# Quick Reference

**Avaya IX Workplace Mobile Client**

1. **Presence and Incoming Call Features**
   * Presence feature is currently not available
   * Select incoming call features including EC500, call forwarding, and hunt groups (must be admin programmed)
   * Sign out of app

2. **Dial Pad**
   * Manually enter phone number
   * Make video call (currently not available)
   * Place call using “Last called” icon

3. **Search Contacts by Name and Number**
   Can also type phone number and hit enter to place call (desktop app only)

4. **Today's Calendar**
   Double click the Next Meeting bar to view weekly calendar events

5. **Instant Messaging**
   Currently not available

6. **Most recent Call History**
   Double click the History bar to view more

7. **Work Place Meetings**
   Audio and video meetings (video currently not available)

8. **Spaces**
   A team collaboration tool (currently not available)

9. **Settings**
   Changing settings should be left to a campus Avaya expert or as instructed by one

**Avaya IX Workplace Desktop Client**

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## QUICK REFERENCE GUIDE

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<td>* Presence feature is currently not available</td>
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<td>Double click the Next Meeting bar to view weekly calendar events</td>
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<td><strong>Audio and Video Devices</strong></td>
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See below for helpful information on how to use Avaya IX Workplace.
Information provided in this document:

- Turning Avaya IX Workplace on and off
- Making audio and video calls
- Receiving audio and video calls
- Managing audio and video calls
- Working with call history
- Working with contacts
- Uninstalling Avaya IX Workplace

Turning Avaya IX Workplace on and off

Turning on IX Workplace

Each time that you plan on using IX Workplace, you must first connect to the OleMiss VPN with Cisco AnyConnect. **Avaya IX Workplace will not work without Cisco AnyConnect.**

Once Cisco AnyConnect is turned on, Avaya IX Workplace will automatically start working unless you previously signed out of the IX Workplace app itself. If you did, sign back in to the IX Workplace app by simply opening the app and click Sign In. The app will remember your sign in credentials.

**Note:** If you sign out of the actual IX Workplace app, once you are signed back in, each time you will need to reset the caller id appearance in the app for outgoing calls if you have a digital office phone (most users).

If you do not see this blue circle at the top of your IX Workplace app, then your outgoing caller id is not set to your digital office phone number. If you need a refresher on how to reset your caller id, you can go to Installing and Updating Avaya IX Workplace and scroll down to Additional Smart Phone and IOS Device Setup, or, Additional PC and Mac Setup.

Turning off IX Workplace

We recommend that when you want to stop using IX Workplace that you simply turn off your Cisco AnyConnect which will automatically stop IX Workplace from working. If your work requires you to remain connected to Cisco AnyConnect, an alternative way to turn off IX Workplace is to sign out of the app itself. For those using the mobile app, click the round circle in the top right corner, click My Profile, then Sign Out. For those using the desktop app, click the round profile icon in the top left and then click Sign Out.
Making Audio or Video Calls

IMPORTANT NOTE: Do not dial 911 from the Avaya IX Workplace Application!!!!!!

If you need to make a 911 call, do so from either a regular phone or from your normal cellular way of placing calls.

In Avaya IX Workplace Client, you can make an audio or video call from:

- Dialpad
- Top of mind research result
- Contacts and favorites
- Call history

Procedure

1. To make a call from:
   - The dialpad: Enter the number to call.
   - The Top of Mind screen:
     - Desktop app: In the name or number field, type a name and then select the person or a number and hit enter.
     - Mobile app: In the find someone field, type a name and then select the person. The mobile app will not search by number.
   - From your contact or favorites list: Select the contact person or number.
   - From call history: Click an icon next to the previous call.

2. Select one of the following:
   - Click the phone icon to start an audio call.
   - Click the camera icon to start a video call. (currently not available)

Entering digits

When entering a phone number to call, you will enter the number exactly as you would if you were placing the call from your office desk phone.

To make a call to a phone number on campus, dial the person or department’s 4-digit work number.

To make a call to a local Oxford phone number, dial 9 and the 7-digit phone number.

