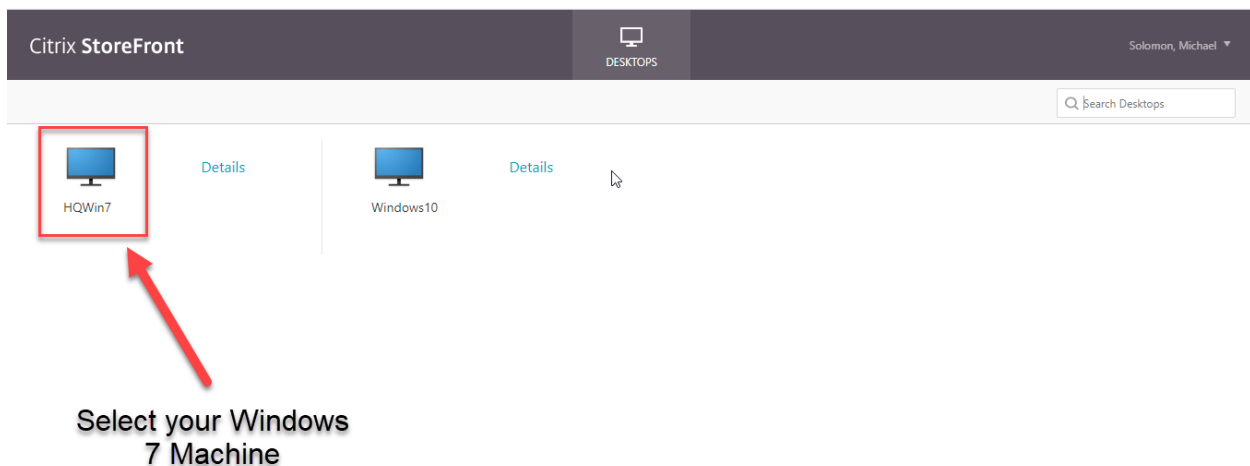


Configuring Avaya One-X Communicator for Windows 7 VDI Users

<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 7 Users****

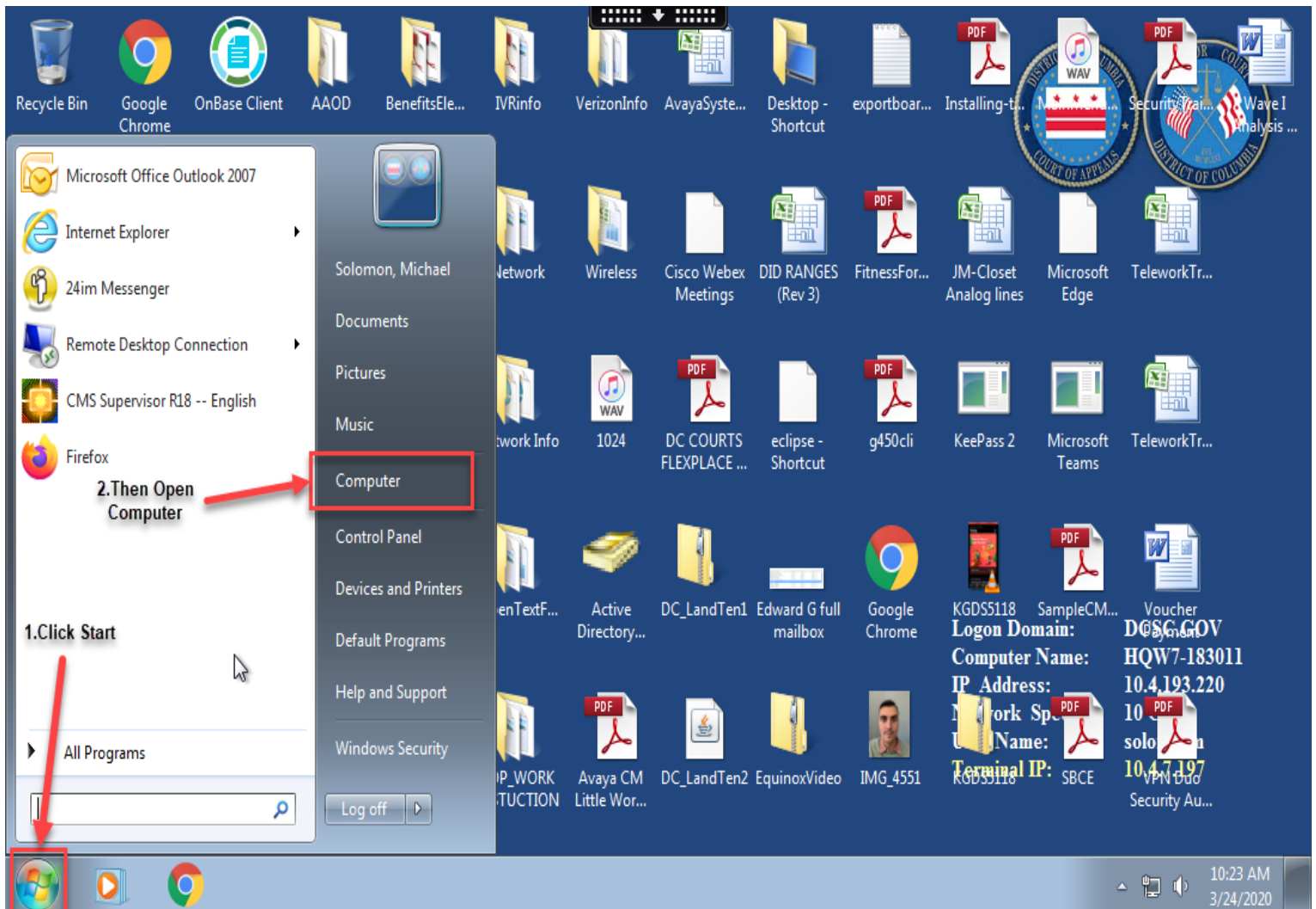


Launching Avaya One-X Communicator for Windows 7

1. Once logged in to your VDI Machine:

1. Click > Start

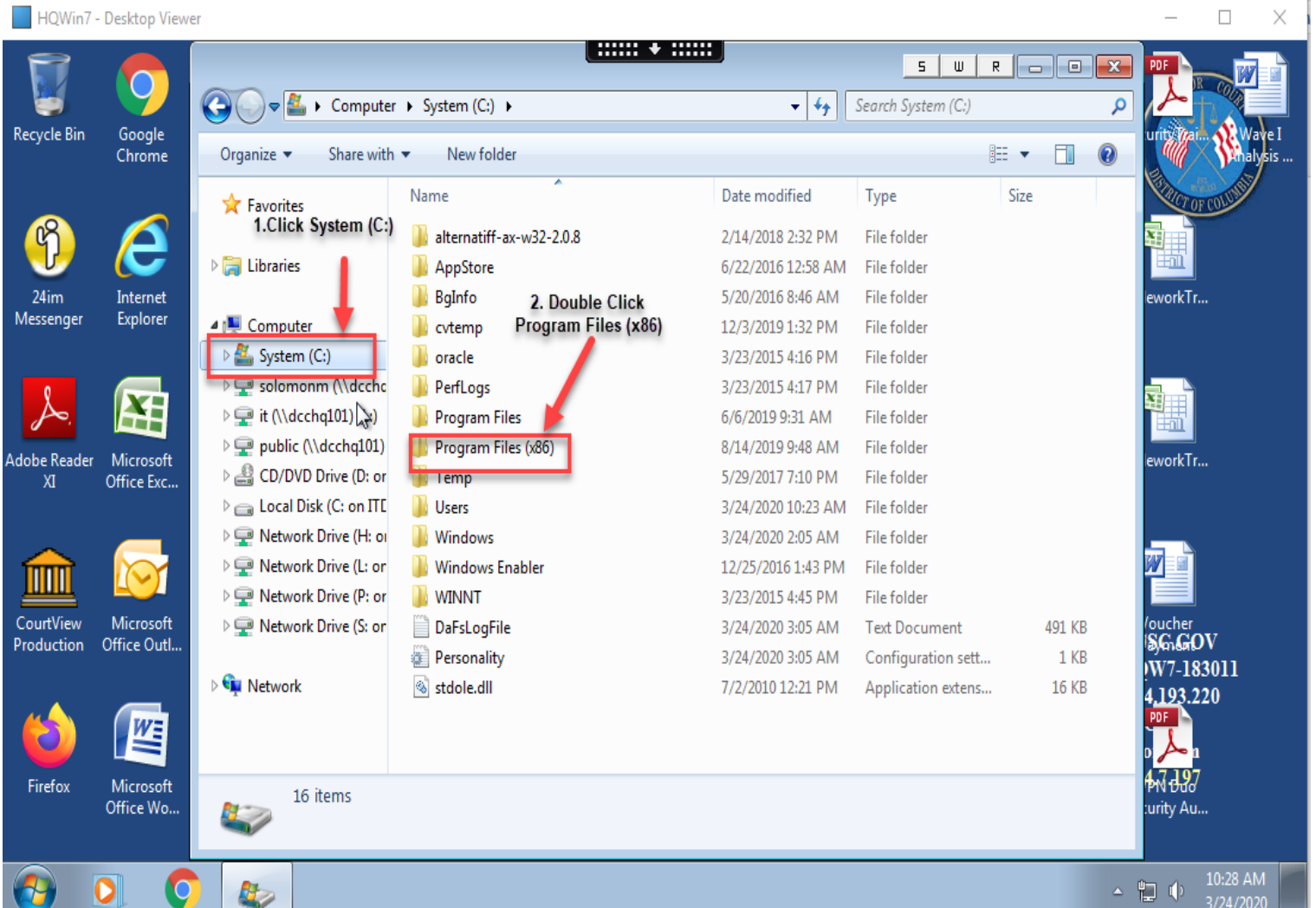
2. Click > Computer



2.From My Computer:

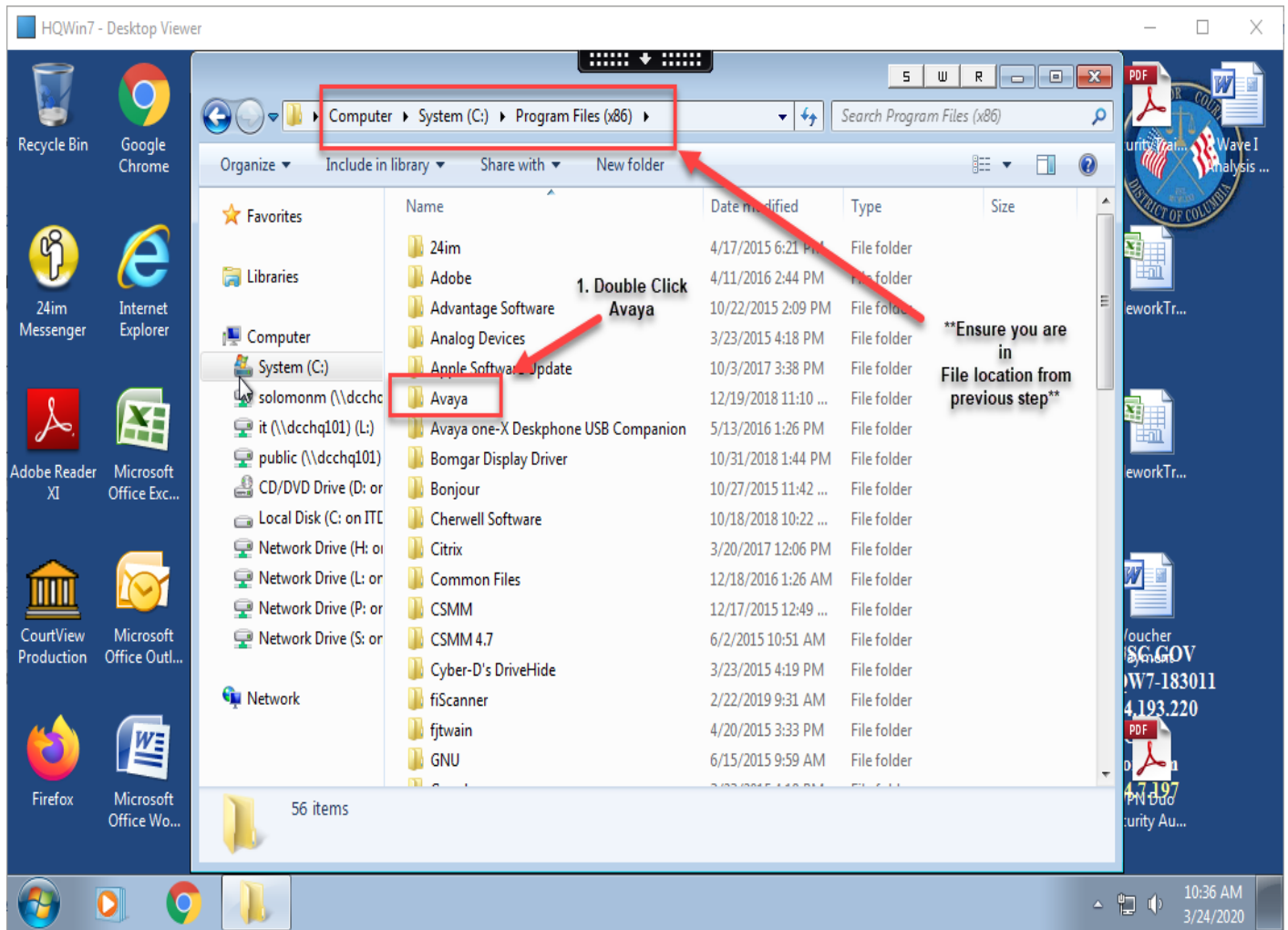
1.Click > System (C:)

2.Double Click > Program Files (x86)



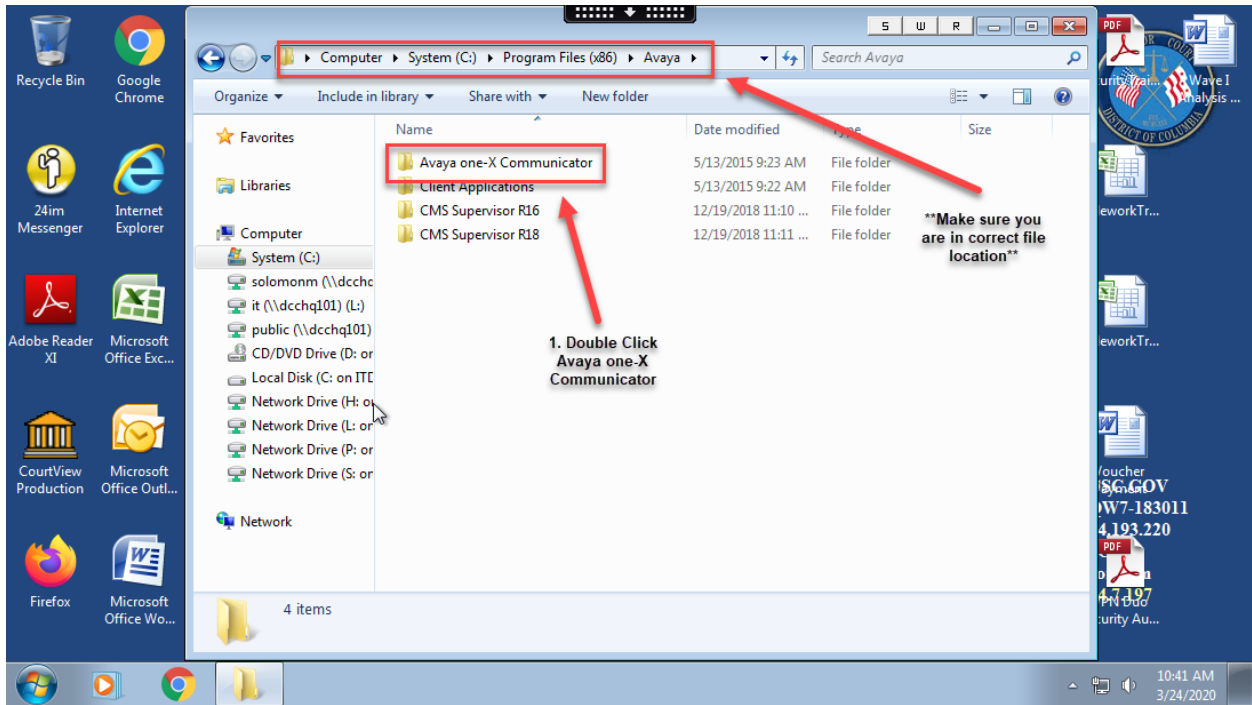
3.From Program Files (x86) :

1.Double Click > Avaya



4. From Avaya folder:

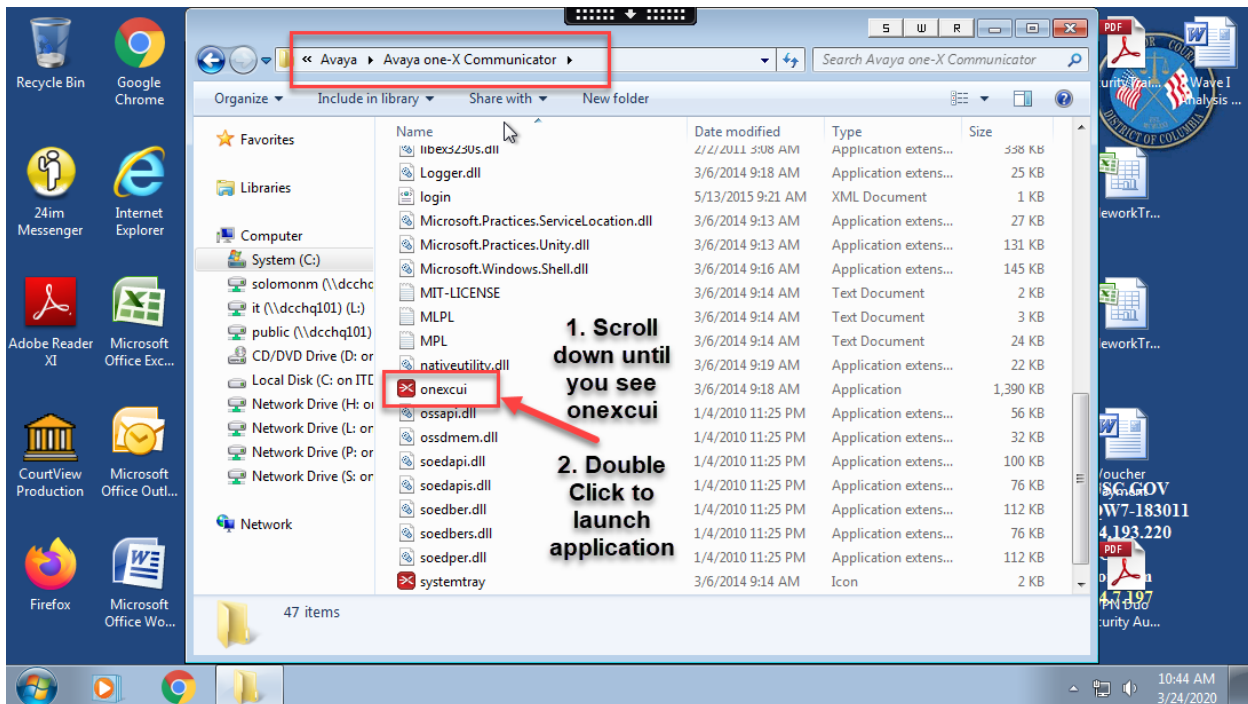
1. Double Click > Avaya one-X communicator Folder



