

Using Avaya IX[™] Workplace Client for Android, iOS, Mac, and Windows

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Chapter 1: Introduction

Purpose

This document describes how to set up and use Avaya IX^{TM} Workplace Client for Android, iOS, Mac, and Windows.

End users can do all the tasks without assistance.

This document includes Avaya Aura[®] content for Avaya IX[™] Workplace Client. IP Office content for Avaya IX[™] Workplace Client is covered in the IP Office document for Avaya IX[™].

Change history

The following table describes the major changes made in this document for each release:

Issue	Date	Summary of changes
1, Release	March 2020	Added information on support for:
3.8		 Rich Text Format in instant messages on mobile clients and Avaya IX[™] Workplace Client for Mac
		Using the hidden mode with Avaya IX [™] Workplace Client for Windows
		 Using keyboard shortcuts and audio narrations with Avaya IX[™] Workplace Client for Windows
		Hiding and unhiding one or more presence states
		Using spell check in Avaya IX [™] Workplace Client for Windows
		Having an SSO experience for Exchange Calendar if you are logging in using OAuth and SAML

Chapter 2: Avaya IX[™] Workplace Client overview

Avaya IX[™] Workplace Client is a soft phone application that provides access to Unified Communications (UC) and Over the Top (OTT) services. You can access Avaya IX[™] Workplace Client on the following platforms:

- Mobile platforms:
 - Android: From a mobile phone, tablet, or an Avaya Vantage[™] device
 - iOS: From an iPad, iPhone, or iPod Touch
- Desktop platforms:
 - Mac
 - Windows

With Avaya IX[™] Workplace Client, you can use the following functionality:

- Make point-to-point audio and video calls.
- Listen to your voice mail messages.
- Join and host conference calls with moderator controls.
- Use point-to-point and conference call control functionality. You can also add participants to a conference.
- Answer calls, send all calls to voice mail, forward calls, and extend calls to your mobile phone if EC500 is configured.
- Share a portion of the screen, the entire display screen, an application, or a whiteboard while on a conference call on desktop platforms.
- View a portion of the screen, the entire display screen, an application, or a whiteboard shared by another conference participant on mobile and desktop platforms.
- · View your call history.
- Perform an enterprisewide search using Avaya Aura[®] Device Services, Client Enablement Services, Avaya Cloud Services, or ActiveSync on mobile platforms and Avaya Aura[®] Device Services, LDAP, or Avaya Cloud Services on desktop platforms.
- Access your Avaya Aura® and local contacts.
- · Send instant messages.

- Capture photo, audio, and video files, and send generic file attachments in an IM conversation.
- Manage your presence status and presence status message.
- Log in to your extension and join calls with multiple devices if Multiple Device Access (MDA) is configured.

Dual registration is similar to MDA and enables you to also use an H.323 deskphone.

Note:

Some Avaya IX[™] Workplace Client features must be configured for your enterprise before you can use them.

Avaya IX[™] Workplace Client for IP Office overview

Avaya IX[™] Workplace Client for IP Office is a soft phone application that provides access to UC and OTT services, such as Avaya Equinox[®] Meetings Online. You can access Avaya IX[™] Workplace Client on the following platforms:

- · Mobile platforms:
 - Android: From a mobile phone or tablet
 - iOS: From an iPad, iPhone, or iPod Touch
- · Desktop platforms:
 - Mac
 - Windows

With Avaya IX[™] Workplace Client, you can use the following functionality:

- Make point-to-point audio and video calls.
- Listen to your voice mail messages.
- Join and host conference calls with Avaya Equinox® Meetings Online.
- Use point-to-point call control functionality.
- Answer calls and send all calls to voice mail.
- View your call history that is stored locally on the device.
- Access your IP Office contacts using the IP Office directory and local contacts.
- Send instant messages using Avaya IX[™] Spaces Direct Messaging.
- Capture photo, audio, and video files, and send generic file attachments in an IM conversation.
- Manage your presence status and presence status message using the Presence feature.
- Log in to your extension, and answer and transfer calls across multiple devices if Simultaneous mode is configured.

Simultaneous mode can be used with supported SIP deskphones.

For more information about the features of Avaya IX^{TM} Workplace Client for IP Office, see *Using Avaya* IX^{TM} *Workplace Client for IP Office*.

Multiple Device Access overview

Avaya IX[™] Workplace Client supports Multiple Device Access (MDA), which you can use to:

- Log on to the same extension from multiple devices, including mobile EC500 devices.
- Answer a call from multiple devices.
- Join an existing call from other logged in devices.
- Hear simultaneous ringing on all logged in devices when a call is made to your extension.

The Avaya Aura® network configuration, which your administrator configures, determines:

- The number of devices that you can log in to at the same time.
- Whether the first or last logged in device is denied login access when you reach the maximum simultaneous device limit.

For more information, see Planning for and Administering Avaya IX^{T} Workplace Client for Android, iOS, Mac, and Windows.

MDA limitations

Support on other devices

 Some devices do not support MDA. You might be able to log in to these devices using the same extension that you used to log in to Avaya IX[™] Workplace Client. However, other MDA functionality, such as the ability to answer a new call or join an existing call, might not work properly.

Video escalation

- When more than one device is on a call, you cannot escalate the call to video. If additional
 devices drop from the call and only one device remains on the call, you can escalate that call
 to a video call.
- When a second device joins a video call, the video screen becomes blank.
- An EC500 device cannot escalate to a video call at any time even if the EC500 device is the only device on the call.

Bridged Line Appearance overview

Use the Bridged Line Appearance (BLA) feature to give single-line and multi-appearance telephones an appearance of another telephone number. With BLA, the user can make, answer, and bridge onto calls to or from the telephone number of another user. For the BLA feature to be available, your administrator must provision the BLA feature for your extension.

The terms *primary number*, *primary telephone*, and *primary station* all mean the same thing.

The primary number is the extension that you want other extensions to bridge onto. For example, you want extension A as the primary number to also have call appearances on extensions B, C, and D. In this case, your administrator must access extensions B. C. and D to configure Bridge Appearance of extension A onto these extensions.

A typical use case for the BLA feature is a boss and secretary scenario. In this scenario, the primary number is of the boss and call appearances of the primary number are configured on the extension of the secretary. When someone calls the boss, either the boss or secretary can answer the call. If the call is answered first by the secretary, the boss can bridge onto the call.

If a call is made to the extension of the secretary, the boss cannot see this call or bridge onto it.

To make a call using the BLA extension, you must first select the primary extension appearance and then dial on behalf of the primary extension.

When you receive a call on the primary extension, the call rings on the primary extension and the secondary extension. In this case, the secondary extension displays that the call is for the primary extension. The user of the secondary extension can select and answer this call. After the call is answered, the secondary extension displays that the active answered call is for the primary extension. On the primary extension. Ayaya IX[™] Workplace Client displays a bridge appearance to bridge onto the call answered on the secondary extension.

Interactions for Bridged Line Appearance

This section provides information about how the Bridged Line Appearance (BLA) feature interacts with other features on the system. Use this information to ensure that you receive the maximum benefits of BLA in any feature configuration. For more information, see Avaya Aura® Communication Manager Feature Description and Implementation.



Note:

Enhanced conferencing using Avaya Aura® Conferencing or Avaya Equinox® Conferencing is not supported with BLA. If a BLA watcher wants to be a participant in an enhanced conference, the BLA watcher must join the enhanced conference directly.

Automatic Callback

Automatic Callback calls cannot originate from a BLA. However, when Automatic Callback is activated from the primary telephone, the callback call rings on all bridged appearances of the extension and the primary telephone.

Call Forwarding All Calls, Call Forward Busy, and No Answer

Call Forwarding can be activated or canceled for the primary extension from any BLA of that extension using a feature access code. When activated, calls to the primary extension do not terminate at the BLAs, but go to the designated forwarding destination.

Call Park

When a call is parked from a BLA, it is parked on the primary extension associated with the BLA.

Call Pickup

Calls that are made to a primary telephone can only be answered by pickup group members of the primary number. This refers to calls with alerting at bridged appearances of the primary telephone.

- The **Temporary Bridged Appearance on Call Pickup?** field on the Feature-Related System Parameters screen is set to n: In this case, the primary appearance and all bridged appearances of the call are dropped after Call Pickup is used to answer the call.
- The **Temporary Bridged Appearance on Call Pickup?** field on the Feature-Related System Parameters screen is set to y: In this case, the primary and bridged call appearance lamps stay lit after Call Pickup is used to answer the call.
- The primary telephone and the BLA are not in the same pickup group: In this case, members
 in the same pickup group as the BLA telephone cannot answer a call that is made to the
 primary telephone.



The primary telephone and the BLA cannot be in the same pickup group. This is not a supported configuration.

When a user dials the Call Pickup FAC on a BLA, the system interprets the action as an attempt to answer a call from the call pickup group of the primary telephone. When operating this way, the covering user can act as the primary user and provide the same call pickup coverage if required. Covering user is the user associated with the extension number that is configured to have call appearances of the primary number.

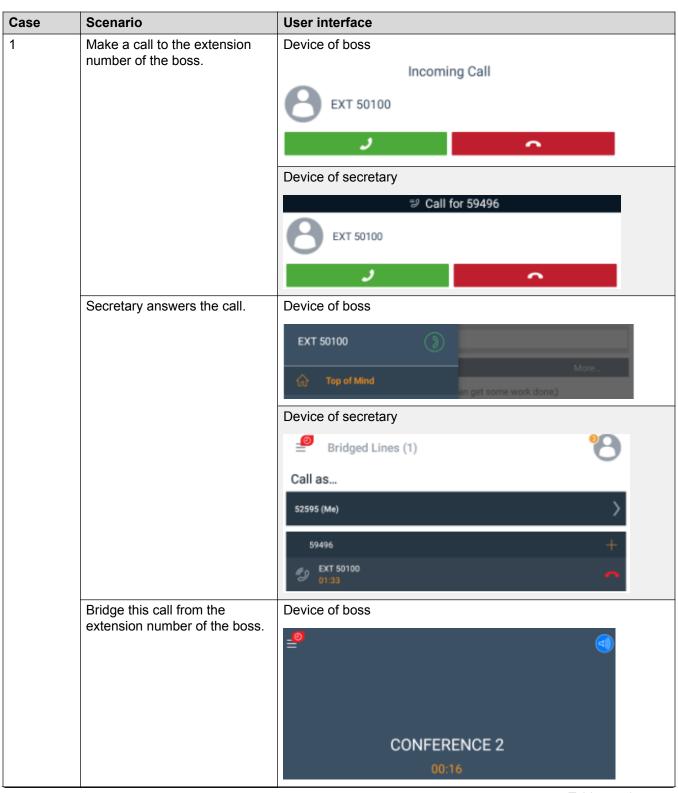
Send All Calls

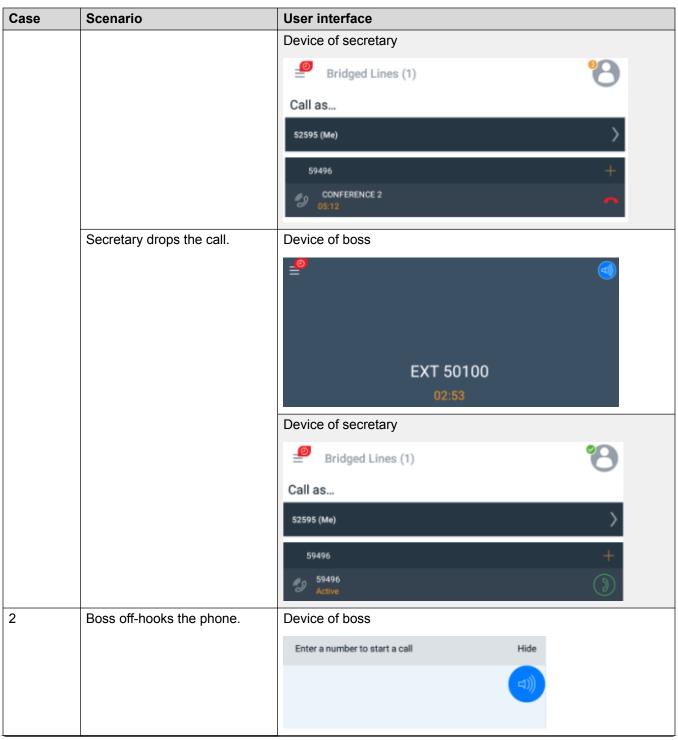
Single-line device: When a single-line device is administered as a BLA, the user cannot start Send All Calls for the extension of the device. The user does not have a Send All Calls button, and the call appearance is associated with another extension, that is, the primary extension. When the user dials an FAC, Send All Calls is activated for the extension associated with the call appearance.