To make a long-distance call, dial 9 and the full 11-digit number, hold down the 0 button until you get a + sign, and enter your long-distance calling code. See the example.
Managing Audio or Video Calls

Mobile Avaya IX Workplace Client

For available options during a call on the Mobile Client, you can click the active call.

This step is not required if using the Desktop Client.

Mobile Avaya IX Workplace Client

From here you can:
- Pause a call to place the call on hold (desktop client)
- Turn the audio call into a video call (currently not available)
- Mute yourself
- Activate your speaker phone
- End the call
- Click the more icon for even more options

Desktop Avaya IX Workplace Client
From here you can:
- Pause a call to place the call on hold (mobile client)
- Transfer a call or with the option to choose a contact or enter a phone number
- Conference in another person or to the call with the option to choose a contact or enter a phone number
- Silence audio (mobile client only)
- End the call

**Working with Call History**

**Viewing call history**

1. Go to the History screen.
2. Filter the call history using the following options:
   - All History
   - Missed Calls
   - Outgoing Calls
   - Incoming Calls
   - Voicemail: Only on mobile clients
3. To further filter the call history, select
4. Select or clear the following:
   - Your History: To access personal history logs.
   - Bridged Line Calls: To access history logs for any bridged lines you may have.

**Deleting all call history**

1. Go to the History screen.
2. Filter the call history and select Delete All History.
3. Optional: If available, in the confirmation dialog box, select Delete.
Creating a new contact

Use this procedure to add contacts to your Workplace Contacts list.

1. Go to the Contacts screen.
2. Select the plus symbol.
   - On desktop clients:
3. (Optional) On mobile clients, select New Contact.
4. Enter the appropriate values in the fields.
   - Enter the first name and last name.
   - Enter an email address or phone number or both.
   - Enter only one work email address.
5. Save the changes.
6. (Optional) To update the contact details, select the contact, select Edit, and perform the changes.
Deleting a contact

1. Go to the Contacts screen.
2. Filter the contacts using the Workplace Contacts option.
3. Locate the contact that you want to delete.
4. Select the contact.
5. Do one of the following
   - On mobile clients: On the Contact Details screen, select Remove Contact.
   - On desktop clients: Select ☑ and then select Remove Contact.
6. Confirm your selection.

Configuring the contact search settings on desktop clients

On the favorites screen you can arrange your favorite contacts by dragging and dropping the contacts according to your preferences.

1. Click User Preferences.
2. Click Contacts.
3. In the Name Display Preferences area, click one of the following:
   - First, Last
   - Last, First
4. In the Name Sort Preferences area, click one of the following:
   - First, Last
   - Last, First
5. To view local contacts, click Show Local Contacts.
6. Save the changes.

Configuring the contact search settings on Avaya IX Workplace Client for Android

1. Tap user Preferences.
2. Tap Contacts.
3. In the Display Preferences area, tap Name Display Preferences.
4. Tap one of the following:
   - First Name First
   - Last Name First
5. In the Display Preferences area, tap Name Sort Preferences.
6. Tap one of the following:
   - First Name
   - Last Name
7. Save the changes.

**Configuring the contact search settings on Avaya IX Workplace for iOS.**

You must use the local OS settings on the mobile phone.

**Uninstalling Avaya IX Workplace**

**Uninstalling Avaya IX Workplace Client from mobile devices**

Before you begin, ensure that IX Workplace is not running.

Do one of the following:

- On Android devices: Go to the application settings on the device and tap Uninstall for Avaya IX Workplace Client.
- ON iOS devices: Press and hold the Avaya IX Workplace Client icon, tap the X icon in the upper-left corner of the IX Workplace icon, and tap Delete.

**Unistalling Avaya IX Workplace Client on desktops**

Before you begin, ensure that IX Workplace is not running.

On Windows desktops, open Control Panel and do the following:

1. Click Uninstall a program.
2. In the Uninstall or change a program window, select Avaya IX Workplace Client.
3. Click Uninstall.
4. In the Programs and Features dialog box, click Yes.

On Mac desktops, do the following:

1. Double-click the Avaya IX Workplace-XX.dmg file.
2. Double-click Uninstall.
3. In the confirmation dialog box, click Yes.