

## Avaya Softphone Installation Instructions:

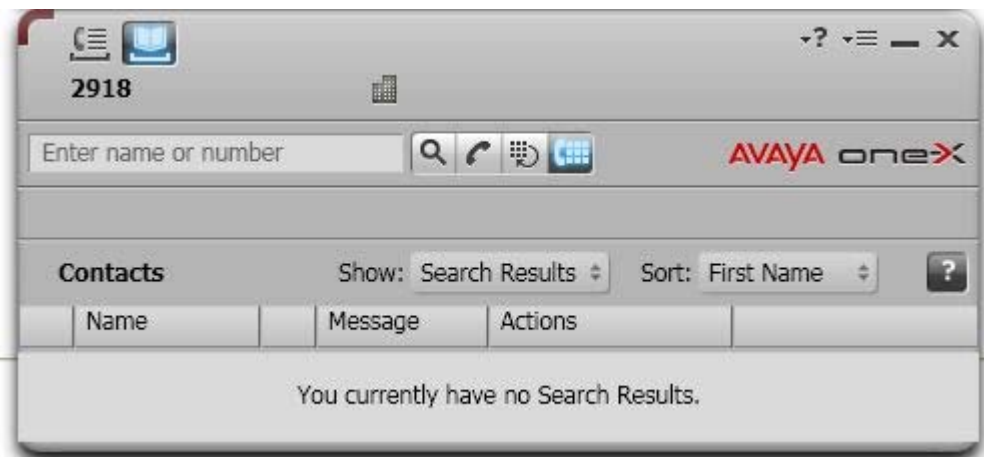
### Before you begin:

Ensure you have an update copy of your Operating system including Direct X8.1 or higher. You can download this update free of charge from Microsoft at the following links. Click [here for Windows 98/ME](#) or click [here for Windows 2000/XP](#) to download the latest version. (Hint: Windows XP, Vista or 7 users and anyone who has the latest Windows Updates will not have to do this step.)

If you have the new Avaya OneX Communicator softphone please see below. If you have an older Avaya IP Softphone please skip to page 4 of these instructions.

### Step 1:

Install the Avaya Softphone. You may need your Network Administrator to assist you in getting this done.



### Step 2:

Download and install Eutectics Avaya integration software. Follow this link <http://www.eutecticsinc.com/products/itegration.html#AVAYA> to install the software.

### Step 3:

Plug in the Eutectics IPP Phone to the PC and let it install itself. If you are prompted for the location of the drivers, enter "C:\Program files\eutectics\AvayaSoftphone-IPP200 "as the file path.

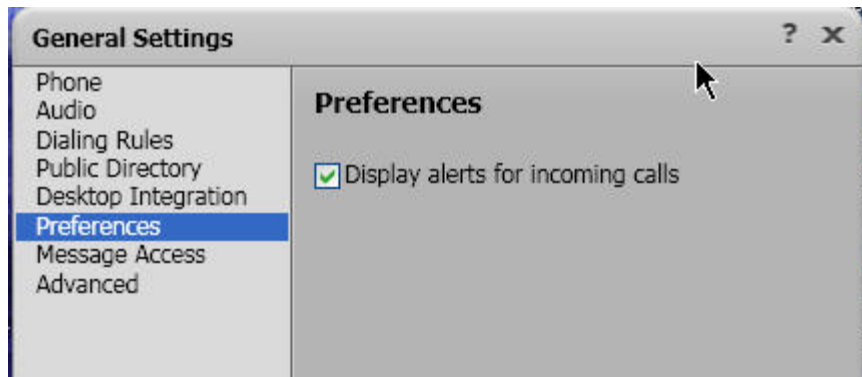
## Step 4:

Configure the Avaya Softphone software to use the IPP Phone.

