

DC Superior Court

Installing the Avaya One-X Communicator Client

Remote access

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3-16-2020

Installing the Avaya One-X Communicator Client



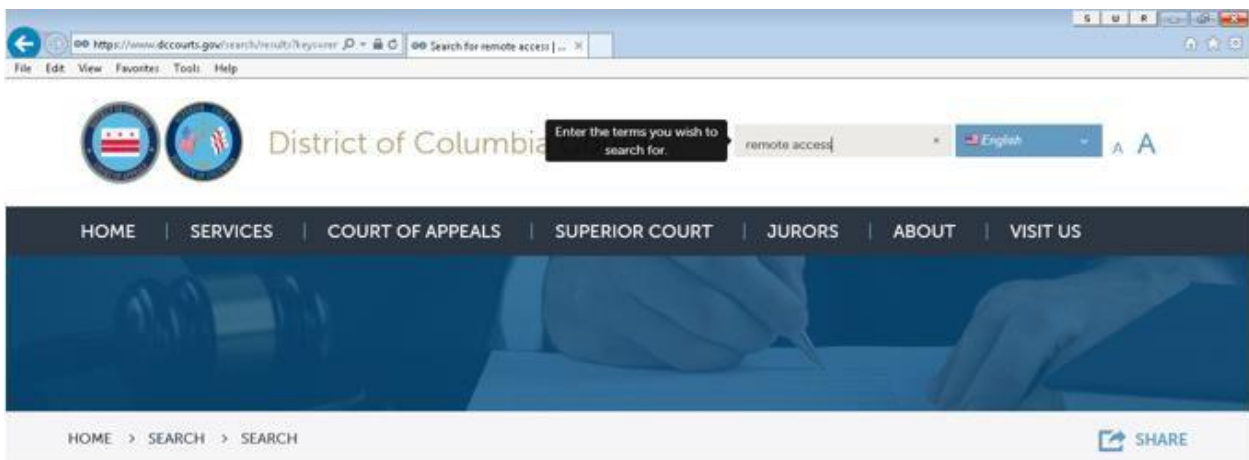
Open Internet Explorer and go to the DC Courts website.

`www.dccourts.gov`



Type in the words “remote access” in the search box as shown below.

Click on enter.



Installing the Avaya One-X Communicator Client

This will bring back the search results.

Click DCSC on Remote Access software.

SEARCH

anyconnect



Search Results

Displaying 1 results

1. **DCSC Remote Access Software**

June 27 2017

... DCSC Remote Access Software [Anyconnect](#) Client Click on the below links to ... need the issued password to download the software.
[Anyconnect](#) installation instructions [AnyConnect](#) Software Avaya One-X Communicator ...

Installing the Avaya One-X Communicator Client

This will take you to the DCSC Remote Access Software page.

Since we are installing the Avaya One-X Communicator Software, click the Avaya Software link.

HOME > ABOUT > EXECUTIVE OFFICE > INFORMATION TECHNOLOGY > DCSC REMOTE ACCESS SOFTWARE



DCSC REMOTE ACCESS SOFTWARE

Anyconnect Client

Click on the below links to download. NOTE: You will need the issued password to download the software.

[Anyconnect installation instructions](#)

[AnyConnect Software](#)

Avaya One-X Communicator

Click on the below links to download. NOTE: You will need the issued password to download the software.

[Avaya installation instructions](#)

[Avaya Software](#)

