Implementing Avaya one-X® Communicator

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Contents

Chapter 1: Introduction

About this guide

This *Implementing Avaya one-X® Communicator* guide describes how to download, install, and configure Avaya one-X® Communicator.

This guide refers to other Avaya products in the context of how they integrate with Avaya one-X® Communicator. You can get detailed information about these products from the Avaya Web site at http://www.avaya.com/support.

Related documents

Additional documentation includes:

- *Avaya one-X® Communicator Overview and Planning*
- *Administering Avaya one-X® Communicator*
- *Using Avaya one-X® Communicator*
- *Avaya one-X® Communicator Quick Start Guide*
- *Avaya one-X® Communicator Centralized Administration Tool Guide*
- Avaya one-X® Communicator Online Help (Integrated with the application)

To obtain these documents and documents about other Avaya products mentioned in this guide, see the Avaya Web site at http://www.avaya.com/support.

Accessing Online Help

Procedure

1. Click the Menu icon on the Avaya one-X® Communicator user interface.
2. Select **Help Contents**.

   Alternatively, press the **F1** key on your computer keyboard when the application is in focus.

Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

Procedure

- To find videos on the Avaya Support website, go to http://support.avaya.com and perform one of the following actions:

  - In **Search**, type `Avaya Mentor Videos` to see a list of the available videos.

  - In **Search**, type the product name. On the Search Results page, select **Video** in the **Content Type** column on the left.

- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and perform one of the following actions:

  - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.

  - Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the website.

  ⊛ **Note:**

    Videos are not available for all products.

Support

Go to the Avaya Support website at http://support.avaya.com for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Supported languages

Avaya one-X® Communicator user interface and user documents are available in the following languages:

- English
- Chinese, Simplified

- Dutch

- French, Parisian

- German

- Italian

- Japanese

- Korean

- Portuguese, Brazilian

- Russian

- Spanish, Latin American

Chapter 2: Setting up Avaya one-X® Communicator

Installation overview

There are threeAvaya one-X® Communicator installation modes:

- Manual installation: In the Manual installation mode, you install the software yourself. You gather the required information from your system administrator and then follow the procedures given in this guide to download, install, and configure Avaya one-X® Communicator on your computer.

- Silent installation: In the Silent installation mode, your system administrator deploys Avaya one-X® Communicator on your computer according to the configured parameters. You must use the Silent installation mode to install Avaya one-X® Communicator in a Citrix environment.

- Administrative installation: In the Administrative installation mode, your system administrator extracts Avaya one-X® Communicator components and installs the components individually.

Installation worksheet

Make sure that your computer meets all the hardware, software, and connectivity requirements. For more information, see End User Requirements, chapter on Deployment Planning, in *Overview and Planning for Avaya one-X® Communicator Guide* on the Avaya Support web site http:// www.avaya.com/support.

Gather the following information from the system administrator:

Information type	Information to be gathered	Notes
Site-specific	Avaya one-X® Communicator protocol - whether SIP or H. 323	
	Product integrations required	
Personal	URL of Avaya one-X® Client Enablement Services and your login ID and password if you want to integrate Avaya one-X® Communicator with Avaya one-X® Client Enablement Services	

Table continues…

Comments on this document? infodev@avaya.com

Information type	Information to be gathered	Notes
	For H.323 protocol: your extension and password on the server running as feature server and the IP address assigned to `Procr or CLAN` of that server	
	For SIP protocol: Your extension and password on the server running as feature server, the Transport Type, and the IP address assigned to the asset card of Session Manager or Avaya Aura® System Manager and the domain name	
	IM and Presence server IP address if you want to use the Instant Messaging features	

Downloading Avaya one-X® Communicator

Procedure

1. Using your web browser, go to `http://support.avaya.com`.

2. In the navigation pane on top of the screen, click **Products**.

3. In the **Enter Product Name** text box, type Avaya one-X® Communicator.

4. From the **Latest Downloads** section, select the file you want to download.

5. If you did not register as a PLDS user, complete a one-time registration.

6. Download the Avaya one-X® Communicator Zip file.

7. Extract the contents of the Zip file.

Installing Avaya one-X® Communicator in manual mode

Before you begin

Close all dependent applications before you install Avaya one-X® Communicatorand extract the files from the Avaya one-X® Communicator application zip file . See <u>Downloading Avaya one-X Communicator</u> on page 11 for more details.

If your computer does not have Microsoft .NET Framekwork 4, Avaya one-X® Communicator downloads and installs Microsoft .NET Framekwork 4 on your computer during installation. In environments that use proxy servers for access to external websites, the Avaya one-X® Communicator installshield attempts to use the manual proxy settings from Internet Explorer. A limitation in the Installshield prevents it from using automatic proxy detection or automatic proxy configuration scripts. If a proxy server is used to access external websites and the .NET Framework 4 is not installed, perform any one of the following:

- Configure the manual proxy settings in Internet Explorer.

- Install .NET Framework 4 prior to Avaya one-X® Communicator installation. Microsoft Framework 4 is available at: HTTP://WWW.MICROSOFT.COM/EN-US/DOWNLOAD/DETAILS.ASPX?ID=17718.

Procedure

1. Double-click the `Avaya one-X Communicator Suite.exe` file.

2. In the Choose Setup Language window, select a language for installation from the drop-down menu, and click **Next**.

   System displays the Welcome window for the Avaya one-X® Communicator suite.

3. Click **Next**.

4. In the License agreement window, click **I accept the terms in the license agreement**, and click **Next**.

5. In the Setup type window, perform one of the following:

   - For the **Complete** setup type: In the Confirmation window, click **Next**.

   - For the **Custom** setup type: Select the program features to install in the Custom Setup window. Check the **Enable Instant Message and Presence Integration with Presence Services for MS Outlook 2010/2013** check box if you want to enable Instant Message and Presence Integration with Presence Services for MS Outlook 2010/2013 and click **Next**.

   ✳ **Note:**

   Enable Instant Message and Presence Integration with Presence Services for MS Outlook 2010/2013 option is disabled by default for Complete Setup, Custom Setup and Repair mode. You can enable it only in the Custom Setup installation mode.

6. In the Destination Folder window, change the installation folder, if needed, and then click **Install**.

   The system starts the installation, and the progress bar displays the status. Machines with newly installed Windows 7 operating systems restart while installing Avaya one-X® Communicator. However, installation resumes after restart.

7. When the installation is complete, click **Finish** to exit the Avaya one-X® Communicator installation wizard.

Next steps

Double-click the Avaya one-X® Communicator icon on your desktop to start the application. System displays the Avaya one-X® Communicator Login dialog box and the Setup window.

Installing Avaya one-X® Communicator in Silent mode

If you perform Avaya one-X® Communicator installation in the silent mode, the Avaya one-X® Communicator installshield installs the components according to the configured parameters.