1. Open the Avaya Audio Tuning Wizard – by clicking on the Audio toolbar and choosing Tuning Wizard from the Menu.



2. The Audio Tuning Wizard will run – make sure you choose the IPP device (or USB Audio Device) as shown above.
3. Set the Headset Playback and Recording devices to the Eutectics device id (IPP200 or any of the IPP Internet Power Phone devices). On Windows 2000, ME or 98 this will be USB Audio rather than a specific device name.
4. Set the Ringing device to your PC sound card so you will be able to hear the ring when another user is calling you. On some of the Eutectics IPP phone models the phone itself has an external ringer which will also sound when you are called.



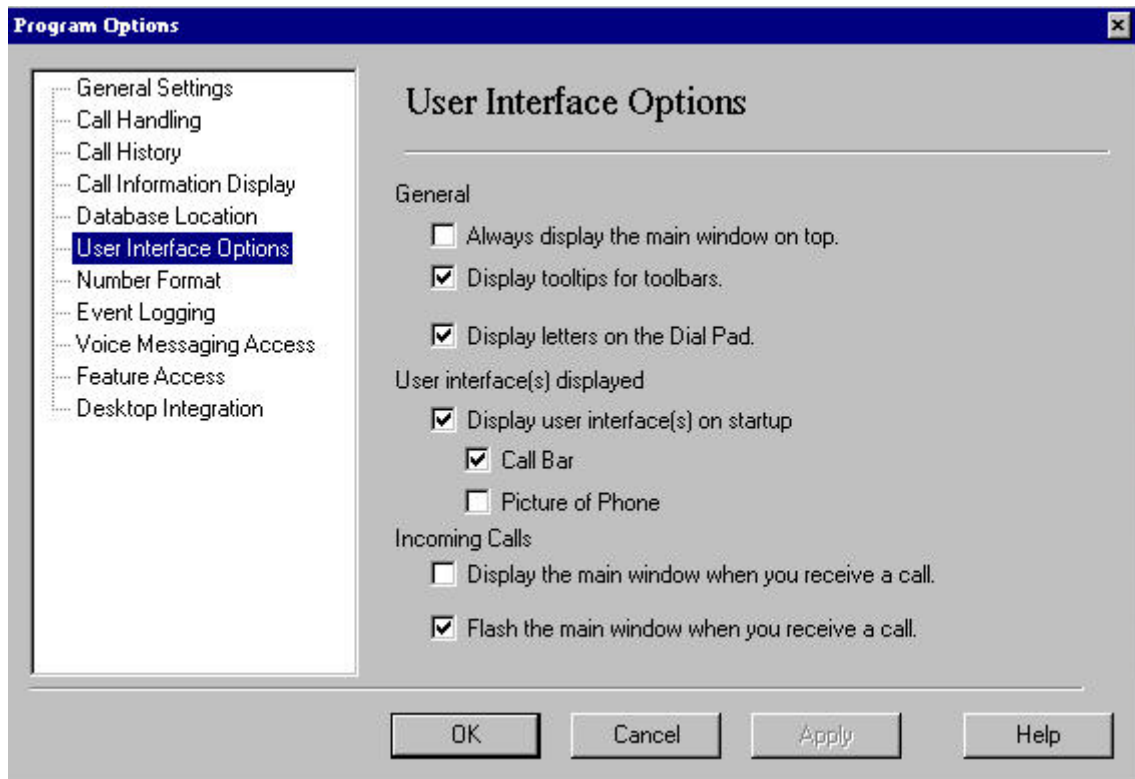
5. Optionally you may also configure additional Audio Properties – this may improve voice quality.

## Step 1:

Install the Avaya Softphone. You may need your Network Administrator to assist you in getting this done.



Note that we will use the **Call Bar** display not the graphic **Picture of Phone** display option.



## Step 2:

Download and install Eutectics Avaya integration software. Follow this link <http://www.eutecticsinc.com/products/itegration.html#AVAYA> to install the software.

## Step 3:

Plug in the Eutectics IPP Phone to the PC and let it install itself. When you are prompted for the location of the drivers, enter "C:\Program files\eutectics\AvayaSoftphone-IPP200 "as the file path.

