



Avaya one-X[®] Communicator Quick Setup

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About this guide

This Quick Setup Administration guide describes how to administer Avaya one-X[®] Communicator Release 6.0.

For information on other features and functionalities of Avaya one-X Communicator, refer to the following guides:

- *Overview and Planning for Avaya one-X[®] Communicator* on the Avaya Support Web site <http://www.avaya.com/support>. This guide provides an overview of Avaya one-X Communicator and its deployment options.
- *Avaya one-X[®] Communicator Getting Started* on the Avaya Support Web site <http://www.avaya.com/support>. This guide provides step-by-step instructions for installing, upgrading, and configuring Avaya one-X Communicator on your computer.

Supported telephones

The supported telephones depend on whether you installed Avaya one-X Communicator in the H.323 protocol mode or in the SIP protocol mode and the user mode you want to use. The available user modes are My Computer, Desk Phone, and Other Phone mode.

Avaya one-X Communicator supports the following IP telephone types in all user modes:

H.323 protocol mode:

The telephones as well as Avaya one-X Communicator must be working in H.323 mode.

- Avaya 24xx Series
- Avaya 46xx Series
- Avaya 64xx Series
- Avaya 96xx Series

Note:

All 16xx phones configured as 46xx phones on the Communication Manager server are also supported.

SIP protocol mode

All 96xx Series telephones except Avaya 9610 IP telephone.

Note:

Avaya one-X Communicator supports SIP in Desk phone user mode with 96xx phones running SIP 2.6+ firmware.

Requirements

Communication Manager and Session Manager requirements

You must install and administer Avaya Aura[™] Communication Manager properly. The Communication Manager releases that Avaya one-X Communicator supports are:

- For H.323 voice calls and video calls: Communication Manager Release 5.2 or later
- For SIP video calls in My Computer Mode and SIP with IM or Presence feature: Avaya Aura™ Communication Manager Release 6.0 SP1 or later and Avaya Aura™ Session Manager Release 6.0 or later

You must administer Session Manager properly to use Avaya one-X Communicator as a SIP endpoint.

Licensing requirements

You need a Communication Manager off-PBX station (OPS) license to add an extension to the OPTIM form in Communication Manager. This only applies to SIP endpoints.

You also need a video license for making the video functionality work. See *Configuring Avaya one-X Communicator as an H.323 Endpoint on Communication Manager* on page 4.

Video telephony requirements

Before you can use Avaya one-X Communicator Release 6.0 for video calls, you must ensure that your network is:

- Capable of supporting the high bandwidth requirements, minimum 1024 Kbps, of video over IP.
- Configured properly to support video.

For more information, see the *Avaya Video Telephony Solution Release 5.2 Networking Guide* on the Avaya Support Web site <http://www.avaya.com/support>.

Requirements

To handle video calls with Avaya one-X Communicator, users need at a minimum:

- Intel Pentium 4 1.5 GHz processor or equivalent (minimum) if using a USB camera for H.264 multi-core processors, such as Intel Core Duo, Intel Centrino Duo, Intel Core 2 Duo, Intel Core i3, Intel Core i5, and Intel Core i7
- Avaya-recommended USB Web camera, such as the Logitech Quickcam® Pro series cameras and the Creative Notebook Pro series cameras, and the recommended drivers installed on your computer. See <http://www.avaya.com/support> for the latest list of supported cameras.
- 1 GB of RAM

For making video calls at a resolution higher than VGA, users need at a minimum:

- A multi-core processor such as Intel Core Duo, Intel Centrino Duo, Intel Core 2 Duo, Intel Core i3, Intel Core i5, and Intel Core i7
- HD (720p) Capable USB 2.0 Web Camera and the recommended drivers installed on your computer. See <http://www.avaya.com/support> for the latest list of supported cameras.
- 2 GB of RAM
- At least 100 MB of graphics card memory

The computer of the user must meet the system requirements for the Web camera.

Avaya one-X Portal integration requirements

If you are using Avaya one-X Communicator in H.323 protocol mode, you can integrate Avaya one-X Communicator with Avaya one-X® Portal. Avaya one-X Portal Release 5.2 must be installed and operating properly.