Parameter	Default value	Permitted values	Definition of values
ENABLEVIDEO	1	0 or 1	• **1** = Enable video support • **0** = Disable video support
SIGNALPROTOCOL	2	0, 1 or 2	• **1** = Enable H.323 signaling • **0** = Enable SIP signaling • **2** = Enable H.323 and SIP signalling
ISCITRIX	False	True or False	Specify if this is a Citrix Platform Install
ISFeatureInstall	-	OneXC	Use to install only the One-X Communicator Package. Default – Install all packages in the Suite
ENABLECUSTOMIMPROVIDERS	False	True or False	• **1** = Enable Instant Message and Presence Integration • **0** = Disable Instant Message and Presence Integration

Before you begin

Close all dependent applications before you install Avaya one-X® Communicator and extract the files from the Avaya one-X® Communicator application zip file . See [Downloading Avaya one-X Communicator](#) on page 11 for more details.

About this task

To perform Avaya one-X® Communicator installation in the Silent mode:

Procedure

1. From the command prompt, run the command from the directory where the Avaya one-X Communicator Suite.exe file is located:

   • **"Avaya one-X Communicator Suite.exe" /silent**

   and add the parameters you require, for example: **"Avaya one-X Communicator Suite.exe" /silent / SIGNALPROTOCOL=1 /ENABLEVIDEO=true/ ENABLECUSTOMIMPROVIDERS=true**

   • if you install Avaya one-X® Communicator in a Citrix environment: **"Avaya one-X Communicator.exe" /silent /ISFeatureInstall=OneXC /ISCITRIX=true/ ENABLECUSTOMIMPROVIDERS=true**.

   ✳ **Note:**

   You must enclose the file name in quotations.

The Avaya one-X® Communicator suite includes the Avaya Collaboration Services installation package.

2. When the installation is complete, double-click the Avaya one-X® Communicator icon on your desktop to start the application. System displays the Avaya one-X® Communicator Login dialog box and the Setup window.

Installing Avaya one-X® Communicator in administrative mode

If you perform Avaya one-X® Communicator installation in the administrative mode, the Avaya one-X® Communicator installshield extracts the contents of the setup package provided by Avaya and you can install the individual components.

About this task

To perform Avaya one-X® Communicator installation in the administrative mode:

Procedure

1. From the command prompt, run the following command from the directory where the Avaya one-X Communicator Suite.exe file is located: **"Avaya one-X Communicator Suite.exe" /stage_only**

   ⊛ **Note:**

   You must enclose the file name in quotations.

2. Follow the prompts to extract the contents of the package to the desired directory.

3. From the command prompt, change to the directory where the package is extracted and run the following command to find the onexc_setup.exe file: **dir onexc_setup.exe /s**

4. Change to the directory where the onexc_setup.exe file is present.

   The directory name is the globally unique identifier (GUID) of the package. A GUID is a 128-bit value in the following format: {00000000-0000-0000-0000-000000000000}.

5. Run the following command to extract the MSI and its contents: **onexc_setup.exe /a**

6. Follow the prompts to extract the contents of the MSI to the desired directory.

Repairing Avaya one-X® Communicator

Before you begin

Ensure that you close Avaya one-X® Communicator.

About this task

Use the **Repair** option to repair installation errors and to fix corrupted files, shortcuts, and registry entries for Avaya one-X® Communicator.

Procedure

1. Double-click the `Avaya one-X Communicator Suite.exe` file to run the Avaya one-X® Communicator suite in the maintenance mode.

2. Click **Repair** .

3. After the repairing is finished, click **Finish** to exit the wizard.

Modifying Avaya one-X® Communicator

Before you begin

Ensure that you close Avaya one-X® Communicator.

About this task

When you modify Avaya one-X® Communicator, you can perform one of the following:

- Install a package that was not installed at the initial installation.
- Remove the installed packages.

Procedure

1. Double-click the `Avaya one-X Communicator Suite.exe` file to run the Avaya one-X® Communicator suite in maintenance mode.

2. In the Program Maintenance window, click **Modify** .

3. In the Custom Setup window, select the program feature to install, and click **Install** .

✱ **Note:**

The Avaya one-X® Communicator suite removes the installed program features that are not selected.

4. After the modification is finished, click **Finish** to exit the wizard.

Chapter 3: Auto-configuring Avaya one-X® Communicator

Use the Avaya one-X® Communicator Centralized Administration Tool to create a `discover.xml` file before you start auto-configuring Avaya one-X® Communicator . You can also create the `discover.xml` manually. Contact your system administrator for more information on creating and using the `disocver.xml` file.

Before you begin

Ensure that your system administrator has configured automatic discovery settings in the `46xxsettings.txt` file that is hosted on your `http` or `https` server.

About this task

You can use the Auto-configuration feature to pre-populate some of your configuration fields in Avaya one-X® Communicator. To use the Auto-configuration feature, perform the following steps:

Procedure

1. In the Avaya one-X® Communicator Login window, click **Menu > Settings**.

   Avaya one-X® Communicator displays the General Settings window with the list of configuration tabs in the left navigation pane.

2. If you want to apply auto-configuration only to a specific group of settings, click the required configuration tab in the left navigation pane.

3. Click **Auto-configure** .

4. In the Auto-configure dialog box, perform any one of the following:

   • Click **All** to apply the auto-configuration feature to all Avaya one-X® Communicator settings.

   • Click **This screen only** to apply the auto-configuration feature to the current configuration tab only.

   The system displays a message indicating the progress of the auto-configure operation. If the retrieval is successful, the system displays the Login dialog box. If the retrieval is unsuccessful, the system displays a message indicating that you must configure Avaya one-X® Communicator manually before you can log in.

Chapter 4: Configuring Avaya one-X® Communicator using the Setup wizard

About this task

Avaya one-X® Communicator displays a Setup wizard when you log in for the first time after installation. Use this Setup wizard to configure the protocol and features for Avaya one-X® Communicator.

Procedure

1. On the Setup wizard, select the features you want to use. The subsequent dialog boxes are displayed based on the features you select here. The available features are:

   • **Telephony Setup**

   • **Instant Messaging and Presence Setup**

   • **Corporate Directory Lookup Setup**

   • **Miscellaneous Setup (Desktop Integration, Name Look-up, Wipe-to-dial)**

   • **Avaya one-X® Client Enablement Services Setup**

   The **Telephony Setup** option is selected by default.

2. Click **Next**.

3. Select a protocol. The available options are:

   • **H.323**

   • **SIP**

4. In the **Telephony Setup** dialog boxes, enter appropriate information and click **Next**.

   For information on the fields, see Telephony screen field descriptions on page 19.

5. In the **Instant Messaging and Presence Setup** dialog box, enter the **Server** and the **Domain Name**.

   For information on the fields, see IM and Presence screen field descriptions on page 24.

