AVAYA
IX WORKPLACE

Avaya IX Workplace Mobile Client

Avaya IX Workplace

9 **12**

13 **Top of Mind**

11 **10** Top of Mind

☆ Favorites

1

2 🔍 find someone **3**

👤 Contacts

⏱ History

4 📅 Next Meetings — More...

📅 Meetings

4:00 PM | **Quarterly Budget Review**
5:00 PM | Me + 2 others

💬 Messages

5:00 PM | **Avaya IX Workplace Demo**
6:00 PM | Me + 2 others

📲 Bridged Lines **15**

5 💬 Messages — More...

≣ Features

Andrea Chu 6542141 3:13 PM
Andrea Chu 6542141: Do you have the spreadsheet from Tuesday's meeting?

John Henry 6542137 3:10 PM
Me: Do you have that Word doc from last week?

Customer Presentation 📎 3:04 PM
John Henry 6542137: <attachment>

6 ⏱ History — More...

↓ Kurt Smyth 6542140
August 8, 6:15 AM

↑ 7455687
August 8, 6:14 AM **14**

↓ Kurt Smyth 6542140
August 8, 6:13 AM

👥 **Workplace Meetings**

7 Join Equinox Meeting >

8 ⚠ Spaces Dashboard >

5622998

What are you up to?

My Presence

✅ Available (Auto) ▾

Incoming Call Features

👤 Select a feature... ▾

SIGN OUT

Avaya IX Workplace Desktop Client

|		
**QUICK REFERENCE GUIDE**	
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
10	Top of Mind	* Allows you to select from an available list of calendars * Allows you to show/hide sections on the main screen of the app
11	New call indicator badge	
12	Message Waiting Indicator and Voice Mail Dial-In	* Turns red if there is a new voice message * Click to access voice mail system
13	Menu bar (desktop app) / Menu screen (mobile app)	Top of Mind - Return to main screen Favorites List - List of contacts marked as favorites Contacts List - All contacts/Workplace contacts/Local device contacts History List • ↓ Incoming Calls • ✕ Missed Calls • ↑ Outgoing Calls • oo Voicemail Meetings/Calendar Features (mobile app only)
14	Quick call icon for recent calls	
15	* Feature Manager (desktop app) * Bridged Lines on Menu screen (mobile app)	* For office IP phone users: Will list all programmed buttons from office IP phone * For office Digital phone users: Will list bridged appearances from office digital phone • Set extension number to use for outgoing caller ID
16	Audio and Video Devices	* Select microphone and speakers * Adjust volumes

Information provided in this document:

- Setting Caller ID
- Turning IX Workplace on and off
- Making calls
- Managing calls
- Working with call history
- Working with contacts
- Uninstalling Avaya IX Workplace

Setting Caller ID

Setting Caller ID

If you have an IP desk phone and are also using the softphone, your caller id will already be set and there is nothing else to do.

If you have a digital desk phone and are also using the softphone, each time that you sign in to the softphone app, you will need to reset the caller id appearance in the app for outgoing calls.

 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. Follow the instructions below that match your install.

PC and Mac App Setup

1. In the IX Workplace application, click the grid at the very bottom right of the IX Workplace window. A side window will open.
2. Click the drop-down arrow next to "(me)" and uncheck "Auto-revert back to Me after one call".
3. From the same drop-down arrow, click your regular Ole Miss work number to select it. A blue circle should now appear at the top of the IX Workplace application which means that you are using your regular work number to make calls and will be the phone number that appears to those that you call.

Smart Phone and IOS Device App Setup

1. In the Avaya IX Workplace application, click the grid at the very top left of the IX Workplace window. A side window will open.
2. In the menu list, click on "Bridged Lines".
3. Click the drop-down arrow next to "(me)" and click the slide button to turn off "Reset to 'Me' after one call".
4. Click your regular Ole Miss work number to select it.
5. Click Done
6. Click the grid in the top left corner again and then "Top of Mind" to return to the main application screen.
7. A blue circle should now appear at the top of the IX Workplace application which means that you are using your regular work number to make calls and will be the phone number that appears to those that you call.