Microsoft Visual C++

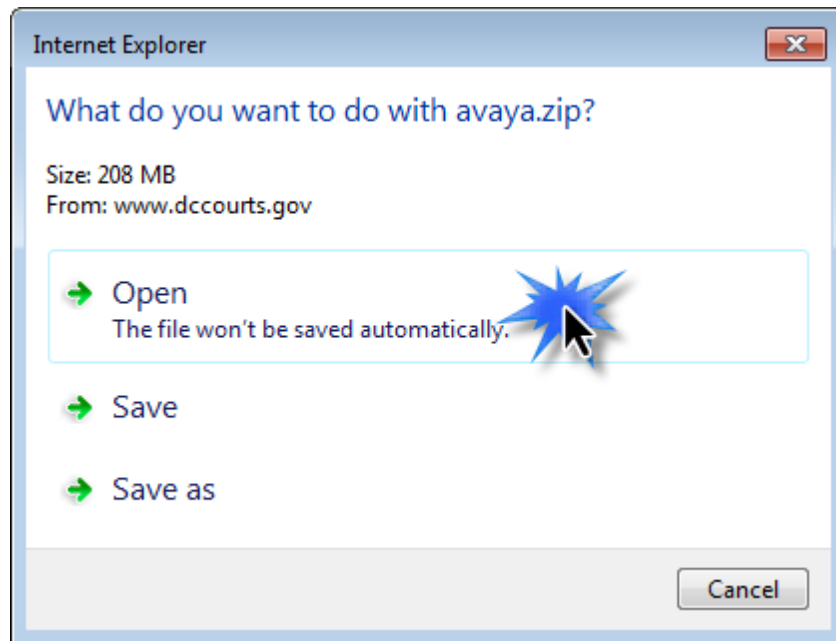
If your home PC is missing C++ download the below software. NOTE: You will need the issued password to download the software and the download contains both 32 and 64 bit versions. Install the version that is applicable to your PC.

[Microsoft Visual C++ Software](#)

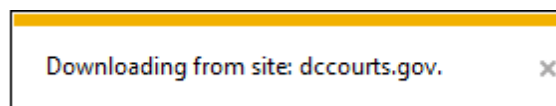
Installing the Avaya One-X Communicator Client

You will be prompted by Internet Explorer asking you what you want to do with the avaya.zip file.

Click Open.



You will see a yellow notification at the bottom of the browser while the file is downloading.



Installing the Avaya One-X Communicator Client

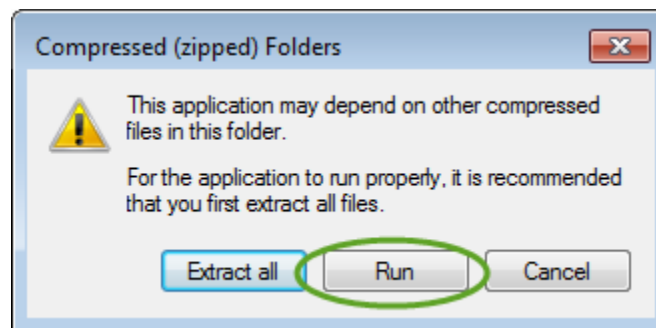
After the file has been downloaded, a File Manager window will appear with three files.

DO NOT CLOSE THE FILE MANAGER WINDOW!
We will need it at another step further on.

Double-click the **dotNetFx40_Full_x86_x64** file to run it.



When you are prompted to extract the files, click the **Run** button.

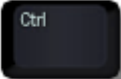

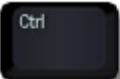



Installing the Avaya One-X Communicator Client

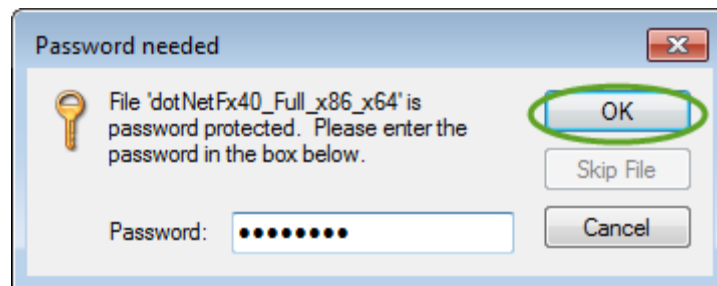
You will be prompted for a password. A password is required so only Court employees may install the software.



If you are having trouble with the password, highlight the password text and copy **DCSC00tw**