6. Click **Next**.

7. In the **Corporate Directory Lookup Setup** dialog box, enter appropriate information and click **Next**.

For information on the fields, see [Public Directory screen field descriptions](#) on page 38.

8. In the **Miscellaneous Setup** dialog box, enter appropriate information and click **Next**.

For information on the fields, see [Preferences screen field descriptions](#) on page 40.

9. In the **Avaya one-X® Client Enablement Services Setup** dialog box, enter the Client Enablement Services URL, and your User name, and Password.

10. In the **Setup Complete** dialog box, click **Finish**.

Chapter 5: Configuring the general settings manually

Configuring telephony settings

Procedure

Click **Telephony** in the left pane of the General Settings window.

The system displays the settings in the right pane of the General Settings window. This pane displays different fields depending on whether you select **H.323** or **SIP** protocol after installation.

Telephony screen field descriptions

Field Name (for H.323 protocol)	Description
Extension	The extension number of your phone
Password	The password for your phone.
Server List	The IP address of the Communication Manager server.
Enable Video Calls	The check box to enable video sharing. For this your administrator must configure your extension on the server.

Field Name (for SIP protocol)	Description
Extension	The extension number of your phone.
Password	The password for your phone.
Server List	The IP address of the proxy server.
Port	The port number of the server. If you do not enter the port number, Avaya one-X® Communicator uses port 5061 as the default setting.
Domain	The domain of your Avaya Aura® Session Manager server. This field is case sensitive.
Mode	The mode of use.

Table continues…

Field Name (for SIP protocol)	Description
Avaya Environment	The field indicates if Avaya one-X® Communicator is connected to Avaya network.
Failback Policy	The field to select if Avaya one-X® Communicator automatically recovers after a failback. Your options are: • Auto • Admin
Registration Policy	The drop-down menu to specify how your extension manages proxies. Your options are: • Alternate • Simultaneous
Enable Video Calls	The check box to enable video sharing. For using video calls, your system administrator must configure your extension on the server.

Configuring login settings

Procedure

1. Click **Login** in the left of the General Settings window.

   The login settings appear in the right pane of the General Settings window.

2. Ensure that the **Use Avaya one-X® Client Enablement Services account** check box is selected.

3. In the **URL**, enter the Web page address of the Avaya one-X® CES server.

4. In the **User name**, enter your user name.

5. In the **Password**, enter the password.

6. Click **OK**.

Login screen field descriptions

Field name	Description
Use Avaya one-X® Client Enablement Services account	Check box to select if you want to integrate with Avaya one-X® Client Enablement Services account.
URL	Fully qualified domain name for the Client Enablement Services server.

Table continues…

Field name	Description
User Name	Your user name for the Client Enablement Services server.
Password	Your password for the Client Enablement Services server.

Configuring personal call feature

The Personal call page is displayed on the Avaya one-X® Communicator user interface only if you have enabled the feature using the Avaya one-X® Communicator Admin Control Tool.

Procedure

1. Click **Personal call** in the left pane of the General Settings window.
2. Enter the **Feature Code**.
3. Enter the **Account Code**.
4. Click **OK**.

Personal call screen field descriptions

Name	Description
Feature code	Code that is used to access the personal call feature on the call servers. The default value is *75.
Account code	Code that is used to authenticate outgoing personal calls.

Configuring messaging settings

About this task

Set Avaya one-X® Communicator to access your messaging system when you click the message waiting indicator on the Avaya one-X® Communicator window.

Procedure

1. Click **Messaging** in the left pane of the General Settings window.
2. Select the **Enable Message Access** check box.

3. Perform one of the following:

   - Select **Dial this number** or enter the telephone number you want to dial to access the messaging system.

   - Select the **Start This Application** option or click **Browse** to select the application you want to run.

   - Select the **Open Webpage** option or enter the Web URL for the messaging system.

4. Click **OK**.

Messaging screen field descriptions

Field Name	Description
Enable Message Access	Check box to enable access to the messaging system.
Dial this number	Number to be dialed to access the messaging system.
Start This Application	Application to be opened to access the messaging system.
Open Webpage	Web browser to be opened to access the messaging system.

The following fields are displayed if you integrate Avaya one-X® Communicator with Avaya one-X® Client Enablement Services:

Field Name	Description
Messaging Server	Name of the Messaging server.
Display Name	Display name of the Messaging server.
Mailbox	Your Mailbox number.
Password	Password to access your Mailbox number.
Web Subscriber Options URL	URL to be opened to access your messages.

Configuring conference settings

You can view and modify the bridge conference settings on this screen if you have integrated Avaya one-X® Communicator with Avaya one-X® Client Enablement Services. System populates the fields in the Conference screen with bridge conference attributes from Avaya Meeting Exchange.

Procedure

1. Click **Conference** in the left pane of the General Settings window.

   The Conference screen appears in the right pane of the General Settings window.

2. Ensure that the values in the fields are accurate and modify, if required.

Conference screen field descriptions

Field name	Description
Bridge Conference Server	Name of bridge conference server.
Display Name	Display Name of the user.
Primary Phone Number	Primary phone number to be used for bridge conferencing.
Alternate Phone Number	Alternate phone number to be used for bridge conferencing.
Moderator Code	Moderator code to be used for bridge conferencing.
Participant Code	Participant code to be used for bridge conferencing.
PIN	PIN number for the conference.

Configuring mobile account settings

If your system administrator has configured your account for Avaya one-X® Mobile, you can update your mobile number and SMS address in this screen. Mobile account configuration is available only if you have integrated Avaya one-X® Communicator with Avaya one-X® Client Enablement Services by configuring Login settings. For more information, see .

Procedure

1. Click **Mobile** in the left pane of the General Settings window.

   The Mobile Account screen appears in the right pane of the General Settings window.

2. Enter a **Phone Number**, if required.

3. Enter an **SMS Address**, if required.

4. (Optional) To remove the mobile phone from your account, click **Block This Phone**.

5. Click **OK**.

Mobile Account screen field descriptions

Field name	Description
Phone Number	Mobile phone number.
SMS Address	SMS address.

Table continues…

Field name	Description
Block This Phone	The button to remove the mobile phone from your account.

Configuring instant messaging and presence settings

Using this window, you can activate the Avaya one-X® Communicator Instant Messaging functionality.

Procedure

1. Click **IM and Presence** in the left pane of the General Settings window.

2. To enable IM and Presence, select the **Enable Instant Messaging and Presence** check box.

3. In the **Server** field, enter the IP address of IM and Presence server.

4. In the **Domain** field, enter the domain name of the Presence server.

5. Perform any one of the following actions:

   - For SIP protocol, select the **Automatically discover my IM login information** option.

   - For H.323 protocol, select the **Manually specify my IM login information** and enter the **IM username** and **IM password** in the respective fields.

