

Installing and Using VXi Connect™ Avaya™

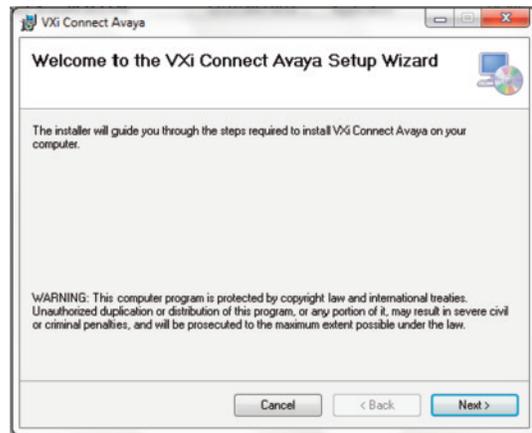
1 Requirements

- VXi UC Proset LUX™ or VXi Envoy™ UC USB Headset
- Microsoft® Windows® XP SP3 or later
- .NET 4.0 Framework installed
- Avaya™ one-X® Communicator Version 5.2 or higher

2 Installation

1. Download and extract the zip file "VXi_Connect_AvayaVx.x.x.zip." If Avaya one-X Communicator is running, you will need to shut it down in order to install VXi Connect Avaya.
2. Navigate to the folder you extracted the zip file to and double-click on the file "VXi_Connect_AvayaVx.x.x.exe" to launch the installer.

3. Once the installer opens, click "Next" to begin the installation.



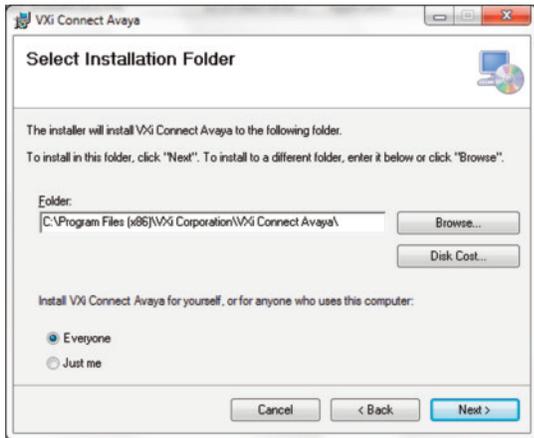
4. Accept the terms of the License Agreement.



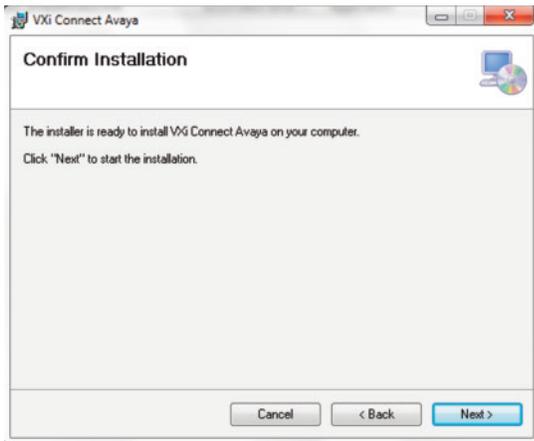
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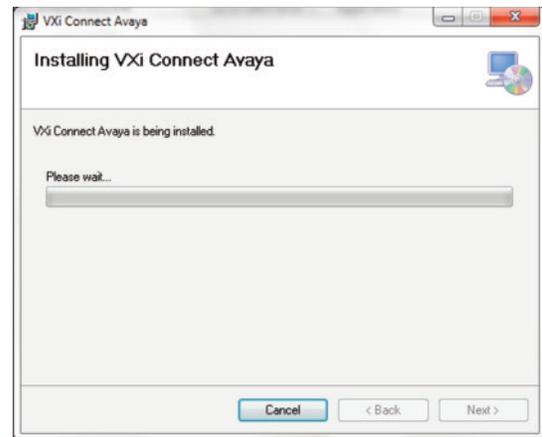
5. Select the installation folder, then click on “Next” to continue.



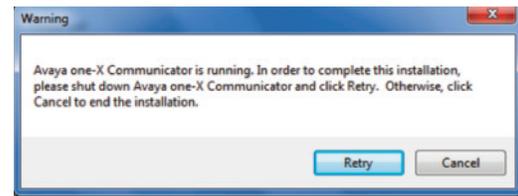
6. Click on “Next” to confirm and start the installation.



7. VXi Connect Avaya will now install.



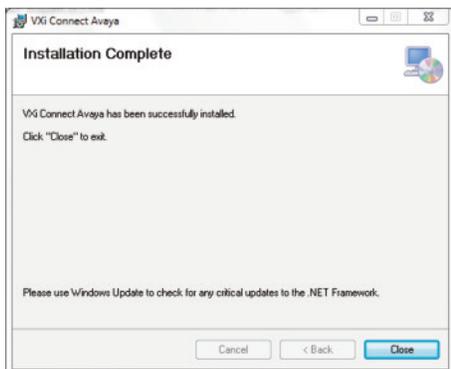
If Avaya one-X Communicator is running, you will need to shut it down to complete the installation process.



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- When the application has installed, click on “Close” to exit the installer.

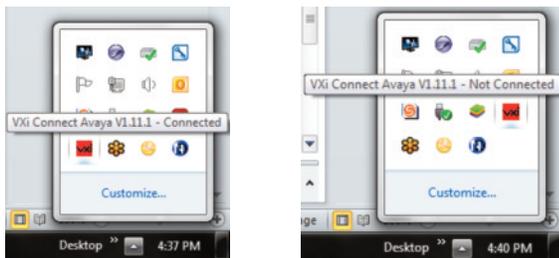


Setup Complete

Your VXi USB headset call controls should now be enabled to work with Avaya one-X Communicator, and if you have the UC Proset LUX, the presence indicator LED will also light according to your status.

Basic Use

- The VXi Connect Avaya software is configured to start automatically with your computer.



- To verify status, hover the mouse cursor over the VXi icon in the notifications area of the taskbar.
- If you wish to close the application, right click on the icon to exit.

3 Troubleshooting FAQs

My headset is plugged in, but VXi Connect Avaya is not recognizing it.

- Try the following steps in order:
 - Unplug the headset, and plug it back in, making sure it is connected directly into a USB port on the computer, not an unpowered hub extension.
 - Check the sound settings in your computer. Make sure the headset is selected as the Default Device.
 - Make sure that you are not running other software that may interfere with VXi Connect Avaya. For example, if you also use Microsoft Lync, you will first need to close out Lync to use the features on Avaya one-X Communicator that are enabled by VXi Connect Avaya.
 - Exit both Avaya one-X Communicator and VXi Connect Avaya, then relaunch first VXi Connect and then Avaya one-X Communicator.
 - If the above options have not worked, restart your computer.

I do not see the icon in the taskbar notifications area, but when I try to start the application it says it is already running.

- Launch Windows Task Manager, end the VXi Connect Avaya.exe Process, then restart the application.