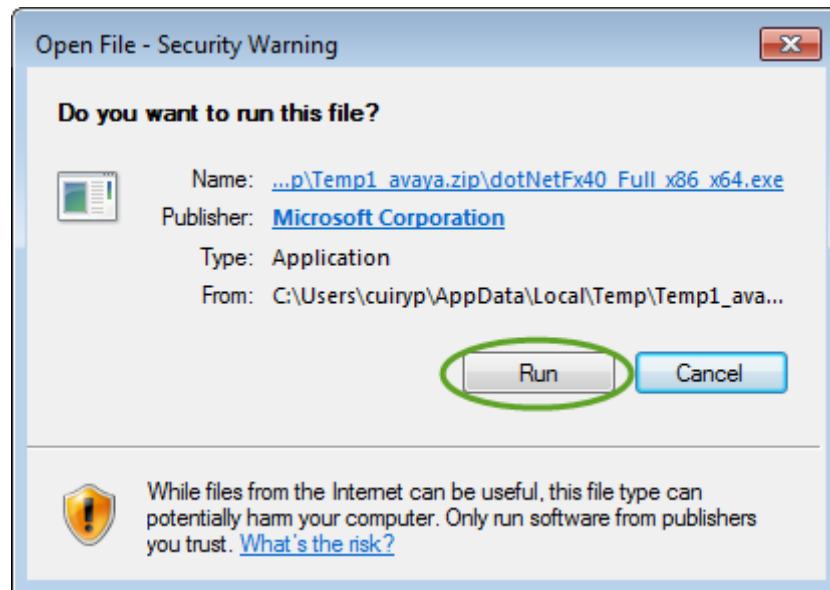
(using  ) and paste it ( ) into the Password field.

Click the OK button to run the file.



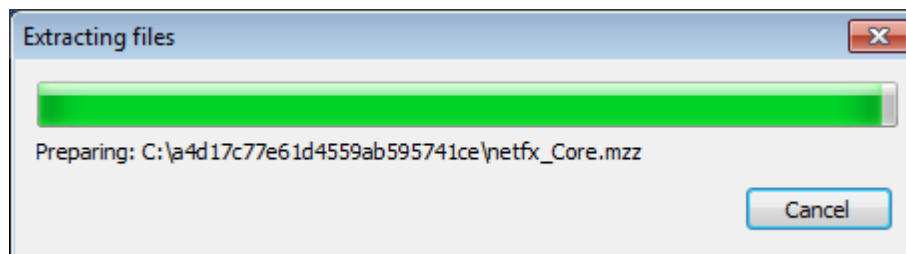
Installing the Avaya One-X Communicator Client

You will get a Security Warning dialog box.



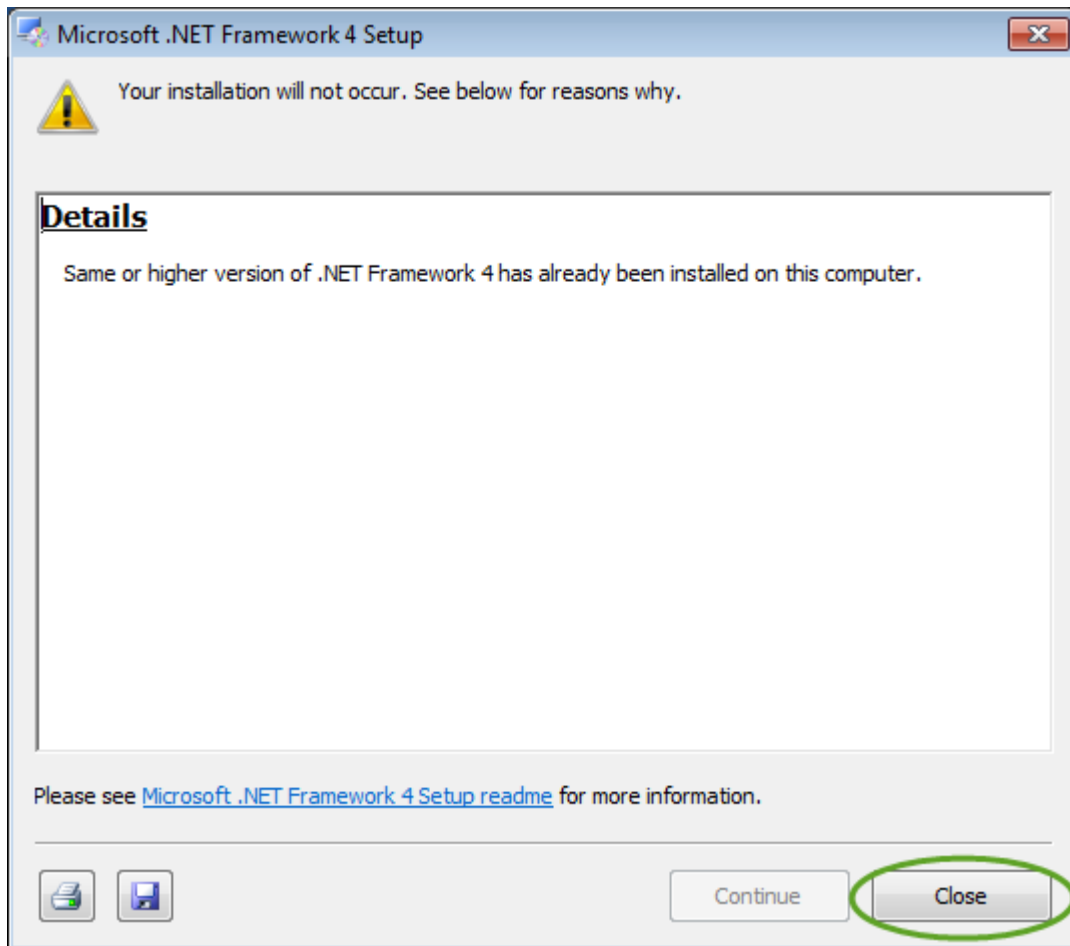
Click the Run button to run the file.