6. To store instant messages on your hard disk drive, select the **Enable Local Message Archiving** check box.

7. Click the **Preferences** tab and select the options as appropriate.

   😊 Note:

   The check box, **Activate the "Send all calls" feature (if available) when presence is set to "Do not disturb"**, is open for selection only if the feature is available for the extension and has been activated using the Centralized Administration Tool.

8. Click the **Access Control** tab and select **Allow** or **Deny** for a contact depending on whether you want to provide your presence to that contact.

9. Click **OK**.

IM and Presence screen field descriptions

Field Name	Description
Enable Instant Messaging and Presence Settings	Check box to indicate if instant messaging and presence functionality is to be used.

Table continues…

Field Name	Description
Server	IP address of the instant messaging and presence server.
Domain	Domain of the presence server. In SIP protocol mode, if you do not specify the domain name or specify an incorrect domain name, Avaya one-X® Communicator fetches and populates the associated domain name.
Automatically discover my IM login information	Check box to select if you are opting for automatically discovering an IM login.
Manually specify my IM login information	Check box to select if you are opting for manually specifying an IM login.
IM username	User name to be used for instant messaging.
IM Password	Password required for using instant messaging.
Enable Local Message Archiving	Check box to indicate if IM messages are to be archived in the local drive.
Set Away when I've been inactive for ... minutes	Check box to select if you want the presence status to be changed to Away when you are inactive for a certain period of time (The default value is 10 minutes). You can set the value from 5 to 100 minutes.
Activate the "Send all calls" feature (if available) when presence is set to "Do not disturb"	Check box to select if you want to activate the "Send all calls" feature when presence is set to "Do not disturb". The check box is open for selection only if the feature is available for the extension and has been activated through the Centralized Administration Tool.
Enable dialable number parsing in message text	Check box to enable dialable number parsing in message text.
Enable hyperlink parsing in message text	Check box to enable hyperlink parsing in message text.
Store Instant Message History for the last ... days	Drop-down menu to indicate the number of days for which the IM messages should be stored.
Open History Folder	Field to open the IM history folder.
Name	Name of your Favorite contact.
Access	Drop-down menu to indicate if you want to provide your presence access to the contact.

Configure security settings

Avaya one-X® Communicator supports the following certificates:

- Avaya Product Root Certificate Authority (CA): Embedded in Avaya one-X® Communicator.
- Certificate issued by the Trusted Third Party Certificate Authority (TTP CA) and stored in the system certificate store: X.509 certificates other than the Avaya Root certificate that are loaded to your computer.

Avaya one-X® Communicator supports certificates with 2048–bit RSA keys and SHA-256 digests and uses the selected certificate for two-way Transport Layer Security (TLS) authentication during the handshake stage of establishing secure connections with:

- SIP
- Extensible Messaging and Presence Protocol (XMPP)
- HTTPS
- Session Border Controller
- Avaya one-X® Client Enablement Services
- Lightweight Directory Access Protocol (LDAP)

The client identity certificate is distributed by administrators and must be installed on Avaya one-X® Communicator.

✳ **Note:**

If you install Avaya one-X® Communicator in the Silent mode, you must enable the Avaya Product Root Certificate Authority (CA). The Avaya CA certificate is installed and configured on Session Manager and Avaya one-X® Communicator uses the Avaya CA client identity certificate by default, unless you configure certificates issued by a Trusted Third Party Certificate Authority (TTP CA).

Related links

Checking the certificate details

If you are going to use client identity certificate issued by TTP CA, ensure the certificate is available in the Personal Certificates store and is valid.

About this task

To check the client identity certificate details, perform the following steps:

Procedure

1. Log on to the system as an administrator.
2. From the command prompt, run the `mmc` command.

3. Click **File** > **Add/Remove Snap-in**, and then click **Add**.

4. Under **Snap-in**, double-click **Certificates**, click **Computer account**, and then click **Next**.

5. Click **Local computer**, and then click **Finish**. Click **Close**.

   The Certificates (Computer Name) snap-in appears on the list of selected snap-ins for the new console.

6. Browse to **Certificates** > **Personal** > **Certificates**.

7. Double-click the client identity certificate and verify the following certificate information:

   • The value for **KeyUsage** extension field is **Digital Signature** and **keyEncipherment bits** set to **1**.

   • The **EnhancedKeyUsage** extension includes object identifiers either for the **Server Authentication (1.3.6.1.5.5.7.3.1)** or the **Client Authentication (1.3.6.1.5.5.7.3.2)** or both.

   • The certificate and the trust chain is valid and does not have any errors such as incorrect signature, and expired validity period.

   • The certificate has passed through revocation checking.

   • The certificate is trusted. The client non-default identity certificate is validated against the Trusted Root Certification Authorities system certificate store.

   • The private key of the certificate is marked as exportable.

Related links

Configure security settings on page 26

Selecting the client identity certificate

Use the Security settings tab to enable your client certificate issued by the Trusted Third Party Certificate Authority (TTP CA) in Avaya one-X® Communicator.

Before you begin

Verify your client identity certificate is installed on your computer and is valid. Refer to Checking the certificate details on page 26

About this task

To select the client identity certificate in Avaya one-X® Communicator, preform the following steps:

Procedure

1. Click **Security** in the left pane of the General Settings window.

2. Click **Browse** to select a certificate from the Certificate store in your computer.

3. Click **OK**.

Related links

Configure security settings on page 26

Security screen field descriptions

Name	Description
Identity Certificate	Check box to select a client identity certificate issued by the Trusted Third Party Certificate Authority (TTP CA) and stored in the system certificate store.

Configuring offline call journaling settings

About this task

The Call Journaling feature provides the Avaya one-X® Communicator users a consistent and continuous view of call logs generated when a device is logged in or not logged in. The Offline Call Journaling feature is available to users in H.323 mode as well as SIP mode. In H.323 mode, users need to configure Offline Call Journaling through the Avaya one-X® Communicator user interface. The following settings are applicable only to Avaya one-X® Communicator in H.323 mode.

Procedure

1. Click **Offline Call Journaling** in the left pane of the General Settings window.

2. Select the **Enable Offline Call Journaling** check box.

3. In the **Backup server URL** field, enter the Web page address of the Backup and Restore server.

4. In the **Login** field, enter the enter the user name, used for accessing the Backup and Restore server.

5. In the **Password** field, enter the password for accessing the Backup and Restore server.

Related links

Offline call journaling screen field descriptions on page 28

Offline call journaling screen field descriptions

Name	Description
Enable Offline Call Journaling	Check box to indicate if Offline Call Journaling functionality is to be used.
Backup server URL	Web page address of the Backup and Restore server. Avaya one-X® Communicator supports both HTTP and HTTPS connections to backup/restore server.

Table continues…

Name	Description
Login	User name to be used for accessing the Backup and Restore server. The Login field is optional and depends on the configuration of the backup/restore server.
Password	Password required for accessing the Backup and Restore server. The Password field is optional and depends on the configuration of the backup/restore server.

