

# Avaya Equinox for Windows

The Avaya Equinox Client is a soft phone application that provides users with access to unified communications (UC) services. The Avaya Equinox Client extends UC services to MAC and Windows Desktops, as well as mobile platforms, Android and iOS.

## Quick Access:

[Step 1: Download Avaya Equinox](#)

[Step 2: Install Avaya Equinox](#)

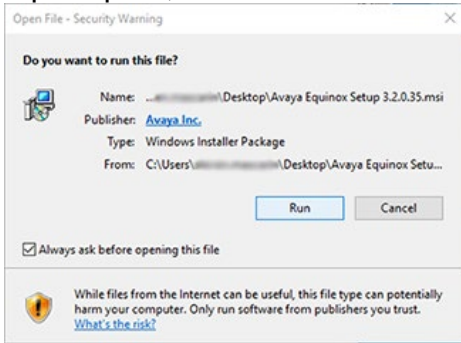
## Step 1: Download Avaya Equinox

1. Download the Avaya Equinox client for Windows by clicking [archive fileAvayaEquinoxForWindows-3.4.1.20.3.zip](#)
2. At the Connect to ai-apps.ryerson.ca screen, type in your my.ryerson username and password. Click **Log in**.

3. At the File Download screen, click on the **Save** button to save the zip file containing the installation software. Save this file to a location of your choice where you can easily find it again such as your desktop or your Local Disk (C:).

## Step 2: Install Avaya Equinox

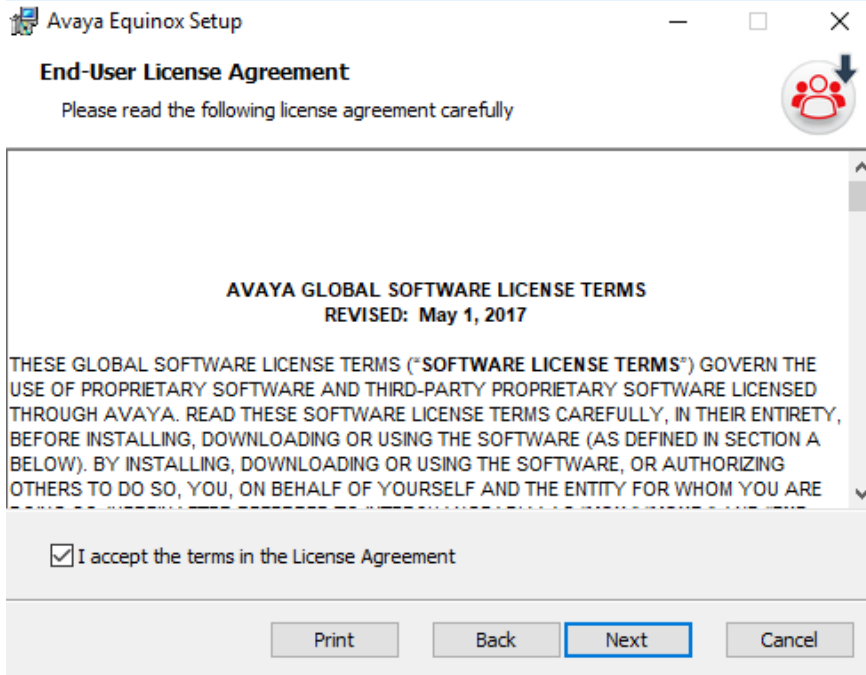
1. Once downloaded, open the zip file **AvayaEquinoxForWindows-3.4.1.20.3.zip**
2. Select **Avaya Equinox Setup 3.4.1.20.3.msi**
3. If prompted, select **Run** at the Security Warning screen.



