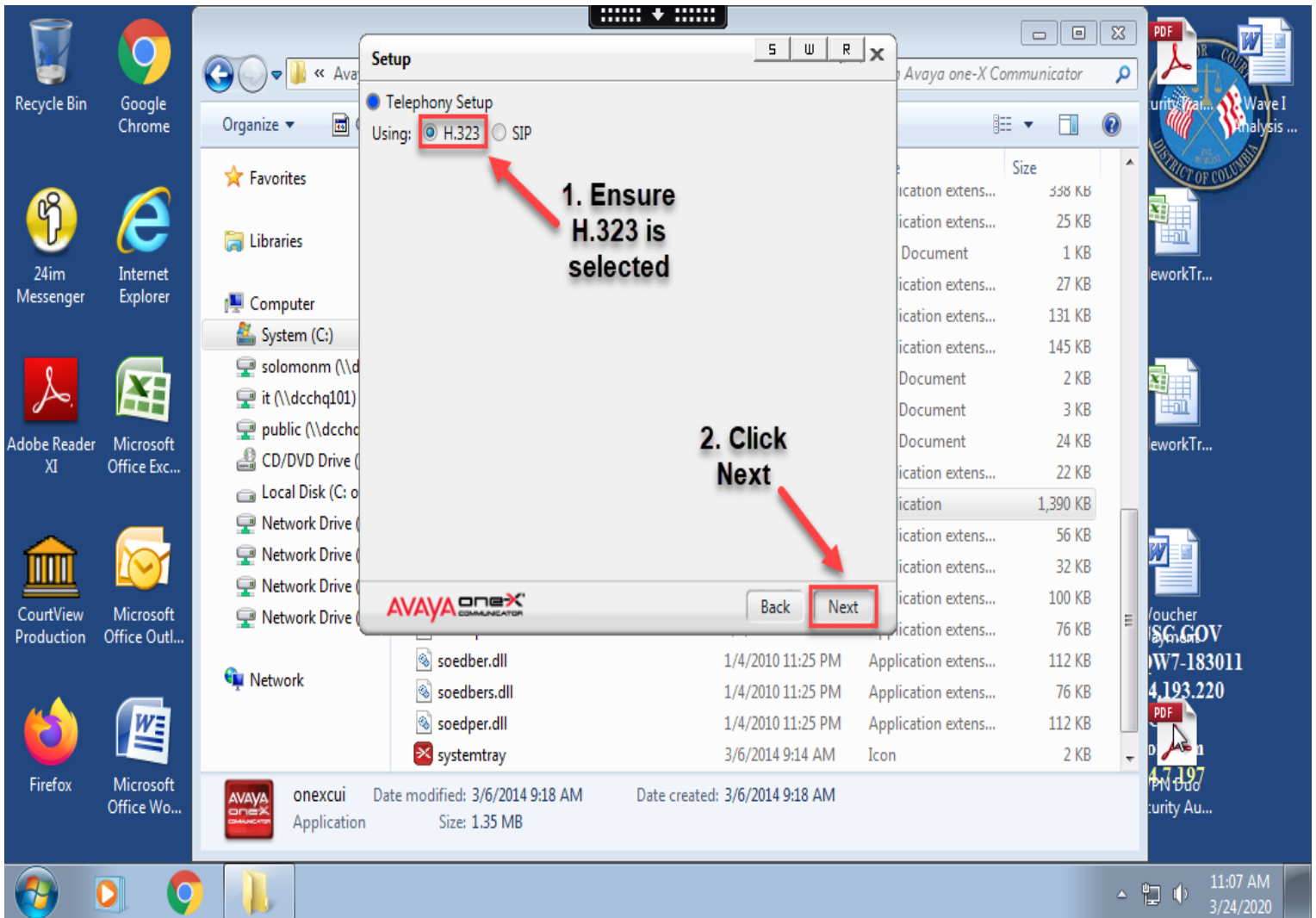
ii. Click > Next



3. Telephony Setup:

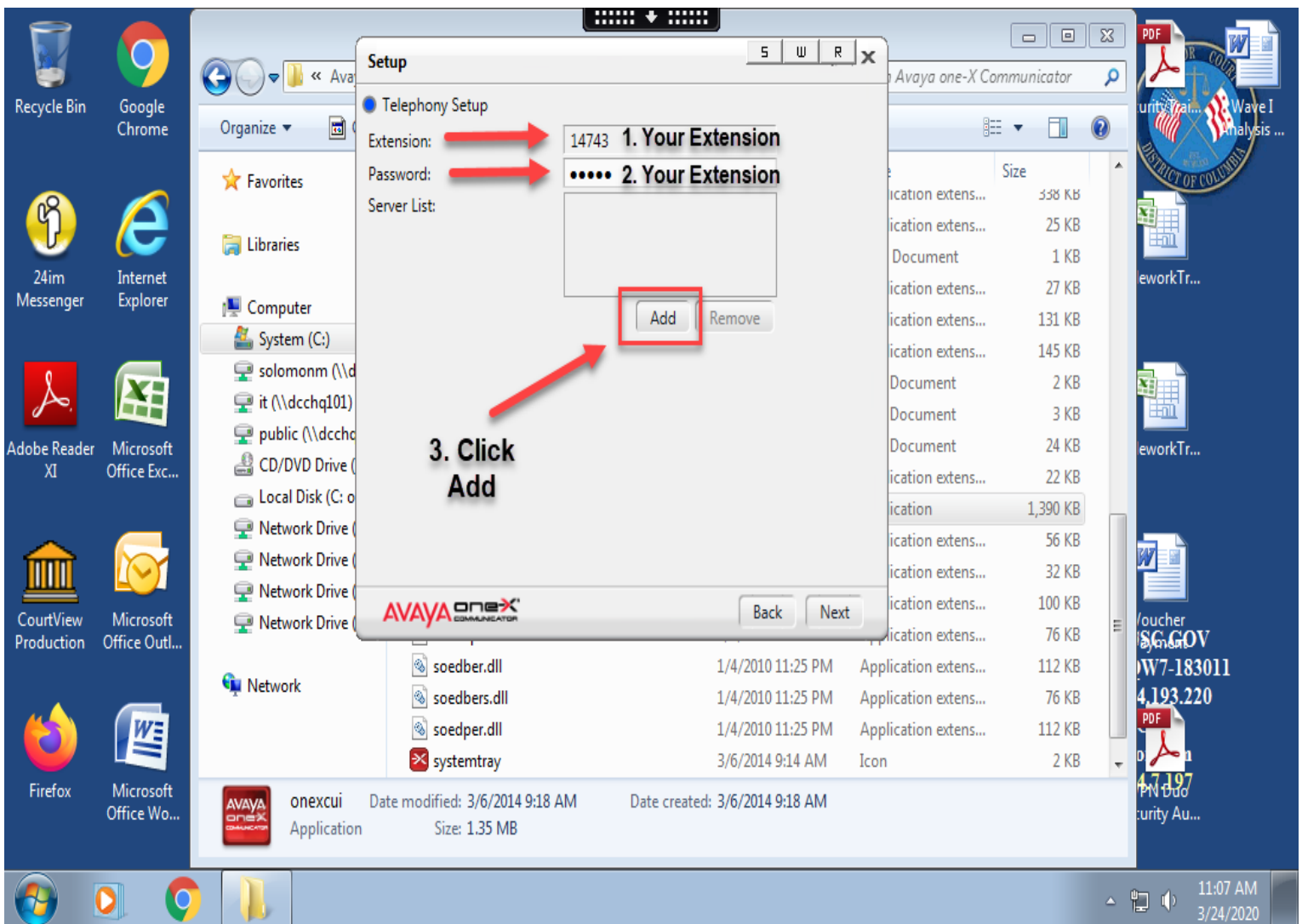
i. Select > H.323

ii. Click > Next



4. Telephony Setup:

- i. Extension > Your Personal Extension
- ii. Password > Your Personal Extension
- iii. Click > Add (Server List)



