



Administering Avaya one-X[®] Communicator

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Chapter 1: Introduction

About this guide

This administration guide provides instructions for configuring Avaya Aura® for Avaya one-X® Communicator users. The guide also covers requirements for configuring and integrating Avaya one-X® Communicator with other products.

Related documents

Additional Avaya one-X® Communicator documentation includes:

- *Avaya one-X® Communicator Overview and Planning*
- *Implementing 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)

Additional Avaya Aura® documentation includes:

- *Administering Avaya Aura® Communication Manager*
- *Avaya Aura® Communication Manager Feature Description and Implementation*
- *Administering Avaya Aura® Session Manager*
- *Avaya Aura® Session Border Controller System Administration*

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>.

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 This Computer, Desk Phone (Shared Control mode), and Other Phone mode.

Avaya one-X[®] Communicator supports the following IP telephone types in shared control mode:

H.323 protocol mode:

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

- Avaya 46xx Series
- Avaya 96xx Series
- Avaya 96x0 Series
- Avaya 96x1 Series

Note:

Avaya one-X[®] Communicator supports all 16xx telephones configured as 46xx telephones on the Avaya Aura[®] Communication Manager server.

SIP protocol mode

In the Desk phone user mode, Avaya one-X[®] Communicator supports SIP with the following phones:

- With SIP 6.2+ firmware: Avaya 96x1 Series (9601,9611,9621,9641)
- With SIP 2.6+ firmware: Avaya 46xx Series

Digital Communications Protocol (DCP) mode

Avaya one-X[®] Communicator supports the following DCP phones:

- 14xx
- 16xx
- 46xx
- 96xx

Chapter 2: Requirements

Communication Manager and Session Manager requirements

The Communication Manager releases that Avaya one-X[®] Communicator supports are:

- For H.323 voice calls and video calls: Communication Manager Release 5.2.1 and Release 6.2.
- For SIP video calls in This Computer mode and SIP with IM or Presence feature: Communication Manager Release 6.2 and Avaya Aura[®] Session Manager Release 6.1 and Release 6.2.

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

Licensing requirements

The requirements are:

- 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.

Video telephony requirements

 **Note:**

Avaya one-X[®] Communicator does not detect computers that are capable of using non-HD cameras. This causes high CPU usage on a video call.

Before you can use Avaya one-X[®] Communicator Release 6.1 for video calls, you must ensure that:

- Your network is capable of supporting the high bandwidth requirements, minimum 1024 Kbps, of video over IP
- Your extension is configured to support video
- Your computer has the most up-to-date video driver version

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>

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

- Intel Pentium 41.5 GHz processor or equivalent 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 Video Graphics Array (VGA), users need at a minimum:

- A multicourse 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.

Bandwidth requirement for supported codecs

Depending on the bandwidth availability and acceptable voice quality, you need to select a codec that produces compressed audio.

- G.711 A codec produces audio uncompressed to 64 kbps
- G.729 A codec produces audio compressed to 8 kbps

For more information on bandwidth requirement for different codecs, see section in the *Avaya IP voice quality network requirements guide* on the Avaya support site <http://www.avaya.com/support>

The following table provides a comparison between the two codecs G.711 and G.729 both of which are supported by Avaya one-X[®] Communicator:

Table 1: Comparison of Speech Coding Standards

Standard	Coding Type	Bit Rate (kbps)
G.711	PCM	64
G.729	CS-ACELP	8

Table 2: LAN bandwidth in kbps required for G.711 codec

	Ethernet Type	EV2 with trailer but no preamble	EV2 with trailer and preamble	EV2 with trailer and preamble and 802.1Q
G.711 Voice Payload Size	10ms	110.4	116.8	120
	20ms	87.2	90.4	92
	30ms	79.5	81.6	82.7
	40ms	75.6	77.2	78
	50ms	73.3	74.6	75.2
	60ms	71.7	72.8	73.3