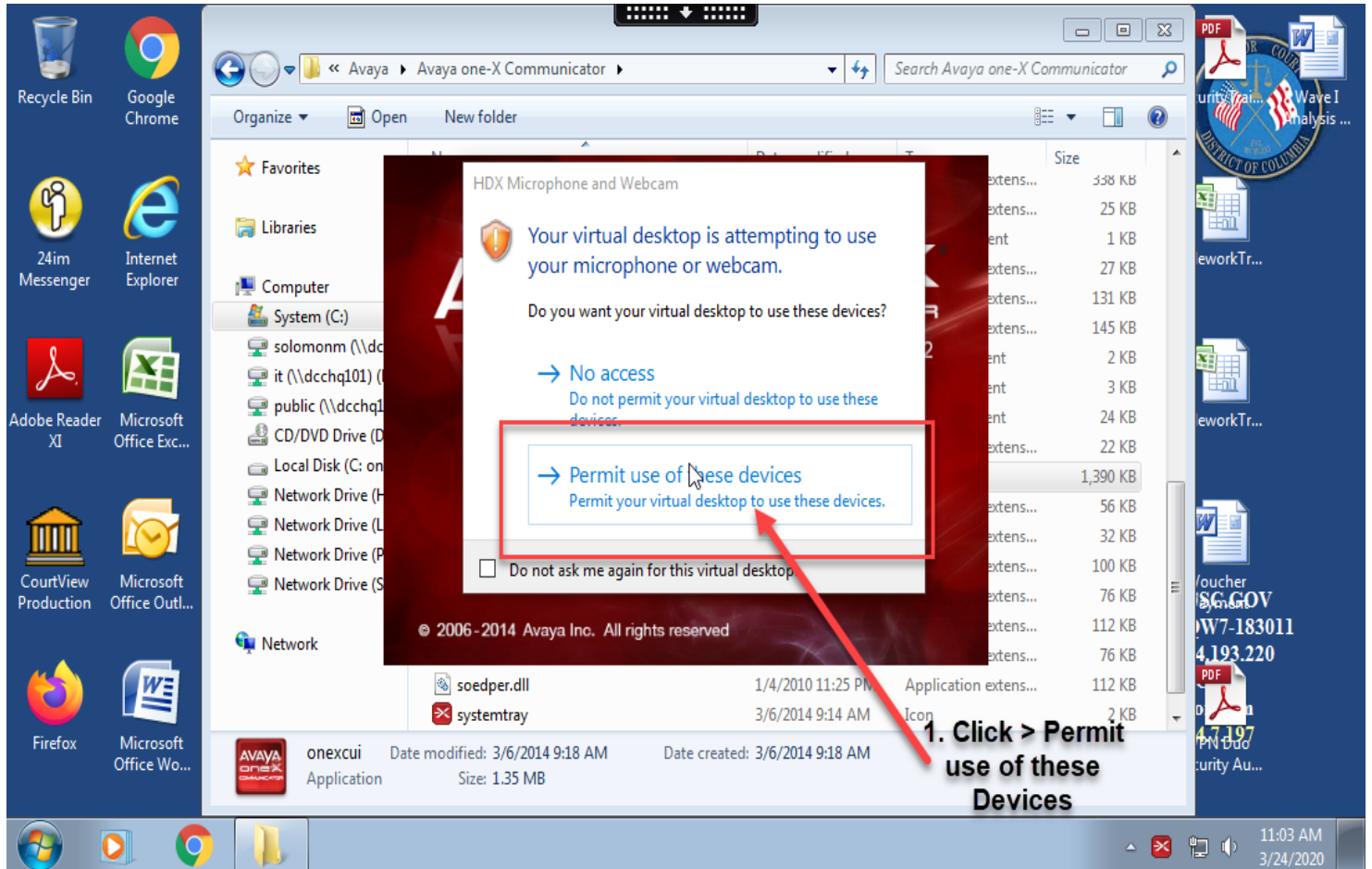
5. From Avaya one-X Communicator Folder:

1. Scroll down until you see > onexcui

2. Double Click to Launch



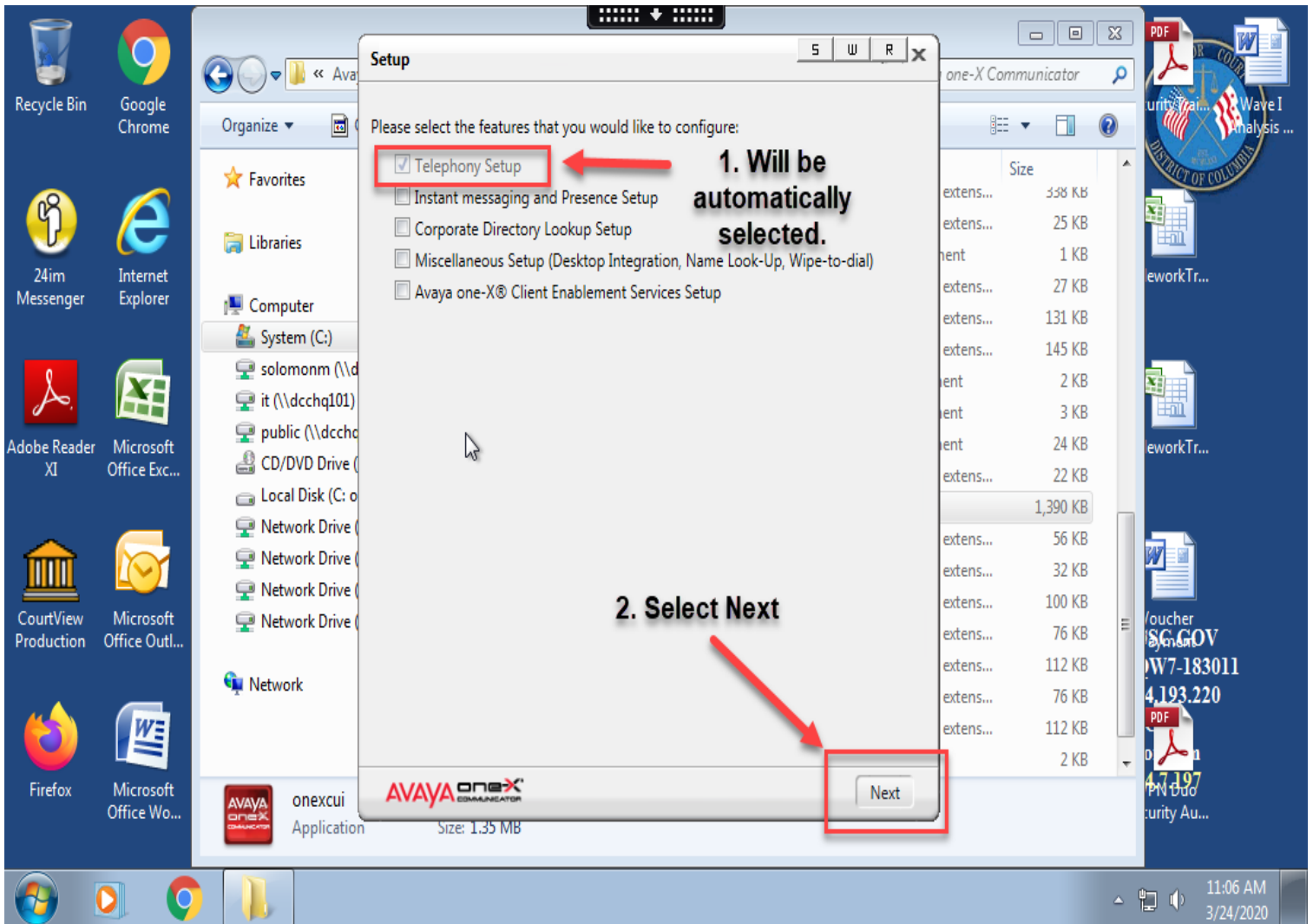
6. Once application launches you will most likely see the below Pop-Up. For the application to function properly please ensure that you click > Permit use of these Devices



7.Setup:

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

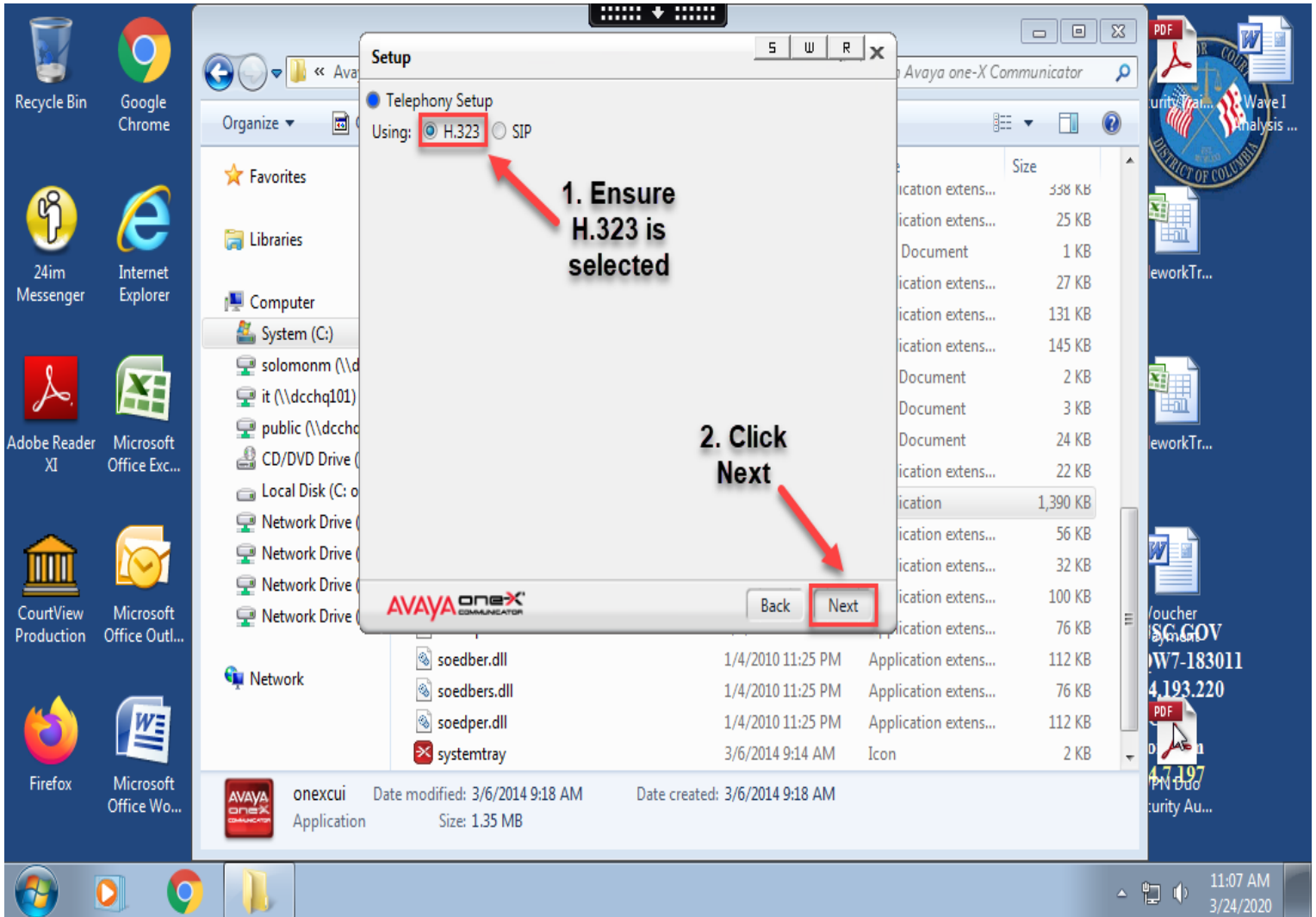
2.Click > Next



8. Telephony Setup:

1. Select > H.323

2. Click > Next

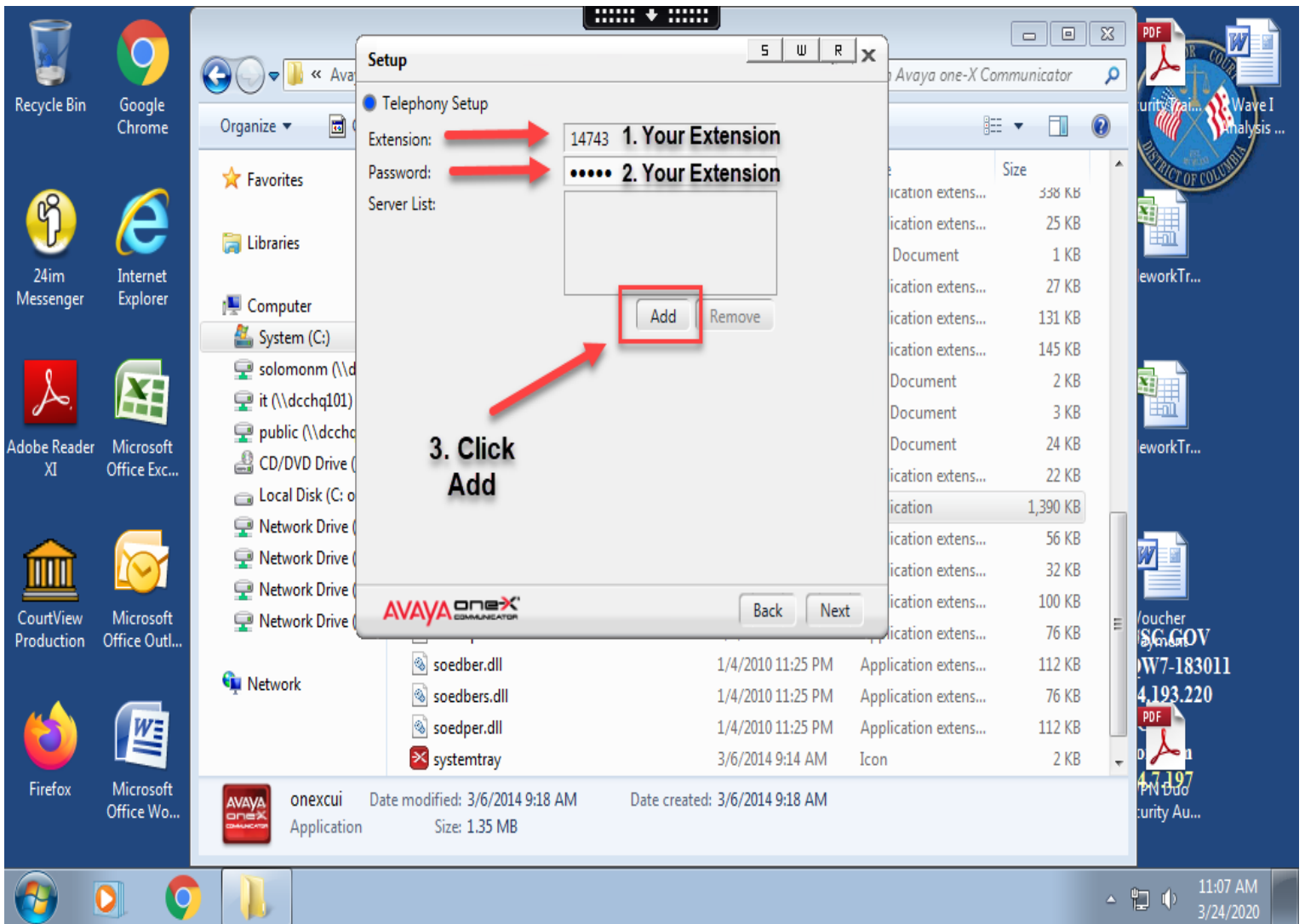


9. Telephony Setup:

1. Extension > Your Personal Extension

2. Password > Your Personal Extension

3. Click > Add (Server List)

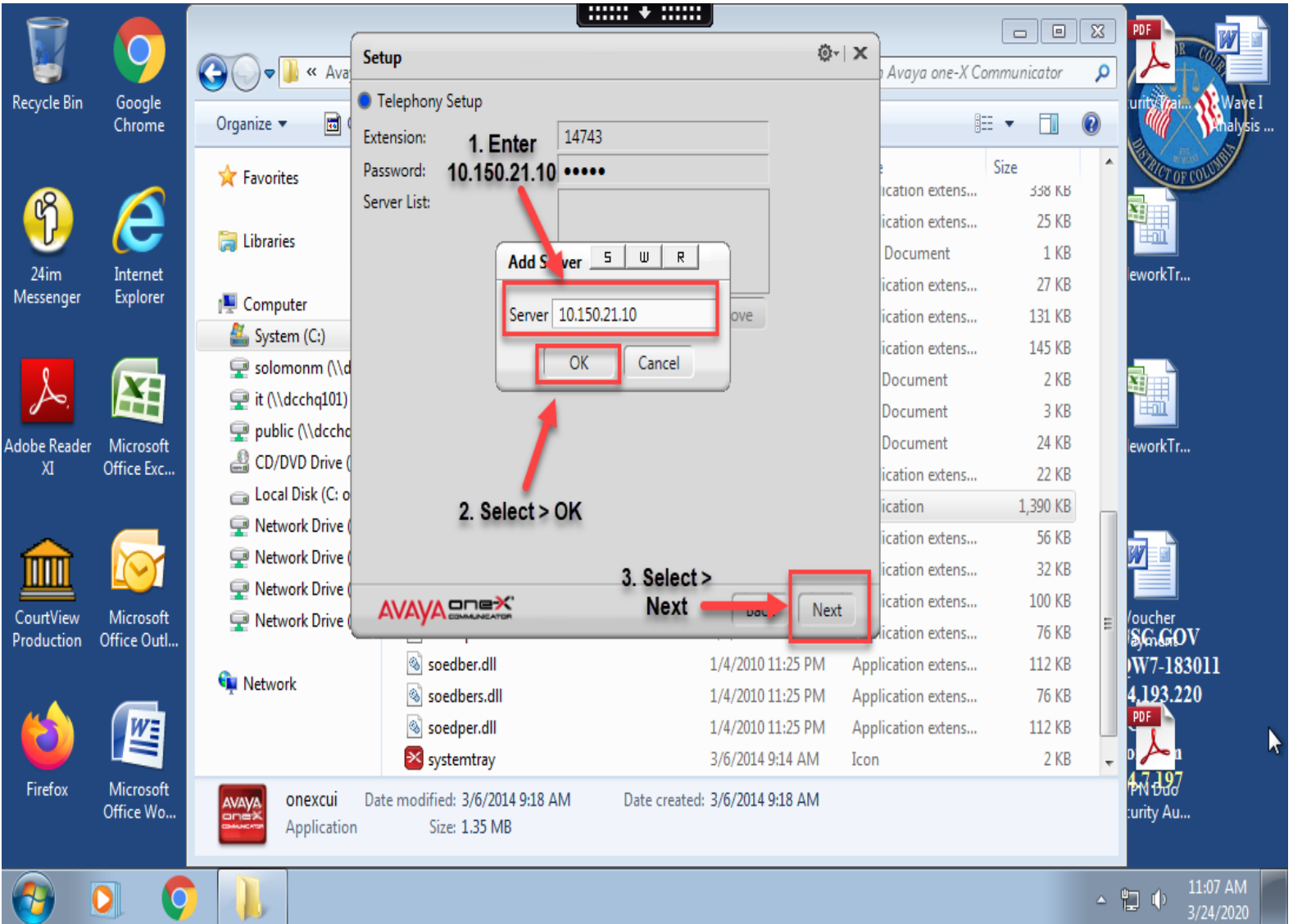


10. Add Server

1. Enter > 10.150.21.10

2. Select > Ok

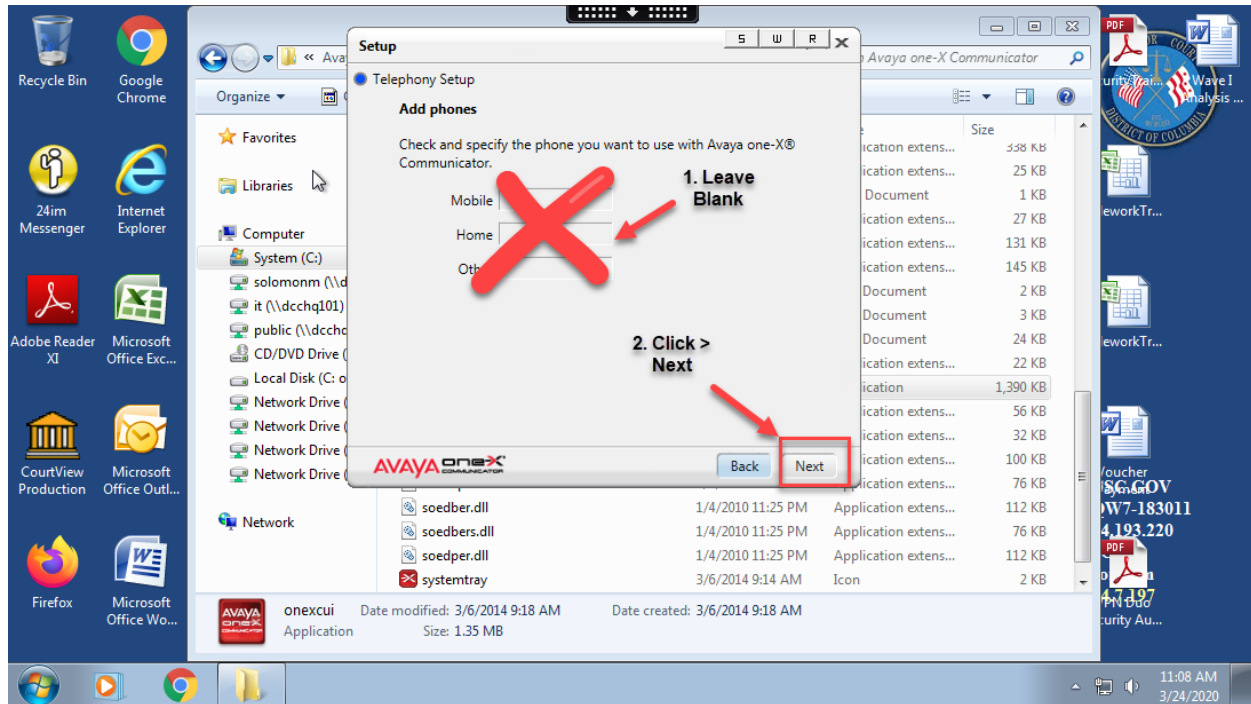
3. Select > Next



11. Telephony Setup Cont.

1. Leave all fields blank

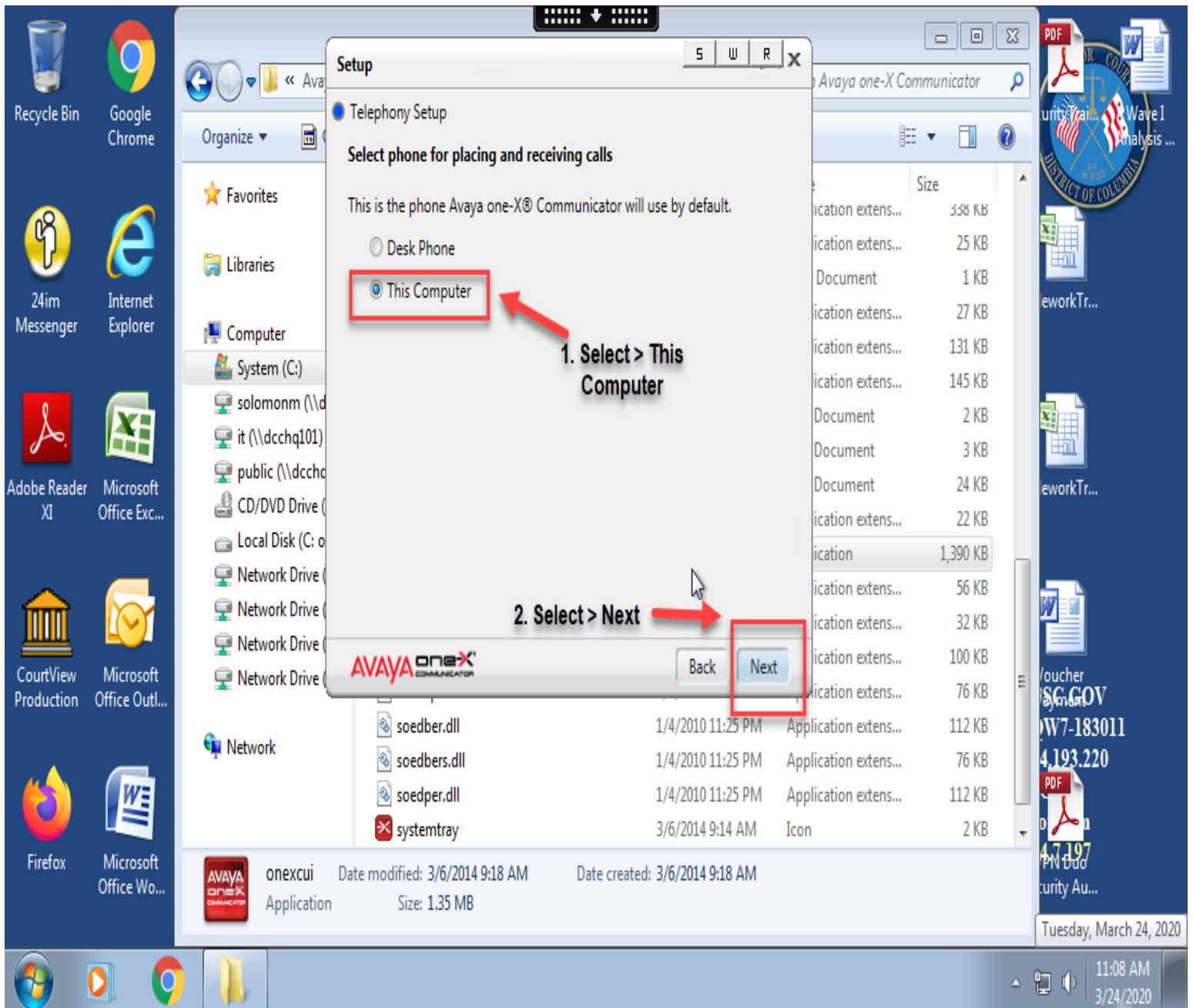