Related links

Configuring outgoing call settings

Procedure

1. Click **Outgoing Calls** on the left pane of the General Settings window.

2. From the **Place and receive calls using** drop-down menu, select an option.

   The **Other Phone** mode is enabled only when you add numbers using the **Phone Numbers** screen.

3. For H.323 protocol, ensure that the **Enable Emergency Call Handling Feature** check box is selected and perform any one of the following actions:

   • Select **Your extension number**.

   • Select **Telephone number** and type the phone number to be used during an emergency.

   Contact your system administrator for more details on Emergency number administration for your extension with the H.323 protocol.

4. Click **OK**.

   ⊛ **Note:**

   This feature is not supported when you are using Avaya one-X® Communicator through a remote desktop connection or a virtual computer.

Outgoing Calls screen field descriptions

Field Name	Description
Place and receive calls using	Avaya one-X® Communicator uses the option selected here to place and receive calls. The available options are: • **This Computer**: This mode enables you to use the full feature set of your company telephone system from temporary locations anywhere in the world (such as a hotel room). This mode is configured for voice over IP (VoIP). Make and handle calls through the Avaya one-X® Communicator interface on your computer, and use the inbuilt microphone and speakers of the computer or an externally connected headset to speak and listen. • **Desk Phone**: Using this mode, you can log in to the server and control your Avaya telephone from Avaya one-X® Communicator. You can make and handle calls from both the Avaya one-X® Communicator interface and your Avaya telephone. Use your Avaya telephone to speak and listen. When the connection to the phone is lost and can't be established after several attempts, a warning message is thrown to inform the customer. • **Other Phone**: With this mode, you can use the full feature set of your company telephone system from a location other than your office. You place and handle calls through the Avaya one-X® Communicator interface, and you use a separate telephone line at your remote location to speak and listen. Unlike This Computer mode, this mode is configured for toll-quality audio and optimizes audio through the other phone. To use this mode, you must have a separate telephone line available at your remote location. ★ **Note:** In the DeskPhone mode and Other Phone mode, Avaya one-X® Communicator does not display numbers (DTMF) dialed from a hard phone during an active call.
Enable Emergency Call Handling Feature (For H. 323 protocol only)	Check box to enable Emergency Call Handling.

Table continues…

Field Name	Description
Your extension number (For H.323 protocol only)	Check box to select if you want Avaya one-X® Communicator to use your extension number during an emergency call.
Telephone number (For H.323 protocol only)	Check box to select if you want Avaya one-X® Communicator to use any other phone during an emergency call. Use the text field to enter the telephone number to be used during an emergency call.

Configuring phone number settings

About this task

Use the screen to add phone numbers that you plan to use through Avaya one-X® Communicator.

Procedure

1. Click **Phone Numbers** on the left pane of the General Settings window.

2. Click **Add**.

    a. Enter a **Name**.

    b. Enter a **Number**.

    c. Click **OK**.

3. Click **Format** to view the specified number with the dialing rules applied to it.

4. Click **OK**.

Phone Numbers screen field descriptions

Field Name	Description
Phone Numbers	List of phone numbers added through this screen.
Name	Name assigned to a number.
Number	Telephone number added.
Format	Displays the selected phone number with the dialing rule applied to it.

Configuring call handling settings

About this task

Use the screen to block or allow incoming calls and select telephones to ring for incoming calls. Call Handling configuration is available only if you have integrated Avaya one-X® Communicator with Avaya one-X® Client Enablement Services by configuring the Login settings.

Procedure

1. Click **Call Handling** in the left pane of the General Settings window.

2. Select an option from the **Call Handling** drop-down menu. Your options are:

   • **Block All calls**

   • **Allow VIP calls**

   • **Do not block**

3. Select the phones from the list of phones appearing under **Ring Phones**.

   The list of phones contains phone numbers that you have added using the **Phone Numbers** screen.

4. Click **OK**.

Call Handling screen field descriptions

Field Name	Description
Call Handling	Drop-down menu to block or allow calls. Your options are: • **Block All calls**: Blocks all incoming calls • **Allow VIP Calls**: Allows calls from the contacts that are added to your VIP list. • **Do not block**: Allows all incoming calls
Ring Phones	Check boxes against telephone numbers to Indicate which telephones to ring for incoming calls. The list of telephone numbers contains telephone numbers that you have added using the Phone Numbers screen.

Configuring dialing rules settings

Procedure

1. Click **Dialing Rules** on the left pane of the General Settings window.

2. In the General Settings window, enter the number to dial in the **Number to dial to access an outside line** field

3. Enter values in the **Your country code**, **Your area/city code**, **PBX Main Prefix**, **Number to dial for long distance calls**, and **Extension length for internal extensions calls** fields.

   For example, if your internal extensions consist of five digits, you would enter 5. In this example, any number that consists of five digits or less would be treated as an internal extension. If your company supports internal extensions of varying lengths, for example, three-digit, five-digit, and seven-digit extensions, you must separate these lengths by commas and enter 3, 5, 7.

   > ✳ **Note:**
   >
   > If you specify multiple extension lengths, Avaya one-X® Communicator performs exact matches. For example, if you specify 3, 5, 7, Avaya one-X® Communicator treats three-digit numbers, five-digit numbers, and seven-digit numbers as internal extensions. In this example, if you dial a one-digit, two-digit, or four-digit number, Avaya one-X® Communicator does not recognize the numbers to be internal extensions.

4. Enter a value in the **Number to dial for international calls** field.

5. Enter a value in the **Length of national phone numbers (including area/city code)** field.

6. If you entered an area or city code in Step 4, select the **Include area/city code when making a local call** check box.

   For example, for Lincroft area in the U.S., entering an area code is mandatory. Therefore, you must select the check box. However, for Basking Ridge area in the U.S., entering an area code is not mandatory, so you need not select the check box.

7. Select the **Display confirmation window before dialing a number** check box.

   This ensures that you can check whether the number to be dialed conforms to the dialing rules you set. If not, you can update the number. Avaya one-X® Communicator then uses the updated number to make calls.

8. Click **OK**.

Dialing Rules screen field descriptions

Field Name	Description
Number to dial to access an outside line	Number to dial to access an outside line.
Your country code	Your country code.
Your area/city code	Area code or the city code where your phone server is located.
	You can enter multiple codes and separate them with commas. For example, if you enter code as 406

Table continues…

Field Name	Description
	or 208,Avaya one-X® Communicator treats every call made to a region matching with either 406 or 208 as a local call.
PBX Main Prefix	Main prefix of your PBX.
Number to dial for long distance calls	Number to dial before you make a long distance call.
Number to dial for international calls	International country code for dialing an international phone number.
Extension length for internal extensions calls	Number of digits that comprise an internal extension.
Length of national phone numbers (including area/city code)	It is either: • the number of digits to dial (including area/city code) for a call within your country. • the supported phone number lengths separated by a comma for countries with multiple phone number lengths.
Apply dialing rules for outgoing calls	Avaya one-X® Communicator applies the specified dialing rules to outgoing calls.
Include area/city code when making a local call	Check box to indicate if the area/city code must be included in the number for making a local call.
Display confirmation window before dialing a number	Application displays a confirmation window before it dials a number.