Table 3: WAN bandwidth using Frame Relay or PPP L2 protocol required in kbps

	Codec Type	G.711 and G.711A	G.729 and G.729A
Voice payload size	10ms	102.4	46.4
	20ms	83.2	27.2
	30ms	76.8	20.8
	40ms	73.6	17.6
	50ms	71.7	15.7
	60ms	70.4	14.4

The other supported codecs are:

- G.711MU
- G.722-64K
- G.722.1-24K
- G.722.1-32K
- G.729
- G.729B
- G.729AB

Avaya one-X[®] Client Enablement Services integration requirements

Avaya one-X[®] Communicator must be integrated with Client Enablement Services Release 6.1 to provide the following services:

- Visual voice mail
- Centralized call logs
- Audio bridge conferencing

 **Note:**

Before starting integration with other applications, make sure that Client Enablement Services is installed and is working properly.

For more information, see *Implementing Avaya one-X[®] Client Enablement Services guide* on the Avaya Support Web site <http://www.avaya.com/support>.

Visual voice mail requirements

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

- Avaya one-X[®] CES 6.1
- Avaya Modular Messaging Release 5.2 or Avaya Aura[®] Messaging Release 6.0

Visual audio conferencing through Avaya one-X[®] Client Enablement Services and Meeting Exchange requirements

To use visual audio conferencing with Avaya one-X[®] Communicator, you must install and administer:

- Avaya one-X[®] CES
- Avaya Meeting Exchange™ Release 5.2.1 or 6.0

Chapter 3: Administering Avaya one-X[®] Communicator

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

About this task

If you also want to configure video calling, see [Configuring as an Endpoint for video calling](#) on page 14

Procedure

1. Determine the maximum number of Avaya one-X[®] Communicator endpoints your voice system supports:
 - Use the `display system-parameters customer-options` command to access the Optional Features form.
 - On page 9 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 and set the following parameters for that station:
 - 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:
 - Set **IP Softphone** to `y`.
 - Set **IP Video Softphone** to `y`.
 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

About this task

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

Procedure

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:
 - **IP Softphone** to `y`.
 - **IP Video Softphone** to `y`.
 - 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.
 - On page 2 of the form, set **Direct IP-IP Audio Connections** to `y`.

Repeat steps 1 to 3 for each Avaya one-X® Communicator endpoint you want to configure for video calling.

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.

There are two separate headers in 46xxsettings.txt file - SETTINGS1XCSIP and SETTINGS1XCH323 for SIP and H.323 protocols respectively. You can set the following parameters under any of these two headers depending on the protocol 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.

*** Note:**

The IP addresses of Avaya Aura[®] Session Manager must be specified in the same order as it is in the user interface. In case of a mismatch in the order, users cannot make calls using Avaya one-X[®] Communicator in the Deskphone mode.

- 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 digits you must dial to access an outside line.
- PHNCC: Your country code.
- PHNDPLENGTH: The extension length for internal extension calls.
- PHNIC: The digits users must dial for international calls.
- PHNLD: The digits for long distance calls.
- PHNLDLENGTH: The national phone number length.
- DIALPLANAREACODE: The area or the city code. This parameter is Avaya one-X[®] Communicator-specific. You must enter this parameter in the file manually.
- DIALPLANLOCALCALLPREFIX: Whether users must dial the area and the city code when they make a local call. If users must dial the area and the city code, enter true.

Otherwise, enter false. This parameter is Avaya one-X® Communicator-specific. You must enter this parameter in the file manually.

- DIALPLANNATIONALPHONENUMLENGTHLIST: A comma-separated list of national telephone number length. This parameter is Avaya one-X® Communicator-specific. 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 topmost distinguished name in the directory.
- SP_DIRTYPE: The directory type. The value should be in capital letters, for example, *ACTIVEDIRECTORY*, *DOMINO*, or *NOVELL*. This parameter is Avaya one-X® Communicator-specific. You must enter this parameter in the file manually.
- ENABLEGSSBIND: Option to enable or disable Active Directory GSS Bind. Select 0 to disable and 1 to enable the Active Directory GSS Bind option in the Public Directory settings.