2. Click > Next



12. Telephony Setup Cont.

1. Select > This computer

2. Select > Next



13. Telephony Setup Cont.

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

1. Select > Next

1. Click Next

****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

Disclaimer
Avaya Inc. is not responsible for configuring the Emergency Call Handling Feature. For more information, see the Avaya one-X Communicator User's Guide.

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

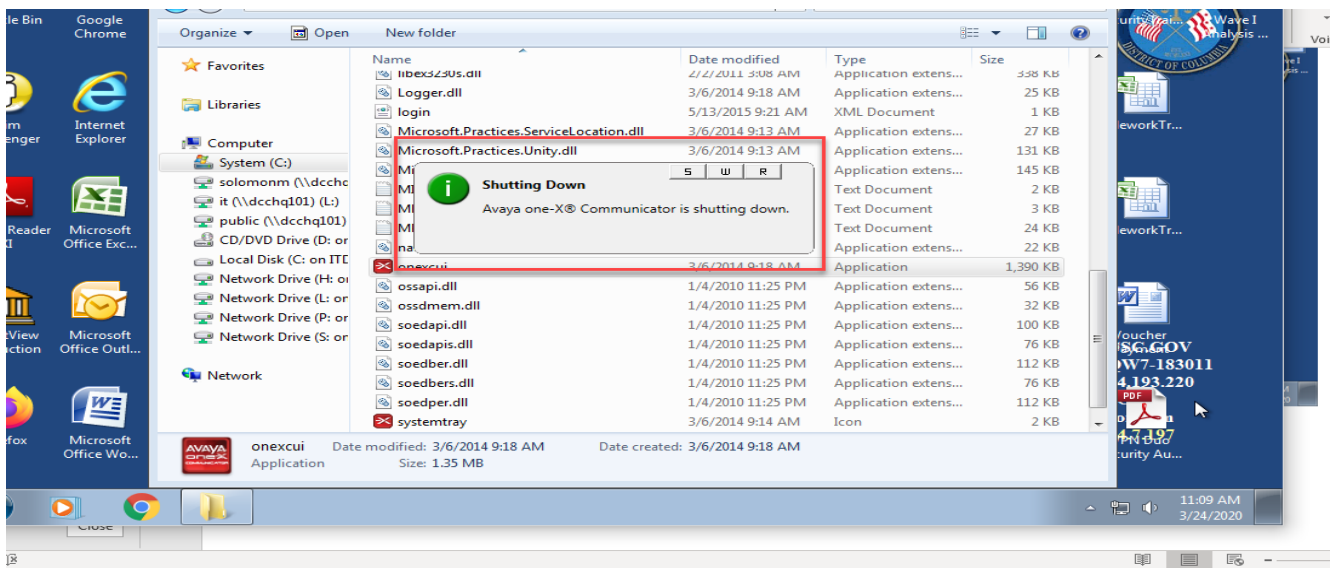
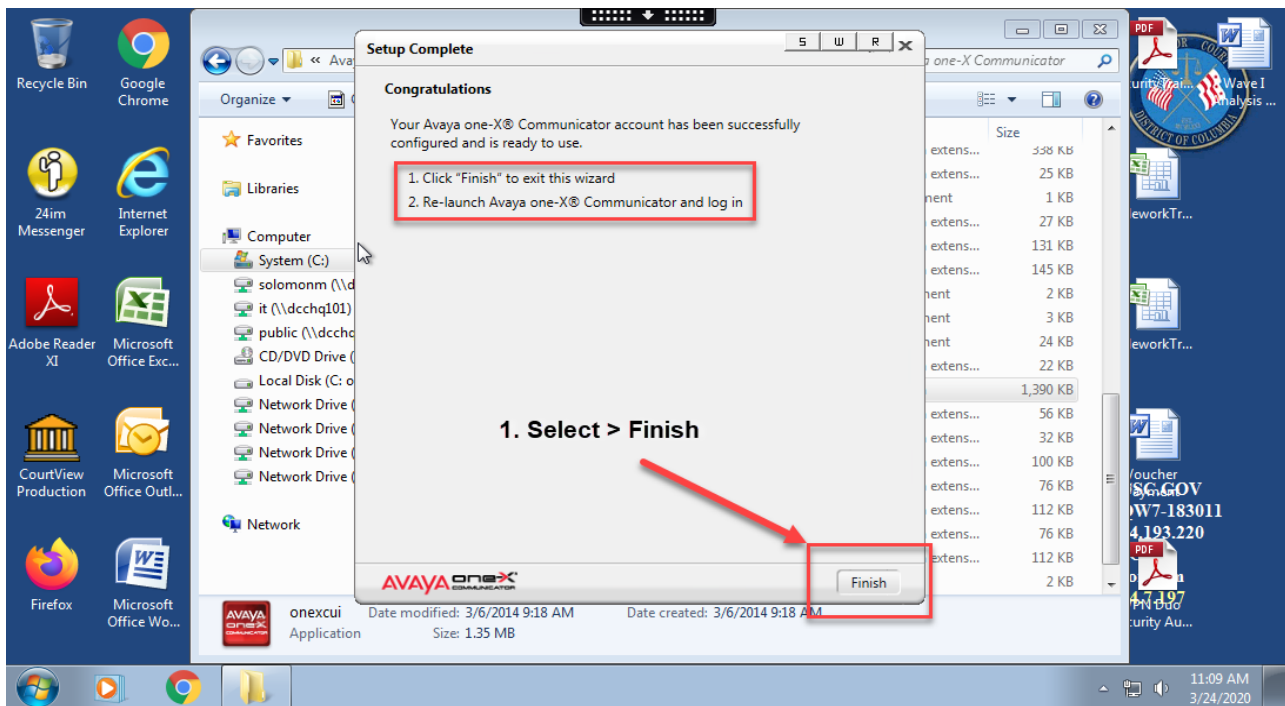
AVAYA one-X COMMUNICATOR
Back Next