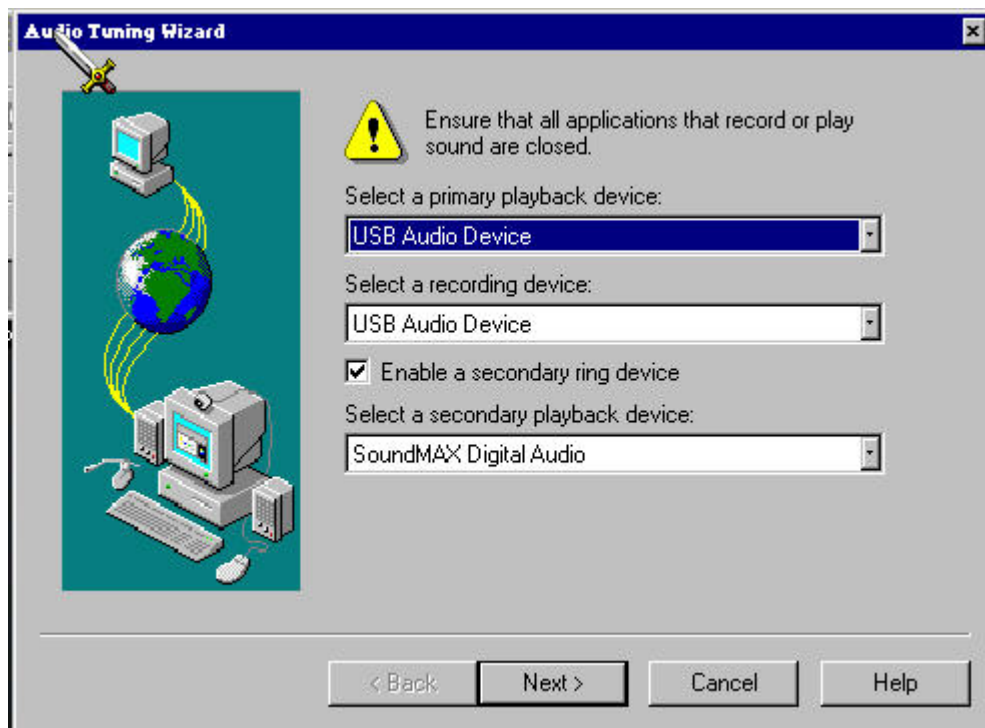
## Step 4:

Configure the Avaya Softphone software to use the IPP Phone.

