Installing and Using VXi Connect[™] Avaya[™]

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.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.

Welcome to the VXi C	connect Avava	Setup Wizar	d 🗖
The installer will guide you through the computer.	ne steps required to insta	II VXi Connect Avaya	i on your
WARNING: This computer program	is protected by convicted	law and international	Ination
Unauthorized duplication or distributi or criminal penalties, and will be pros	on of this program, or any ecuted to the maximum e	portion of it, may re- extent possible under	sult in severe civil the law.

4. Accept the terms of the License Agreement.

License Agreement		
Please take a moment to read th Agree", then "Next". Otherwise	e license agreement now. If you accept the terms below, click "I click "Cancel".	
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The Sound Choice



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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.

Confirm Installation		5
The installer is ready to install VX	i Connect Avaya on your computer.	
Click "Next" to start the installation	on.	
	Cancel	Back Next>

7. VXi Connect Avaya will now install.

😸 VXi Connect Avaya	
Installing VXi Connect Avaya	
VXi Connect Avaya is being installed.	
Please wait	
Cancel	< Back Next >

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

please shut down Avaya one-X Cancel to end the installation.	Communicator and click Retry. Otherwise, click
	Retry Cancel

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8. When the application has installed, click on "Close" to exit the installer.

5
rk.
Close

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:
 - 1. 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.
 - 2. 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.
 - 5. 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.



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