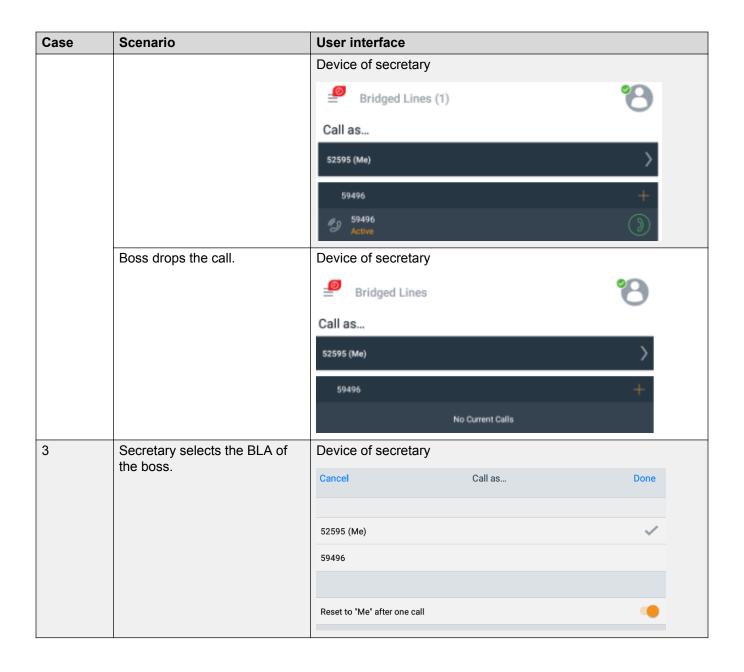
Multi-appearance telephones: A user with BLAs can activate or deactivate Send All Calls for a primary telephone from the bridged appearance.

Bridge Line Appearance scenarios

The following Bridge Line Appearance (BLA) scenarios display the device user interface of the boss and secretary who are using Avaya IX[™] Workplace Client:







SIP deskphones and accessibility

To enable the blind and visually impaired to use Avaya SIP phones, such as the J100 series, Avaya IX[™] Workplace Client for Windows supports the following:

• Hidden mode. While using your deskphone for calls, Avaya IX[™] Workplace Client for Windows is not visible on your computer, which prevents unwanted interactions with screen readers.

- SIP deskphone or shared control mode. You can use this mode to control the deskphone
 using your keyboard. You can use customizable keyboard shortcuts to perform deskphone
 operations. Global shortcut keys enable keyboard control to work regardless of which
 application is in focus.
- Microsoft narrator. Avaya IX[™] Workplace Client for Windows voices key information to you using the Microsoft narrator. You can select the preferred voice from the available narrator voices and adjust the text-to-speech speed and volume.

These accessibility enhancements are also available for softphone use cases where the Avaya IX[™] Workplace Client user interface is visible on your computer.

Checklist to set up Avaya IX[™] Workplace Client for Windows for use with deskphones

Use the following checklist to set up Avaya IX[™] Workplace Client for Windows for use with deskphones for blind and visually impaired users:

Task	Reference	•
Install and configure the application. If possible, use automatic configuration.	Installing Avaya IX Workplace Client on desktops on page 38	
	<u>Configuring Avaya IX Workplace Client</u> <u>settings automatically</u> on page 40	
Enable the deskphone or shared control mode to use the deskphone for calls.	Enabling the deskphone mode on page 82	
OR		
To force the application to use the deskphone or shared control mode, use the VDIENV=1 installation parameter.		
Enable the narrator and configure the narration preferences.	Configuring the narrator on Avaya IX Workplace Client for Windows on page 48	
Configure hotkeys, including global hotkeys.	Configuring keyboard shortcuts on Avaya IX Workplace Client for Windows on page 48	
Log in to the deskphone.	Refer to the appropriate deskphone documentation.	
Log in to the application.	Logging in and out of the Avaya IX Workplace Client services on page 72	
Adjust the ringer volume if required.	Modifying audio and video settings on desktop clients on page 53	

Task	Reference	V
Enable hidden mode.	Configuring the hidden mode on Avaya IX Workplace Client for Windows on page 47	

New in this release

 Support for having an SSO experience for Exchange Calendar if you are logging in using Open Authorization (OAuth) and Security Assertion Mark-up Language (SAML).

You can then access your Office 365 calendar in Avaya IX[™] Workplace Client.

- Support for Rich Text Format in instant messages on mobile clients and Avaya IX[™]
 Workplace Client for Mac with:
 - Avaya Multimedia Messaging Release 3.5 and later
 - Avaya Multimedia Messaging service on Avaya Aura® Presence Services Release 8.1.2 and later
- Support for using the hidden mode with Avaya IX[™] Workplace Client for Windows.

To enable the blind and visually impaired to use Avaya SIP phones, such as the J100 series, Avaya IX[™] Workplace Client for Windows supports the hidden mode. While using your deskphone for calls, Avaya IX[™] Workplace Client for Windows is not visible on your computer. This prevents unwanted interactions with screen readers.

 Support for using keyboard shortcuts and audio narrations with Avaya IX[™] Workplace Client for Windows.

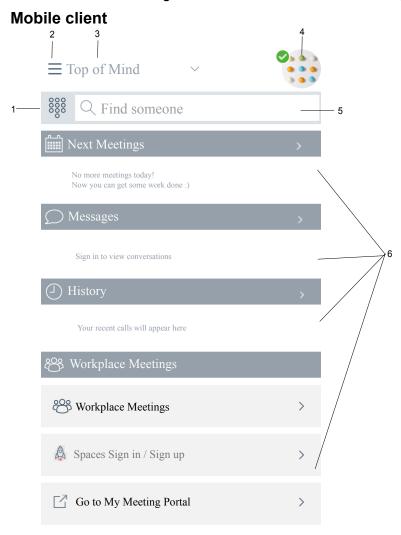
You can use customizable keyboard shortcuts to perform various operations. Global shortcut keys enable keyboard control to work regardless of which application is in focus.

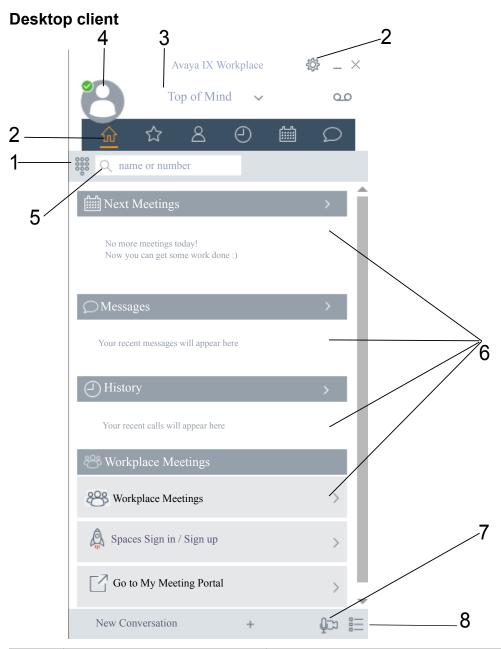
Avaya IX[™] Workplace Client for Windows voices key information to you using Microsoft Narrator. You can select the preferred voice from the available narrator voices and adjust the text-to-speech speed and volume.

- Support for hiding and showing one or more presence states.
- Support for using spell check in Avaya IX[™] Workplace Client for Windows.

Chapter 3: Avaya IX[™] Workplace Client navigation

The following images display the Top of Mind screen of Avaya IX^{TM} Workplace Client on mobile and desktop devices. You can access the settings of Avaya IX^{TM} Workplace Client through the Top of Mind screen. The settings are described in the table following the images.





No.	Name	Description
1	Dialpad	Access the dialpad to make an audio or video call.

No.	Name	Description	
2	Menu	Access the following screens from the Avaya IX [™] Workplace Client menu:	
		Top of Mind	
		Favorites	
		Contacts	
		History	
		Messages	
		Meetings	
		Features: Only on mobile clients	
		You can also manually configure the settings, access your voice mail messages, and exit from the Avaya IX [™] Workplace Client application.	
3	Top of Mind	Access the settings for configuring the layout of the Top of Mind screen.	
4	Presence status indicator	Access the incoming and outgoing calls settings. You can also configure your presence status and message, and sign out from the Avaya IX [™] Workplace Client application.	
5	Search	Search for a contact.	
		You can start an instant messaging conversation by typing the messaging address.	
6	Next Meetings, Messages, History, and Workplace	 Join Avaya IX[™] Workplace Client and Spaces meetings with one touch and view your meeting calendar. 	
	Meetings	★ Note:	
		You cannot click to join an Avaya IX [™] Workplace Client meeting from your calendar. However, if you are using the Avaya IX [™] Workplace Client add-in for Microsoft Outlook, you can click to join from the meeting invitation.	
		Respond to the latest messages and view your active conversations.	
		Return important missed calls and view your call activity.	
		• Start a meeting, join an Avaya IX [™] Workplace Client meeting, log in to Spaces or open the Spaces dashboard, and go to your meeting portal.	
		The Workplace Meetings area is applicable if you are using only Avaya Equinox® Conferencing and not Avaya Aura® Conferencing.	

No.	Name	Description
7	Manage audio and video	Modify the audio and video settings on desktop clients.
	devices	On mobile clients, you can modify the audio and video settings from the user preferences settings.
8	Feature Manager	Open the Feature Manager on desktop clients. Your administrator must configure the call features for your extension. Features might include Automatic Callback, Call Pickup, Call Pickup Directed, Call Pickup Extended, and Call Unpark.
		On mobile clients, you can view the configured features by going to the Avaya IX [™] Workplace Client menu.

Viewing the Avaya IX[™] Workplace Client tutorial

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, select **Support**.
- 2. Do one of the following:
 - On mobile clients: Select Tutorial.
 - On Avaya IX[™] Workplace Client for Windows: Select Open Tutorial.
 - On Avaya IX[™] Workplace Client for Mac: Select Show Tutorial.
- 3. Select one of the following:
 - Skip or Skip Tutorial: To exit the tutorial.
 - · Next: To view the next screen.
 - Back or Previous: To view the previous screen.
 - Done: To finish viewing and exit the tutorial.

Icons

Avaya IX[™] Workplace Client displays the following icons on the various screens:

Presence status

Button	Name	Notes
Ø	Available	_
6	Away	_

Button	Name	Notes
0	Busy	_
•	Do not disturb	_
•	Offline	_
0	Out of office	_
0	Automatic	Presence status is updated automatically.

History screen

Button	Name	Notes
①	All History	View your complete call history.
\	Incoming Calls	
×	Missed Calls	_
↑	Outgoing Calls	
٥٥	Voicemail	View your voice mail messages.

Incoming Calls screen

Button	Name	Notes
之	Forward Calls or	Forward calls to another telephone number of your choice.
	Forward Calls Busy/No Answer	Forward calls when you are busy or do not answer.
×	Send All Calls	Send all calls to voice mail.
Ð	EC500	Activate simultaneous ringing on your deskphone and device for a call that arrives on your deskphone.

Outgoing Calls screen

Button	Name	Notes
	VoIP Call	Calls are made using Wi-Fi or your cellular data.
	EC500 Call	Calls are made using your cellular minutes.
9	Call Using Mobile	Mobile number is called back when you make a call.

Button	Name	Notes
	Call Using Work phone	Work number is called back when you make a call.
念	Call Using My Phone	Configured number is called back when you make a call.