Turning Avaya IX Workplace on and off

Turning on IX Workplace

If you already have been using IX Workplace and you simply need to sign back in again, open the softphone app and click Sign In.

If it is your first time to sign in to the softphone app, you will need to log in with your myOleMiss credentials. Follow these steps:

1. Open the IX Workplace App and click Configure My Account.
2. Enter your complete Ole Miss e-mail address.
3. Click Next.
4. At the login screen, for User, enter your complete Ole Miss e-mail address once again. For the Password, use your myOleMiss password.
5. Click Next.
6. There should be a tutorial that opens and you can elect to skip it if you wish.

Turning off IX Workplace

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 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 method of placing a call.)

In Avaya IX Workplace Client, you can make a 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.

To make a call to a phone number on campus, dial the person or department's 4-digit work number.
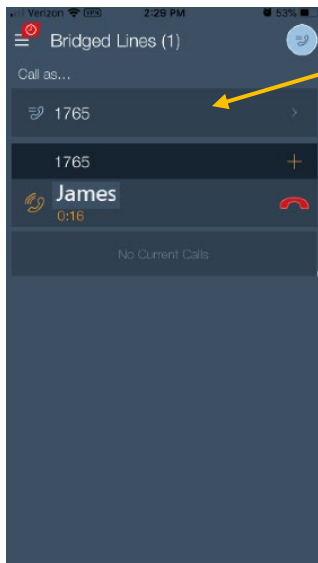
To make a call to a local off-campus phone number, dial the full phone number. You do not have to dial 9 first from the app.

To make a long-distance call, dial the full phone number, hold down the 0 button until you get a + sign, and enter your long-distance calling code. See the example.

Entering digits (long distance dialing example)
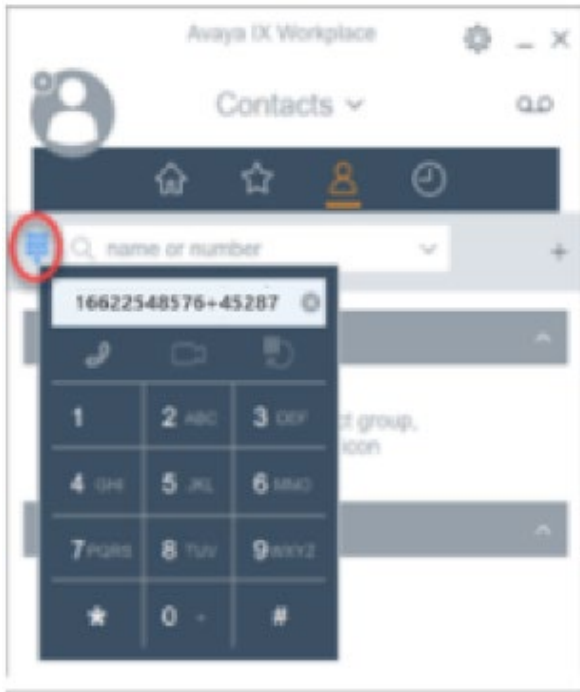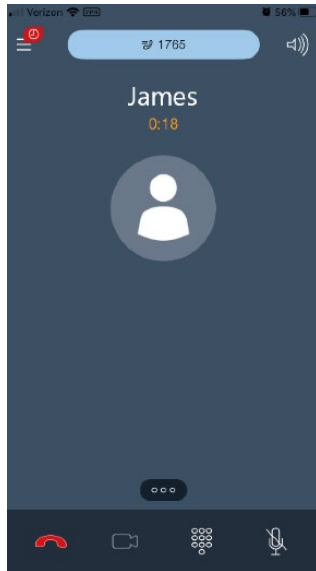