5. Add Server

i. Enter > 10.150.21.10

ii. Select > Ok

iii. Select > Next

The screenshot shows the Avaya one-X Communicator setup wizard. The main window is titled 'Setup' and has 'Telephony Setup' selected. The 'Extension' field contains '14743' and the 'Password' field contains '10.150.21.10'. A red arrow points to the 'Add Server' dialog box, which is open and shows the 'Server' field with '10.150.21.10' entered. Another red arrow points to the 'OK' button in the dialog box. A third red arrow points to the 'Next' button in the main setup window. The background shows a Windows 10 desktop with various icons and a taskbar.

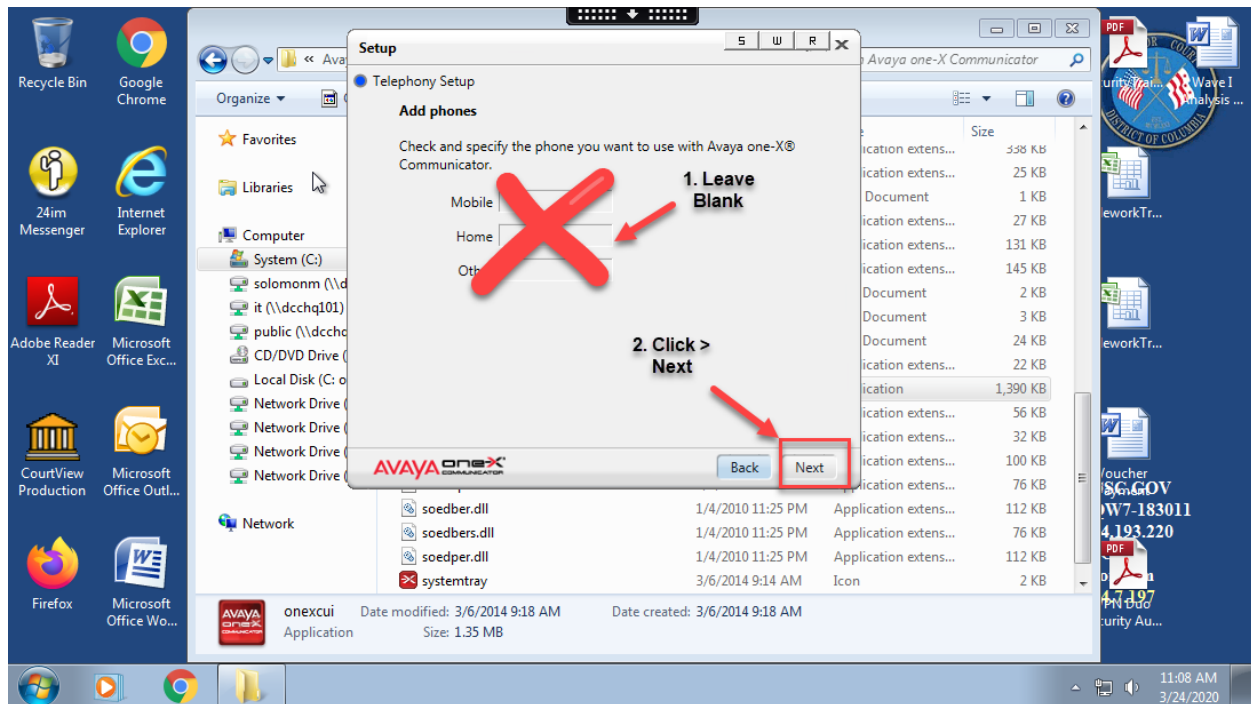
1. Enter > 10.150.21.10

2. Select > OK

3. Select > Next

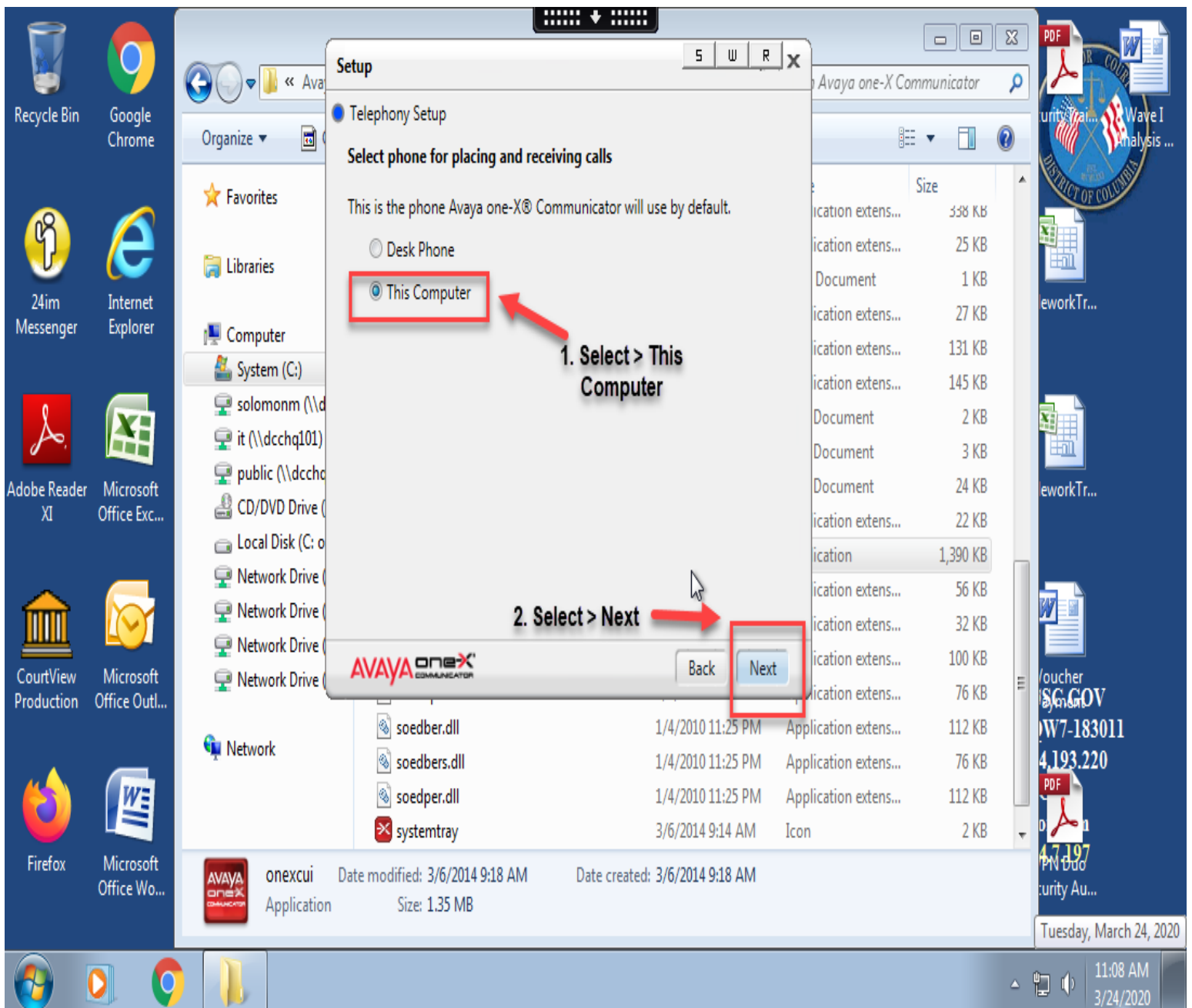
6. Telephony Setup Cont.