6. Open the Avaya Audio Tuning Wizard – by clicking on the Audio toolbar and choosing Tuning Wizard from the Menu.



7. The Audio Tuning Wizard will run – make sure you choose the IPP device (or USB Audio Device) as shown below.



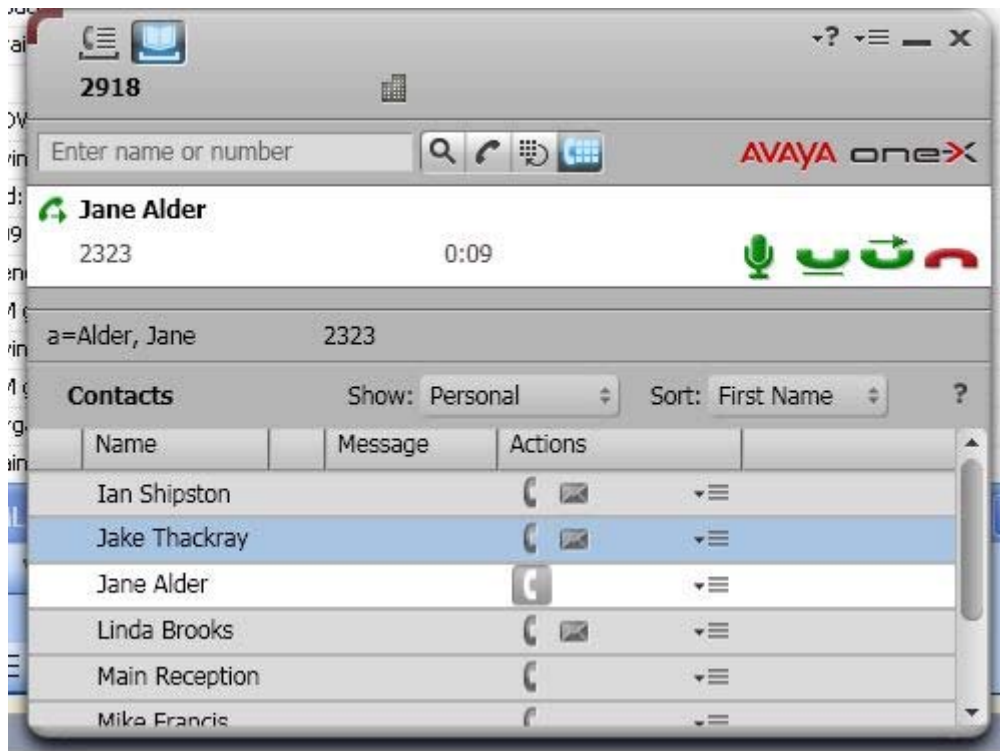
8. Set the Headset Playback and Recording devices to the Eutectics device id (IPP200 or any of the IPP Internet Power Phone devices). On Windows 2000, ME or 98 this will be USB Audio rather than a specific device name.
9. Set the Ringing device to your PC sound card so you will be able to hear the ring when another user is calling you. On some of the Eutectics IPP phone models the phone itself has an external ringer which will also sound when you are called.
10. Optionally you may also configure additional Audio Properties – this may improve voice quality.



## Using the Phone

Using the Avaya Softphone with the Eutectics IPP phone is very simple. To place a call, just lift up the handset. You will automatically cause the Softphone to pop up and you will get a dialtone. To dial you can use either the keypad on the phone or the keyboard of the PC.

OneX will look like this:



On older windows operating systems (Windows 2000) you will dial and then press the # key to initiate the call. The dialtone will be local to the phone and the numbers will not show up in the avaya display until you press #.

For modern Windows operating systems (Windows XP Home/Pro or Vista) you will dial normally – also pressing # key to initiate the call if necessary.

## Answering a Call

If another user is calling you, you will hear a RING from your PC speakers and you will see the indication on the Avaya Softphone client.

On the Avaya OneX you will see the Incoming Call Notification as below:



To answer the call, simply lift the handset from the cradle. The call is automatically answered and you will be talking with the person who called you.

### Special Functions

For the IPP520 USB Speakerphone model there are dedicated function buttons for HOLD, MUTE, HEADSET, VOL-UP/VOL-DN and TRANSFER. The operation of these functions is explained below.

**HOLD:** When in an active call the call may be placed on HOLD by pressing the HOLD key on the IPP520. Calls may be taken out of HOLD via the same key.

**MUTE:** Pressing the MUTE key will mute the Microphone of either the Speakerphone, Handset or Headset. The MUTE key is a latching key – so you do not have to hold the key to have the MUTE function. The MUTE light will illuminate when the microphone is muted. Pressing the key again will cancel the MUTE and return to normal operation.

**HEADSET:** Pressing the HEADSET key will put the IPP520 into a hands-free headset mode – and active the dedicated headset port located on the back of the unit. This mode takes the place of the Speakerphone Mode. *Note:* This mode requires that a headset be connected to the port at the back of the unit in order to work properly. Optional Plantronics H251/H351 headsets are available.

**VOL-UP/VOL-DN:** The Volume Up/Dn keys will raise or lower the speaker volume of the IPP520. There is also an additional slide control on the side of the unit for extra amplification if necessary.

**TRANSFER:** The TRANSFER button will initiate a Supervised or Unsupervised Transfer (depending on the setting in the Call Handling section of the Avaya Softphone setup). The Transfer window will pop up and you can dial the extension as normal. Hitting the # key completes the Transfer, hitting the \* key cancels it.