To provide Intelligent Presence, visual voice mail, centralized call logs, visual audio conferencing, and integration with Microsoft Office Communicator (MOC) and the Office Communications Server (OCS), you require Avaya one-X Portal Release 5.2. For more information, see *Implementing Avaya one-X® Portal* guide on the Avaya Support Web site <http://www.avaya.com/support>.

To use presence with Avaya one-X Portal, you must properly install and administer:

- Avaya one-X Portal Release 5.2
- Intelligent Presence Server (IPS) Release 1.0

Integration of Microsoft OCS/MOC with Avaya one-X Portal and IPS requirements

To integrate the presence capabilities of OCS and IPS with Avaya one-X Communicator, you need to properly install and administer:

- Microsoft OCS/OC 2007 Release 1 or Release 2

Note:

For the presence feature to work properly, you need Avaya Aura™ Application

Enablement Services Release 4.2.2 or Release 5.2 in addition to Microsoft OCS/OC 2007 Release 1 or Release 2 published IM presence.

- Avaya one-X Portal Release 5.2
- Presence Services Release 1.0

Visual voice mail requirements

To use visual voice mail with Avaya one-X Communicator, you must install and administer:

- Avaya one-X Portal Release 5.2
- Avaya Modular Messaging® Release 4.0 or Release 5.2

Visual audio conferencing through Avaya one-X Portal and Meeting Exchange Requirements

To use visual audio conferencing with Avaya one-X Communicator, you must install and administrator:

- Avaya one-X Portal Release 5.2
- Avaya Meeting Exchange® Release 4.1 or 5.2

Configuring Avaya one-X Communicator as an H.323 Endpoint on Communication Manager

If you also want to configure video calling, see *Configuring Avaya one-X Communicator as an Endpoint for video calling* on page 5

1. Determine the maximum number of Avaya one-X Communicator endpoints your voice system supports:
 - a. Use the `display system-parameters customer-options` command to access the Optional Features form.j
 - b. On page 9 or page 10 of the form, verify the **oneX_Comm** setting. This number is provided by the RFA license file.
2. Perform one of the following steps on Communication Manager:
 - If you want to add a new station that uses Avaya one-X Communicator, use the `add station` command.
 - If you want to modify an existing station that uses Avaya one-X Communicator, use the `change station xxxx` command, where **xxxx** is the number of the station you want to modify.

Communication Manager displays the Station form.

3. Enter the appropriate information for this station.
4. Repeat Steps 2 and 3 for each Avaya one-X Communicator endpoint you want to configure on Communication Manager.

Configuring Avaya one-X Communicator as an Endpoint for video calling

The following procedure works for both H.323 and SIP endpoints.

1. Use the `display system-parameters customer-options` command to verify the **Maximum Video Capable IP Softphones** (page 2 of form). This number is provided by the RFA license file.
2. Use the `change cos` command to set **Priority Video Calling** (page 2 of form) for the appropriate COS levels.
3. Use the `add station` command to add an Avaya IP Softphone station, and set the following parameters for that station:
 - a. **IP Softphone** to **y**
 - b. **IP Video Softphone** to **y**.
 - c. If you want this station to be able to make priority video calls, make sure you select a COS level that has **Priority Video Calling** enabled.
 - d. On page 2 of the form, set **Direct IP-IP Audio Connections** to **y**.

Repeat all the above steps for each Avaya one-X Communicator endpoint you want to configure for video calling.

Configuring Avaya one-X Communicator as a SIP Endpoint on Communication Manager and Session Manager

Use the Avaya Aura™ System Manager administration interface to add a user. **For the procedure, see *Installing and Configuring Avaya Aura™ Session Manager* guide** on the Avaya Support Web site <http://www.avaya.com/support>.

Set the following parameters:

- **Primary Handle**
- **User ID**
- **Password**
- **Host to which the user registers**
- **Authentication Type**
- **First Name of user**
- **Last Name of user**
- **Telephone number in E.164 format.** Prefix the number with a plus (+) character. The telephone number should not have more than 15 digits with the country code having 1 to 3 digits, for example, +447797123456. This number must be unique.

OR

Telephone handle in Enterprise Private Numbering format. In addition, specify the fully qualified domain name (FQDN), for example, 12346789@yourenterprise.com. In this case, 12346789 need not be unique, but the number as a whole should be unique.

Note:

Advanced SIP telephony support requires the Primary Handle and User ID to be numeric (extension).