The file will run and show the progress.



Installing the Avaya One-X Communicator Client

Because there are several components to the installation, you may receive a message indicating you already have a compatible version of one of the component software installed. If you see this message, simply click the Close button.

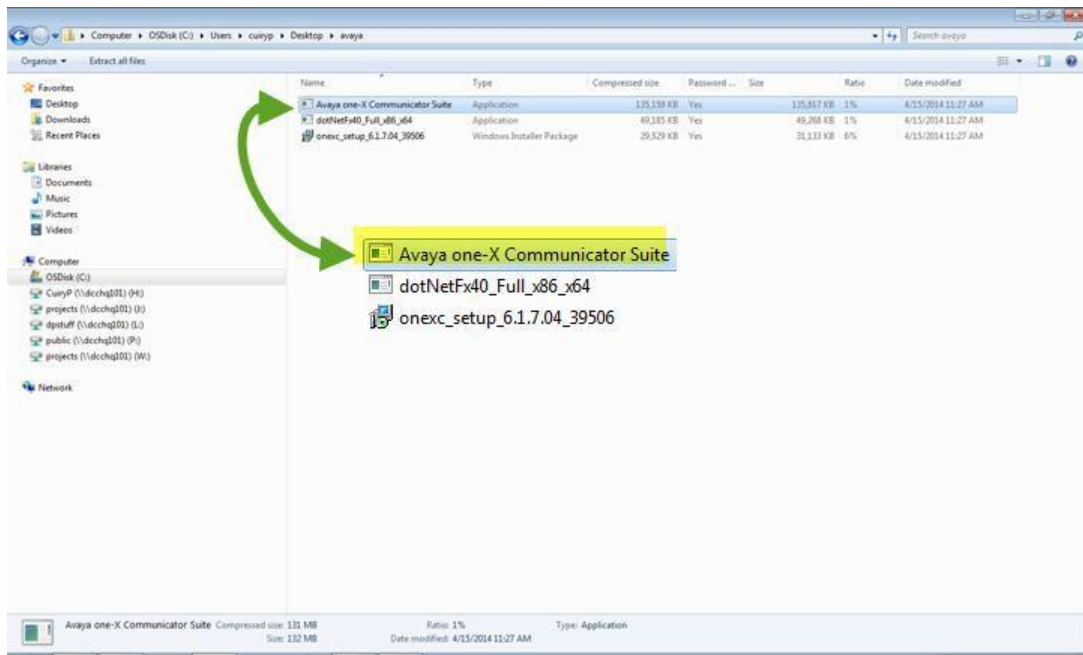


If you see a message indicating you do not have the component software installed and it needs to be installed, click the Continue button resume the installation.

Installing the Avaya One-X Communicator Client

Now that the software has been installed, we must run it so we can configure it to connect with the DC Courts phone system.

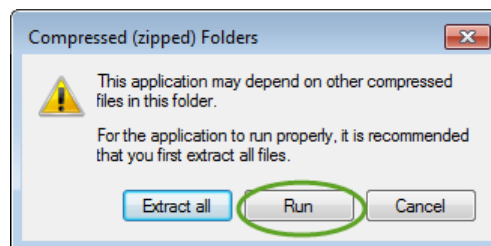
Return to the File Manager Window.