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

14. Telephony Setup Cont.

1. Select > Finish

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

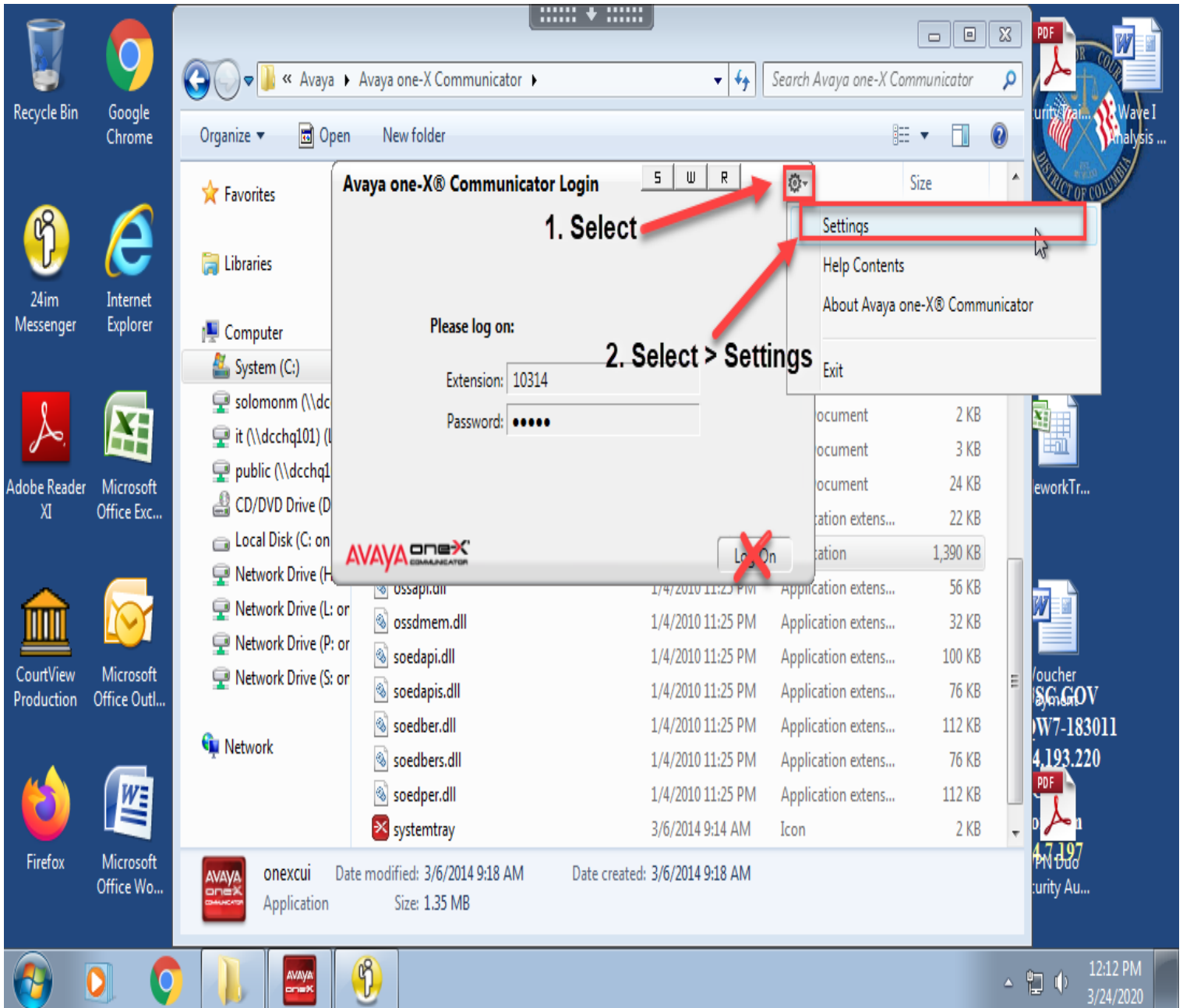


15. Relaunch the Application

1. Double Click > onexcui (Step 5 above)

2. Do not Log on yet

3. Select > Settings

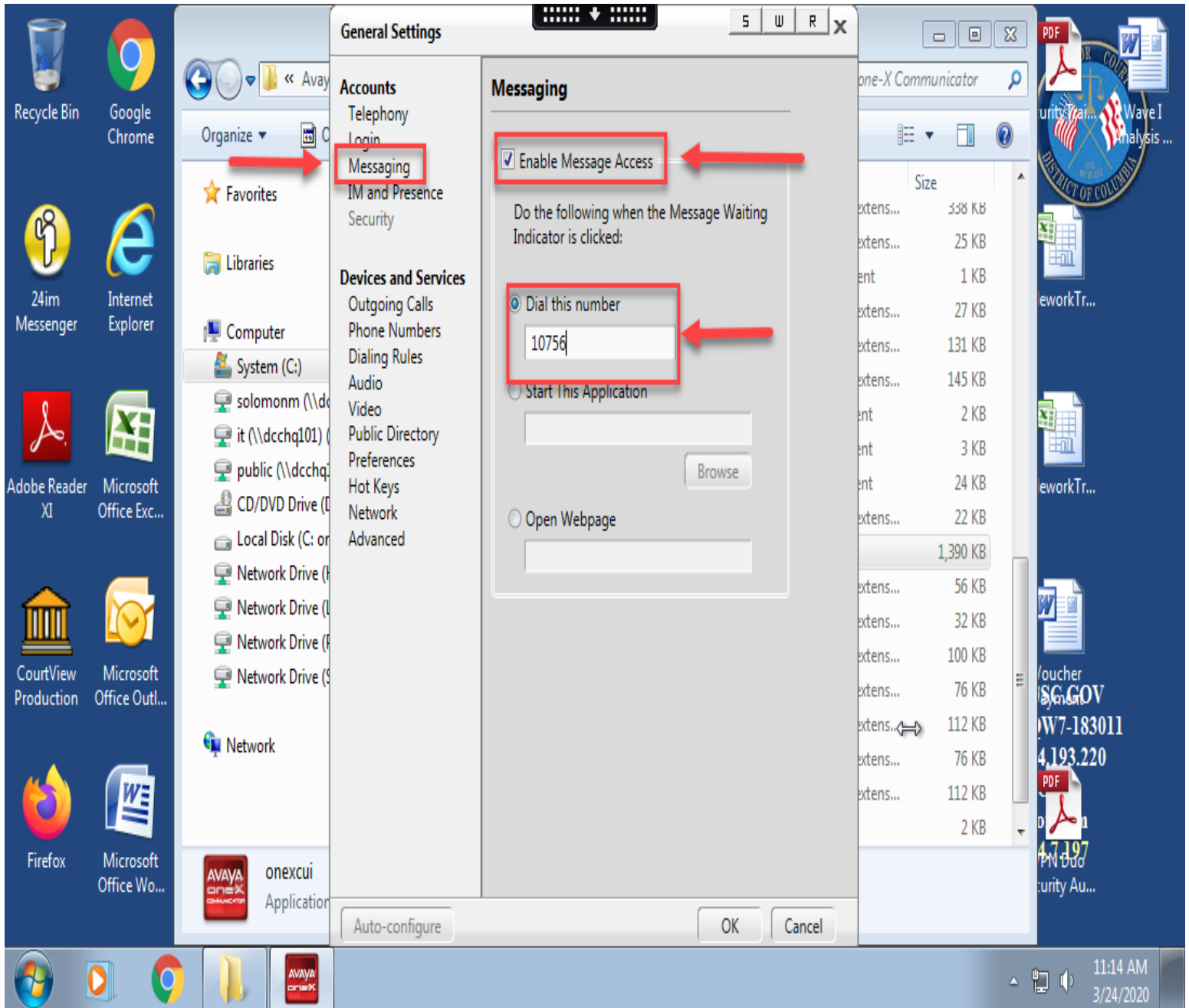