Configuring audio settings

Procedure

1. Click **Audio** in the left pane of the General Settings window.

2. On the General Settings window, select the **Basic** tab.

3. Select a **Microphone** from the drop-down menu.

4. Select a **Speaker** from the drop-down menu.

5. Select the **Ring on incoming calls** check box, if required.

6. Select the **Ring additional device** check box, if required, and select a device from the drop-down menu.

7. Click **OK**.

   ✱ **Note:**

   Audio feature is not supported when you are using Avaya one-X® Communicator through a remote desktop connection or a virtual computer. For more information on audio settings, see *Using Avaya one-X® Communicator* on the Avaya Support Web site http://www.avaya.com/support.

Audio screen field descriptions

Field Name	Description
Microphone	Microphone to be used for a call.
Speaker	Speaker to be used for ringing and calls.
Ring on incoming calls	Check box for selecting if ringing for incoming calls must be enabled.
Ring additional device	Additional audio device for ringing.
Mute ringing for incoming calls	Check box for selecting if ringing for incoming calls must be muted.

Configuring video settings

Procedure

1. Click **Video** in the left pane of the General Settings window.

2. Select the **Send your video image automatically when you answer or join a video call** check box, if required.

3. To enable Picture in Picture (PIP) and configure the PIP settings, select the **Display a picture-in-picture window** check box and select one of the following options:

   • Select **Small picture-in-picture window** check box.

   • Select **Medium picture-in-picture window** check box.

   • Select **Large picture-in-picture window** check box.

4. To keep the PIP window fixed at a location, select the **Fixed picture-in-picture window** check box.

5. Select the **Stretch video to fit screen** check box, if required.

6. Select the **Display warning before entering Full Screen mode** check box, if required.

7. Select the **Automatically disable screen saver and monitor power saving mode during a call** check box, if required.

8. Click the **Advanced** tab and configure the following:

   a. Select a camera from the **Preferred Camera** drop-down menu.

   b. Select a preferred bit rate from the **User Session Maximum Bit Rate** drop-down menu.

      For video conference in SIP mode using Avaya Aura® Conferencing, you must set the User Session Maximum bit rate to at least 384 kbps.

   c. Select the **Show the video window automatically on login with video capabilities** check box, if required.

9. Click the **Administration** tab and select the Codecs.

10. Click **OK**.

> ✳ **Note:**
>
> Video feature is not supported when you are using Avaya one-X® Communicator through a remote desktop connection or a virtual computer. For more information on video settings, see *Using Avaya one-X® Communicator* on the Avaya Support Web site http://www.avaya.com/support.

Video screen field descriptions

Field Name	Description
Open Video Window	Opens the video window if it is not opened.
Send your video image automatically when you answer or join a video call	The check box to indicate your video image is automatically sent when you answer or join a video call.
PIP Settings	Picture in Picture settings. The options are: • **Display a picture-in-picture window**: Displays the near-end video and the far-end video in the same window. • **Small picture-in-picture window**: Provides a small picture-in-picture window • **Medium picture-in-picture window**: Provides a medium size picture-in-picture window. • **Large picture-in-picture window**: Provides a large picture-in-picture window • **Fixed picture-in-picture window location**: Provides the picture-in-picture window at a fixed location
Stretch video to fit screen	The check box to indicate if the video is to be stretched to fit the screen on a full screen video mode.
Display warning before entering Full Screen mode	The check box to indicate if a warning must be displayed when you click the icon on the video window to display the video in the full screen mode.
Automatically disable screen saver and monitor power saving mode during a call	The check box to specify if the following be disabled: • screen saver to become active during an active video call. • the monitor to switch to the power saving mode during an active video call.

Table continues…

Field Name	Description
Preferred Camera	The drop-down menu to select a preferred camera.
User Session Maximum Bit Rate	The drop-down menu to select the maximum bit rate.
Show the video window automatically on login with video capabilities	The check box to indicate your preference for displaying the video window at login.
Codec Preferences	The check boxes to select video codecs. The supported codecs are: • H.263 • H.263–1998 • H.264 You can select the codecs only if you have enabled video calls from the Telephony screen. For more information, see Configuring telephony settings on page 19.

Configuring public directory settings

Before you begin

Before you gain access a public directory, you must select the **Public Directory** check box in the Preferences screen. For the procedure, see Configuring preferences settings on page 39.

Procedure

1. Click **Public Directory** in the left pane of the General Settings window.

2. From the **Directory Type** drop-down menu, select one of the following types of directories:

   • **Active Directory**

   • **Domino**

   • **Novell**

   • **Sun One Directory**

3. Enter appropriate information in the **Directory Name**, **Server Address**, **User name**, **Password**, **Search Root**, **Transport Type**, **Server Port**, **Time out**, and **Max Entries** fields.

4. If you are using H.323 protocol, select an option from the **IM Handle Mapping** drop-down menu.

5. Select the **Use Active Directory GSS Bind** check box, if required.

   For information on the fields, see Public Directory screen field descriptions on page 38.

6. Click **OK**.

Public Directory screen field descriptions

Field Name	Description
Directory Type	The type of public directory.
Directory Name	The name of the directory server.
Server Address	The IP address of the directory server.
User Name	Your user name.
Password	Your password.
Search Root	The search root. An example is **ou=people**, **o=company**.
IM Handle Mapping (H.323 mode)	The Instant Messaging (IM) handle to be used in H. 323 mode. Avaya one-X® Communicator maps the IM handles with LDAP attributes to retrieve contact information for Enterprise users when they are added as Favorites. The retrieved LDAP value is then converted to make it the Presence handle. Your IM handle options are: • **Email Address** • **Work Number** • **Mobile Number** • **Home Number** • **Pager Number** • **Other**
Attribute Name (H.323 mode)	The Attribute Name field displays the name of the attribute in LDAP that stores the Extensible Messaging and Presence Protocol (XMPP) IM handle. Avaya one-X® Communicator maps the IM handle with the Attribute Name in directory lookup. Hence, all LDAP users must have the Attribute Name that is specified on the screen. If you select Other as the IM handle, Avaya one-X® Communicator displays the Attribute Name field. The default value of the attribute name is Extensionattribute14. However, administrators can modify the value using the Centralized Administration Tool.
Domain Substitution	The Domain Substitution check box indicates if contacts in search results of public directory must have their presence domain substituted with the presence domain specified in Avaya one-X®

Table continues…

Field Name	Description
	Communicator. The field cannot be modified from the user interface.
Transport Type	The protocol to be used. The available options are TLS and TCP.
Server Port	The port number of the server. The default value for TLS is 636 and for TCP is 389.
Time out	The time out interval. The default value is 100 seconds.
Max Entries	The maximum number of matching entries to display when you enter a search. The default value is 25.
Use Active Directory GSS Bind	The check box to indicate that Avaya one-X® Communicator uses the login and password of the current user to bind with the Active Directory LDAP server.