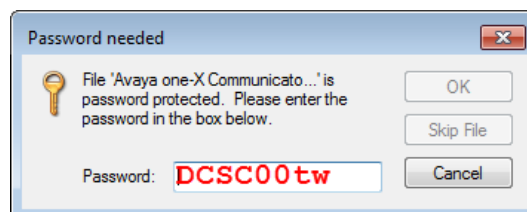
Closing MS Outlook and your web browser will quicken the next installation process.

Double-click to run the file, **Avaya one-X Communicator Suite**.

Click the Run button if you are prompted.

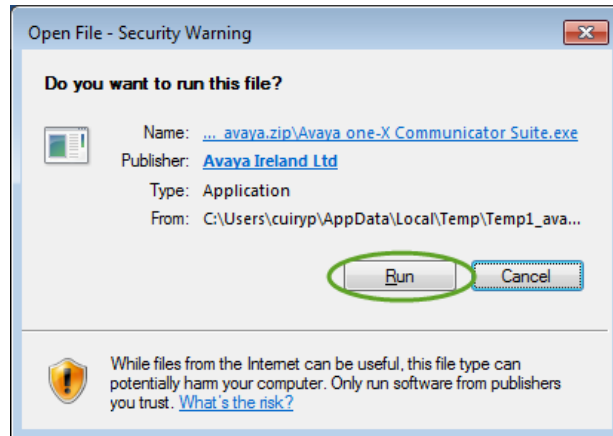


You will be prompted for a password. Enter the same password as before.



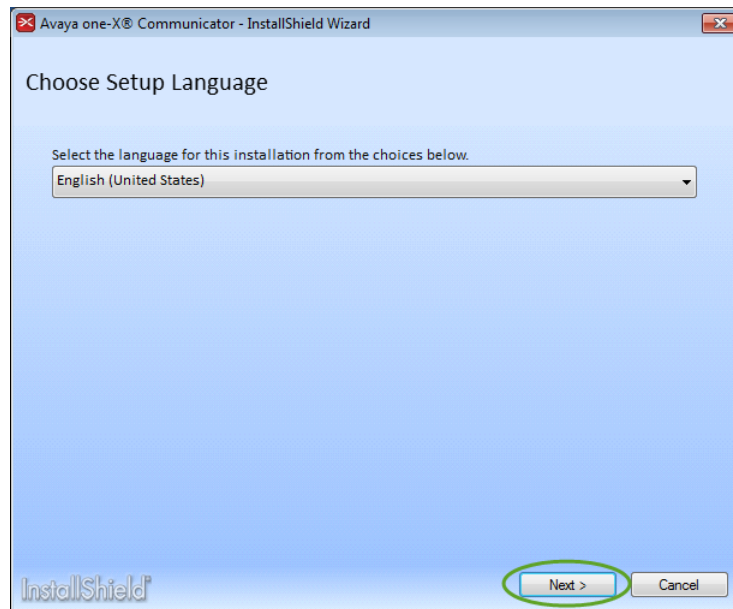
Installing the Avaya One-X Communicator Client

You may be prompted with a Security Warning. Click the Run button to continue.



Installing the Avaya One-X Communicator Client

We will now install the Avaya one-X Communicator Software.

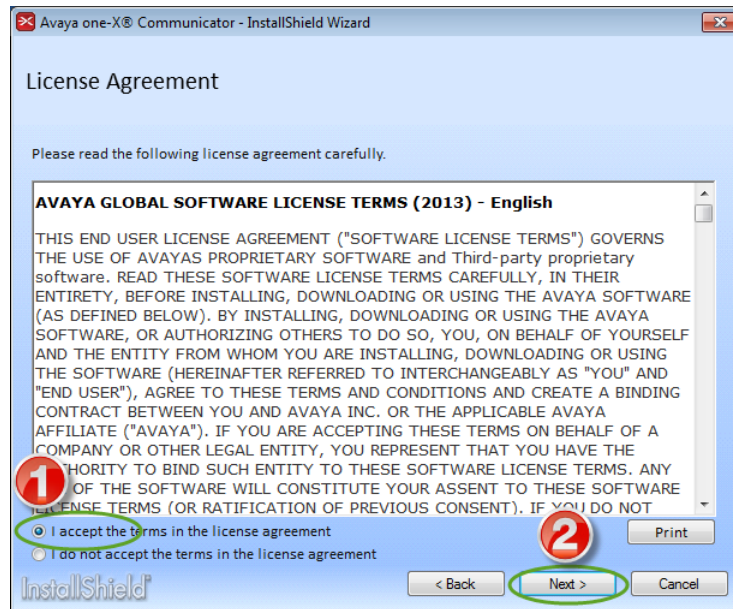


Click the Next button to select the setup language.