Dialpad icons

Button	Name	Notes
0000	Dialpad	Opens the Dialpad.
000	Redial	_
9	Audio Call	_
	Video Call	_
\overline{X}	Clear	_

Conference screen

Button	Name	Notes
	Recording	_
	Lecture Mode	The audio and video of all participants in the conference is on mute.
\bigcirc	Entry Tones	When a participant joins or leaves the conference, Avaya IX [™] Workplace Client generates a tone.
र्द	Continuation	When the Conference Continuation feature is enabled, the conference remains active after the moderator drops out unless the moderator chooses to end the conference for everyone.
		When the Conference Continuation feature is disabled, the conference ends automatically two minutes after the moderator drops out.
更	Presentation Mode or Start Sharing	_
**	Lock Meeting	The moderator can lock the conference to prevent new participants from joining the call. However, the moderator can continue to add participants to the conference.
§	Mute Everyone	_

Button	Name	Notes
Q	Unmute Everyone	_
×	End Meeting	_
+8	Add participant	_
28	Conference Participants	_
5	Transfer Call	_
ββ	Controls	_

General icons

Button	Name	Notes	
	Settings	_	
=	Menu	_	
== == ==	Features Manager	On desktop clients.	
φπ	Manage audio and video devices	_	
000	More	_	
J	Audio Call	_	
8	Mute Audio Call	Audio is muted during the call.	
디)))	Speaker	_	
	Video Call	Use this button to enable or disable video on a call. If you enable video, this button turns blue to indicate the active state.	
		Note:	
		If you enable video calling in Avaya IX [™] Workplace Client settings, the Avaya IX [™] Workplace Client status has displays the	
		Workplace Client status bar displays the cicon. However, the Conference screen displays the cicon.	
Ø	Block camera	When this button is active, Avaya IX [™] Workplace Client blocks your camera and does not send your video into the conference. This button is only usable when video is active on the call.	

Button	Name	Notes
00	Resume Call	_
	Hold Call	Call is placed on hold.
•	Instant Messaging	_
\bowtie	Email	Email is sent to a contact using the native email application.
+	Add	_
	End Call	_
1	Merge Call	Active call is merged with the call that is on hold.
∂ 2	Handoff to Cellular	Call is extended to your EC500 device.
Q	Search	_
A	Alert	_
(i _k	Information	_

Workplace Meetings

Button	Name	Notes
2	Start My Meeting	_
**	Workplace Meetings	_
٨	Join Spaces Meeting	_
ď	Go to My Meeting Portal	_

Shortcut keys for Avaya IX[™] Workplace Client for Mac and Windows

You can use the default shortcut keys to access the following functionality on desktop clients. However, you can update the keyboard shortcuts only on Avaya IX^{TM} Workplace Client for Windows.

Function	Avaya IX [™] Workplace Client for Mac	Avaya IX [™] Workplace Client for Windows	Notes
Apply bold format in chat	command + B	_	_
Apply italic format in chat	command + I	_	_
Apply underline format in chat	command + U	_	_
	Call A	Actions	
Answer Incoming Call	option + command + A	Ctrl + Alt + A	_
Ignore Incoming Call	_	Ctrl + Alt + I	_
Mute / Unmute	control + M	Ctrl + M	_
End Current Call	option + command + E	Ctrl + Alt + E	_
Hold / Unhold Current Call	shift + control + H	Ctrl + H	_
Transfer Current Call	option + command + T	Ctrl + T	_
Transfer Current Call to Last Held Call	_	Ctrl + Alt + T	_
Merge Current Call with Last Held Call	_	Ctrl + Alt + M	_
Redial	_	Ctrl + R	Redials the last outgoing number.
Dial from clipboard	option + W	Alt + W	_
	App & C	all Status	
Check App Status	_	Ctrl + Alt + 1	Invokes narration on sign in status, deskphone mode on or off, and phone service impacting errors.
Check Voicemail Status	_	Ctrl + Alt + 2	_
Check Incoming Call Feature Status	_	Ctrl + Alt + 3	_
Read Current Call Appearance	_	Ctrl + Alt + 9	Invokes narration on the active call information such as user name or number and call timer.
Narrator			
Narrator On / Off	_	Win + Ctrl + N	_
Stop Reading	_	Ctrl + Spacebar	_
Repeat Last Phrase	<u> </u>	Ctrl + Shift + X	_
App Window & Navigation			

Function	Avaya IX [™] Workplace Client for Mac	Avaya IX [™] Workplace Client for Windows	Notes
Hidden Mode On / Off	_	Ctrl + Alt + H	_
Show / Hide Dashboard	_	Ctrl + Alt + U	When the application is in focus, minimizes the application.
			When the application is minimized or not in focus, opens the application and puts the application in focus.
Open Dialpad	command + D	Ctrl + D	_
Select Top of Mind	shift + command + T	Alt + T	_
Select Favorites	shift + command + F	Alt + F	_
Select Contacts	shift + command + C	Alt + C	_
Select History	shift + command + H	Alt + H	_
Select Messages	shift + command + I	Alt + I	_
Select Meetings	shift + command + M	Alt + M	_
Search	F3	F3	_

Related links

Configuring keyboard shortcuts on Avaya IX Workplace Client for Windows on page 48

Chapter 4: Setting up Avaya IX[™] Workplace Client

System requirements and interoperability

For the latest and most accurate compatibility information for Avaya IX[™] Workplace Client, use the Compatibility Matrix tool on the Avaya Support website at https://support.avaya.com/
CompatibilityMatrix/Index.aspx.

Ensure that your mobile device or desktop system includes the latest OS updates. Your system must have the latest vendor supplied drivers, specifically for:

- Headsets
- Cameras
- · Display adapters

Mobile clients

Security certificates on mobile devices

Avaya IX[™] Workplace Client requires security certificates to establish connections with various servers. If you are using a certificate signed by one of the major certificate authorities such as Verisign, you do not need to install anything. The built-in system certificates are enough. If you are not using a commercial CA certificate, then your administrator must distribute the CA certificates using the configuration file preferably using Avaya Aura[®] Device Services.

Your administrator might provide a web address, send you an email, or provide the certificate using other mechanisms. Install the certificates on your device using the procedure specified by your device manufacturer.

Note:

If you manually install the certificates, you must enable a screen lock on your device so that the device has a minimal level of security.

For the Avaya strategy on server certificates, see Updating server certificates to improve end-user security and client user experience at https://downloads.avaya.com/css/P8/documents/ 100180626.

Installing Avaya IX[™] Workplace Client on mobile devices

About this task

Use this procedure to install Avaya IX[™] Workplace Client on your mobile device.



Note:

If you do not want to receive notifications from Avaya IX[™] Workplace Client, you can disable the notifications on your mobile device. The notifications are controlled by the operating system on your mobile device rather than any application. The exact method of disabling notifications varies on each mobile device.

Procedure

- 1. On the mobile device for:
 - Android: Open the Play Store application.
 - iOS: Open the App Store application.
- On the mobile device for:
 - Android: Search for Avava IX Workplace.
 - · iOS: Search for IX Workplace.
- 3. Select the entry for Avaya IX[™] Workplace Client.
- 4. Install Avaya IX[™] Workplace Client.
- 5. After the installation process is complete, select **Open**.
- Accept the terms of the license agreement and the message to not use Avaya IX[™] Workplace Client to make emergency calls.

Android permissions

After you install and open Avaya IX[™] Workplace Client for Android, you must configure a few permissions for Avaya IX[™] Workplace Client to work properly. Permissions are categorized into required and optional.

To use Avaya IX[™] Workplace Client, you must provide the required permissions at a minimum. To get the best user experience, you must provide all permissions. For example, permission to record audio and to make and manage phone calls is mandatory for Avaya IX[™] Workplace Client to function properly. Permission to provide access to your contacts, calendar, and camera is optional.

Desktop clients

Security certificates on desktops

Avaya IX[™] Workplace Client requires security certificates to establish connections with various servers. If you are using a certificate signed by one of the major certificate authorities such as Verisign, you do not need to install anything. The built-in system certificates are enough. If you are not using a commercial CA certificate, then your administrator must distribute the CA certificates using the configuration file preferably using Avaya Aura[®] Device Services.

Your administrator might provide a web address, send you an email, or provide the certificate using other mechanisms. Install the certificates on your desktop using the procedure specified by your desktop manufacturer.

For the Avaya strategy on server certificates, see *Updating server certificates to improve end-user security and client user experience* at https://downloads.avaya.com/css/P8/documents/ 100180626.

You can use Avaya IX[™] Workplace Client to install client identity certificates. Client identity certificates provide an identity of the client to the server. Each client has its own unique identity certificate issued by the certification authority or registration authority.

Installing Avaya IX[™] Workplace Client on desktops

About this task

Use this procedure to install Avaya IX[™] Workplace Client on desktop platforms.

Your administrator can also install Avaya IX[™] Workplace Client on desktop platforms using a command line option. The administrator can deploy Avaya IX[™] Workplace Client for Windows to work in a Citrix, XenApp, or VMWare environment. For more information, see *Planning for and Administering Avaya IX*[™] Workplace Client for Android, iOS, Mac, and Windows.

Before you begin

- Ensure that your Windows or Mac device meets the following minimum hardware requirements:
 - Dual-core processor
 - 2 GB of RAM
 - 1.5 GB free hard disk space
- Download the Avaya IX[™] Workplace Client build for Windows or Mac to your computer. You can get the build location from your administrator.
- For Avaya IX[™] Workplace Client for Windows, ensure that:
 - You have Microsoft .NET Framework 4.7.2 or a later version. This is required with Windows 10 and with Windows Server 2012, 2016, and 2019.

- Microsoft Visual C++ Redistributable for Visual Studio 2017 package is installed.
- For Avaya IX[™] Workplace Client for Mac, ensure that you have Mac OS 10.11 or a later version.

Procedure

- 1. On the desktop for:
 - Windows: Double-click the Avaya IX Workplace Setup 3.8.0.XXX.msi file.
 - Mac: Double-click the Avaya IX Workplace-XX.dmg file.
- 2. Accept the terms of the license agreement, select the default values, and complete the installation.

By default, the installer installs Outlook Plugin. Additionally, the Windows installer installs Web Extension on Microsoft Internet Explorer and Mozilla Firefox. Outlook Plugin uses the language of the Microsoft Office suite and Web Extension uses the language of the web browser.

- 3. **(Optional)** On Avaya IX[™] Workplace Client for Windows, if you do not want to install Outlook Plugin and Web Extension by default:
 - a. Select the **Custom** setup type.
 - b. Disable the Outlook Plugin and Web Extension installation, and complete the installation.

Opening the Avaya IX[™] Workplace Client application for the first time

About this task

Use this procedure after you install Avaya IX[™] Workplace Client and open it for the first time.

If you have an account, you can configure Avaya IX[™] Workplace Client and log in to Avaya IX[™] Workplace Client. Alternatively, you can just join a meeting.

- To join a meeting, select Join a Meeting.
- To configure your account, select Configure my account.

Related links

User types on page 139

Automatic configuration overview

You can configure the Avaya IX[™] Workplace Client settings automatically using your email address or the automatic configuration web address.

If you type your email address and the DNS check:

- Is successful, the automatic configuration file is downloaded. If your administrator has
 provisioned more than one environment, you must choose an environment before the
 automatic configuration file is downloaded.
- Fails, your email address is automatically searched in the following accounts and in the following priority:
 - Avaya IX[™] Spaces
 - 2. Avaya Equinox® Meetings Online

By using Avaya IX[™] Spaces or Avaya Equinox[®] Meetings Online, if the automatic configuration file is:

- Found in the URL, the automatic configuration file is downloaded.
- Not found in the URL, you must enter a web address or manually configure the application.
 If the automatic configuration file is found in the web address, the automatic configuration file is downloaded.

In both instances, if your administrator has provisioned more than one environment, you must choose an environment before the automatic configuration file is downloaded.

If the automatic configuration file that is downloaded does not include your credentials for the various services, you must manually enter your credentials to log in to each service.

You might be able to view further screens related to Avaya Cloud accounts depending on whether:

- Your Avaya Cloud account exists for Spaces and Messaging.
- Your administrator has enabled the Avaya Cloud Account setting for your account.

You can additionally configure your account to use the Avaya Equinox[®] Meetings Online service.

Configuring Avaya IX[™] Workplace Client settings automatically

About this task

Use this procedure if you have an Avaya IX[™] Workplace Client account and want to sign in to Avaya IX[™] Workplace Client. You can configure the Avaya IX[™] Workplace Client settings automatically using your email address or the automatic configuration web address.

Before you begin

Do one of the following:

- Ensure that your administrator has set up the correct DNS records. In this case, you can automatically configure Avaya IX[™] Workplace Client using your email address.
- Get the automatic configuration web address from your administrator.

