Avaya IX Workplace Installation, Setup and Log-In Instructions

Download and Install the Avaya IX Workplace App:

- For use with Microsoft Windows or MAC, on our webpage http://telecom.olemiss.edu/Avaya-Install-Update.html, click the link at the bottom of the page to download either the Microsoft Windows or MAC executable file.

  Once the executable file is downloaded, open the file to install the app. If you see a security warning concerning the opening of the executable file, click OK. During the install, except all the default choices.

- For use with mobile devices, download the Avaya IX Workplace app from your device app store.

Setup and Log In:

1. Once IX Workplace has been installed, open the IX Workplace App and click Configure My Account.
2. Enter your **complete** Ole Miss e-mail address.
3. Click Next.
4. Select "IXWorkplace2" in the dropdown.
5. At the login screen, for User, enter your **complete** Ole Miss e-mail address once again. For the Password, use your myOleMiss password.
6. Click Next.
7. There should be a tutorial that opens and you can elect to skip it if you wish.
8. Your IX Workplace softphone should now be ready to use.

NOTE: To make off campus external calls, you do not have to dial 9 first as you do when making the same call from your campus office phone.
NOTE: If you are using your app off campus, you must be connected to the VPN for the Ole Miss network for your app to work. If you are on campus, you must be connected to the campus network via wireless or wired connection for your app to work.

Caller ID Setup in App: It is strongly recommended that you set the IX Workplace app to use the caller id appearance of your campus desk extension. 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.