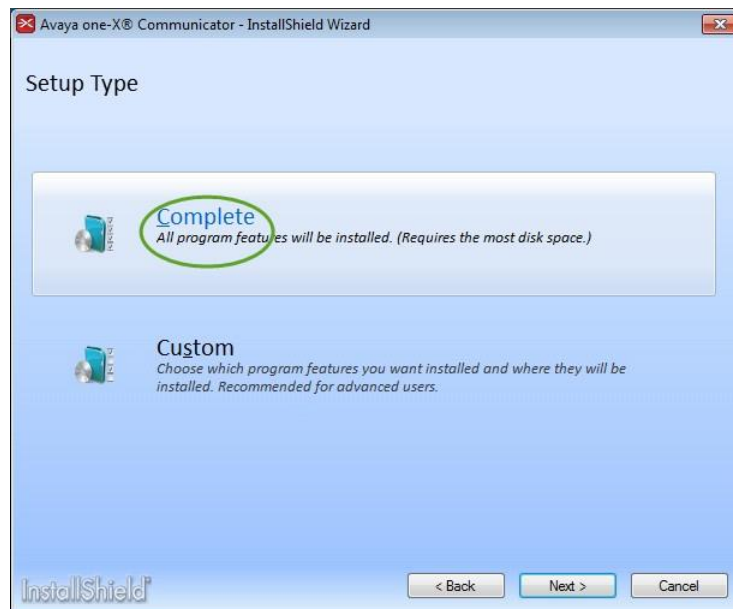


Click the Next button to begin the installation.

Installing the Avaya One-X Communicator Client



Accept the terms of the agreement and click the Next button.

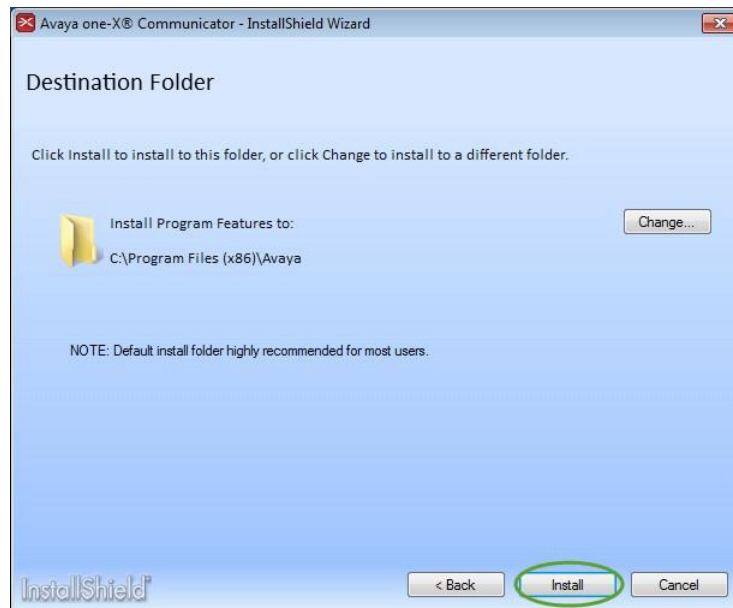


Select Complete and click the Next button.

Installing the Avaya One-X Communicator Client



Click the Next button to confirm installation of the software.



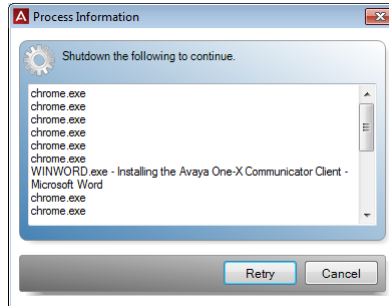
Click the Install button to begin the installation.

Installing the Avaya One-X Communicator Client



You will see the progress bar while the install continues.

If the installation appears stalled, check to see if there is a window which indicates it is waiting for other processes to end.



This means that the installation cannot continue because other programs that are currently running are using files that must be updated by the installation program.

If you see this window, close all of the processes. Once you close the listed programs, the installation will continue automatically.



Installation is now complete. Click the Finish button.