Procedure

1. On Avaya IX[™] Workplace Client, select **Configure my account**.

You can configure your account in one of the following ways:

- 2. (Optional) To use your work email address for auto discovery:
 - a. In the **Email** field, type your email address and select **Next**.
 - b. Choose the enterprise environment that you want to use and select **Next** if applicable.
 Avaya IX[™] Workplace Client configures the settings automatically.
- 3. (Optional) To use the automatic configuration web address for auto discovery:
 - a. Select
 - b. Select Use a web address.
 - c. In the Web Address field, type the web address and select Next.
 Avaya IX[™] Workplace Client configures the settings automatically.
- 4. Depending on what the screen displays, do one or more of the following:
 - If the automatic configuration file includes support for OAuth, you can enter your enterprise credentials on the IdP login page. However, if you close the page without performing OAuth authentication, Avaya IX[™] Workplace Client displays the screen to type your email address.
 - If the automatic configuration file includes support for Microsoft Modern, you can enter
 your exchange calendar credentials on the Microsoft Modern Authentication login page.
 You can then access your Office 365 calendar in Avaya IX[™] Workplace Client.
 - If the automatic configuration file does not include your Single Sign-on (SSO) or Avaya Authorization configuration for the various services, manually enter your credentials to log in to each service.
 - If your Avaya Cloud account exists, type your credentials for Avaya IX[™] Spaces and select **Sign In**.
 - Alternatively, if you have an account on Google, Office365, Salesforce, or Avaya, select the corresponding icon to log in to Spaces with your account credentials.
- 5. **(Optional)** If you used your email address to configure Avaya IX[™] Workplace Client and you have an Avaya Equinox[®] Meetings Online account, do the following:
 - a. Type your credentials to access the Avaya Equinox® Meetings Online service.
 - b. Select Next.

Configuring the Avaya Equinox® Meetings Online service

About this task

If you did not configure the Avaya Equinox[®] Meetings Online service during the automatic configuration process, you can configure the Avaya Equinox[®] Meetings Online service using the Check for Services option. Avaya Equinox[®] Meetings Online is cloud-based while Avaya IX[™] Workplace Client is on-premise.

Note:

If you configure Avaya Equinox[®] Meetings Online but want to revert later to use the onpremise client, your administrator must enable Unified Portal using automatic configuration.

Before you begin

Ensure that:

- · You are not on a call.
- Your administrator enabled Avaya Equinox[®] Meetings Online account discovery.
- Your administrator disabled Unified Portal when setting up automatic configuration.
 This ensures that no other Conferencing service exists.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, select **Check for Services**.
- 2. In the **Enter Email** field, type your email address for Avaya Equinox® Meetings Online.
- 3. Do one of the following:
 - · On mobile clients: Select Next.
 - On desktop clients: Select Continue.

Avaya IX[™] Workplace Client checks for your Avaya Equinox[®] Meetings Online account and displays a dialog box to configure the Avaya Equinox[®] Meetings Online service.

4. Select Configure.

Avaya IX[™] Workplace Client logs you out and displays a screen for entering your Avaya Equinox[®] Meetings Online credentials.

- 5. Type your credentials.
- 6. Select Next.

Avaya IX[™] Workplace Client sets up the Avaya Equinox[®] Meetings Online service.

7. Select Let's Go!.

Avaya IX[™] Workplace Client logs you in and displays the Top of Mind screen with the configured Avaya Equinox[®] Meetings Online service.

Using the Avaya IX[™] Workplace Client menu

Procedure

- 1. On mobile clients, on the Top of Mind screen, select \equiv .
- 2. To view a screen, select the corresponding option:
 - Top of Mind: Only for UC and OTT signed-in users
 - Join Meeting: Only for OTT users
 - Favorites: Only for UC users
 - Contacts: Only for UC users
 - History
 - Messages: Only for UC users
 - Meetings: Only for UC and OTT signed-in users
 - Features: Only on mobile clients for UC users
 - Exit: Only on Avaya IX[™] Workplace Client for Android

Manual configuration of Avaya IX[™] Workplace Client settings

You must configure the Avaya IX[™] Workplace Client settings on the Services screen manually if you are not using automatic configuration. For more information, see <u>Services settings</u> on page 58.

The following sections describe how to manually configure and update all client settings. You might need to restart Avaya IX[™] Workplace Client after you manually configure or update the client settings.

Avaya IX[™] Workplace Client Top of Mind screen

Avaya IX[™] Workplace Client displays the Top of Mind screen as the home screen. You can use the Top of Mind screen to:

 Join Avaya IX[™] Workplace Client and Spaces meetings with one touch and view your meeting calendar.



You cannot click to join an Avaya IX[™] Workplace Client meeting from your calendar. However, if you are using the Avaya IX[™] Workplace Client add-in for Microsoft Outlook, you can click to join from the meeting invitation.

Respond to the latest messages and view your active conversations.

- Return important missed calls and view your call activity.
- Start a meeting, join an Avaya IX[™] Workplace Client meeting, log in to Spaces or open the Spaces dashboard, and go to your meeting portal.

The Workplace Meetings area is applicable if you are using only Avaya Equinox[®] Conferencing and not Avaya Aura[®] Conferencing.

Configuring the layout of the Top of Mind screen

About this task

Use this procedure to configure what you want to view on the Top of Mind screen. For example, you might choose to view the meeting calendar and meeting room details, but hide call history and messages.

Procedure

- 1. On the Top of Mind screen, select the **Top of Mind** filter.
- 2. **(Optional)** If the Top of Mind switch is in the disabled state, select **Top of Mind**. Otherwise, go to the next step.
- 3. Do the following:
 - To hide your meeting information, in the Next Meetings area, select Hide.
 - To configure the number of meetings to be displayed on the Top of Mind screen, select Auto or Full Day.

If you select **Auto**, the number of meetings displayed depends on the Avaya IX^{TM} Workplace Client logic. If you select **Full Day**, Avaya IX^{TM} Workplace Client displays the meetings for the current day.

- To configure the calendars that you want to display, select Calendars to show and select the option for the corresponding account.
- To hide your messages, in the Messages area, select **Hide**.
- To hide your call history, in the History area, select **Hide**.
- To hide your meeting room details, in the Workplace Meetings area, select **Hide**.
- To view the default layout on the Top of Mind screen, select **Reset Layout to Default**.

Using the Top of Mind screen

About this task

Use this procedure to perform most of your daily activities in the enterprise.

- Start typing the name of the contact or the contact details that you want to look for in the following field:
 - On mobile clients: find someone
 - On desktop clients: name or number

Avaya IX[™] Workplace Client displays the contacts that match the search text.

- In the Next Meetings area, you can select the following:
 - >: To view additional meetings.
 - A meeting: To view more information about the meeting.
 - Jor □: To join the Avaya IX Workplace Client meeting.

To view both the audio and video options for a meeting entry, on Android devices, you must press and hold a meeting entry. While on iOS devices, you must swipe to the right on a meeting entry.

You can join a meeting using this option only if the conference bridge number is in the Tel: URL format. For example, tel:+16135959132. You must include this format in the Location field or the Body area of the email.

- A: To join the Spaces meeting using the Spaces application only on mobile devices or the default browser.

For best experience, the default browser must be WebRTC compliant.

- In the Messages area, you can select the following:
 - >: To view all your active conversations.
 - A conversation: To view more information about the conversation.
- In the History area, you can select the following:
 - >: To view the complete call history.
 - A call: To view more information about the call.
 - or □: To call the number.
- In the My Meeting Room area, you can select the following:
 - Start My Meeting: To start your meeting.
 - **Workplace Meetings**: To join a meeting. By default, Avaya IX[™] Workplace Client saves the details of your last meeting.

- Spaces Dashboard: To open the Spaces dashboard.

If you are not logged in to Avaya Cloud Services, you must sign in to Spaces. If you do not have an account, you must sign up for Spaces.

- **Go to My Meeting Portal**: To view the portal where you can configure your virtual room and other settings.

Configuring the display preferences

About this task

Use this procedure only on desktop clients to configure the functionality of the Avaya IX[™] Workplace Client main window when you select X on the main window.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, select **User Preferences**.
- 2. Select Display.
- 3. In the **Main Window X Preferences** field, select one of the following:
 - · Minimize to the taskbar
 - Exit application
 - Minimize to the notification area: Only on Avaya IX[™] Workplace Client for Windows
- 4. Save the changes.

Configuring the language preference on Windows clients

About this task

You can set a language of your preference for Avaya IX[™] Workplace Client.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, click **User Preferences**.
- 2. Click Display.
- 3. In the **Languages** field, click the language that you want to use.
- 4. Save the changes.

Hidden mode

To enable the blind and visually impaired to use Avaya SIP phones, such as the J100 series, Avaya IX[™] Workplace Client for Windows supports the hidden mode. While using your deskphone for calls, Avaya IX[™] Workplace Client for Windows is not visible on your computer. This prevents unwanted interactions with screen readers.

In the hidden mode:

- Avaya IX[™] Workplace Client is minimized to the notification area.
- Notifications, dialogs, and pop-ups are not shown on the screen.
- All Avaya IX[™] Workplace Client related windows are hidden, except:
 - Screen Link, Options and Settings, Log out, and Close application: You can click these options from the right-click menu of the Avaya IX[™] Workplace Client icon in the system tray.
 - Login.
- You receive audio notifications for incoming calls.

Configuring the hidden mode on Avaya IX[™] Workplace Client for Windows

About this task

To enable the blind and visually impaired to use Avaya SIP phones, such as the J100 series, Avaya IX[™] Workplace Client for Windows supports the hidden mode. While using your deskphone for calls, Avaya IX[™] Workplace Client for Windows is not visible on your computer. This prevents unwanted interaction with screen readers.



You can also enable the hidden mode by right-clicking the Avaya IX[™] Workplace Client icon in the system tray and clicking the **Turn Hidden Mode on** option from the menu.

Before you begin

Ensure that your administrator enabled hidden mode when setting up automatic configuration.

- 1. In the Avaya IX[™] Workplace Client settings, click **User Preferences**.
- 2. Click Display.
- 3. If the **Hidden Mode** switch is in the disabled state, click **Hidden Mode**.
- 4. Save the changes.

Configuring the narrator on Avaya IX[™] Workplace Client for Windows

About this task

If you enable the narrator, you can hear audio narrations with Avaya IX[™] Workplace Client for Windows. For example:

- For an incoming call with caller ID, you hear: "Incoming Call from <Caller ID Name>".
- If you enable Send All Calls, you hear: "Send All Calls is now ON".

If you configure the keyboard shortcuts related to narrator, then you can:

- Stop the narration immediately.
- Repeat the last narration.

Procedure

- In the Avaya IX[™] Workplace Client settings, click User Preferences > Audio / Video.
 Avaya IX[™] Workplace Client displays the audio and video settings.
- 2. Click Narrator.

Avaya IX[™] Workplace Client displays the Narrator screen.

- 3. If the **Narrator** switch is in the disabled state, click **Narrator**.
- 4. In the **Voice** field, click the voice in which you want to hear the audio narration.
- 5. (Optional) To adjust the narration speed, move the Speed slider to the left or right.
- 6. **(Optional)** To adjust the volume of the narration voice, move the **Volume** slider to the left or right.
- 7. If you want the narrator to announce the caller ID for an incoming call, enable the **Announce Caller ID for Incoming Calls** switch.
- 8. Save the changes.

Related links

Configuring keyboard shortcuts on Avaya IX Workplace Client for Windows on page 48 Shortcut keys for Avaya IX Workplace Client for Mac and Windows on page 33

Configuring keyboard shortcuts on Avaya IX[™] Workplace Client for Windows

About this task

Use this procedure to configure keyboard shortcuts on Avaya IX[™] Workplace Client for Windows. If you configure a keyboard shortcut as Global, you can use the shortcut key even when the application is not in focus.

The keyboard shortcuts are of the following types:

- Main shortcuts: You can view these shortcuts at the top of the list, customize the shortcuts, and set the shortcuts as global hotkeys.
- Other shortcuts: You can view these shortcuts after the main shortcuts. These shortcuts are read only, and you cannot set the shortcuts as global hotkeys.