- i. Leave all fields blank
- ii. Click > Next



7. Telephony Setup Cont.

- i. Select > This computer
- ii. Select > Next



8. Telephony Setup Cont.

****DO NOT USE THIS APPLICATION TO DIAL 911****

i. 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 configuring the Emergency Call Handling Feature. For more information.

****DO NOT DIAL 911 from this Application****
Your Land-Line or Cell phone should be used for making emergency calls to ensure that First Responders can properly locate and arrive to your correct location

1. Click Next

Back Next

AVAYA one-X COMMUNICATOR

File Name	Date Modified	Size
soedber.dll	1/4/2010 11:25 PM	112 KB
soedbers.dll	1/4/2010 11:25 PM	76 KB
soedper.dll	1/4/2010 11:25 PM	112 KB
systemtray	3/6/2014 9:14 AM	2 KB

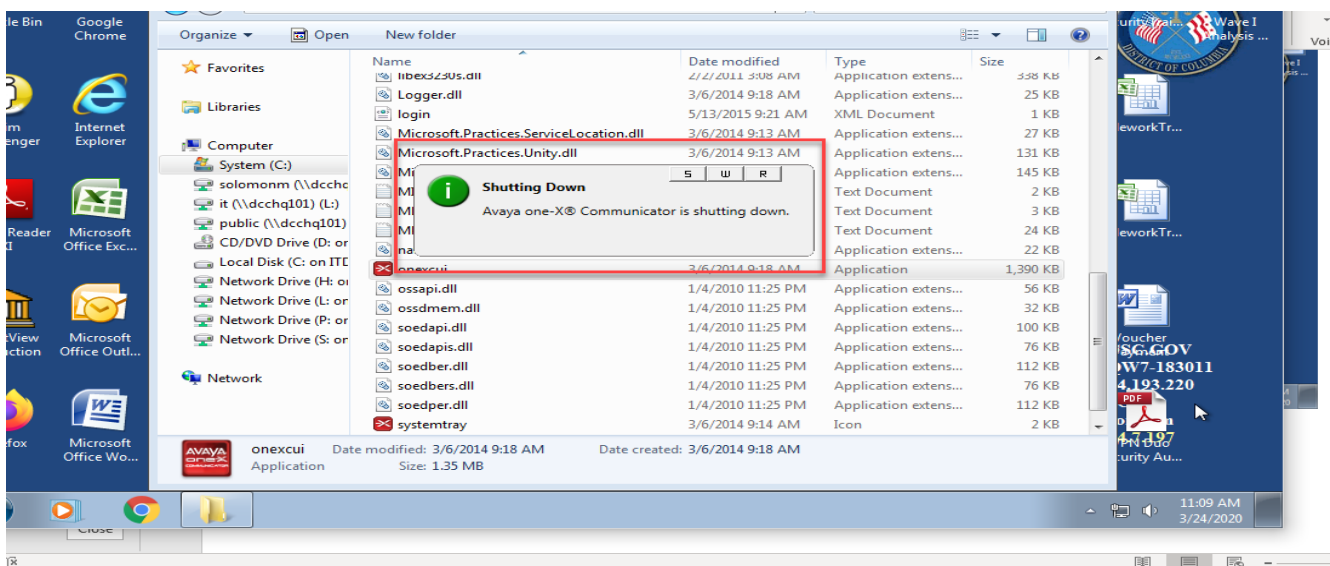
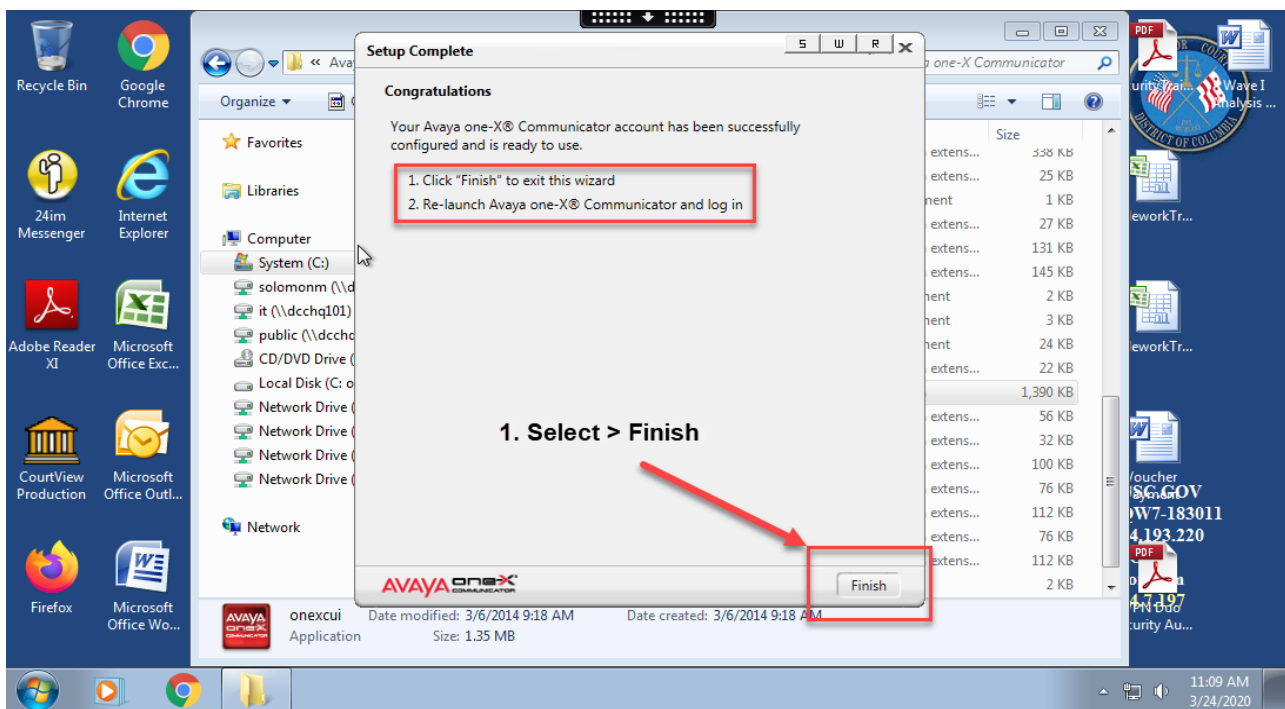
onexcui Application Date modified: 3/6/2014 9:18 AM Date created: 3/6/2014 9:18 AM Size: 1.35 MB