16. General Settings

1. Select > Messaging

2. Select > Enable Message Access

3. Select > Dial this Number (Enter 10756)

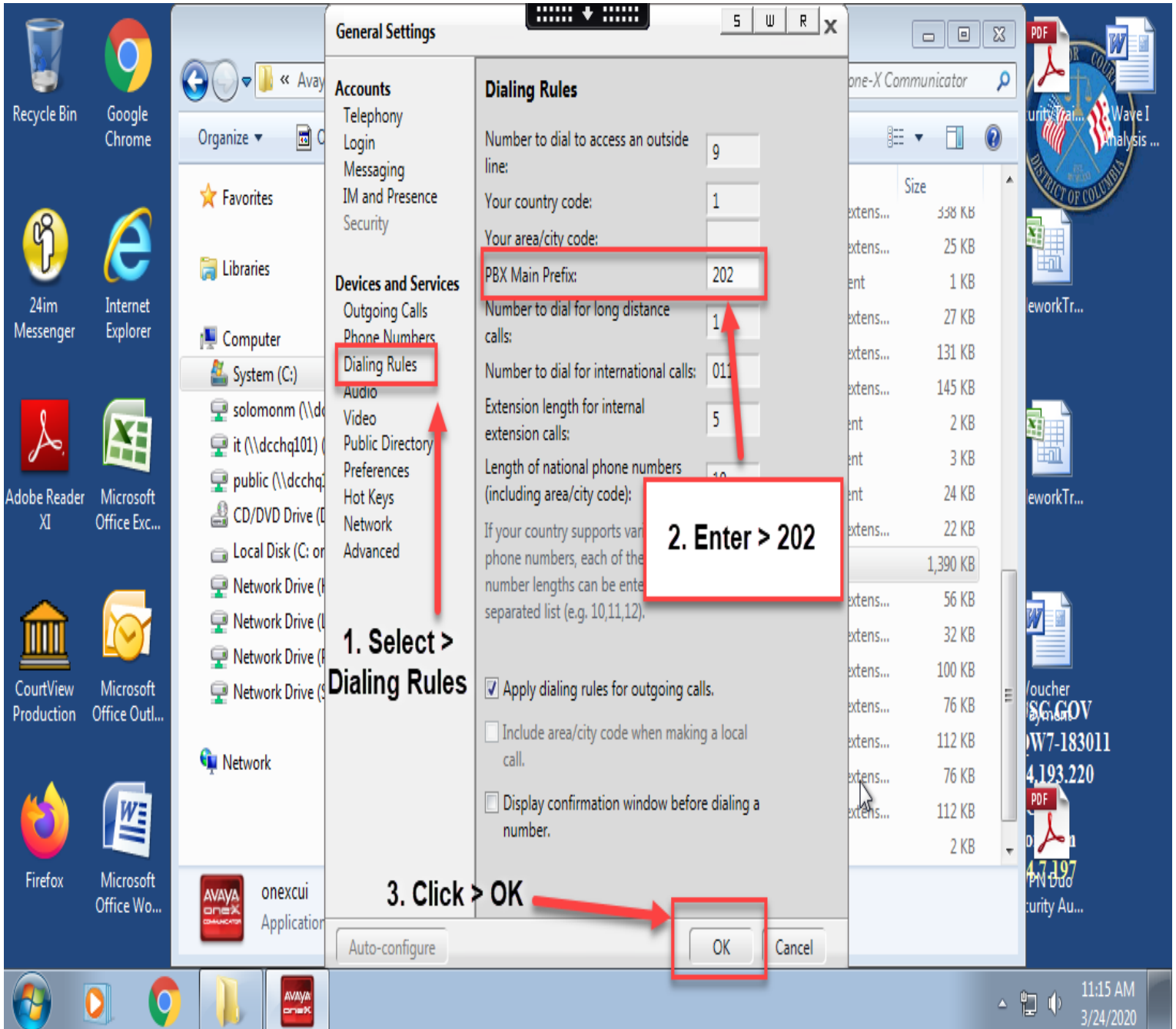


17. General Settings

1. Select > Dialing Rules

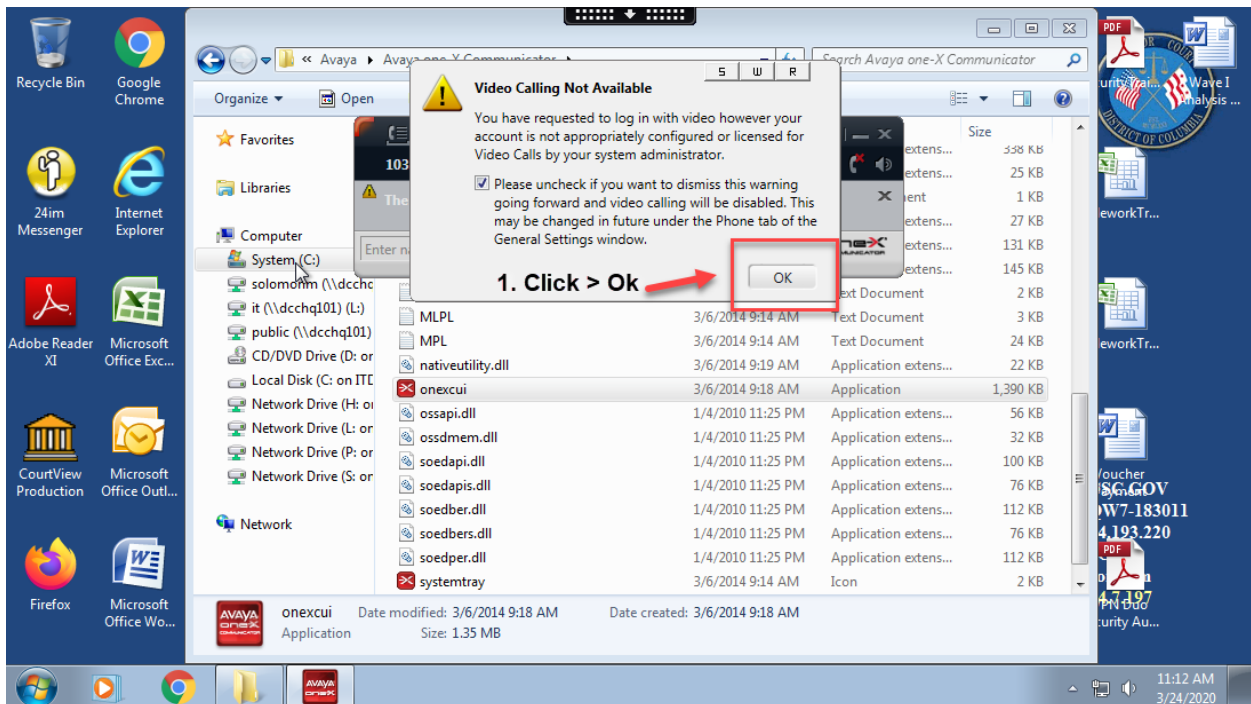
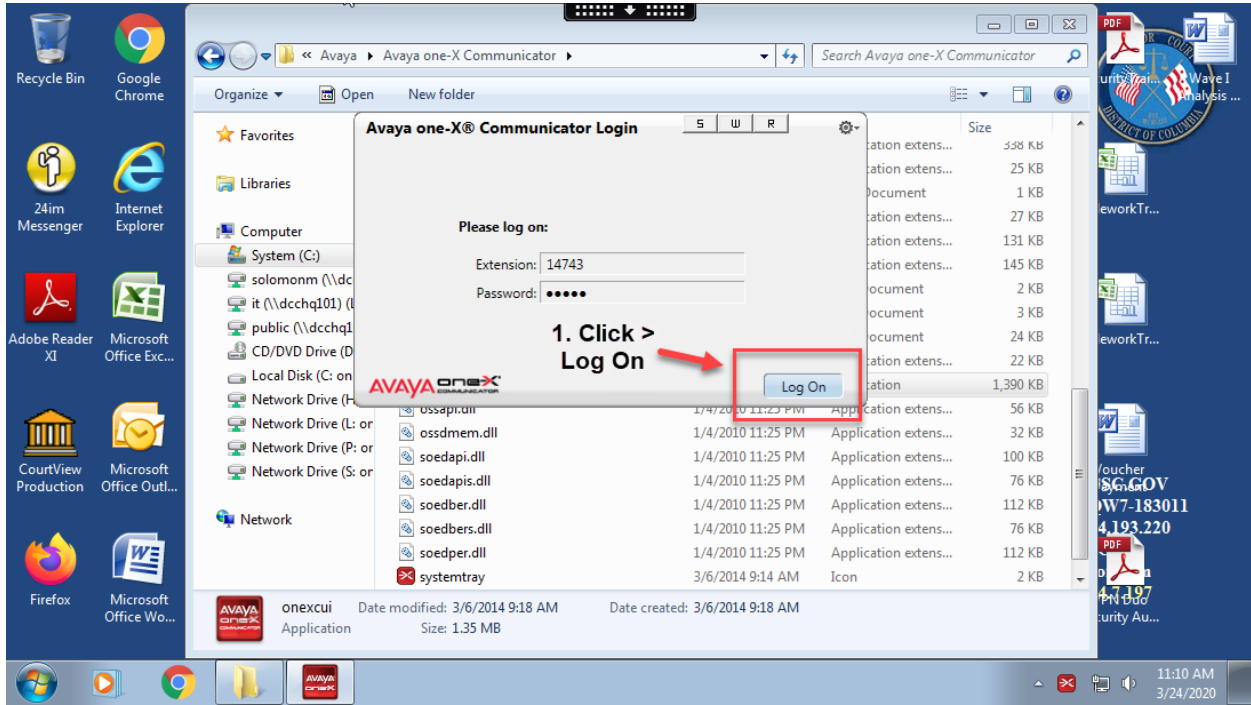
2. Select > PBX Main Prefix Field (Enter 202)