You should now have the Avaya one-X Communicator shortcut on your desktop.

Now we will configure the Avaya one-X Communicator software to work with the Courts systems.

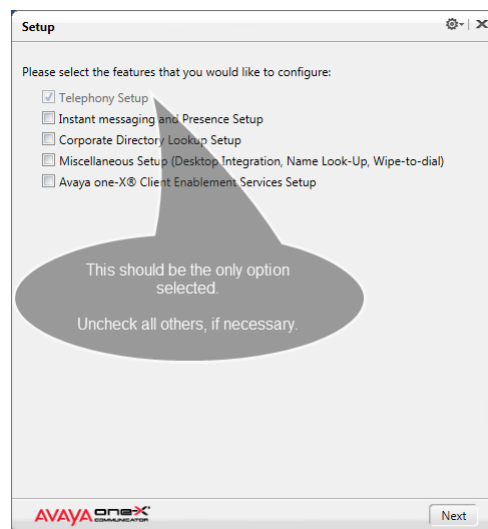
Installing the Avaya One-X Communicator Client

Configuring the Avaya one-X Communicator Software

Double-click the Avaya shortcut that was just created on your desktop.



On the Setup screen, make sure Telephony Setup is the **only** option checked. It should already be checked for you.



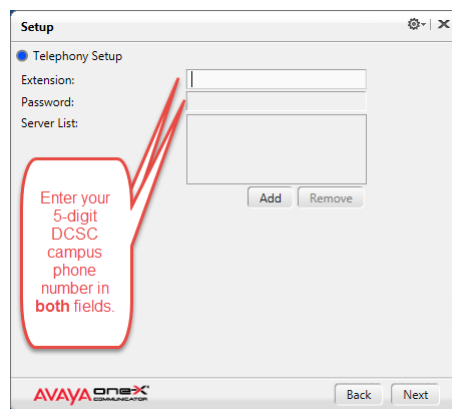
Click the Next button to continue.

Installing the Avaya One-X Communicator Client

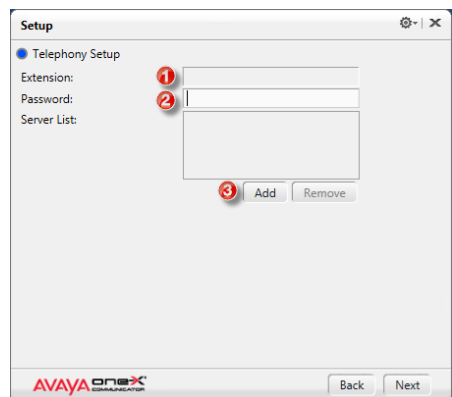
In the Telephone Setup option, select H.323 and click the Next button.



Enter your 5-digit DCSC campus phone number in the Extension field AND the Password field. Yes, both the Extension and Password are the same.



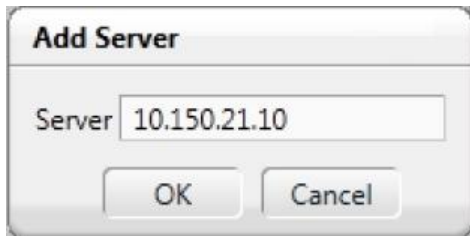
Click the Add button to populate the Server List.



Installing the Avaya One-X Communicator Client

The Add Server window will pop-up.

Enter the IP Address for the call manager (10.150.21.10).



We will not add any phones on the next screen, so click the Next button to continue.



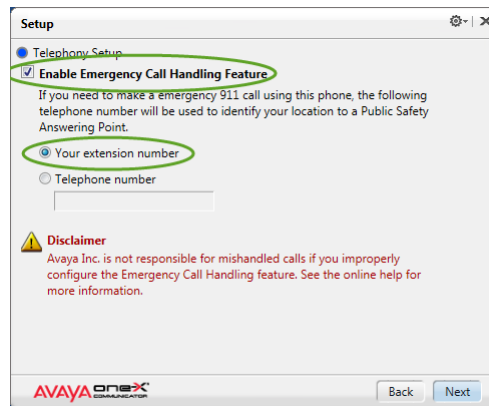
Select This Computer and click the Next button.