11:08 AM 3/24/2020

9. Telephony Setup Cont.

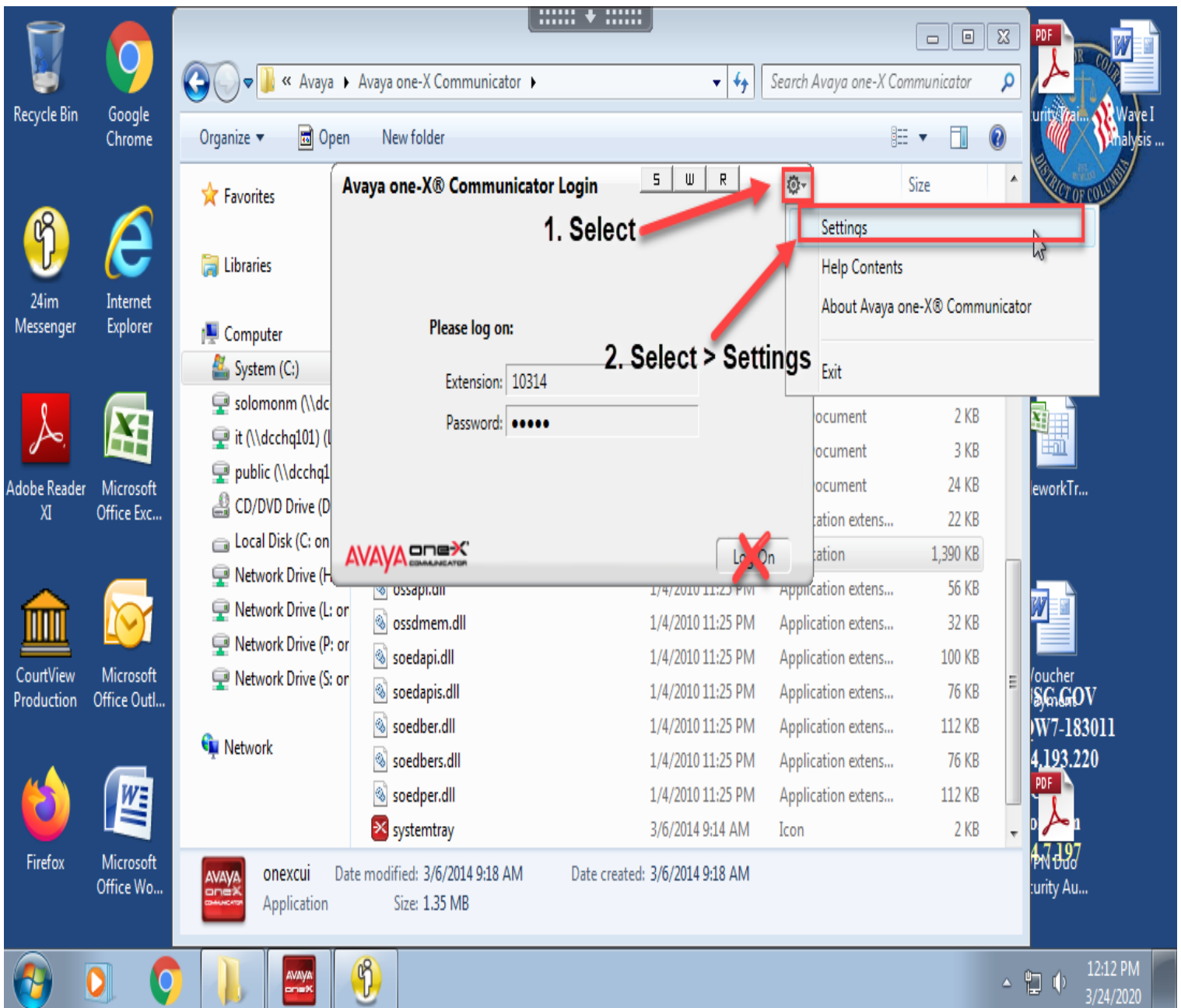
i. Select > Finish

ii. This completes the configuration, Application will close after Finish is selected.



10. Relaunch the Application

- i. Double Click > onexcui (Step 5 above)
- ii. Do not Log on yet
- iii. Select > Settings

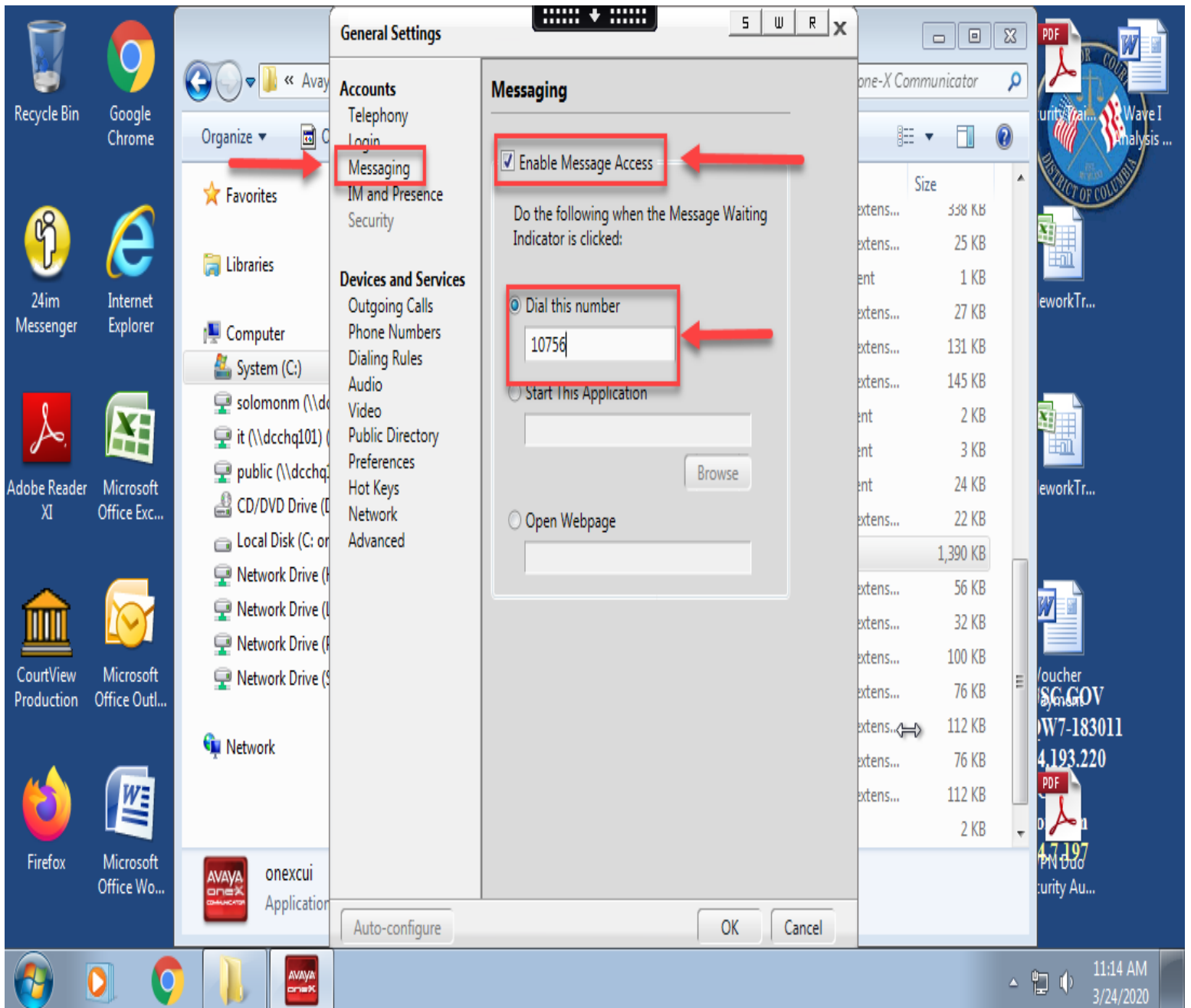


11. General Settings

i. Select > Messaging

ii. Select > Enable Message Access

iii. Select > Dial this Number (Enter 10756)