3. Click > Ok



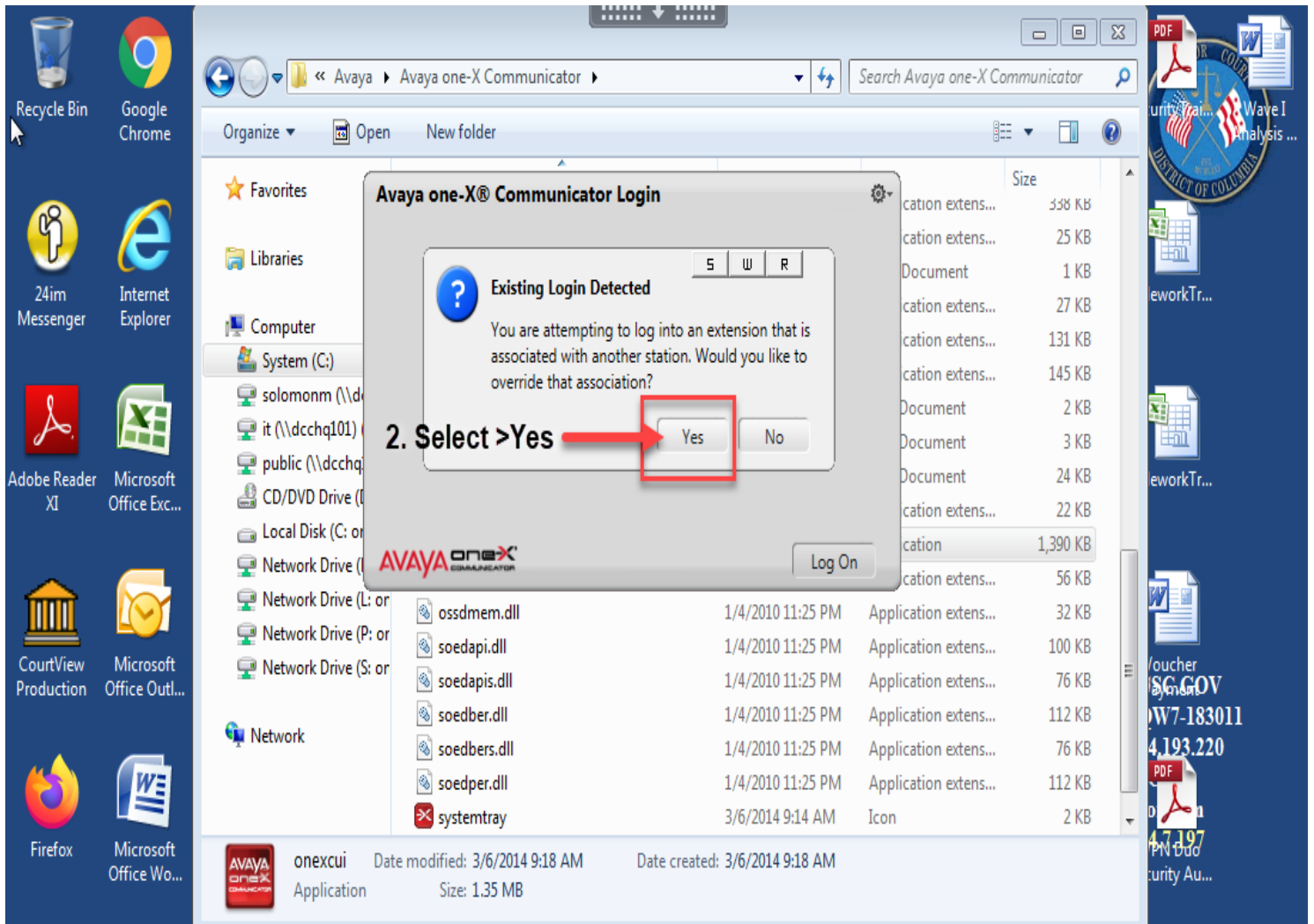
18. Login

1. Click Log On



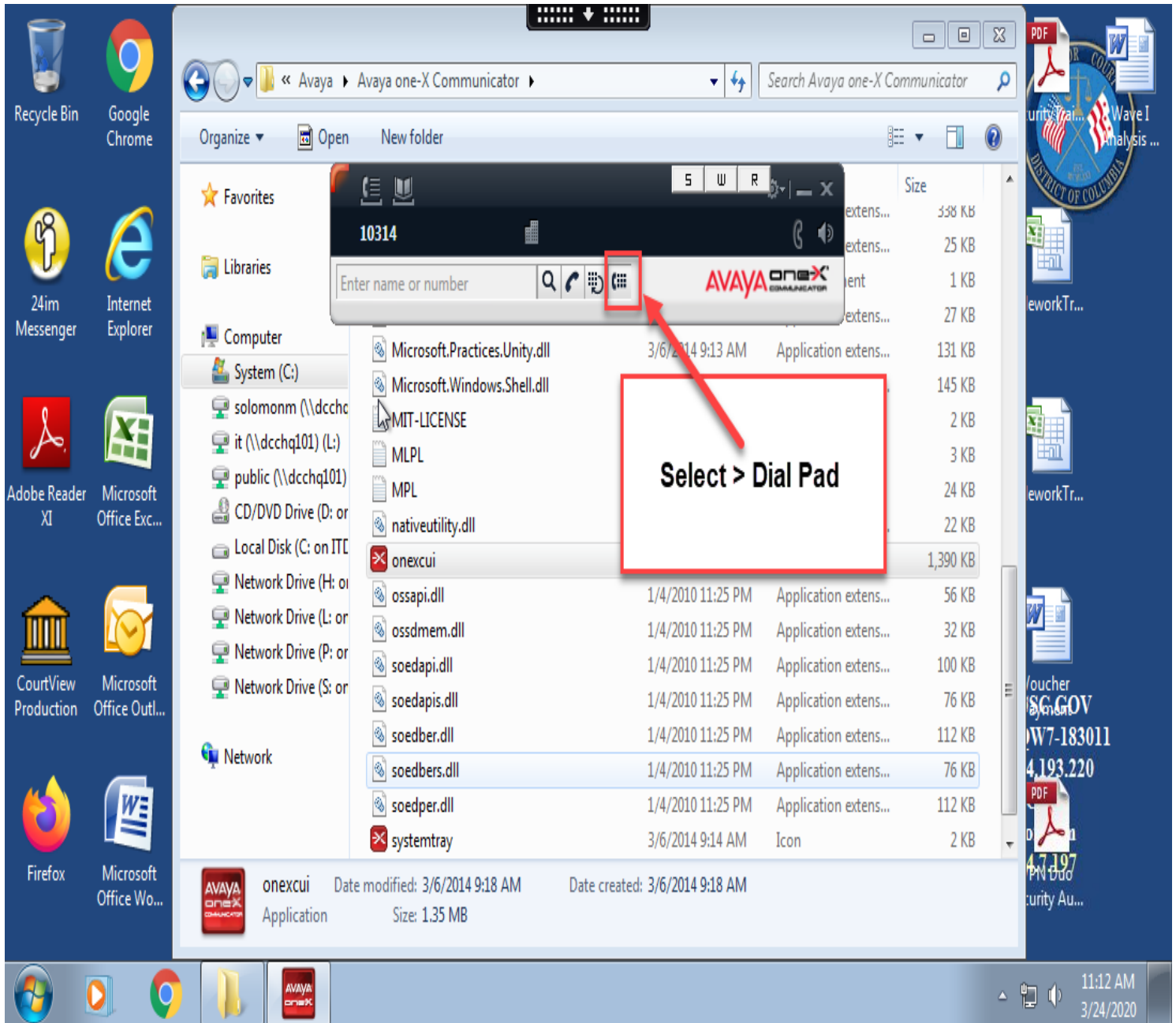
2. Existing Login Detected

i. Select > Yes



19. You are now logged in.

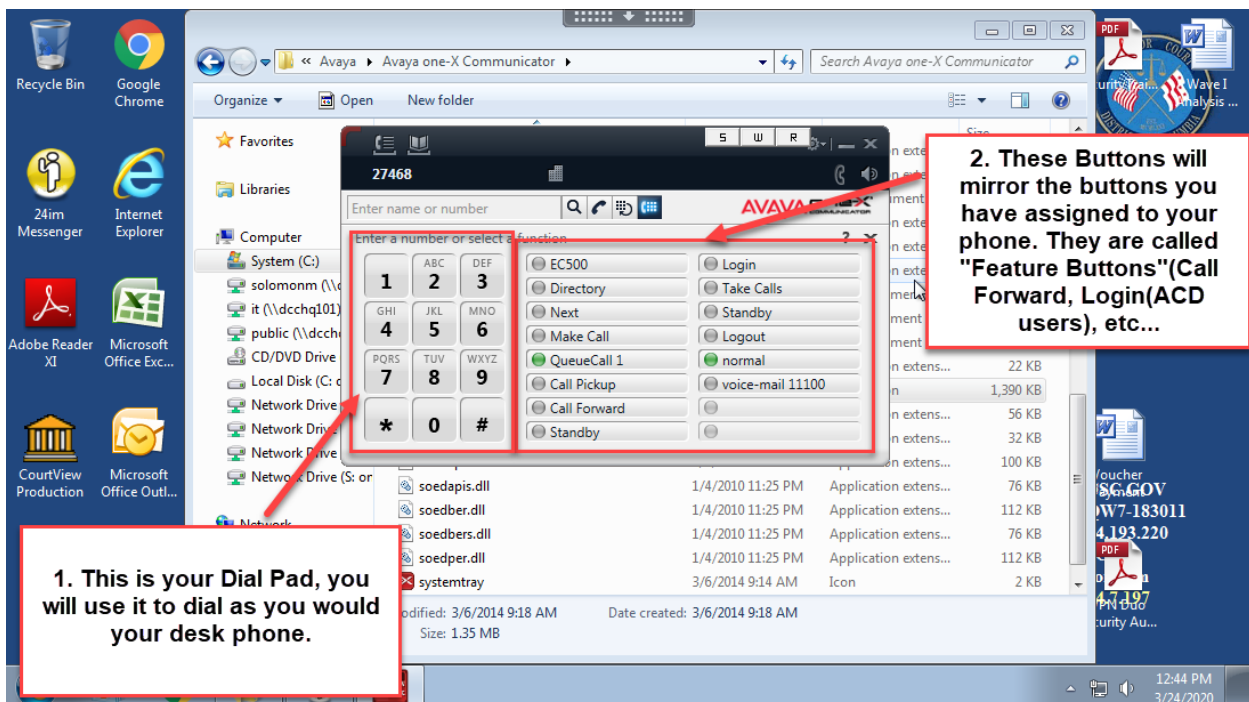
i. Select > Dial Pad



20. Once Selected, your dial pad will Expand

1. Your dial pad will be used to dial as you would from your desk phone.

2. 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****

21. Receiving Calls

1. Select > “Green Phone” to Answer

2. Select > “Green Phone” to Answer

3. You can select either one, if you are working on something, the Incoming Call with notify you in bottom right hand corner.

The screenshot displays the Avaya one-X Communicator application window. The main interface shows a call from Solomon, Michael (14743) with the number 27468. A red box highlights the green phone icon labeled "1. Select to Answer". Below this is a numeric keypad and a list of functions including "Take Calls", "Standby", "Login", "Logout", "Make Call", "QueueCall 1", "Call Pickup", "Call Forward", "Standby", "EC500", "Directory", "Next", "voice-mail 11100", and "normal". A second red box highlights the green phone icon in the bottom right corner of the application, labeled "2. Select to Answer (You can answer from either one)". In the bottom right corner of the desktop, an "Incoming call..." notification window is visible, also showing the call details and a green phone icon highlighted with a red box. The desktop background shows various icons and a taskbar with the system clock at 1:18 PM on 3/24/2020.

22. Active Phone Call Options

1. Select to Mute (Deselect to Unmute)

2. Select to Place Call on Hold

3. Select to Transfer

4. Select to End Call

5. Select to Conference in Caller.

The screenshot displays the Avaya one-X Communicator interface within a Windows 7 VDI environment. The interface shows a call in progress with the contact name 'Solomon, Michael' and extension '14743'. The call duration is '0:23'. The interface includes a numeric keypad, function buttons, and a 'Conference' button. Five red boxes with arrows point to specific call control options:

- 1. Select to Mute**: Points to the microphone icon.
- 2. Select to Place call on Hold**: Points to the hold icon.
- 3. Select to Transfer**: Points to the transfer icon.
- 4. Select to end call**: Points to the end call icon.
- 5. Select to conference in Call**: Points to the 'Conference' button.

The desktop background shows various icons including Recycle Bin, Google Chrome, 24im Messenger, Internet Explorer, Adobe Reader XI, Microsoft Office Excel, CourtView Production, Microsoft Office Outlook, Firefox, and Microsoft Office Word. The taskbar at the bottom shows the Start button, several application icons, and the system tray with the time '1:24 PM' and date '3/24/2020'.

23. Viewing Call Log

1. Select Icon to view Call log

2. Select > View to see Call history options

The screenshot displays the Avaya one-X Communicator interface. A red box highlights the 'Call Log' icon in the top navigation bar. A call log window is open, showing a list of calls with columns for Name/Number, Time, and Status. A dropdown menu is open over the 'View' column, showing options: 'All', 'Incoming', 'Outgoing', and 'Missed'. A red arrow points to the 'View' dropdown, and another red arrow points to the 'All' option. A text box on the left says '1. Select to View Call log'. A text box on the right says '2. Select > View (All)'. The interface also shows a numeric keypad and various function buttons like 'Login', 'Take Calls', and 'Logout'.

Name/Number	Time	Status
Solomon, Michael	1:23	Incoming
Solomon, Michael	1:18	Outgoing
		Missed