Avaya one-X® Client Enablement Services related parameters

ONEXPORTAL_URL: The Client Enablement Services URL. This parameter is Avaya one-X® Communicator-specific. 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.
- PRESENCE_DOMAIN: Specify the value for the Presence Domain field under IM and Presence Settings. For example, *pres.ips.avaya.com*

Configuration Checklist

To administer the Avaya one-X® Communicator configuration settings, you 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

Requirement/Information needed	Value	Notes
The IP address of the Avaya telephone server:	_____	
The domain of Session Manager (SIP mode only):	_____	
The transport protocol for Session Manager (SIP mode only):	TLS	

Avaya one-X[®] Client Enablement Services account settings

Requirement/Information needed	Value	Notes
The URL of Avaya one-X [®] Client Enablement Services server (FQDN):	_____	

Dialing rules settings

Requirement/Information needed	Value	Notes
Number to dial to access an outside line:	_____	
Your country code:	_____	
Your area/city code:	_____	
PBX Main Prefix:	_____	
Number to dial for long distance calls:	_____	
Number to dial for international calls:	_____	
Extension length for internal extension calls:	_____	
Length of national phone numbers (including area/city code):	_____	

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

Public directory settings

Requirement/Information needed	Value	Notes
Directory Type	Active Directory Domino Novell Sun One	
IP address of the directory server:	_____ –	
Search root:	_____ –	
Server port:	_____ –	
Do you want to use Active Directory GSS Bind?.	Yes No	If No, then you must instruct the users to add the domain name to their user name in <Domain>/<User Name> format.

Chapter 4: Integrations

Integrating Avaya one-X[®] Communicator with Avaya one-X[®] Client Enablement Services

Before you begin

Ensure Avaya one-X[®] Client Enablement Services Release 6.1 is installed and is operating.

Procedure

1. In the Web browser, type the Client Enablement Services Web page address.
2. Type your administrator **Login ID** and **Password**.
3. Click **Logon**.

Next steps

Ensure the following services are configured on the Avaya one-X[®] Client Enablement Services server:

- Call History
Provides access to the Client Enablement Services call logs.
- Contacts
Provides access to the Client Enablement Services contacts.
- Modular Messaging (MM)
Provides access to voice messages.
- Meeting Exchange (MX)
Provides access to Meeting Exchange bridge conferences.
- User Assistant
Provides access to the Client Enablement Services server log-in modes.

Integrating Office Communication Server for Instant Messaging

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


Before you begin

- Office Communication Server (OCS) is integrated with Avaya Aura[®] Presence Services
- Avaya one-X[®] Communicator is installed and functioning on the computer of the end user.

About this task

The following procedure provides a scenario where two users - User A and User B are configured for instant messaging using Avaya one-X[®] Communicator and Microsoft Office Communicator.

Procedure

1. Create two users (for example User A and User B) in the Active Directory (AD). The two users must be able to log in to the Microsoft Office Communicator (MOC) and communicate with each other
 -  **Note:**
Ensure that you add the telephone number in the E.164 format in the AD.
2. Synchronize System Manager and the AD.
3. From the User Management page of System Manager, modify User A and User B, and add the Communication Address as Avaya E.164 and Microsoft OCS SIP respectively.
4. Log in User A to Avaya one-X[®] Communicator.
5. Log in User B to Microsoft Office Communicator.
6. In Avaya one-X[®] Communicator client, add User B as a favorite.
7. In the MOC client, add the Jabber ID of User A.
8. To send an Instant Message to User B from Avaya one-X[®] Communicator client of User A:
 - Click the IM icon appearing for User B.
 - From the two options available, select MOC.

9. In the chat window, you can type your message and communicate with User B.

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