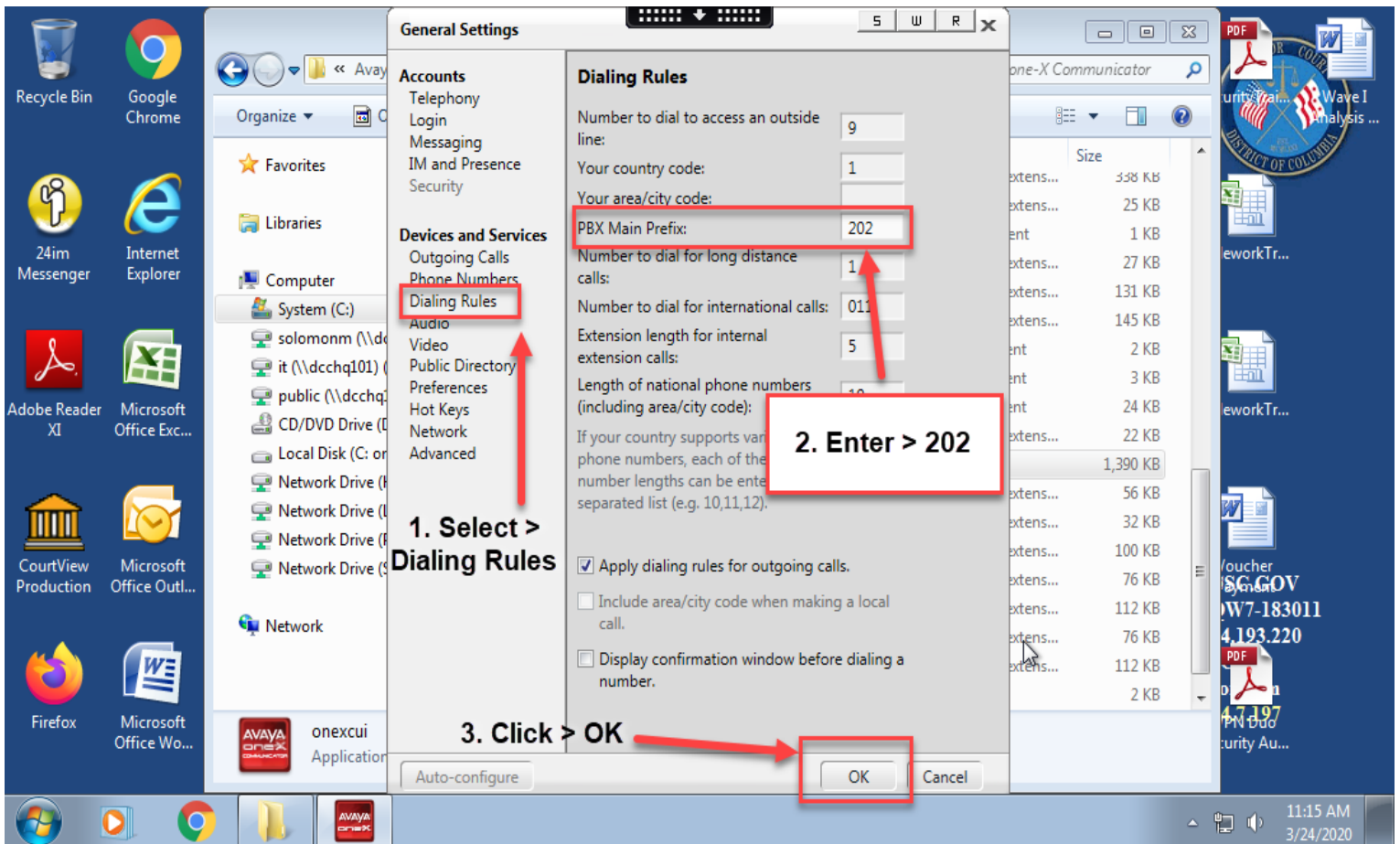


12. General Settings

i. Select > Dialing Rules

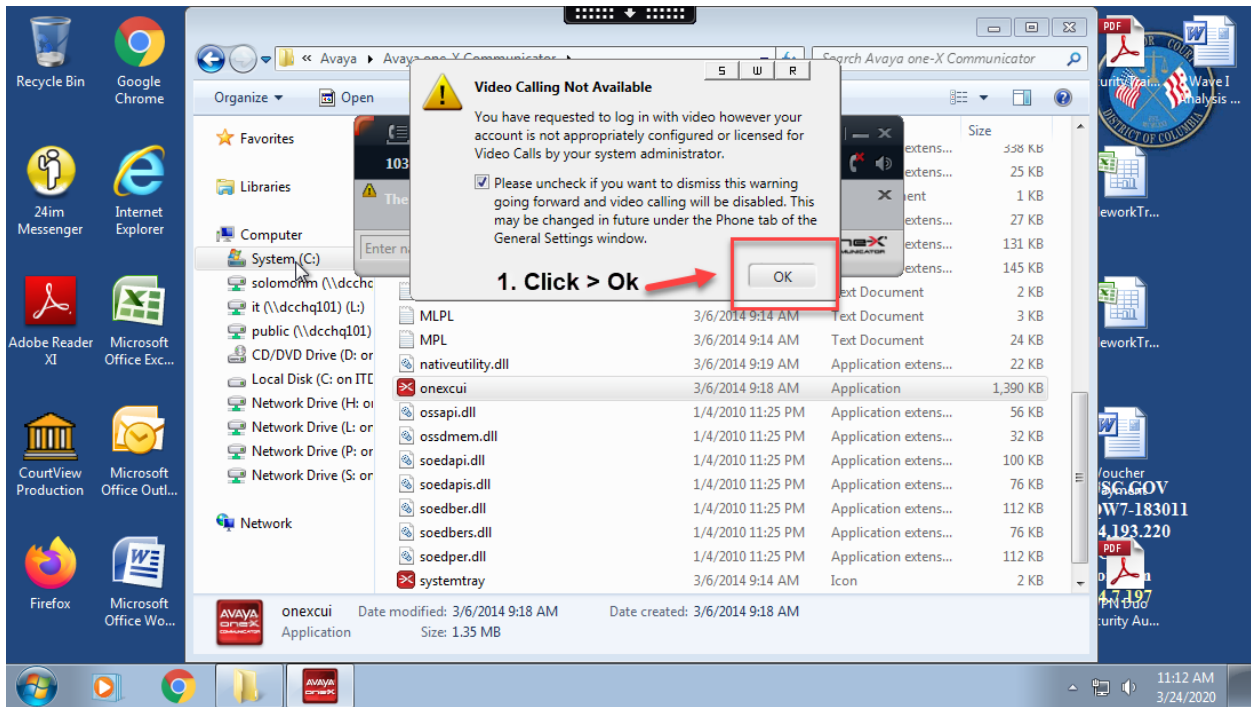
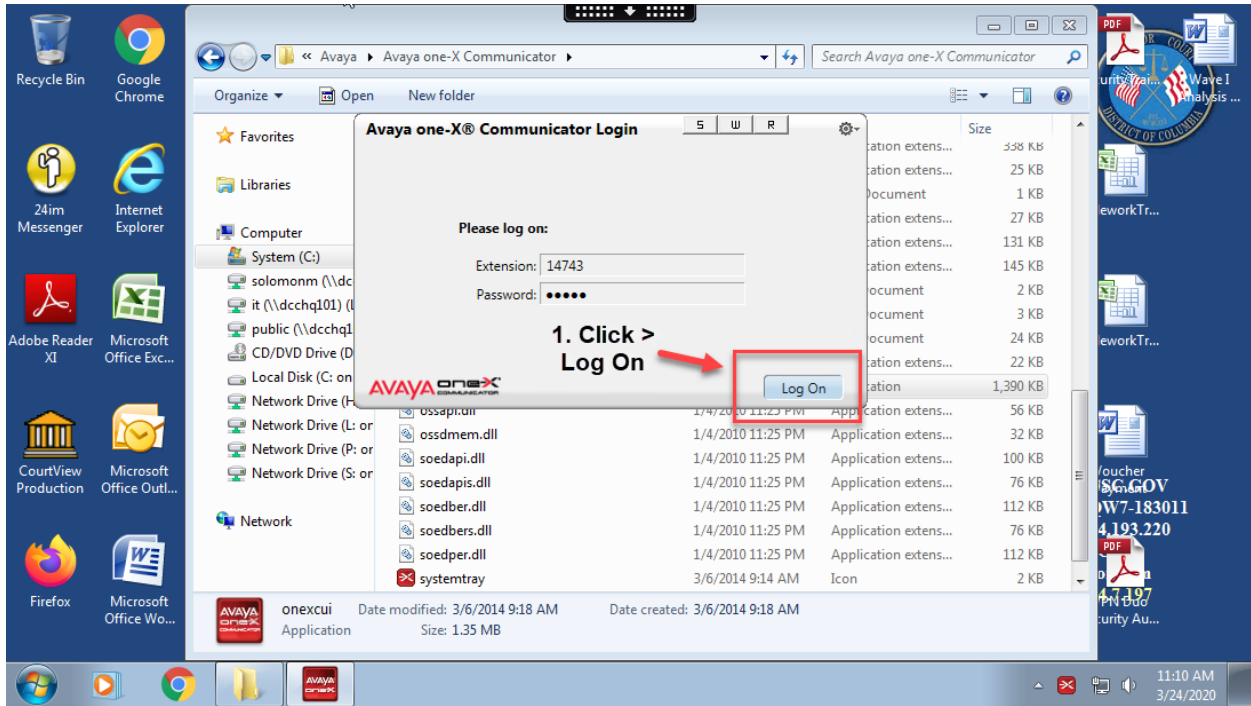
ii. Select > PBX Main Prefix Field (Enter 202)