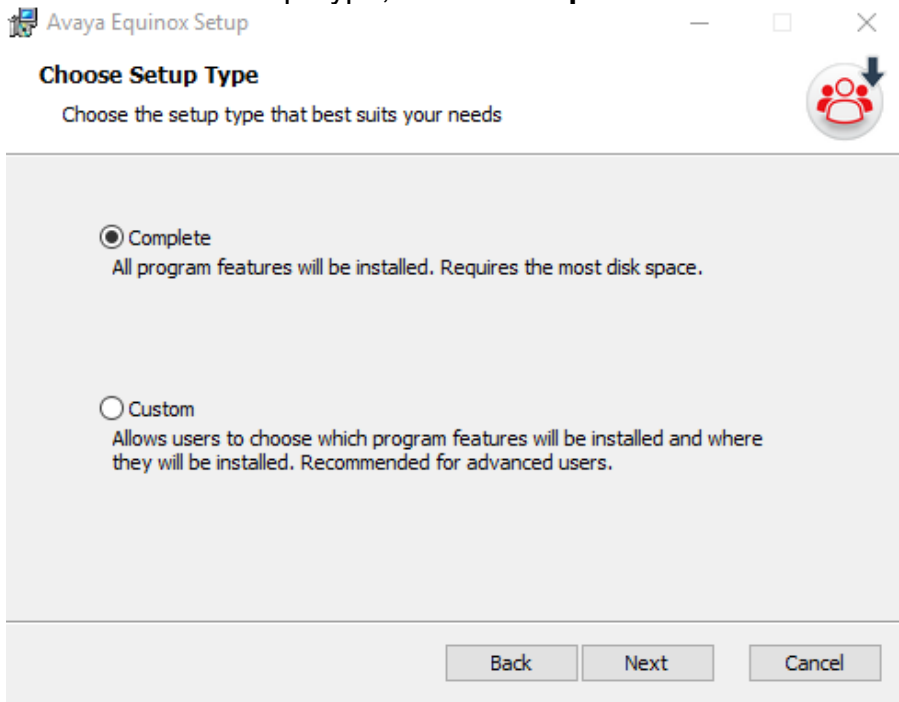
4. Select **Next** on the Avaya Eqinox Setup screen.



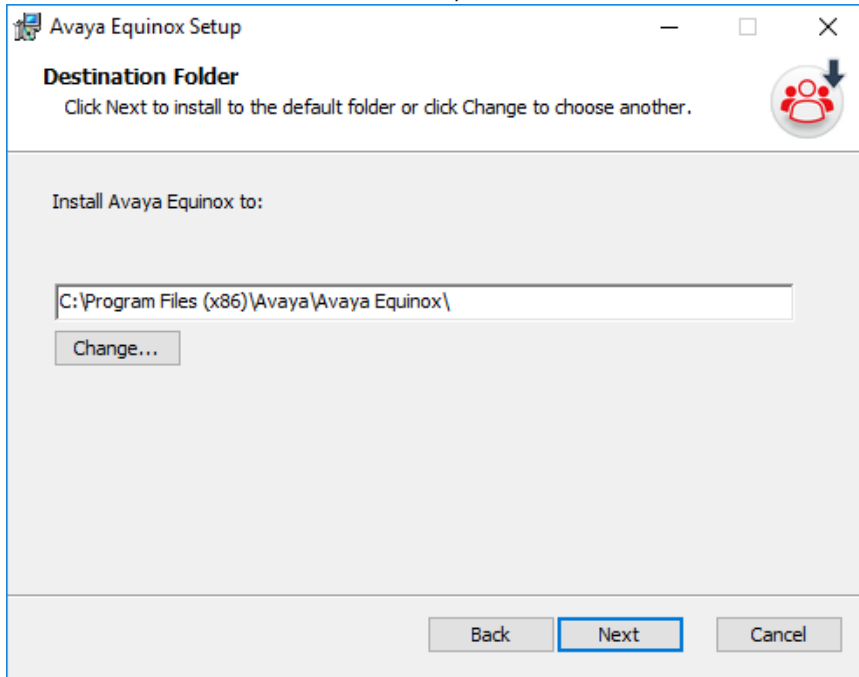
5. Accept the End-User License Agreement by selecting **Next**.



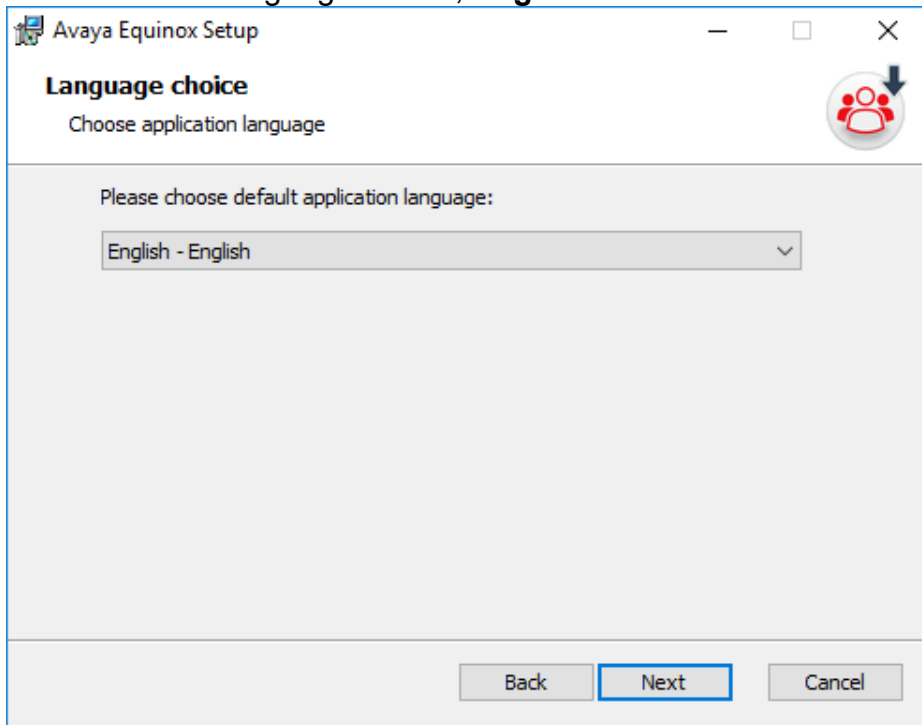
6. At the Choose Setup Type, Select **Complete** and click **Next**



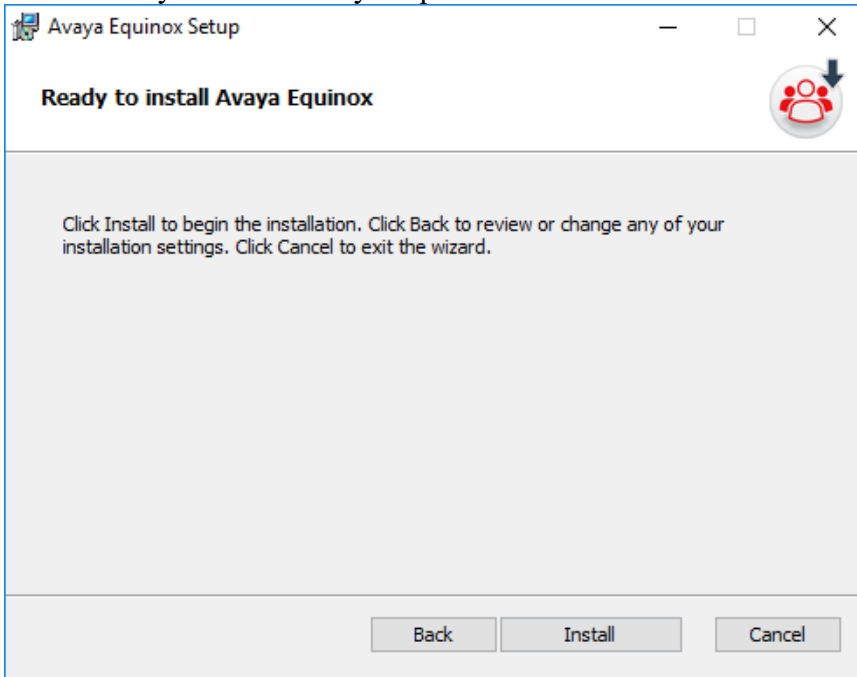
7. At the Destination folder screen, choose **Next**.



8. For the default language choice, **English** and then **Next**.



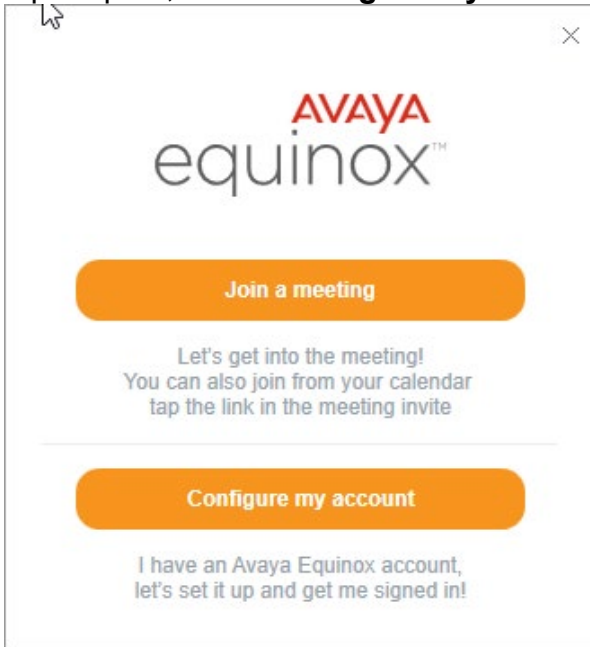
9. At the Ready to install Avaya Equinox screen choose **Install**.



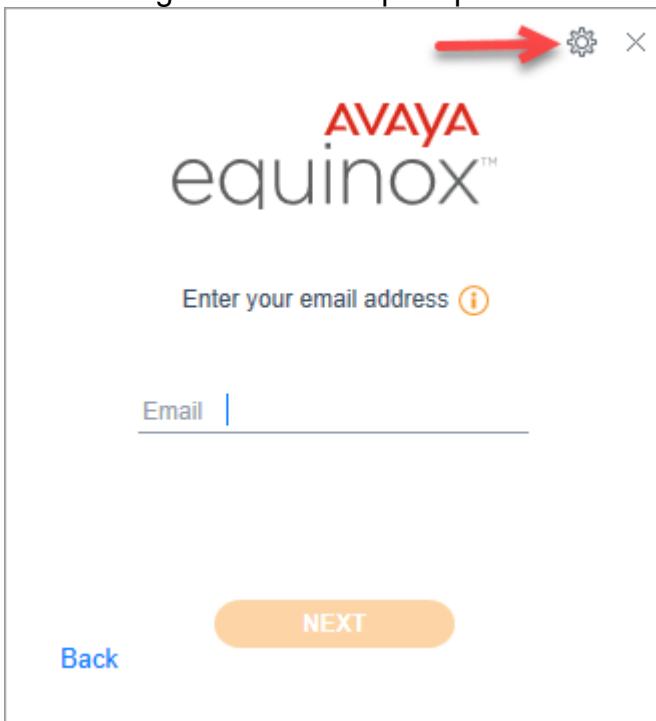
10. When the setup is complete, click on **Finish**



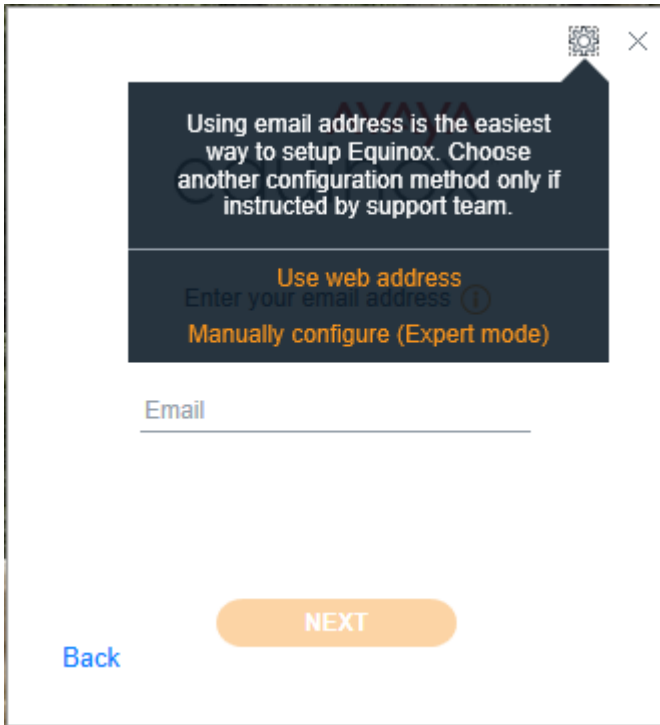
11. If prompted, select **Configure my account**; otherwise proceed to the next step.



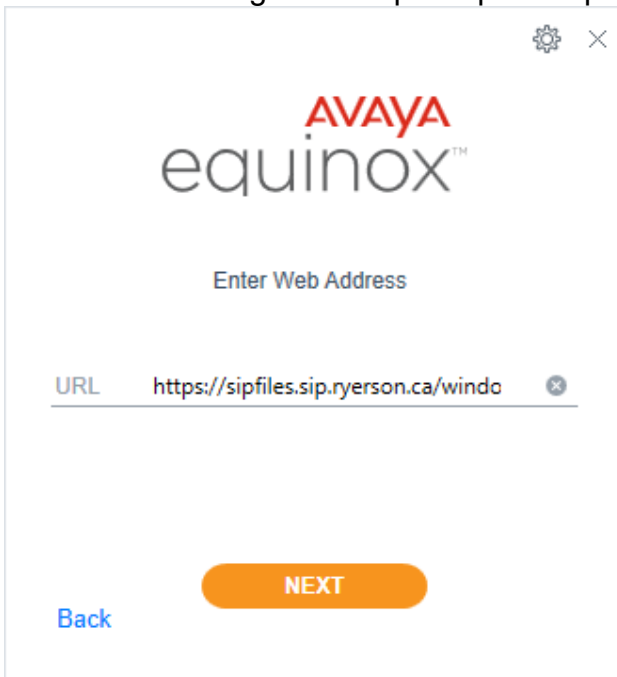
12. Select the gear icon when prompted for an email address



13. Select **Use web address**

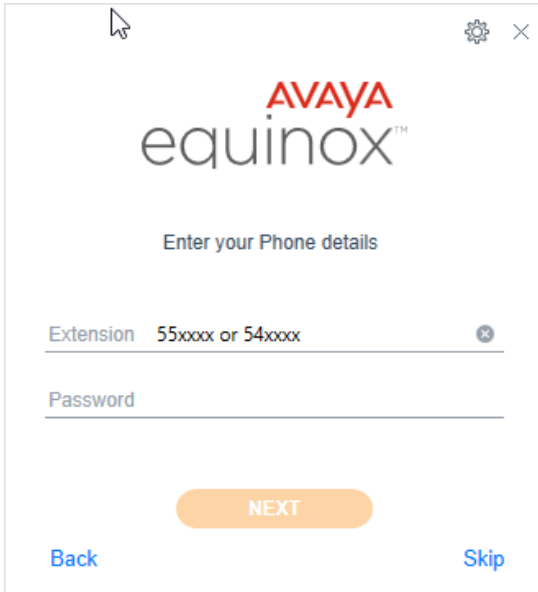


14. Enter the following URL: <https://sipfiles.sip.ryerson.ca/windows1.txt> and select **NEXT**

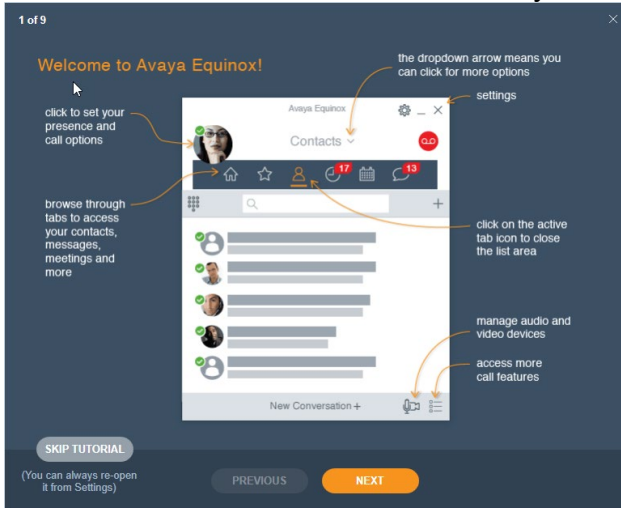


**15. Enter your 6 digit phone extension followed by your password and select NEXT**

Note: If you do not remember your phone password, please contact the [CCS Helpdesk](#) and request for a phone password reset. The Telecom group will send you a new password via e-mail.

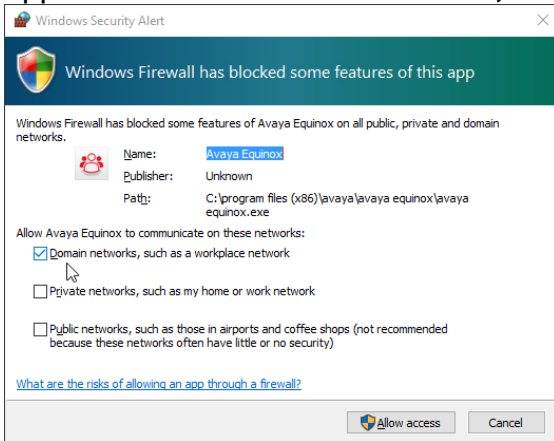


**16. You can follow the welcome tutorial by selecting NEXT or you can choose SKIP TUTORIAL.**

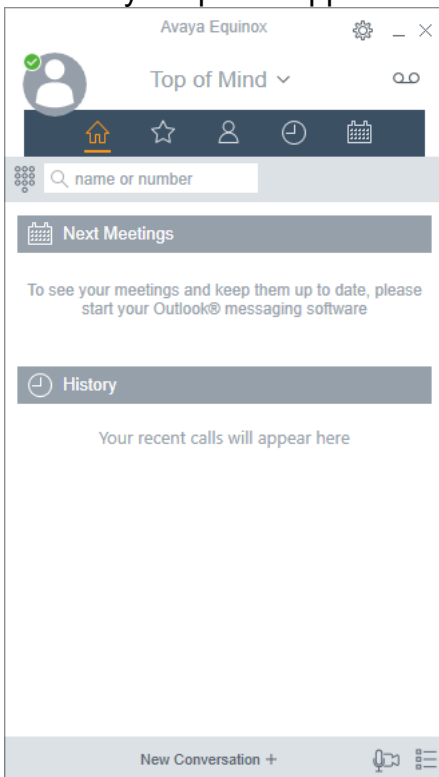





17. When making a call for the first time, you may have a Windows Firewall alert appear. Select **Domain networks, such as a workplace network** and **Allow access**.



18. The Avaya Equinox application will now open



Note: the application works best using a headset with a built-in microphone. If you require to make audio adjustments, please select  icon > **User Preferences>Audio/Video** and choose the correct media in each drop down selection. Select **Done**. The application may need to log back in.