Configuring preferences settings

Procedure

1. Click **Preferences** in the left pane of the General Settings window.

2. Enter a display name in the **My display name** field.

3. Select a **Language for the interface** from the drop-down menu.

4. Select the **Display alerts for incoming calls** check box if required.

   The Show Details check box is enabled.

5. Select the **Show details** check box if required.

6. Select the **Automatically login if possible when application restarts** check box if required.

7. Select the **Run Avaya one-X Communicator automatically when I log on to Windows** check box if required.

8. Select the **Display DTMF digits for active call** check box if you want DTMF digits to appear on the User Interface when you are on an active call.

9. Select the **Minimize Avaya one-X Communicator to the task tray** check box if required.

10. Select a **Display Name** format.

11. Click **Sound Settings**

    a. On the Sound settings window, select a **Sound Scheme**.

b. On the Program Events, scroll down to Avaya one-X Communicator and select a type of alert.

c. From the **Sounds** drop-down menu, select a ring tone.

12. Click **OK**.

Preferences screen field descriptions

Field Name	Description
My display name	The text box to enter your display name. The text box is displayed only when you are using Avaya one-X® Communicatorwith Avaya one-X® Client Enablement Services.
Language for the interface	The display language for the Avaya one-X® Communicator interface.
Display alerts for incoming calls	The check box to enable alerts for incoming calls.
Show details	The check box to indicate if the details of an incoming call must be displayed to the user. You can select the check box only if you select the Display alerts for incoming calls check box.
Automatically login if possible when application restarts	The check box to indicate if Avaya one-X® Communicator must automatically log in when the application restarts.
Run Avaya one-X Communicator automatically when I log on to Windows	The check box to indicate if Avaya one-X® Communicator must automatically run when you log in to your system.
Display DTMF digits for active call	The check box to indicate if DTMF digits entered during an active call must be displayed on the user interface.
Minimize Avaya one-X Communicator to the task tray	The check box to indicate if Avaya one-X® Communicator can be minimized to the task tray
Display Name	The format for displaying the names of your contacts.
Sound Settings	The Sound Settings button helps you configure customized ring tones for call and instant messaging alerts on Avaya one-X® Communicator. You can configure customized ring tones for the following alerts in SIP mode: • Incoming Call • Incoming Bridged Call • Incoming Call Pickup Group Call • Incoming Team Call

Table continues…

Field Name	Description
	• Incoming IM
	You can configure customized ring tones for the following alerts in H.323 mode:
	• Incoming Call
	• Incoming IM

Configuring desktop integration settings

Procedure

1. Click **Desktop Integration** in the left pane of the General Settings window.

2. Select the **Enable Avaya Collaboration Services** check box, if required.

3. For Name Look-Up, select from the options, as required:

   • **Microsoft Outlook Contacts**

   • **Enable Name Look-Up for incoming and outgoing calls**

   • **Minimum number of digits to match:**

   • **IBM Lotus Notes Contacts**

   • **Public Directory**

   > **Note:**
   >
   > If you have logged in to Avaya one-X® Communicator in the standalone mode with H. 323 protocol, you must configure the LDAP server and select Public Directory for Name Look-Up to use the Presence feature. For more information on configuring Public Directory settings, see Configuring public directory settings on page 37.
   >
   > You must select **Public Directory** if you want to add Contacts through the Avaya one-X® Communicator user interface.

   > **Note:**
   >
   > Avaya Collaboration Services does not support secure LDAP connections.

   • **Avaya SIP Personal Profile Manager (PPM) Contacts** (only with SIP protocol)

   • **Avaya one-X® Client Enablement Contacts**

4. Select **Enable wipe-to-dial (clipboard dialing)**.

   In any application, if you select a number that can be dialed, you can dial that number from the Avaya one-X® Communicator icon in the system tray.

5. Click **OK**.

Related links

Desktop Integration screen field descriptions on page 42

Desktop Integration screen field descriptions

Field Name	Description
Enable Avaya Collaboration Services	The check box to select if you want to enable Avaya Collaboration Services. Avaya Collaboration Services integrates Avaya one-X® Communicator with the following applications: • Microsoft Internet Explorer • Google Chrome • Mozilla Firefox • Microsoft Office applications • Microsoft Office 365
Microsoft Outlook Contacts	The check box to select if you want Avaya one-X® Communicator to search for contacts in Microsoft Outlook when you use the Name Look-Up feature. Microsoft Outlook must be installed and running on your computer.
Enable Name Look-Up for Incoming and Outgoing calls	The check box to select if you want to enable name look-up for incoming and outgoing calls in Outlook contacts.
Minimum number of digits to match	The field to enter minimum number of digits to match with the contacts. You must select the **Enable Name Look-Up for Incoming and Outgoing calls** check box to activate this field.
IBM Lotus Notes Contacts	The check box to indicate if Avaya one-X® Communicator must search for contacts from Lotus Notes Address Book when you use the Name Look-Up feature. Lotus Notes Address Book must be installed and running on your computer.
Public Directory	The check box to indicate if Avaya one-X® Communicator must search for contacts in a public directory when you use the Name Look-Up feature. Public Directory must be configured using the Public Directory settings.
Avaya SIP Personal Profile Manager (PPM) Contacts (SIP mode only)	The check box to select if you want Avaya one-X® Communicator to search for contacts in Avaya SIP Personal Profile Manager (PPM) Contacts when you use the Name Look-Up feature.
Avaya one-X® Client Enablement Contacts (Avaya one-X® Client Enablement Services mode only)	The check box to select if you want Avaya one-X® Communicator to search for contacts in the Avaya one-X® Client Enablement Contacts directory when you use the Name Look-Up feature.

Table continues…

Field Name	Description
	⊛ **Note:** You must use Avaya one-X® Client Enablement Services account in Login settings to use this feature
Enable wipe-to-dial (clipboard dialing)	The check box to enable the Wipe-to-dial feature.
SMS Gateway	The administered gateway for sending and receiving Short Message Service (SMS) transmissions. This is a read-only field and you can view the gateway only if your administrator has enabled the service using the Avaya one-X® Communicator Centralized Administration Tool.
SMS Prefix	The prefix number to be used before the phone number for sending an SMS. This is a read-only field and you can view the gateway only if your administrator has enabled the service using the Avaya one-X® Communicator Centralized Administration Tool.
FAX Gateway	The administered gateway for sending faxes using Avaya one-X® Communicator. This is a read-only field and you can view the gateway only if your administrator has enabled the service using the Avaya one-X® Communicator Centralized Administration Tool.
FAX Prefix	The prefix number to be used before the phone number for sending a FAX. This is a read-only field and you can view the gateway only if your administrator has enabled the service using the Avaya one-X® Communicator Centralized Administration Tool.