iii. Click > Ok



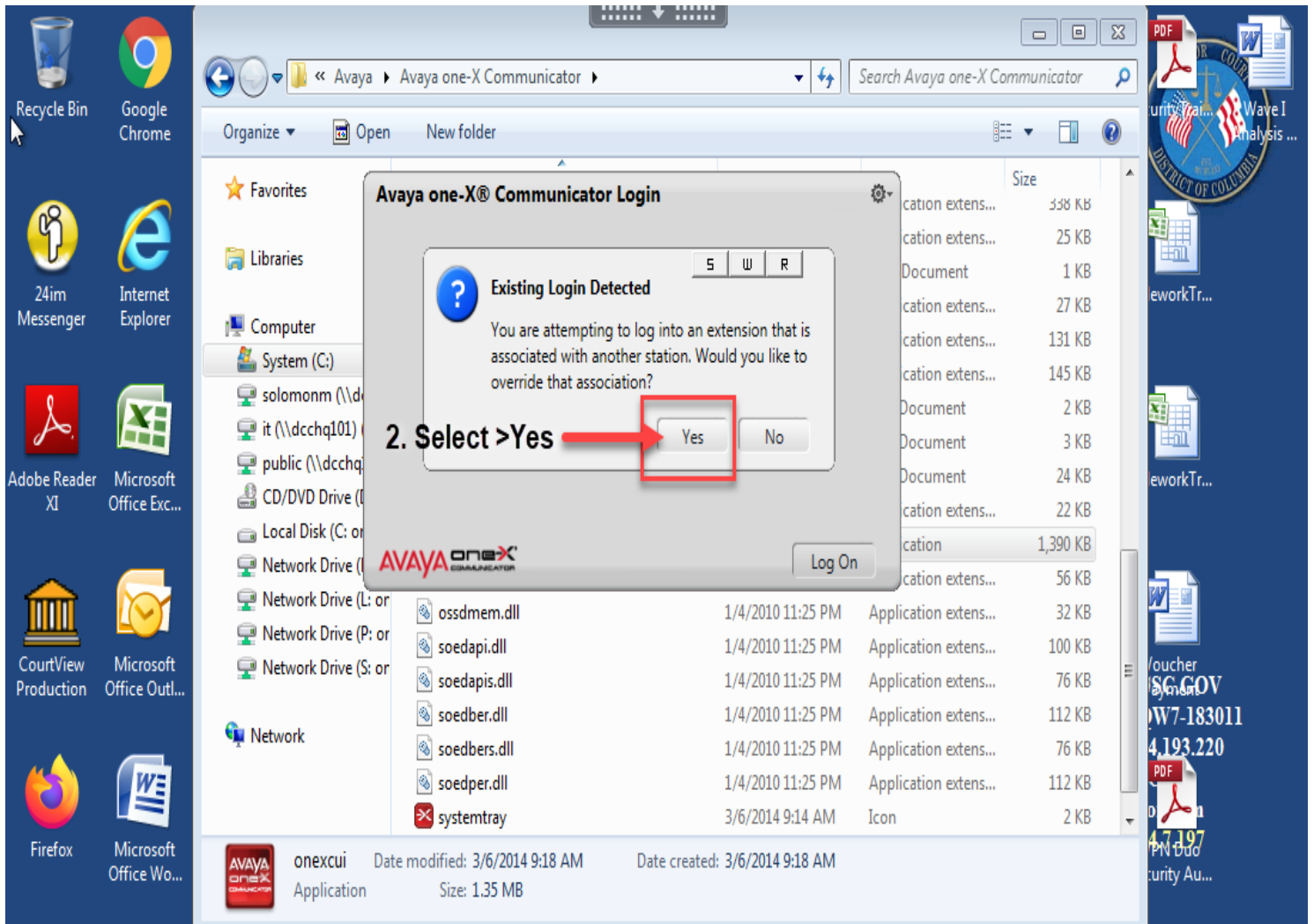
13. Login

i. Click Log On



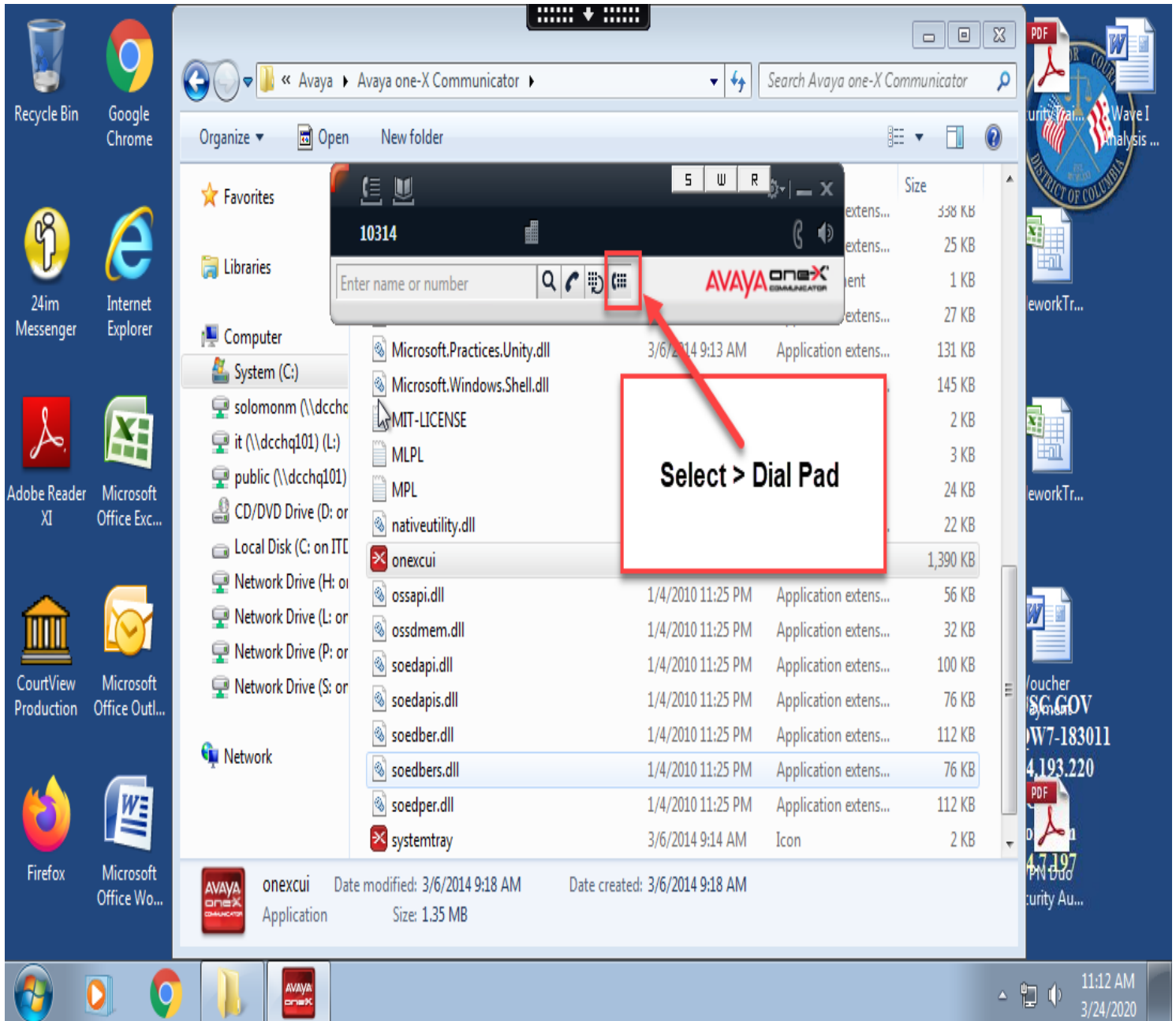
14. Existing Login Detected

i. Select > Yes

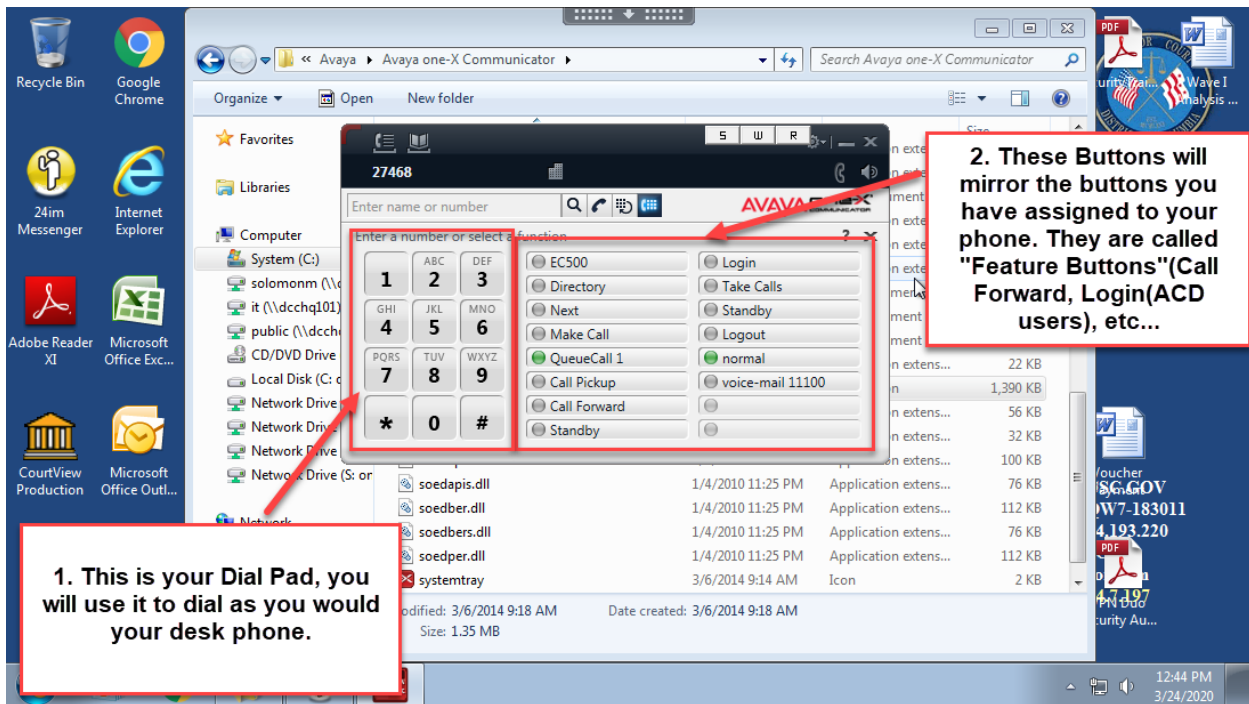


15. You are now logged in.

i. Select > Dial Pad



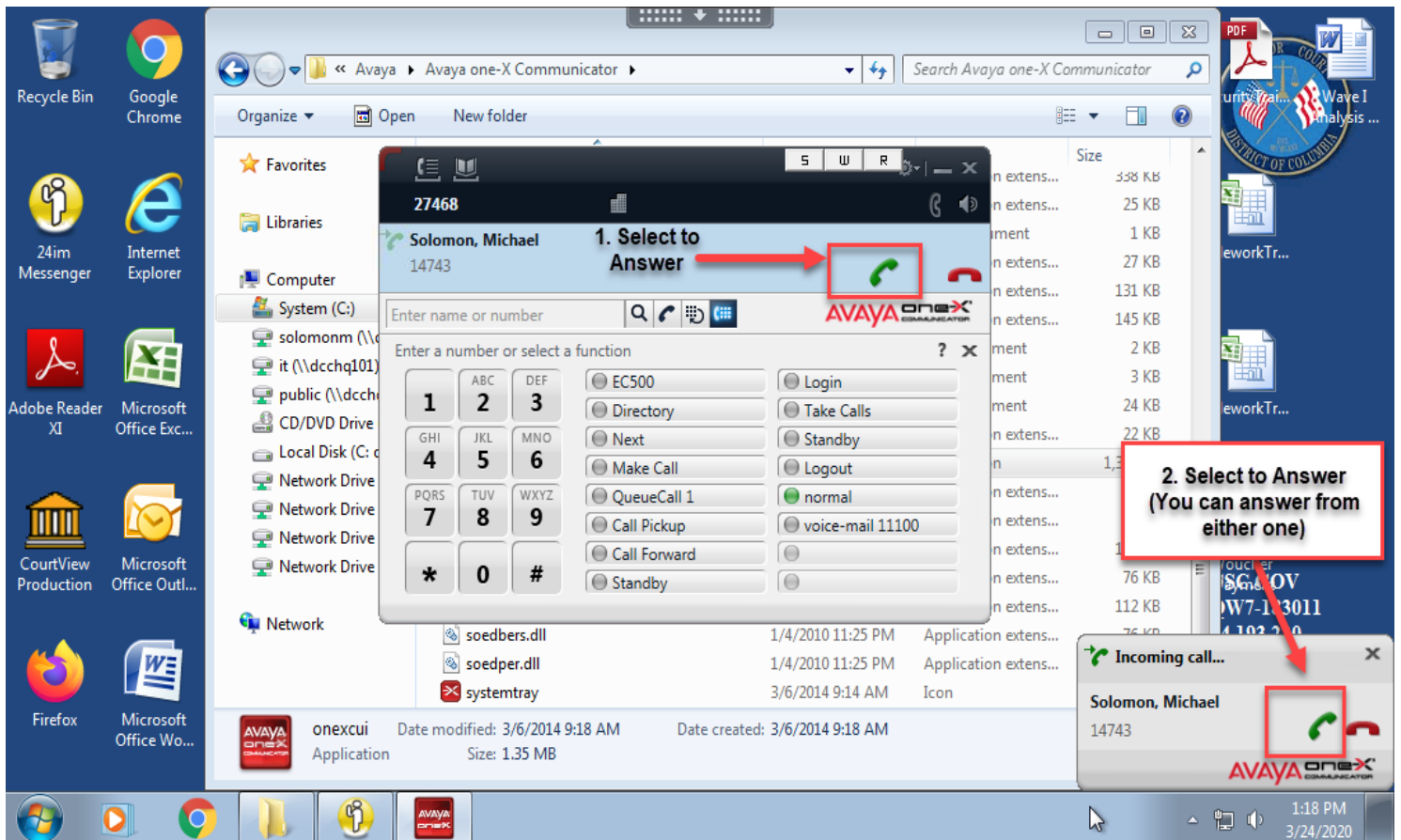
16. Once Selected, your dial pad will Expand
17. Your dial pad will be used to dial as you would from your desk phone.
18. The “Feature Buttons” will mirror those installed on your Desk phone. ****Each phone is not configured the same, you may not see these exact buttons on your phone****



****YOUR PHONE IS NOW READY FOR USE. See Below for further Instructions****

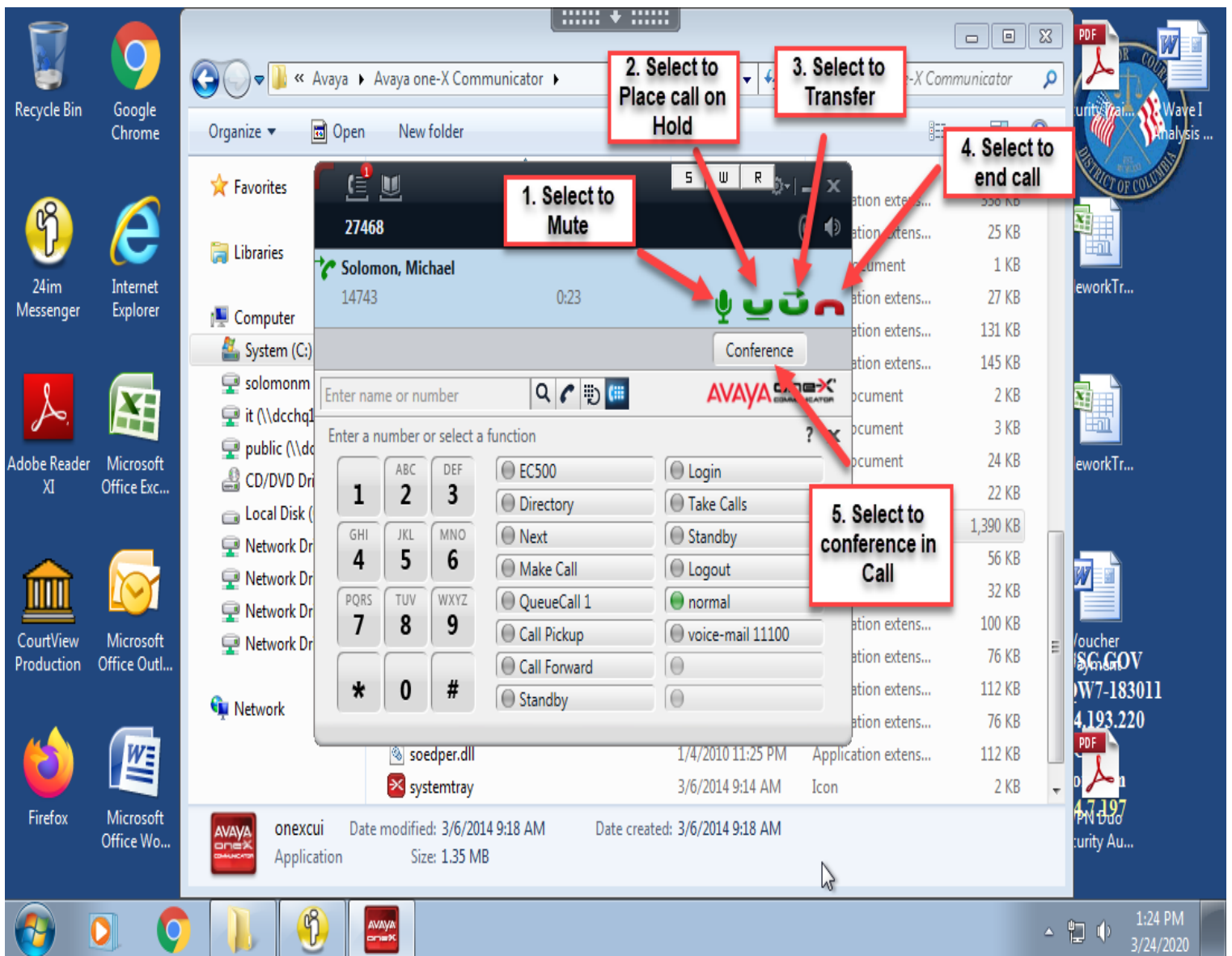
19. Receiving Calls

- i. Select > “Green Phone” to Answer
- ii. Select > “Green Phone” to Answer You can select either one, if you are working on something, the Incoming Call with notify you in bottom right hand corner.



20. Active Phone Call Options

- i. Select to Mute (Deselect to Unmute)
- ii. Select to Place Call on Hold
- iii. Select to Transfer
- iv. Select to End Call
- v. Select to Conference in Caller.



21. Viewing Call Log

i. Select Icon to view Call log

ii. Select > View to see Call history options