Special note: for some IVR systems and conference bridges the Avaya IP softphone needs to have its in band DTMF tones temporarily suspended. To do this the user should press STAR STAR (\*\*) on the IPP520 keypad prior to dialing the IVR PIN or PASSWORD. To cancel the DTMF ESCAPE mode press \*\* again or either the VOL-UP/VOL-DN keys. Ending the call also returns the user to normal mode.



## Setting the Sound Levels

If you are having trouble hearing the called party or they are having trouble hearing you please check the Sound Levels on your PC. You can check the levels using the following procedure:

To check and adjust the Master Volume Control on windows XP please use the following procedure:

Select the SPEAKER icon from the system Tray (right hand corner) and RIGHT CLICK the mouse button on it. You may also select the SPEAKER icon from the Control Panel window.

Choose Adjust Audio Properties - the following dialog will appear.



In the Audio tab - choose the SOUND CARD device as the PLAYBACK (so your normal PC sounds will come from the Speakers of the PC)

Also check the **Use Only Default Devices** box in the lower left corner.



In the Voice tab choose the Eutectics Device (IPP200 in the above example) as the Playback and Recording - also click on the Volume Button and adjust the master volume to the highest level (you can make it lower later if desired).

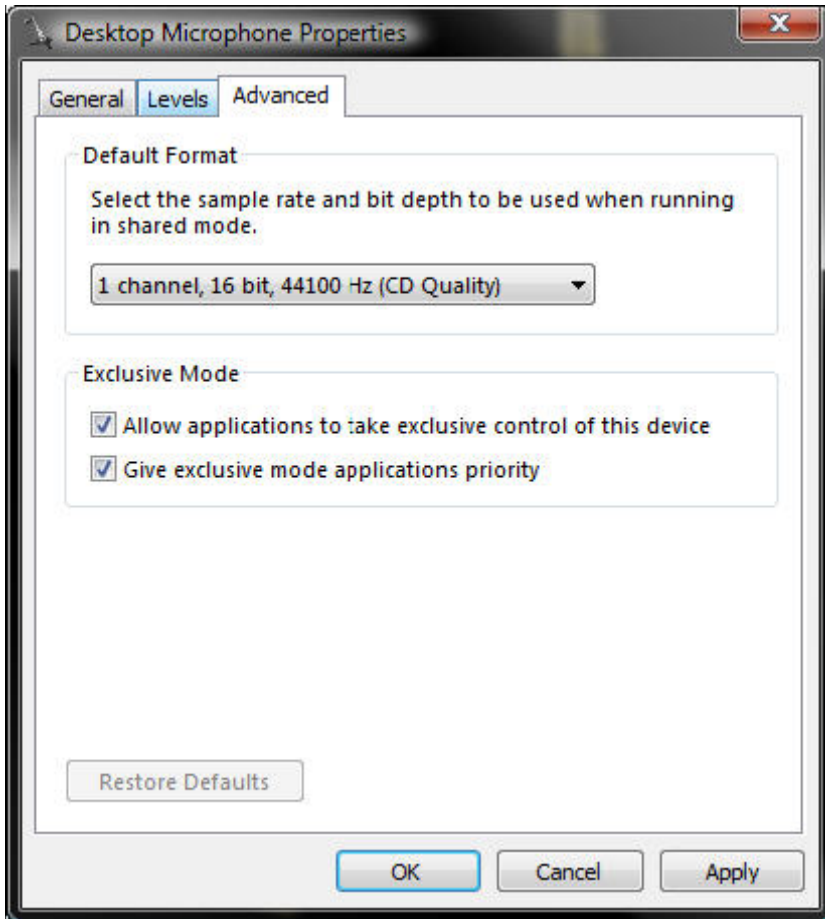
The Sound Levels adjustment is complete – you can close the dialog. You should now have no problem hearing the other party.

### Vista or Windows 7 Users

Windows Vista has some additional settings required for proper operation of the Eutectics Devices.