Integrations

Integrating Microsoft Office Communicator with Avaya one-X Communicator

This section describes how to integrate MOC 2007 Release 1 or Release 2 with Avaya one-X Communicator.

Prerequisites

- Web server to host OC tab definition file and 1XC browser tab application is present.
- Avaya one-X Communicator is installed and operating properly on the computer of the user.
- Microsoft .NET Framework 3.5 SP1 is installed on the computer of the user.

Administering

To integrate OCS or OC 2007 Release 1 or Release2 with Avaya one-X Communicator, you need to:

1. Configure the Web-server files.
2. Configure the Microsoft Office Communicator client.

Procedure 1: Configuring the server files

1. Download the file `tabui.zip`.
2. Unzip the contents of `tabui.zip` to a folder.
3. Copy contents of the zipped file to a folder on a Web server that users can access.
For example, you can copy `onexcuitab.xbap` and `icon.png` to `http://mywebserver.com/oneXC/tabui` folder.
4. Copy the file `tabs.xml` to a Web server, for example, to `http://mywebserver.com/ocTabs`.
5. Using Notepad, open the `tabs.xml` file.
6. Update the `<image>` element with the correct URL for the `icon.png` file hosted in your environment.
7. Update the `<contenturl>` element with the current URL for the `onexcuitab.xbap` file hosted in your environment.

Note:

Do not change the format of the XML tabs in `tabs.xml` file. Such a change can corrupt the file and make it unusable. If you face difficulty viewing the tab, open the file in Notepad and verify that your XML file is formatted exactly as the original file provided or specified in the [Microsoft Office Communicator 2007 Deployment Guide](#).

8. Save your changes and exit the file.

Procedure 2: Configuring the MOC

Perform the following steps on every computer running the MOC:

1. Click **Start > Run** and type **regedit** to open Registry Editor.
2. Add the TabURL value to any of the following registry keys:
HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Communicator\TabURL
HKEY_CURRENT_USER\SOFTWARE\Policies\Microsoft\Communicator

TabURL value under HKEY_LOCAL_MACHINE takes precedence.

Note:

In case of Windows 7 and Windows Vista, you need to create the above keys manually.

3. Set the value data to be the URL of the `tabs.xml` file hosted in your environment For example, the URL of the `tabs.xml` file can be `http://mywebserver.com/ocTabs/tabs.xml`.
4. Download the certificate file for Avaya one-X Communicator.
5. Click **Start > Run** and type `certmgr.msc` to open Certificates.
6. Import the **mycredentials.spc** certificate to the following logical stores:
 - Trusted Root Certification Authorities
 - Trusted Publishers

Integrations

- To import the certificate:
- a. Select the logical store, and right-click.
 - b. Click **All Tasks > Import**.
 - c. Complete the Certificate Import Wizard. Do not specify any password.
7. Start Microsoft Internet Explorer.
 8. Select **Tools > Internet Options**.
 9. Click the **Security** tab.
 10. Select the **Trusted Sites** zone.
 11. Click **Sites**.
 12. Add the site hosting the tab to the trusted sites list. For example, add <http://mywebserver.com>).
 13. Start Microsoft Office Communicator and log in.
 14. Start Avaya one-X Communicator and log in.
The Avaya tab appears at the bottom of the Microsoft Office Communicator window.
 15. Repeat Steps 1 to 14 for every Microsoft Office Communicator client.

Integrating Avaya one-X Communicator with Avaya one-X Portal

This section describes how to integrate Avaya one-X Communicator with Avaya one-X Portal.

Prerequisites

Make sure Avaya one-X Portal Release 5.2 is installed and operating properly.

Administering

1. In the Web browser, type the Avaya one-X Portal Administration Web page address.
2. Type your administrator Login ID and Password.
3. Click Logon.

Make sure the following services are configured properly on the Avaya one-X Portal Server:

- Call History service
Provides access to the Avaya one-X Portal Server call logs.
- Contacts service
Provides access to the Avaya one-X Portal Server contacts.
- Modular Messaging (MM) server
Provides access to voice messages.
- Meeting Exchange (MX) server
Provides access to Meeting Exchange bridge conferences.
- Presence service
Displays users' presence.
- User Assistant service
Provides access to the Avaya one-X Portal Server log-in modes.