Managing Calls

For available options during a call on the Mobile Client, you can click the active call.
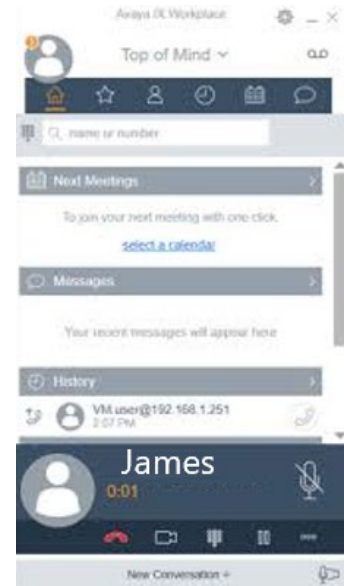
This step is not required if using the Desktop Client.
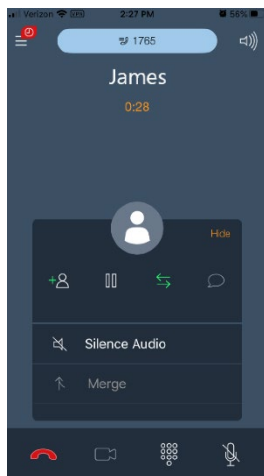
**Mobile Avaya IX
Workplace Client**

**Desktop 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

**Mobile Avaya IX
Workplace Client**

**Desktop Avaya IX
Workplace Client**

From here you can:

- Pause [⏸] a call to place the call on hold (mobile client)

- Transfer a call [⇄] or [Transfer Call] with the option to choose a contact or enter a phone number

- Conference in another person [+👤] or [Add Someone to Call...] to the call with the option to choose a contact or enter a phone number
- Silence audio (mobile client only)
- End the call [☎]
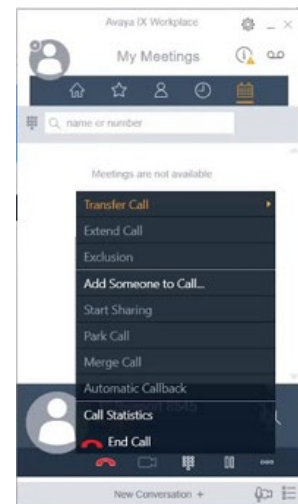
Working with Call History

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.
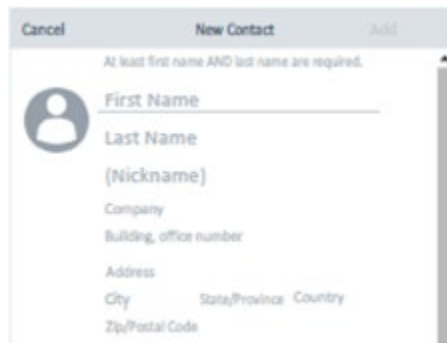2. Filter the call history and select Delete All History.
3. Optional: If available, in the confirmation dialog box, select Delete.

Working with Contacts
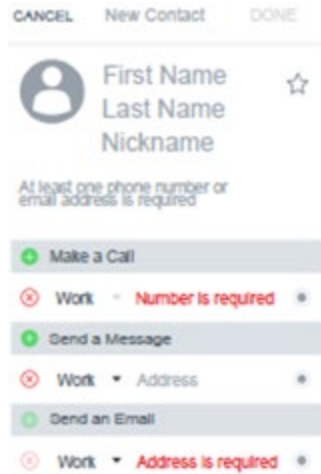
Creating a new contact

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.
   - Ener 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.
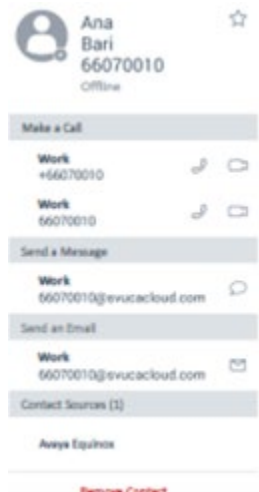
   - On desktop clients: Select and then select Remove Contact.
6. Confirm your selection.

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.