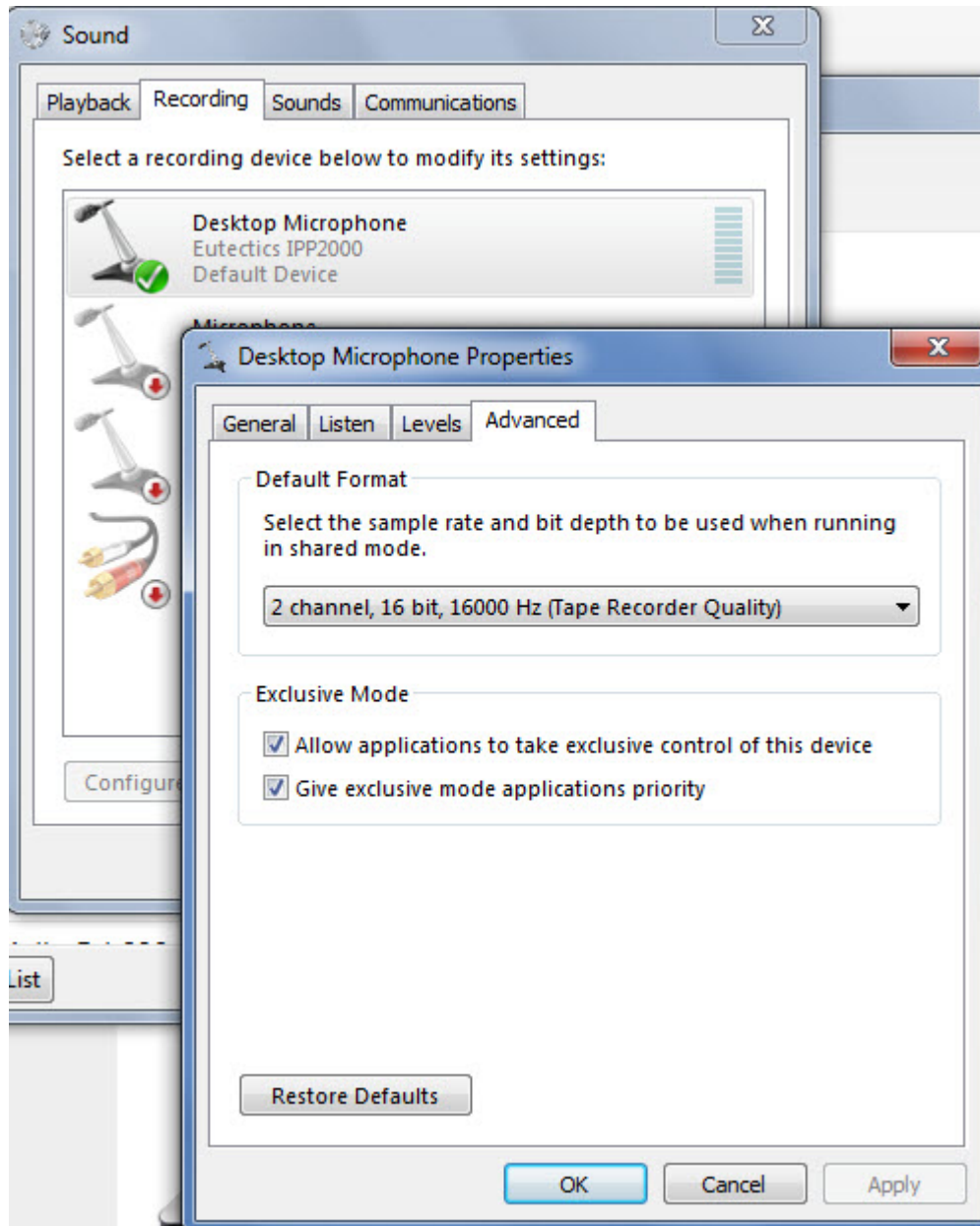
The microphone device must be configured as default STEREO capture mode.

Using the dialog below – please select the Default Format as **2 channel, 16 bit** in shared mode.



This setting is important to ensure proper operation of the integration on Windows Vista or Windows 7.

Windows 7 Microphone Properties:



Also the Setting of the IPP device as the Default Communications device should be verified as shown below:

