

Installing and Using VXi Connect™ Cisco™

1 Requirements

- Compatible VXi USB Headset or X200 USB Adapter
- Microsoft® Windows® XP SP3 or later
- .NET 4.0 Framework installed

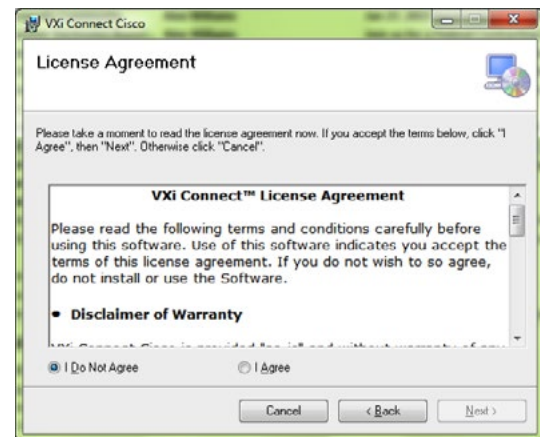
2 Installation

1. If Cisco UC software is running, you should shut it down in order to install VXi Connect Cisco.
2. Navigate to the folder location for the installation file and double-click on the file "VXi_Connect_Cisco_Vx.x.x.exe" to launch the installer.

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



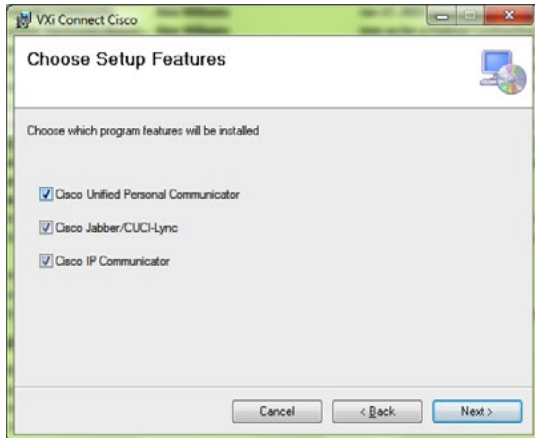
4. Accept the License Agreement.



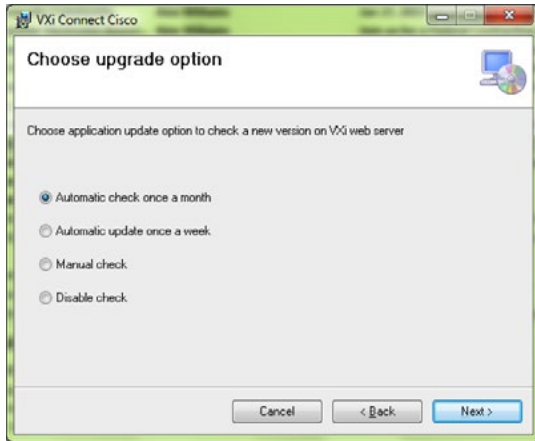
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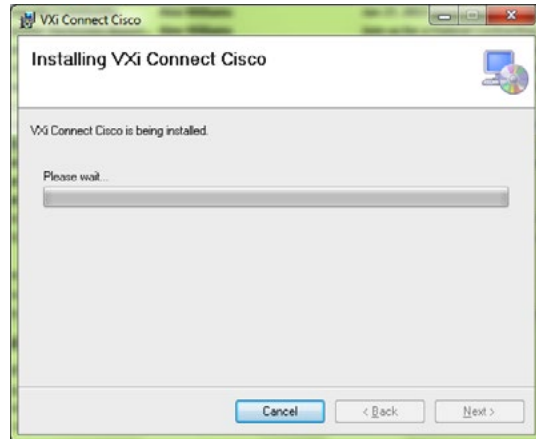
5. Select which integration features you wish to install, then click on "Next" to continue.



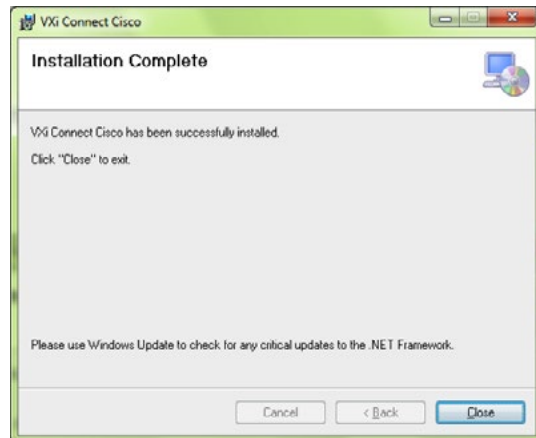
6. Choose how you want the application to check for updates, then click on "Next".



7. VXI Connect Cisco will now install. (If Cisco UC software is running, you should shut it down in order to complete the installation process.)



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



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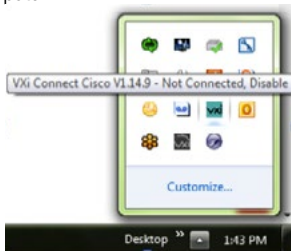
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Setup Complete

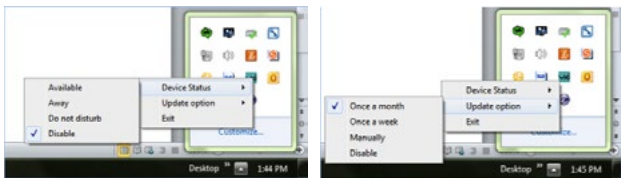
Your VXi USB headset call controls should now be enabled to work with your Cisco UC software, and if you have the UC Proset LUX, the presence indicator LED can also be controlled to display your status. To change the LED status, right click on the icon in your Notification Area and select from the options in "Device Status".

Basic Use

- The VXi Connect Cisco 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 change your presence LED display, or update preferences, right click on the icon.



3 Troubleshooting FAQs

My headset is plugged in, but VXi Connect Cisco 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.
3. Make sure that you are not running other software that may interfere with VXi Connect Cisco. For example, if you also use Microsoft Lync but do not use CUCI for Lync, you will first need to close out Lync to use the features on your Cisco UC software that are enabled by VXi Connect Cisco.
4. Exit both the Cisco UC software and VXi Connect Cisco, then relaunch first VXi Connect and then the Cisco UC software.
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 Cisco.exe Process, then restart the application.**