Integrating Avaya one-X Communicator with IBM Lotus Sametime

This section describes how to integrate Avaya one-X Communicator with Sametime Connect 8 client.

Prerequisites

- IBM Lotus Sametime Server Version 8.0 is installed and operating properly.
- IBM Lotus Sametime Connect 8.0 client is installed and operating properly on the user's PC.
- Avaya one-X Communicator is installed and operating properly on the user's computer.

Administrating

To integrate Avaya one-X Communicator with IBM Lotus Sametime Connect clients:

1. Download the file `Avaya_oneXCommunicator_Plugin_Update_Site.zip`.
2. Unzip the file into a folder on a Web server that is accessible by the IBM Domino server. This location is the URL that is used to configure the Update Site in the Domino server.
For example, if the file was unzipped into a folder called `c:\webroot\SametimeUpdateSite` on a Web server called `internal.web.server`, the URL would be:
`http://internal.web.server/SametimeUpdateSite/Plugin_Update_Site/features/site.xml`.
3. Add the update site URL in URL for UIM Provisioning in the `stconfig.nsf` `CommunityClient` document.
4. Add the update site URL in Sametime Update Site URL in the `stpolicy.nsf` `DefaultPVS` document.
5. Save the changes.
6. Restart the Domino server.

Approximately 5 minutes after the server restarts, each Sametime client should receive a notification that this update was installed. When the clients receive this message, the users must click **Restart Now**.

Integrating Avaya one-X Communicator with Citrix

Integrating Avaya one-X Communicator with Citrix is supported in Desk Phone and Other Phone mode only.

Setting Auto-configure parameters

After Avaya one-X Communicator is installed on the personal computer of a user, the user must specify the configuration settings. Users cannot log in and use Avaya one-X Communicator until they configure these settings.

To simplify the configuration process, Avaya one-X Communicator provides the Auto-configure feature. When a user clicks the **Auto-configure** button in the **General Settings** dialog box, Avaya one-X Communicator retrieves the appropriate information from the DHCP server. This information is defined in the 46xxsettings.txt file hosted on an HTTP server. Avaya one-X Communicator retrieves the HTTP server IP address from the DHCP server.

Note:

The Auto-configure feature does not work properly if the user is using Avaya one-X Communicator through a VPN connection.

You can set the following parameters in the 46xxsettings.txt file so that the users can use the Auto-configure feature:

- **Phone-related parameters**

- MCIPADD: The list of servers. The first server is the “Primary,” and the other servers are “Alternate.” This is an H.323-specific parameter.
- DISCOVER_AVAYA_ENVIRONMENT: This parameter must be set to **Avaya Environment**. This is a SIP-specific parameter.
- SIPDOMAIN: The SIP domain. This is a SIP-specific parameter.
- SIP_MODE: The SIP mode. This can be simultaneous or peer-to-peer.
- SIP_CONTROLLER_LIST: The Session Manager IP addresses, ports, and transport type. Ports and transport types are optional. Transport type cannot be TCP. This is a SIP-specific parameter.
- PHNEMERGNUM: The emergency number. This is a SIP-specific parameter.
- FAILBACK_POLICY: The failback policy to use. This is a SIP-specific parameter.
- SIPREGPROXYPOLICY: The policy to treat a list of proxies. This is a SIP-specific parameter.

- **# Dialing rules-related parameters**

- PHNOL: The digit(s) you must dial to access an outside line.
- PHNCC: Your country code.
- PHNDPLENGTH: The extension length for internal extension calls.
- PHNIC: The digit(s) users must dial for international calls.
- PHNLD: The digit(s) for long distance calls.
- PHNLDLENGTH: The national telephone number length.
- DIALPLANAREACODE: The area/city code. This is a Avaya one-X Communicator-specific parameter. You must enter this parameter in the file manually.