Related links

Configuring Hot Keys

Procedure

1. Click **Hot Keys** in the left pane of the General Settings window.

2. Select a hot key from the existing list.

3. In the **Press a new shortcut key**, enter the keys you want to assign. The hot key must contain one or more modifier key (Ctrl, Alt, Shift, Win) otherwise it will not be saved and applied.

4. Select the **Global hot key** check box, if required.

5. Click **OK**.

Related links

Hot keys screen field descriptions

Name	Description
Name	Name of the Hot key. The name also indicates the function of the Hot key.
Hot key	Keys assigned to a particular function.
Press a new shortcut key	Shortcut keys that you want to assign it to a function. A hot key must contain one or more modifier key (Ctrl, Alt, Shift, Win) otherwise it will not be saved and applied.
Global Hot key	Hot keys that work even when Avaya one-X® Communicator is not in focus on your computer.
Assign	The field to assign Hot keys to a function using a button.
Remove	The field to remove assigned Hot keys from the list using a button.

Related links

Configuring network settings

About this task

You need to change the default settings on this screen only if you experience problems logging in to the server in a VPN and/or firewall environment.

Procedure

1. If you installed Avaya one-X® Communicator in H.323 mode, select the **Specify local UDP/TCP port range preference** check box to configure Avaya one-X® Communicator for use with a firewall using UDP port restrictions.

2. If you selected the check box in Step 1, complete the **Low** and **High** fields.

3. Select the **Use Differentiated Services for Audio** check box and enter a **DSCP** value.

4. Select the **Use 802.1p prioritization for Audio** check box and enter a **Priority** value.

5. Click **OK**.

Network screen field descriptions

Field Name	Description
Specify local UDP/TCP port range preference	The option to select if you want to specify you port range preferences.
Low	Number of the lowest port you want Avaya one-X® Communicator to use. This number must be greater than 1023 and less than 65472.
High	Number of the highest port you want Avaya one-X® Communicator to use. This number must be less than 65536.
Use Differentiated Services for Audio	Indicates if differentiated audio services are enabled.
DSCP	Specifies DSCP value in the range from 0 to 63.
Use 802.1p prioritization for Audio	Indicates of Avaya one-X® Communicator is to use 802.1p prioritization for Audio.
Priority	Specifies the priority value in the range of 0 to 7.

Configuring advanced settings

About this task

Using the Diagnostic Logging feature, you can report a problem you are facing and send the log files to the Avaya one-X® Communicator technical support team. The technical support team uses these log files to find the cause of the problem.

Procedure

1. Click **Advanced** in the left pane of the General Settings window.

2. Click **Diagnostic Logging**.

   Avaya one-X® Communicator displays the Diagnostic Logging dialog box.

3. Select the **Enable Diagnostic Logging** check box.

4. Execute the scenario where you have observed the problem and try to reproduce it.

5. Click **Send log files now**.

   Your default e-mail client opens. The log files are embedded as an attachment in the mail.

6. Enter the e-mail address of the support team, and fill in the following details in the e-mail message body:

   • Description of the problem

- Steps to reproduce the issue
- Frequency of the problem

7. Click **OK**.

Advanced screen field descriptions

Field Name	Description
Diagnostic Logging	Option to send the log files of the technical problems you are facing to the technical support team using a button. The technical support team uses these log files to find the cause of the problem.
Enable Diagnostic Logging	Check box to select if you want to enable diagnostic logging.
Send log files now	Option to send the log files to the technical support team using a button. The log files are sent through your default e-mail client.

Chapter 6: Upgrading the Avaya one-X® Communicator

About this task

Avaya one-X® Communicator Release 6.2.x supports upgrades only from Release 6.1. If you have Avaya one-X® Communicator Release 6.1 installed on your system and want to upgrade it to Release 6.2, follow the same steps as for installing Avaya one-X® Communicator. Avaya one-X® Communicator suite upgrades add-ons installed with Release 6.1 automatically. You do not need to uninstall your existing Avaya one-X® Communicator before upgrading to Avaya one-X® Communicator Release 6.2.x.

Avaya one-X® Communicator does not support upgrade from Release 6.0 and earlier versions. If you have Avaya one-X® Communicator Release 6.0 or earlier versions and want to install Release 6.2.x, you must uninstall your existing Avaya one-X® Communicator first.

Before you upgrade Avaya one-X® Communicator, ensure that the application is not in use, and is shut down.

Chapter 7: Configuring virus scan settings

If you modified your virus scan settings when you installed a previous version of Avaya one-X® Communicator, you do not need to modify your virus scan settings when you upgrade to Avaya one-X® Communicator.

After installing Avaya one-X® Communicator, configure your virus scan program so that it does not scan the folder in which you installed the software or the folder where log files are stored.

The default installation folder is `C:\Program Files\Avaya\Avaya one-X Communicator` for Windows XP and `C:\Program Files (x86)\Avaya\Avaya one-X Communicator` for 64-bit Windows.

- For Windows XP 32-bit, the log files are kept in `C:\Documents and Settings\<user name>\Application Data\Avaya\Avaya one-X Communicator`.
- For Windows 7, and Windows 8, the log files are kept in `C:\Users\<user name>\AppData\Roaming\Avaya\Avaya one-X Communicator`.

Related links
Modifying virus scan settings on page 48

Modifying virus scan settings

Procedure

1. Go to **Start** > **Settings** > **Control Panel**.
2. Double-click **Windows Firewall**.
3. In the Windows Firewall window, click the **Exceptions** tab.
4. Click **Add Program**.
5. Select Avaya one-X® Communicator from the list of programs, and then click **OK**
6. Click **OK** to close the Windows Firewall window.

Related links
Configuring virus scan settings on page 48

Chapter 8: Uninstalling Avaya one-X® Communicator from Microsoft Windows Control Panel

Before you begin

Close Avaya one-X® Communicator.

About this task
Procedure

1. Open **Control Panel** in your Microsoft Windows system.

2. Click:

   • **Add or Remove Programs**, if you are running Microsoft Windows XP

   • **Uninstall a program**, if you are running Microsoft Windows 7 or 8.

3. Click **Avaya one-X® Communicator Suite** and click:

   • **Remove**, if you are running Microsoft Windows XP

   • **Uninstall**, if you are running Microsoft Windows 7 or 8.

   Microsoft Windows removes Avaya one-X® Communicator from your computer.

Next steps

If you need to remove other applications installed with Avaya one-X® Communicator, for example Avaya Client Application, follow the same procedure and select the required application to remove.

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