Installing the Avaya One-X Communicator Client

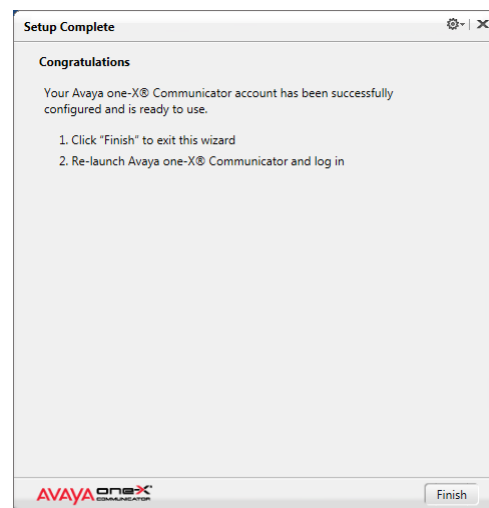
Important!

Make sure Enable Emergency Call Handling Feature is checked and the Your extension number option is selected.



It is important to note that you should **NOT** dial 911 from this application. **Your land-line or cell phone should be used to dial 911** so that the emergency responders can properly locate the call and arrive at your correct location.

Click the Next button to continue. This completes the Avaya one-X Communicator installation and configuration.



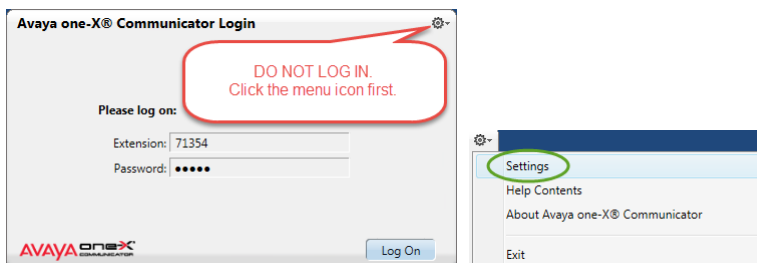
The program will then close. You will need to re-run the program in order to proceed with additional configuration options.

Installing the Avaya One-X Communicator Client

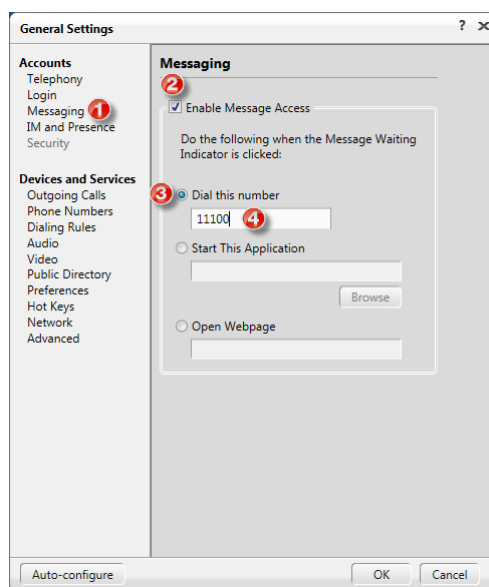


Run the software again, by double-clicking on the Avaya one-X Communicator shortcut on your desktop.

On the Login screen, click the Menu (gear icon) on the top right corner of the window and go to Settings.



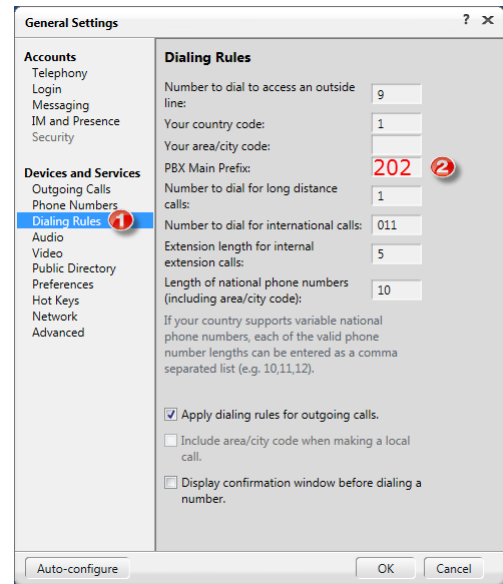
Select Messaging under Accounts.
Click Enable Message Access
Select Dial this number
Enter 11100



Installing the Avaya One-X Communicator Client

Select Dialing Rules under **Devices and Services**.

Enter 202 for the PBX Main Prefix.



Click the OK button to finish.

You may now log in to the Avaya one-X Communicator application.