- DIALPLANLOCALCALLPREFIX: Whether users must dial the area/city code when you make a local call. If users must dial the area/city code, enter **true**. Otherwise, enter **false**. This is a Avaya one-X Communicator-specific parameter. You must enter this parameter in the file manually.
- DIALPLANNATIONALPHONENUMLENGTHLIST: A comma-separated list of national phone number length. This is a Avaya one-X Communicator-specific parameter. You must enter this parameter in the file manually.
- DIALPLANPBXPREFIX: The main prefix of PBX.
- **LDAP Search Directory-related parameters**
 - SP_DIRSRVR: The IP address or FQDN of the LDAP directory server name or address.
 - SP_DIRSRVRPORT: The TCP port number of the LDAP directory server. The default is 389.
 - SP_DIRTOPDN: The directory topmost distinguished name.
 - SP_DIRTYPE: The directory type. The value should be in capital letters, for example, **ACTIVEDIRECTORY**, **DOMINO**, or **NOVELL**. This is a Avaya one-X Communicator-specific parameter. You must enter this parameter in the file manually.
- **Avaya one-X Portal related parameters**
 - ONEXPORTAL_URL: The Avaya one-X Portal URL. This is a Avaya one-X Communicator-specific parameter. You must enter this parameter in the file manually.
- **Voicemail related parameters**
 - MSGNUM: Specify the message access number.
- **Instant messaging related parameters**
 - PRESENCE_SERVER: Specify the IP address of the Presence Server. This is a SIP-specific parameter.

Configuration checklist

To administer the Avaya one-X Communicator configuration settings, users must have the following information.

Note:

If you configure the Auto-configure feature properly, Avaya one-X Communicator populates the following fields when the user clicks the **Auto-configure** button in the corresponding dialog box.

Phone Settings

IP address of the Avaya telephone server: _____

Domain of Session Manager (SIP mode only):

Transport protocol for Session Manager (SIP mode only): TLS

Avaya one-X Portal Account Settings

URL of Avaya one-X Portal server (FQDN): _____

Dialing Rules Settings

Digit(s) you must dial to access an outside line: _____

Country code: _____

Area/city code: _____

PBX Main Prefix: _____

Digit(s) you must dial to make long-distance calls: _____

Digit(s) you must dial to make international calls: _____

Extension length for internal extensions: _____

Length of national phone numbers: _____

Do you have to dial the area/city code when making a local call? Yes No

Public Directory Settings

Directory Type: Active Directory Domino Novell

IP address of the directory server: _____

User name (if required): _____

Password (if required): _____

Search root: _____

Server port: _____

Avaya one-X Communicator interface and rebranding

Customizing the Avaya one-X logo

You can customize the Avaya one-X logo that is displayed in many Avaya one-X Communicator windows. You can replace the Avaya one-X logo by a logo of your choice.

Note:

You cannot customize the Avaya one-X logo in the About Avaya one-X Communicator window.

Avaya one-X Communicator looks for the custom logo file in the following path:

<Avaya one-X Communicator installation path>\custom\

To customize the Avaya one-X logo:

1. Go to the installation path.
2. Create a directory and name it `Custom`.
3. In the `Custom` directory, copy the `logo.png` file.

Note:

The size of the logo file should be 121 pixels (width) and 22 pixels (height).

4. Log in to Avaya one-X Communicator.
In the Avaya one-X Communicator Login and all other windows, Avaya one-X Communicator displays the custom logo in place of the Avaya one-X logo.

Customizing the title on the Login and Welcome windows

You can customize the title that is displayed in Avaya one-X Communicator Login and Welcome windows. You can replace these titles by the title of your choice.

To customize the window titles:

1. Go to the installation path.
2. Create a directory and name it `Custom`.
3. In the `Custom` directory, create `login.txt` and `welcome.txt` text files.
4. Open the text files and type your custom title.
5. Save the file.
6. Log in to Avaya one-X Communicator.
In the Avaya one-X Communicator Login and Welcome windows, the custom titles are displayed in place of Avaya default titles.

Customizing the emergency call-handling disclaimer

In Avaya one-X Communicator, you can create a customized emergency call-handling disclaimer that is specific to your company.

Note:

Your customized disclaimer appears directly below the non-customizable Avaya disclaimer in the Welcome window.

Avaya one-X Communicator looks for the custom disclaimer file in the following path:
<Avaya one-X Communicator installation
path>\custom\disclaimer.txt.

To create a custom disclaimer file:

1. Go to the installation path.
2. Create a directory and name it `Custom`.
3. In the `Custom` directory, create a `disclaimer.txt` file.
4. Open the text file and type your custom disclaimer message.
5. Save the file.
6. Log in to Avaya one-X Communicator.
In the Avaya one-X Communicator Welcome window, the custom disclaimer message appears below the default Avaya disclaimer message.

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