DC Superior Court

Installing the Avaya One-X Communicator Client

Remote access

Bao Nguyen 3-16-2020

Open Internet Explorer and go to the DC Courts website.

www.dccourts.gov

C Thttp://www.dccourts.gov	District of Columbia Courts ×	6 🕁 🗐
----------------------------	-------------------------------	-------

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

Click on enter.



This will bring back the search results.

Click DCSC on Remote Access software.



... 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 ...

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

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.

Downloading from site: dccourts.gov.

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.



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**



Click the OK button to run the file.



You will get a Security Warning dialog box.

Open File	e - Security Warning
Do you	u want to run this file?
	Name: <u>p\Temp1_avaya.zip\dotNetFx40_Full_x86_x64.exe</u> Publisher: <u>Microsoft Corporation</u>
	Type: Application From: C:\Users\cuiryp\AppData\Local\Temp\Temp1_ava
	Run Cancel
۲	While files from the Internet can be useful, this file type can potentially harm your computer. Only run software from publishers you trust. <u>What's the risk?</u>

Click the Run button to run the file.

The file will run and show the progress.

Extracting files	—
Preparing: C:\a4d17c77e61d4559ab595741ce\netfx_Core.mzz	
	Cancel

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.

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.



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



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

Avaya one-X® Communicator - InstallShield Wizard	— ו
Choose Setup Language	
Select the language for this installation from the choices below.	
English (United States)	_
InstallShield 📃	ext > Cancel

Click the Next button to select the setup language.



Click the Next button to begin the installation.



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

Avaya one-X	® Communicator - InstallShield Wizard	×
N aka ka	Complete All program features will be installed. (Requires the most disk space.)	
	Custom Choose which program features you want installed and where they will be installed. Recommended for advanced users.	
InstallShie	< Back Next > Cancel	

Select Complete and click the Next button.



Click the Next button to confirm installation of the software.



Click the Install button to begin the installation.



The program features you selected are being installed.

Staging
onexc_setup.exe
The program features you selected are being installed.
Installing package
Collaboration Services

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.

A Process Information
Shutdown the following to continue.
chrome exe chrome exe chrome exe chrome exe chrome exe WINWORD exe - Installing the Avays One-X Communicator Client - Microsoft Word chrome exe chrome exe chrome exe
Retry Cancel

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.

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 he Next button to continue.

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.

Setup	©-∣ ×
Telephony Setup	
Extension: 1	
Password: 🕗	
Server List:	
O Ac	dd Remove

The Add Server window will pop-up.

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

Add Se	erver	
Server	10.150.2	1.10
ſ	OK	Cancel

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

Setup	@- X
Telephony Setup Add phones Check and specify the phone you v Communicator. Mobile Home Other	Leave these empty.
	Back Next

Select This Computer and click the Next button.



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.

Setup Complete	@- ×
Congratulations	
Your Avaya one-X® Communicator account has been successfully configured and is ready to use.	
1. Click "Finish" to exit this wizard	
2. Re-launch Avaya one-X® Communicator and log in	
	Finish

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



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

General Settings		? ×
Accounts Telephony Login Messaging IM and Presence Security	Messaging ⊘ Inable Message Access Do the following when the Message Waiting Indicator is clicked:	
Devices and Services Outgoing Calls Phone Numbers Dialing Rules Audio Video Public Directory Preferences Hot Keys Network Advanced	 O Dial this number 1110(Start This Application Browse	
Auto-configure	OK C	Cancel

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.