The keyboard shortcut that you configure must:

- Be unique. The shortcut cannot already be in use.
- Include a minimum combination of a character and non-character key.
- Not be a common shortcut that is used across applications.
- Not be a global shortcut for Windows or any other application.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, click **User Preferences > General**.
- 2. Click Keyboard Shortcuts.
- 3. For any command, in the **Shortcut** field, type the keyboard shortcut that you want to use.
- 4. To use the shortcut key even when the application is not in focus, select the corresponding **Global** check box.
- 5. **(Optional)** To reset all changed shortcuts and global settings to their default values, click **Reset to Defaults**.
- 6. Save the changes.

Related links

Shortcut keys for Avaya IX Workplace Client for Mac and Windows on page 33

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

About this task

Use this procedure only on Avaya IX[™] Workplace Client for Android. For iOS, you must use the local OS setting.

You can configure the contact search settings so that Avaya IX[™] Workplace Client arranges and displays the list of names by first name or last name.

- 1. In the Avaya IX[™] Workplace Client settings, 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.

Avaya IX[™] Workplace Client displays the contact search results according to the selected criteria the next time that you perform a search.

Configuring the contact search settings on desktop clients

About this task

You can configure the contact search settings so that Avaya IX[™] Workplace Client arranges and displays the list of names by first name or last name.



On Avaya IX[™] Workplace Client on desktop platforms, on the Favorites screen, you can arrange your favorite contacts by dragging and dropping the contacts according to your preference.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, 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 Name
 - Last Name
- 5. To view local contacts, click **Show Local Contacts**.
- 6. Save the changes.

Avaya IX[™] Workplace Client displays the contact search results according to the selected criteria the next time that you perform a search.

Modifying contact settings

About this task

Use this procedure to enable Avaya IX[™] Workplace Client to access your Contacts list.

For example, before you send an instant message, Avaya IX[™] Workplace Client can check your contacts on the Avaya Multimedia Messaging server to ensure that you can send a message to a contact. If the contact does not exist on the Avaya Multimedia Messaging server, you cannot use Avaya IX[™] Workplace Client to send an instant message to that contact.

Note:

Avaya collects data for quality improvement purposes. No personal identity information is tracked.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, select **User Preferences**.
- 2. **(Optional)** If available on the Avaya IX[™] Workplace Client platform, select **Contacts**. Otherwise, go to the next step.
- 3. Select Messaging Address Validation.
- 4. Save the changes.

Modifying audio and video settings on mobile clients

About this task

Use this procedure only on mobile clients.

- Note:
 - Currently, there is no option in Avaya IX[™] Workplace Client for iOS to change the default ringtone for incoming calls.
 - On Android devices, during a video call, you can switch the audio path between the speaker and earpiece if external audio devices are unavailable. Avaya IX[™] Workplace Client for iOS has a limitation that the earpiece option is unavailable during video calls. iOS reduces the number of allowable audio routes to be only those that are appropriate for video chat applications. Any external audio devices that are attached to the iOS device are added to the routable output list so that you can switch the audio path.

Procedure

In the Avaya IX[™] Workplace Client settings, select User Preferences > Audio / Video.
 Avaya IX[™] Workplace Client displays the audio and video settings.

On Avava IX[™] Workplace Client for Android, do the following:

2. Select Ringtone.

3. Select the new ringtone, and save the changes.

On all mobile clients, do the following:

- 4. Select **Use VoIP for calls** and then select one of the following:
 - Never: Avaya IX[™] Workplace Client removes the VoIP option from the Outgoing Calls screen.
 - **Prefer Wi-Fi**: You can view the VoIP option on the Outgoing Calls screen if you log in to the VoIP service. This is the default option.
 - Wi-Fi only: If you are using Wi-Fi and you log in to the VoIP service, Avaya IX[™]
 Workplace Client displays the VoIP option on the Outgoing Calls screen. If not, Avaya IX[™] Workplace Client removes the VoIP option from the Outgoing Calls screen.
 - **Prefer cellular data**: You can view the VoIP option on the Outgoing Calls screen if you log in to the VoIP service.
- 5. (Optional) To have video on a call, select Video Calling.
- 6. **(Optional)** To have video on a call only over the cellular data network, select **Video calling** over cellular.

You cannot view the Video calling over cellular option if your administrator configures the VoIP calling parameter with value as Wi-Fi only.

- 7. **(Optional)** To configure the microphone and camera settings when you join an Avaya Equinox[®] Conferencing meeting, do the following:
 - To mute your microphone, select **Mute my Microphone when Joining Meeting**.
 - To block your camera, select Block my Camera when Joining Meeting.

If your administrator hides or locks one or both of these settings, you cannot change the microphone and camera settings.

8. Save the changes.

VolP calls

Avaya IX[™] Workplace Client maintains an internal variable to represent user preferences for the **Use VoIP for calls** setting:

- 0: Never
- 1: Prefer Wi-Fi
- 2: Wi-Fi only
- 3: Prefer cellular data

Variable	Use VoIP for calls = Never	Use VoIP for calls = Prefer Wi-Fi	Use VoIP for calls = Wi-Fi only	Use VoIP for calls = Prefer cellular data
VOIPCALLINGENA BLED = 0	Avaya IX [™] Workplace Client displays this option as selected by the administrator. The user cannot edit the setting.	The user cannot select this option.	The user cannot select this option.	The user cannot select this option.
VOIPCALLINGENA BLED = 1	The user can select this option.	Avaya IX [™] Workplace Client displays this option as selected by the administrator.	The user can select this option.	The user cannot select this option.
		The user can select this option.		
VOIPCALLINGENA BLED = 2	The user can select this option.	The user cannot select this option.	Avaya IX [™] Workplace Client displays this option as selected by the administrator.	The user cannot select this option.
			The user can select this option.	
VOIPCALLINGENA BLED = 3	The user can select this option.	The user cannot select this option.	The user cannot select this option.	Avaya IX [™] Workplace Client displays this option as selected by the administrator.
				The user can select this option.

Modifying audio and video settings on desktop clients

About this task

Use this procedure only on desktop clients.



Caution:

You might face audio issues with some bluetooth headsets if you do not select the correct microphone and speaker.

Procedure

1. In the Avaya IX[™] Workplace Client settings, select **User Preferences > Audio / Video**. Avaya IX[™] Workplace Client displays the audio and video settings.

2. Do the following:

- Select the microphone, speaker, and camera that you want to use.
- To decrease or increase the volume of the microphone and speakers, move the sliders to the left or right.
- To have video on a call, select Video Calling.
- To mute your microphone when you join an Avaya Equinox® Conferencing conference, select **Mute my Microphone when Joining Meeting**.
 - If your administrator hides or locks this setting, you cannot change the microphone setting.
- To block your camera when you join an Avaya Equinox® Conferencing conference, select **Block my Camera when Joining Meeting**.
 - If your administrator hides or locks this setting, you cannot change the camera setting.
- 3. Save the changes.

Configuring the video resolution

About this task

Use this procedure only on desktop clients to configure the video resolution.

- 1. In the Avaya IX[™] Workplace Client settings, select **Advanced**.
- 2. In the **Video Max. Resolution** field, select one of the following:
 - Auto: Avaya recommends the use of this option to automatically configure the video resolution.
 - 1080p
 - 720p
 - 480p
 - · 360p
 - · 240p
 - 180p
- 3. Save the changes.
- Restart Avaya IX[™] Workplace Client.

Modifying the voice quality setting

About this task

Use this procedure only on Avaya IX[™] Workplace Client for Android to configure the Echo Cancellation setting. Echo Cancellation is a process that removes echo from a voice communication to improve voice quality on a telephone call.

If you face double-talk issues during a conference call, that is, issues when more than one person is speaking simultaneously, you must select Acoustic Echo Cancellation (AEC).

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, select **Advanced**.
- 2. Select Echo Cancellation.
- 3. In the Echo Cancellation dialog box, select one of the following:
 - AECM
 - · AEC
 - Off

For Bluetooth audio outputs, Avaya IX[™] Workplace Client disables the AEC and Acoustic Echo Cancellation Mobile (AECM) options.

4. Save the changes.

Client identity certificates

You can use client identity certificates to provide an identity of the client to the server. Each client has its own unique identity certificate issued by the Certification Authority or Registration Authority. Avaya IX[™] Workplace Client can get the certificates issued in one of the following ways:

• Through Simple Certificate Enrollment Protocol (SCEP) servers, such as Network Device Enrollment Service (NDES) in Active Directory Certificate Services (AD CS).

Avaya IX[™] Workplace Client for Android and iOS support the SCEP method of installing client identity certificates.

If the SCEP certificate needs a password, you must contact your administrator for the SCEP password.

- On Android devices, enter the password on the Identity Certificate screen.
- On iOS devices, tap the message to enter the SCEP password.
- By manual installation: You provide the necessary certificate file using out-of-band mechanism.

Avaya IX[™] Workplace Client for Android, Mac, and Windows support the manual method of installing client identity certificates.

• By a URL installation: The settings file contains the PKCS12URL location from where you can download the certificate.

Avaya IX[™] Workplace Client for Android and iOS support the URL method of installing client identity certificates.

If SCEP and PKCS12URL are available, PKCS12URL is used to install the client identity certificate.

The server receives the client certificate through TLS mutual authentication and the certificate is verified. For more information, see *Administering Avaya Aura*® *Session Manager*.

Installing a client identity certificate from the system certificate store

About this task

Use this procedure only on Avaya IX[™] Workplace Client on desktop platforms.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, select **Advanced**.
- 2. Select Identity Certificate.
- 3. In the Install new certificate area, do one of the following:
 - On Avaya IX[™] Workplace Client for Mac: In the Select from the keychain field, select a certificate.
 - On Avaya IX[™] Workplace Client for Windows: In the **Select from the system certificate store** field, select a certificate.
- 4. In the confirmation dialog box, confirm the action.
 - In the Installed certificate area, Avaya IX^{TM} Workplace Client displays the client identity certificate that you installed.
- 5. Save the changes.
- 6. Restart Avaya IX[™] Workplace Client.

Installing a client identity certificate from a file

About this task

Use this procedure only on Avaya IX[™] Workplace Client for Android and desktop platforms.



Some versions of Android require the certificate file to have the .p12 extension as part of the file name.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, select **Advanced**.
- 2. Do one of the following:
 - On Avaya IX[™] Workplace Client for Android: Select Client Certificate.
 - On desktop clients: Select Identity Certificate.

On Avaya IX[™] Workplace Client for Android, do the following:

3. Select Other options.

On all clients, do the following:

- 4. Select select from a file.
- 5. Select the certificate file that you want to install.
- 6. In the confirmation dialog box, confirm the action.
- 7. In the password prompt dialog box, type the password for the certificate and then select **Next**.

In the Installed certificate area, Avaya IX[™] Workplace Client displays the client identity certificate that you installed.

8. Save the changes.

On desktop clients, do the following:

9. Restart Avaya IX[™] Workplace Client.

Removing a client identity certificate

Procedure

1. In the Avaya IX[™] Workplace Client settings, select **Advanced**.

On Avaya IX[™] Workplace Client for Android and desktop platforms:

- 2. Do one of the following:
 - On Avaya IX[™] Workplace Client for Android: Select Client Certificate.
 - On desktop clients: Select Identity Certificate.

On all clients:

- 3. Do one of the following:
 - On Avaya IX[™] Workplace Client for Android: In the Installed certificate area, tap the X icon next to a certificate.
 - On Avaya IX[™] Workplace Client for iOS: Select Delete Client Certificate.
 - On desktop clients: In the Installed certificate area, select Remove certificate.
- 4. In the confirmation dialog box, confirm the action.

Avaya IX[™] Workplace Client removes the selected client identity certificate.

5. Save the changes.

On desktop clients, do the following:

6. Restart Avaya IX[™] Workplace Client.

Services settings

You can manually configure the settings for the following services in Avaya IX[™] Workplace Client if you are not using automatic configuration:

- · Sign In Service
- Phone Service
- My Meeting Room
- Enterprise Directory: Only on desktop clients
- Multimedia Messaging
- Avaya Cloud Services
- Device Services
- Client Enablement (CES): Only on mobile clients
- Voicemail
- Exchange Calendar
- EC500 Calling: Only on mobile clients

Selecting the authentication mechanism for each service

About this task

You can select one of the available authentication mechanisms to access one or more services in Avaya $IX^{\text{\tiny M}}$ Workplace Client:

- **Avaya Authorization**: To use your enterprise credentials. This authentication mechanism is unavailable for the Microsoft Exchange Calendar service.
- Manual: To manually enter your credentials.
- Unified Login: To use the same set of credentials.
- **Microsoft Modern**: To use your calendar credentials. This authentication mechanism is only available for the Microsoft Exchange Calendar service.

Before you begin

- Avaya IX[™] Workplace Client does not display the Sign In Service option if all services are disabled.
- Avaya IX[™] Workplace Client displays the Avaya Authorization option only if you perform automatic configuration using Avaya Aura[®] Device Services.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, select **Services**.
- 2. Do one of the following:
 - On mobile clients: Select Service Details.
 - On desktop clients: Select Show Details.
- 3. Select Sign In Service.
- 4. For each available service, select one of the following:
 - Avaya Authorization
 - Manual
 - Unified Login
 - Microsoft Modern
- 5. Save the changes.

Modifying VoIP settings

About this task

Use this procedure to enable VoIP interoperability with Avaya IX[™] Workplace Client.

- 1. In the Avaya IX[™] Workplace Client settings, select **Services**.
- 2. (Optional) Do one of the following:
 - · On mobile clients: Select Service Details.
 - On desktop clients: Select Show Details.
- 3. Select Phone Service.
- 4. **(Optional)** If the Phone Service switch is in the disabled state, select **Phone Service**. Otherwise, go to the next step.
- 5. In the Server Address field, type the IP address or the FQDN of the VoIP server.
- 6. In the **Server Port** field, type the VoIP server port number.
- 7. In the **Domain** field, type the SIP domain to which Avaya IX[™] Workplace Client must register.
- 8. To use a secure connection to the VoIP server, select **Use TLS**.
 - By default, Avaya IX[™] Workplace Client supports TLS and the port number for it is 5061. If you clear this setting, the default port value changes to 5060. You can also manually configure the port value.
- 9. In the **Adhoc Conference Address** field, type the URL that defines the adhoc conference resource to be used by the endpoint.

10. Save the changes.

Modifying messaging settings

About this task

Use this procedure to enable Avaya Multimedia Messaging interoperability with Avaya IX[™] Workplace Client.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, select **Services**.
- 2. (Optional) Do one of the following:
 - On mobile clients: Select Service Details.
 - On desktop clients: Select Show Details.
- 3. Select Multimedia Messaging.
- 4. **(Optional)** If the Avaya Multimedia Messaging switch is in the disabled state, select **Multimedia Messaging**. Otherwise, go to the next step.
- 5. In the **Server Address** field, type the IP address or the FQDN of the Avaya Multimedia Messaging server.
- 6. In the **Server Port** field, type the Avaya Multimedia Messaging port number.
- 7. In the **Polling Interval** field, select the interval at which you want to refresh information between Avaya IX[™] Workplace Client and the Avaya Multimedia Messaging server.
 - The default value is Continuous. Information between Avaya IX[™] Workplace Client and the Avaya Multimedia Messaging server is refreshed immediately.
- 8. Save the changes.

Modifying Avaya Cloud Services settings

About this task

Use this procedure to enable Avaya Cloud Services interoperability with Avaya IX[™] Workplace Client. If you enable Avaya Cloud Services, Avaya IX[™] Spaces integrates with Avaya IX[™] Workplace Client.

- 1. In the Avaya IX[™] Workplace Client settings, select **Services**.
- 2. (Optional) Do one of the following:
 - · On mobile clients: Select Service Details.
 - On desktop clients: Select Show Details.
- 3. Select Avaya Cloud Services.
- 4. **(Optional)** If the Avaya Cloud Services switch is in the disabled state, select **Avaya Cloud Services**.

5. Save the changes.

Modifying Avaya Aura® Device Services settings

About this task

Use this procedure to enable Avaya Aura[®] Device Services interoperability with Avaya IX[™] Workplace Client.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, select **Services**.
- 2. (Optional) Do one of the following:
 - On mobile clients: Select Service Details.
 - On desktop clients: Select Show Details.
- 3. Select **Device Services**.
- 4. **(Optional)** If the Avaya Aura[®] Device Services switch is in the disabled state, select **Device Services**. Otherwise, go to the next step.
- 5. In the **Server Address** field, type the IP address or the FQDN of the Avaya Aura® Device Services server.
- 6. In the **Server Port** field, type the Avaya Aura® Device Services port number.
- 7. Save the changes.

Modifying Client Enablement Services settings

About this task

Use this procedure only on mobile clients to enable Client Enablement Services interoperability with Avaya $IX^{\text{\tiny M}}$ Workplace Client.

- 1. In the Avaya IX[™] Workplace Client settings, select **Services**.
- (Optional) Select Service Details.
- 3. Select Client Enablement (CES).
- 4. **(Optional)** If the Client Enablement Services switch is in the disabled state, do one of the following. Otherwise, go to the next step.
 - On Avava IX[™] Workplace Client for Android: Select CES.
 - On Avaya IX[™] Workplace Client for iOS: Select Client Enablement Services.
- 5. In the **Server Address** field, type the IP address or the FQDN of the Client Enablement Services server.
- 6. In the **Server Port** field, type the Client Enablement Services port number.

- 7. Select Calls to My Phones, and select one of the following:
 - **Primary**: When you receive a call on the primary extension, the telephone numbers listed in My Phones also receive a call.
 - **All Extensions**: When you receive a call on the primary extension or the bridged extension, the telephone numbers listed in My Phones also receive a call.
- 8. Save the changes.

Modifying Exchange Calendar settings

About this task

Use this procedure to enable Microsoft Exchange Calendar interoperability with Avaya IX[™] Workplace Client. This is only applicable if you are getting the Exchange Calendar information through Exchange Web Services. On Android and iOS devices, you can access the Exchange Calendar information in Avaya IX[™] Workplace Client using the device's native calendar support. If the Exchange server has been configured to prevent mobile access, you cannot access the Exchange Calendar information.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, select **Services**.
- 2. (Optional) Do one of the following:
 - On mobile clients: Select Service Details.
 - On desktop clients: Select Show Details.
- 3. Select Exchange Calendar.
- 4. **(Optional)** If the Exchange Calendar switch is in the disabled state, select **Exchange Calendar**. Otherwise, go to the next step.
- 5. In the **Domain** field, type the Exchange server domain to which Avaya IX[™] Workplace Client must register.

For example, avaya.com.

6. In the **Server Address** field, type the IP address or the FQDN of the Exchange server.

For example, usmail.avaya.com.

7. Save the changes.

Modifying conference settings

About this task

Use this procedure if you want to use the conferencing features of Avaya Aura® Conferencing or Avaya Equinox® Conferencing.

Procedure

In the Avaya IX[™] Workplace Client settings, select Services.

- 2. (Optional) Do one of the following:
 - On mobile clients: Select Service Details.
 - On desktop clients: Select **Show Details**.
- 3. Select My Meeting Room.
- 4. Modify the values in the fields as required.
- 5. Save the changes.

My Meeting Room field descriptions

Name	Description	Avaya IX [™] Workplace Client support
My Meeting Room	To enable or disable your meeting room.	Available on all platforms
	This is applicable only to Avaya Equinox® Conferencing.	
Meeting Address	The conference portal address. This parameter is used to:	Available on all platforms
	Populate the meeting invitation location field with the URL for participants to join the meeting.	
	Connect to portal to retrieve meeting invitation template.	
Conference Access Number	The primary conference access number.	Available on desktop clients
	This parameter is only used by the Avaya IX [™] Workplace Client Add-in for Microsoft Outlook for the Avaya Aura [®] Conferencing bridge, not for the Avaya Equinox [®] Conferencing bridge where the email template is auto-discovered.	
Moderator Code	The code needed to host a conference.	Available on all platforms
	This is applicable only to Avaya Aura® Conferencing.	
Participant Code	The code needed to participate in a conference.	Available on all platforms
	This is applicable only to Avaya Aura® Conferencing.	

Table continues...

Name	Description	Avaya IX [™] Workplace Client support
Participant URL	This parameter is used to populate the meeting template and the location field with the URL to join the meeting.	Available on all platforms
	This is applicable only to Avaya Aura® Conferencing and is currently supported only on desktop clients.	

Modifying enterprise directory settings

About this task

Use this procedure only on desktop clients to enable enterprise directory interoperability with Avaya IX[™] Workplace Client.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, select **Services**.
- 2. (Optional) Select Show Details.
- 3. Select Enterprise Directory.
- 4. **(Optional)** If the Enterprise Directory switch is in the disabled state, select **Enterprise Directory**. Otherwise, go to the next step.
- 5. In the **Server Address** field, type the IP address or the FQDN of the Enterprise Directory server.
- 6. In the **Server Port** field, type the Enterprise Directory port number.
- 7. To use SSL, select Use TLS.
- 8. In the **LDAP Search Base** field, type the Enterprise Directory search base.
 - For example, cn=users, dc=svucacloud, dc=com.
- 9. Save the changes.

EC500 settings

You can use EC500 (Extension to Cellular) to integrate your mobile phone with your Avaya PBX number. With EC500, you can answer calls to your telephone number on your mobile phone and transfer them between your deskphone and mobile phone without interrupting the call.

Note:

Calls ring on your EC500 cellular number only when you do not log in to your Avaya IX[™] Workplace Client on mobile platforms.

You can configure the following EC500 settings using Avaya IX[™] Workplace Client:

- Idle Appearance Select: To identify an idle line on your extension when you make a call.
- Active Appearance Select: To join a call on your deskphone using your mobile phone.

- Off PBX Call Enable: To enable your mobile phone to ring when you receive a call on your deskphone.
- Off PBX Call Disable: To disable your mobile phone from ringing when you receive a call on your deskphone.
- Call Forward All Enable: To activate call forwarding for all calls.
- · Call Forward All Disable: To disable call forwarding.
- Send All Calls Enable: To send all calls to a predefined number set on the server by your administrator. The number is usually your corporate voice mail number.
- Send All Calls Disable: To disable the sending of all calls to a predefined number set on the server by your administrator.

Note:

To configure the Station Security feature, contact your administrator. The Station Security feature reduces the risk of toll fraud by appending a valid station security code with the EC500 FNE for all outgoing EC500 calls from Avaya IX[™] Workplace Client.

Configuring the EC500 settings manually

About this task

Use this procedure only on mobile clients.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, select **Services**.
- (Optional) Select Service Details.
- 3. Select EC500 Calling.
- 4. **(Optional)** If the EC500 calling switch is in the disabled state, select **EC500 Calling**. Otherwise, go to the next step.
- 5. To configure or update the required EC500 setting, select the corresponding option.
- 6. Type the appropriate feature name extension (FNE).
- 7. Save the changes.

Modifying voice mail settings

About this task

Use this procedure to change the voice mail PIN, voice mail number, and SMS notification setting in Avaya IX^{TM} Workplace Client. On desktop clients, you can only change the voice mail number.

To change the voice mail PIN on the voice mail server, you must make a call to the voice mail server and use the server menus. You must then use this procedure to set the new voice mail PIN in Avaya IX^{TM} Workplace Client.

Before you begin

Avaya IX[™] Workplace Client displays, hides, or disables the voice mail settings depending on the services that you configure:

- If you configure Client Enablement Services, Avaya IX[™] Workplace Client displays the System Number field as read-only.
- If you configure VoIP and not Client Enablement Services, Avaya IX[™] Workplace Client does not display the Voicemail setting in Avaya IX[™] Workplace Client.
- If you do not configure VoIP and Client Enablement Services and configure EC500, Avaya IX[™] Workplace Client displays the Voicemail setting and the **System Number** field is editable.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, select **Services**.
- 2. (Optional) Do one of the following:
 - · On mobile clients: Select Service Details.
 - · On desktop clients: Select Show Details.
- Select Voicemail.
- (Optional) If available on the Avaya IX[™] Workplace Client platform, select System Number. Otherwise, go to the next step.
 - a. Change the voice mail number.
 - b. If available on the Avaya IX[™] Workplace Client platform, select **Save**. Otherwise, go to the next step.

Avaya IX[™] Workplace Client verifies and saves the setting.

- 5. Select PIN.
- 6. Change the voice mail PIN.
- 7. **(Optional)** If available on the Avaya IX[™] Workplace Client platform, select **Save**. Otherwise, go to the next step.

Avaya IX[™] Workplace Client verifies and saves the setting.

8. Select Voicemail SMS Notification.

On Avaya IX[™] Workplace Client for Android, do the following:

- 9. In the Voicemail SMS Notification dialog box, select one of the following:
 - **Off**: The device does not receive any notification when a voice mail arrives on the Client Enablement Services server.
 - **Urgent Only**: The device receives an SMS notification only for those voice mails that the sender marks as urgent.
 - All: The device receives an SMS notification for all voice mails.

On Avaya IX[™] Workplace Client for iOS, do the following:

- 10. In the **E-mail to SMS address** field, type a valid SMS or email address.
- 11. Select **Notify Me About** and select one of the following:
 - All Messages: The device receives an SMS notification for all voice mails.
 - **Urgent Messages Only**: The device receives an SMS notification only for those voice mails that the sender marks as urgent.

On all clients, do the following:

12. Save the changes.

Configuring dialing rules manually

About this task

Avaya IX[™] Workplace Client populates the following dialing rules when you use automatic configuration:

- The number to dial to access an outside line.
- · Your country code.
- · Your area or city code.
- The main prefix of the PBX.
- The number to dial for long distance calls.
- The number to dial for international calls.
- The length of internal extensions.
- The length of national phone numbers.
- The option to remove the area or city code for local calls.
- The option to apply dialing rules to plus sign (+) numbers.

Use this procedure to manually configure or update the dialing rules with the correct values after consulting with your administrator.

- 1. In the Avaya IX[™] Workplace Client settings, select **Advanced**.
- 2. Select **Dialing Rules**.
- 3. If the **Dialing Rules** switch is in the disabled state, select **Dialing Rules**.
- 4. Configure or update the required dialing rules setting.
- 5. Save the changes.

Enabling or disabling the EC500 features

About this task

Use this procedure only on mobile clients to enable or disable the following EC500 features:

- Join Active Call: To join a call on your deskphone using your mobile device.
- Simultaneous Ring: To activate simultaneous ringing on your deskphone and mobile device when a call arrives on your deskphone. You cannot select this option when you enable Client Enablement Services.
- Call Forward: To forward all calls to another telephone number of your choice.
- Send All Calls: To route all calls to your corporate voice mail number.

Before you begin

Configure the EC500 settings.

Procedure

- 1. On the Avaya IX[™] Workplace Client menu, select **Features** > **EC500 Features**.
- 2. To enable or disable a specific EC500 feature, select that feature.

Avaya IX[™] Workplace Client makes a cellular call. You can then hear the confirmation tone.

Related links

Configuring the EC500 settings manually on page 65 EC500 settings on page 64

Changing the time delay between the ringing of the feature name extension number and the destination number

About this task

Use this procedure only on mobile clients to configure the delay in seconds between the EC500 call being placed and the transmission of digits for EC500. The purpose of this setting is to address call setup delays with specific regions and trunk providers.

Important:

Change this setting only on the instruction of your administrator.

- 1. In the Avaya IX[™] Workplace Client settings, select **Advanced**.
- Select FNE Setup Delay.
- 3. In the FNE Setup Delay dialog box, select one of the following:
 - 3 Seconds

- 6 Seconds
- 9 Seconds
- 12 Seconds
- 15 Seconds

Avaya IX[™] Workplace Client displays the new value.

4. Save the changes.

Configuring the Avaya IX[™] Workplace Client add-in for Microsoft Outlook setting

About this task

Use this procedure only on Avaya IX^{TM} Workplace Client on desktop platforms to configure the Microsoft Outlook add-in setting.

Before you begin

Log in as a UC user or a OTT named user.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, select **Desktop Integration**.
- Select Outlook Add-in.
- 3. Select Enable Outlook Add-in.
- 4. **(Optional)** On Avaya IX[™] Workplace Client for Windows, to allow calls from Microsoft Outlook contacts, select **Allow calls from Outlook contacts**.
- 5. Save the changes.
- 6. Restart Avaya IX[™] Workplace Client.
- 7. Restart Microsoft Outlook.

Configuring the browser add-in setting

About this task

Use this procedure only on Avaya IX^{TM} Workplace Client for Windows to configure the browser add-in setting. After you enable this add-in, you can make calls from the highlighted numbers on Google Chrome, Mozilla Firefox, and Microsoft Internet Explorer browsers.

Before you begin

- · Log in as a UC user.
- In Internet Explorer, go to Tools > Internet options > Advanced and select Enable thirdparty browser extensions.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, select **Desktop Integration**.
- 2. Select Browser Add-in.
- 3. Select Enable Browser Add-in.
- 4. Save the changes.

After you restart your browser, the browser extension is enabled.

Pausing iTunes during calls

About this task

Use this procedure only on Avaya IX[™] Workplace Client for Mac.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, select **User Preferences**.
- 2. Select General > Pause iTunes when making / receiving a call.

Viewing the configured call features on mobile clients

Before you begin

Your administrator must configure the call features for your extension. Features might include Automatic Callback, Call Pickup, Call Pickup Directed, Call Pickup Extended, and Call Unpark.

Procedure

- On the Avaya IX[™] Workplace Client menu, select **Features**.
 Avaya IX[™] Workplace Client displays the configured call features for your extension.
- 2. **(Optional)** If there are other extensions for which you want to enable the feature buttons, in the Features for Other Extensions area, select the extension and enable the feature.

Viewing the configured call features on desktop clients

Before you begin

Your administrator must configure the call features for your extension. Features might include Automatic Callback, Call Pickup, Call Pickup Directed, Call Pickup Extended, and Call Unpark.

Procedure

1. Select **=** and then select **Features**.

Avaya IX[™] Workplace Client displays the configured call features for your extension.

- (Optional) If there are other extensions for which you want to enable the feature buttons, in the Features for Other Extensions area, select the extension and enable the feature. Otherwise, go to the next step.
- 3. **(Optional)** If your administrator has configured one of the following for your station in Communication Manager:
 - Autodial button: Configure the label and number of each button in the Autodials area.
 Use Autodials buttons as shortcuts to start calls to the specific numbers.
 - Busy indicator button: Make calls to the numbers associated with the busy indicator in the Busy Lines area.

Viewing release and version information

Procedure

In the Avaya IX[™] Workplace Client settings, select **Support > About**.

Viewing the certificates that Avaya IX[™] Workplace Client uses

About this task

If you are using private trusted credentials, you can view a list of certificates that Avaya IX[™] Workplace Client uses.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, select **Advanced**.
- 2. **(Optional)** On Avaya IX[™] Workplace Client for Windows, to use both the platform and private trust store, select **Use coalesced Trust Store**.
- 3. Do one of the following:
 - On mobile clients and Avaya IX[™] Workplace Client for Windows: Select Certificates.
 - On Avaya IX[™] Workplace Client for Mac: Select SSL Certificates.
- 4. To view the details of a particular certificate, select that certificate.

Viewing the legal information

About this task

Use this procedure to view the End User License Agreement (EULA), third-party licensing, and data privacy information for Avaya IX[™] Workplace Client.

If your administrator does not provision the data privacy URL, Avaya IX[™] Workplace Client does not display the Data Privacy link.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, select **Support**.
- Select Legal.
- 3. Select one of the following:
 - EULA
 - Third Party Licensing
 - Data Privacy: Avaya IX[™] Workplace Client opens the link using the default browser on the platform.

Rating the application

About this task

Use this procedure only on mobile platforms to rate and review Avaya IX[™] Workplace Client.

Before you begin

Ensure that your administrator enabled you to rate the application when setting up automatic configuration.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, tap **Support**.
- 2. Tap Rate this app.
- 3. Rate and provide your review comments in the application store.

Logging in and out of the Avaya IX[™] Workplace Client services

About this task

Use this procedure to view all your Avaya IX[™] Workplace Client services and the accounts that you are using to authenticate to each service. If you enable:

- Avaya Authorization for one or more services, Avaya IX[™] Workplace Client displays the Avaya Authorization area.
- Unified Login for one or more services, Avaya IX[™] Workplace Client displays the Workplace area.

🐯 Note:

If you do not know or have forgotten your credentials, you must contact your local administrator or IT department for assistance.

Procedure

1. In the Avaya IX[™] Workplace Client settings, select **Accounts**.

Avaya IX[™] Workplace Client displays the Accounts screen.

- 2. Log in to the following services using your credentials:
 - Phone Service
 - · Client Enablement Services: Only on mobile clients
 - Enterprise Directory: Only on desktop clients
 - · Avaya Multimedia Messaging
 - Avaya Aura[®] Device Services
 - · Exchange Calendar
 - My Meeting Room
- 3. Do one of the following:
 - · On mobile clients: Select Connect.
 - On desktop clients: Select **Done**.
- 4. To log out of Avaya IX[™] Workplace Client, select **Sign Out**.

You can also log out from Avaya IX[™] Workplace Client by selecting the presence status indicator and then selecting **Sign Out**.

Maximizing the battery life of the device

About this task

Use this procedure only on Avaya IX[™] Workplace Client for Android.

If you use a service, such as VoIP, the battery consumption on the device increases. If you do not use Avaya IX^{TM} Workplace Client outside business hours, you can exit Avaya IX^{TM} Workplace Client to maximize the battery life.

Procedure

Go to the Avaya IX[™] Workplace Client menu and then select **Exit**.

You are signed out from Avaya IX[™] Workplace Client, and the Avaya IX[™] Workplace Client application window is closed.

Configuring the setting to automatically start and log in to Avaya IX[™] Workplace Client

About this task

Use this procedure to configure the setting so that Avaya IX[™] Workplace Client starts by default when the operating system starts and you are logged in automatically.

Note:

You cannot use this procedure on Avaya IX[™] Workplace Client for iOS.

• Depending on the Android version, you might need to unlock the device after a reboot to receive calls and messages.

Before you begin

On the Accounts screen, do one of the following:

- On mobile clients: Select Remember passwords.
- On desktop clients: Select **Remember Password**.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, select **User Preferences**.
- 2. Select General > Auto Start/Login.
- 3. Save the changes.

Notifications on mobile clients

A notification is a message that Android or iOS displays outside your application's UI. Notifications include reminders, communication from other people, or other timely information from your application. You can tap the notification to open your application or take an action directly from the notification.

You receive notifications even if you exit the application. If you do not want to receive notifications after business hours, you must log out from the application or turn on the Send All Calls feature or a similar feature. You can then log in to the application or turn off the Send All Calls feature when you return to office.

Android notifications

Each application can have multiple notification channels. As the application categorizes notifications into channels, you can disable specific notification channels for Avaya IX[™] Workplace Client for Android instead of disabling all your notifications. You can control the visual and auditory options for each channel. You can also specify the importance level of your notifications on each channel.

For example, the notification channel might be for an incoming call or incoming message from Avaya IX[™] Workplace Client for Android. Android devices display these notifications through a notification, such as a banner or alert.

To view the notifications related to Avaya IX[™] Workplace Client for Android in the notification drawer, you must configure the notification settings for Avaya IX[™] Workplace Client for Android on your Android device.

You can view the notifications until you tap or clear any one notification. For example, if you tap an Avaya Multimedia Messaging notification, the conversation opens in Avaya IX[™] Workplace Client

for Android and all Avaya Multimedia Messaging notifications are cleared from the notification drawer.



Note:

You cannot clear the Avaya IX[™] Workplace Client *Online* or *Error* notification.

You can perform different actions depending on the type of notification. For example, for an Avaya Multimedia Messaging notification, you can mark the message as read or reply to the message.

iOS notifications

Apple Push Notification service (APNs) is a platform notification service created by Apple Inc. With this service, third-party application developers can send notification events to applications installed on Apple devices when the application is idle in the background.

For example, the notification event might be for an incoming call or incoming message from Avaya IX[™] Workplace Client for iOS. Apple devices display these notifications through an iOS notification, such as a banner or alert.

To view the notifications related to Avaya IX[™] Workplace Client for iOS in Notifications Center, you must do the following:

- Connect to the VoIP service on Avaya IX[™] Workplace Client for iOS.
- Configure the notification settings for Avaya IX[™] Workplace Client for iOS on your Apple device.

You can view the notifications until you tap or clear any one notification. For example, if you tap an Avava Multimedia Messaging notification, the conversation opens in Avaya IX[™] Workplace Client for iOS and all Avava Multimedia Messaging notifications are cleared from Notifications Center.

You can perform different actions depending on the type of notification. For example, for an Avaya Multimedia Messaging notification, you can mark the message as read or reply to the message.

Chapter 5: Making and handling calls

Using Avaya IX[™] Workplace Client, you can:

- · Make audio or video calls.
- Access call control functionality, such as mute, hold, resume, or end calls.
- Merge or transfer calls.
- Answer calls on your mobile device if EC500 is configured. You can also choose to extend calls or send all calls to your EC500 device.
- Join or answer calls from multiple devices if MDA or Dual Registration is configured.
- Escalate from an audio call to a video call, a point-to-point call to a conference call, or an IM session to a call.



You can escalate an IM session to a call only if Avaya Aura[®] Device Services or LDAP is provisioned by your administrator. You cannot escalate an IM session to a call with Avaya IX^{T} Spaces directory.

Call management overview

With Avaya IX[™] Workplace Client, you can additionally manage calls using the following:

- MacBook Pro touch bar: On Avaya IX[™] Workplace Client for Mac
- Avaya L100 Series Headsets (USB): On Avaya IX[™] Workplace Client for Mac and Windows
- Plantronics headset: On Avaya IX[™] Workplace Client for Mac and Windows
- CallKit: On Avaya IX[™] Workplace Client for iOS
- Siri: On Avaya IX[™] Workplace Client for iOS

Call management using the MacBook Pro touch bar

Introduced in MacBook Pro with OSX 10.12, the touch bar is a multitouch-enabled strip of glass built into the keyboard for instant access to the tools that you want, right when you want them. The touch bar replaces the function keys on the top of the keyboard and is more versatile and capable.

Avaya IX[™] Workplace Client for Mac supports the MacBook Pro touch bar. While using Avaya IX[™] Workplace Client for Mac, the touch bar changes automatically to show you relevant tools based on what you are doing.

With the MacBook Pro touch bar, you can:

- Answer an incoming audio or video call, or ignore the call.
- Use the active call functions, such as end call, hold or unhold, block or unblock video, and mute or unmute audio.
- Use the moderator control functions in an active conference, such as start and stop recording and mute and unmute all participants.
- Use the auto-correct and auto-suggest functions while composing text during an instant messaging conversation.
- Use the media playback controls, such as play and pause.

Call management using an Avaya L100 Series USB headset

While using Avaya IX[™] Workplace Client for Mac or Windows, the actions that you perform using your desktop device and the Avaya L100 Series headset are synchronized.

You can use a USB connection from your Avaya L100 Series headset to your desktop device with Avaya IX[™] Workplace Client for Mac or Windows to do the following:

• Answer an incoming call.

You can also answer an incoming call while you are on an active call. Avaya IX[™] Workplace Client places the active call on hold.

- Dismiss an incoming call.
- · Mute or unmute the call.
- · Hold or retrieve the call.
- Swap between the active and most recently held call.
- End the call.
- Redial your last call when no call is in progress.

Note:

- Shared control mode and telecommuter mode do not support headset call control functionality.
- If you have other applications, which are also using your headset, then the headset call control functionality such as answer, mute, hold, or end do not work. You can then use the headset only for audio. Avaya IX[™] Workplace Client displays a notification about the limited call control functionality when Avaya IX[™] Workplace Client chooses the headset either at start-up or when you select the headset in Avaya IX[™] Workplace Client.

Call management using a Plantronics headset

You can use a Plantronics headset with Avaya IX[™] Workplace Client for Mac and Windows to do the following:

Make calls using the primary line.

You cannot make BLA calls.

Answer calls on the primary line or a BLA line.

You cannot answer a call if you receive multiple call alerts.

- · Mute or unmute the call.
- · Hold or retrieve the call.

You cannot retrieve a call if there are multiple calls in the on-hold state. Also, you cannot hold the current call if there is already an on-hold call.

- Enter DTMF digits using the keypad.
- · End the call.
- Toggle between two active calls. Toggling between calls will hold the current call and retrieve the on-hold call.
- Use mid-call controls on an MDA call, Dual-registration call, Meet Me conference call, or an Adhoc conference call.

You cannot start an MDA call, Dual-registration call, Meet Me conference call, or an Adhoc conference call.

Call management using iOS CallKit

Introduced in iOS 10, CallKit is a new framework developed by Apple. CallKit enables VoIP applications on iOS to adopt the native phone UI for calls. For example, before CallKit, incoming calls on third-party VoIP applications, such as Avaya IX[™] Workplace Client for iOS, were available only as simple local notifications. With CallKit, incoming calls are displayed fully using the native phone UI.

Avaya IX[™] Workplace Client for iOS supports the CallKit framework on iOS 10 and later versions. The CallKit framework is enabled by default. You can change the setting using Avaya IX[™] Workplace Client for iOS application.

If CallKit is enabled, you can:

- Set Avaya IX[™] Workplace Client for iOS as the default calling application using Mobile Device Management or Apple Configurator.
- Long press the Call button on a contact to override the phone application and use Avaya IX[™]
 Workplace Client for iOS.

- Use your iOS do-not-disturb setting to suppress incoming calls.
- Notice that blocked iOS calls are blocked.
- Use custom ringtones for a contact.
- Receive the same user experience for VoIP calls as native cellular calls for call alerts and when you answer a call.

Note:

If you answer an incoming video call, the video is paused. You must resume the video using Avaya IX[™] Workplace Client for iOS.

- Handle multiple calls with the same user experience as you did while handling multiple cellular calls. Incoming VoIP calls have the same priority as cellular calls.
- Make and answer VoIP calls using a Bluetooth headset.

You can also answer calls using steering wheel controls.

- Make a call from a number of screens on the iOS device using Avaya IX[™] Workplace Client for iOS.
- Use Apple CarPlay to view the call appearance on the in-car display with controls for end and mute.

Disabling CallKit on Avaya IX[™] Workplace Client for iOS

About this task

Avaya $IX^{\mathbb{T}}$ Workplace Client for iOS supports the CallKit framework on iOS 10 and later versions. By default, the CallKit framework is enabled. If you are using iOS 9 or an earlier version, Avaya $IX^{\mathbb{T}}$ Workplace Client for iOS does not display the setting for the CallKit framework.

Note:

To enable more than one VoIP call at a time, you must disable CallKit.

Procedure

- In the Avaya IX[™] Workplace Client settings, select User Preferences > Audio / Video.
 Avaya IX[™] Workplace Client displays the audio and video settings.
- 2. To disable CallKit, select Integrated Calls.
- 3. Save the changes.

Call management using Siri

SiriKit is a new framework developed by Apple, which you can use to make calls using voice commands on Avaya IX[™] Workplace Client for iOS.

Avaya IX[™] Workplace Client for iOS supports the SiriKit framework on iOS 11 and later versions. The SiriKit framework is enabled by default.

You can use the following voice commands with Siri:

- Call <Local contact> with Workplace.
- Call <phone number> with Workplace.
- · Call my next meeting with Workplace.
- · Dial next meeting with Workplace.
- Video call <Local contact> on Workplace.
- Video call my next meeting with Workplace.
- Call my virtual room on Workplace with video.

You can use Siri to call only local contacts using Avaya IX[™] Workplace Client. You cannot use Siri to call enterprise contacts using Avaya IX[™] Workplace Client.

Siri functionality

If you have:

- Overlapping meetings in your calendar, Avaya IX[™] Workplace Client calls the first meeting in the meeting list that has the Click to Join button.
- Two contacts with the same first name in the contacts list, Avaya IX[™] Workplace Client calls the contact that you created first.

To avoid this situation, use the full name or nick name to call a specific contact. For example, Call Brian Smith with Workplace.

- Multiple virtual rooms, Avaya IX[™] Workplace Client calls your default virtual room.
- A contact with multiple phone numbers, Avaya IX[™] Workplace Client selects the first number in the list for that contact.

Selecting the configured service to make a call

About this task

On mobile clients, you can use Avaya IX[™] Workplace Client to make calls using any service that you configured:

- VoIP
- EC500
- Client Enablement Services

With Client Enablement Services, you can use Avaya $IX^{\text{\tiny M}}$ Workplace Client to select any *off-pbx* number that you configure in the My Phones list for call back.

Procedure

- 1. On the Top of Mind screen, select the presence status indicator.
- 2. Go to the Outgoing Calls screen.
- 3. Select the option that you want to use for making calls.

Avaya IX[™] Workplace Client uses the option that you selected as the default option for all calls that originate from Avaya IX[™] Workplace Client.

Selecting the primary extension or BLA

About this task

Use the Bridged Lines screen to:

- Select the primary extension or a bridged line to make an outgoing call.
- View all your bridged lines and the active calls on each bridged line.
- Make, answer, join, and end Bridged Line Appearance (BLA) audio calls.

You can also make BLA audio calls from any screen in the Avaya IX[™] Workplace Client application after you select a bridged line using this procedure.

Before you begin

- Ensure that your administrator provisioned the BLA feature on your extension.
- Add a contact for the BLA line owner.

If you add this contact, Avaya IX[™] Workplace Client displays the line owner name when you select a BLA line in the **Call as** field and for incoming call alerts.

Procedure

- 1. Do one of the following:
 - On mobile clients: On the Avaya IX[™] Workplace Client menu, select **Bridged Lines**.
 - On desktop clients: Select = and then select Bridged Lines.
- 2. In the **Call as** field, select the primary extension or the BLA line that you want to use to make a call.

If you select a BLA line, Avaya IX[™] Workplace Client displays a BLA icon next to the presence status indicator on the Top of Mind screen.

- 3. **(Optional)** If you select a BLA line and want Avaya IX[™] Workplace Client to automatically return to the primary extension as the default setting after a call, do one of the following. Otherwise, go to the next step.
 - On mobile clients: Select Reset to "Me" after one call.
 - On desktop clients: Select Auto-revert back to "Me" after one call.

4. Save the changes.

Enabling the deskphone mode

About this task

Use this procedure to enable the deskphone or shared control mode on desktop clients to make and receive calls. By default, the desktop client uses your computer to make and receive calls.

In the deskphone mode, you can use Avaya IX[™] Workplace Client to control your Avaya SIP phone, such as the J100 series. You cannot use the deskphone mode on mobile clients.

Before you begin

Log in to your deskphone.

Procedure

- 1. On Avaya IX[™] Workplace Client, click 💬.
- 2. In the Place and Receive Calls Using field, click My Desk Phone.

Related links

Deskphone mode limitations on page 136

Making an audio or video call

About this task

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

- The dialpad
- · A contact card
- An enterprise search card
- · A call history record card
- · An instant message card

Use this procedure to make a call by selecting a contact person or typing a number. You can also make a call using the alphanumeric URI. However, the steps involved in making such a call are different and are covered in a different procedure.



The maximum number of calls that you can make at a time using Avaya IX[™] Workplace Client depends on the system configuration. Consult your system administrator for this capability.

Procedure

- 1. Select one of the following:
 - Dialpad
 - · Top of Mind screen
 - Contacts screen
 - · History screen
 - Messages screen
 - Enterprise user you want to call
- 2. To make a call from:
 - The dialpad: Enter the number to call.
 - The Top of Mind screen: In the **find someone** or **name or number** field, type the number.
 - An enterprise search result or an Avaya IX[™] Workplace Client screen: Select the contact person or number.
- 3. Select one of the following:
 - 2
 - 🖂

Related links

Emergency calls on page 103

Making a call using the alphanumeric URI on mobile clients on page 83 Making a call using the alphanumeric URI on desktop clients on page 84

Making a call using the alphanumeric URI on mobile clients

About this task

Use this procedure to make a voice or video call using the alphanumeric Uniform Resource Identifier (URI). For example, you can use the alphanumeric URI to call an external user, such as a Skype for Business user, using 123john@telenor.com.



In the New Contact area, you can perform the following actions on the alphanumeric URI to view the option to make a call:

 On iOS devices, depending on the OS version, you might be able to swipe left or full swipe to the right. On Android devices, you can press and hold.

Procedure

- On the Top of Mind screen, in the **find someone** field, type a valid alphanumeric URI.
 Avaya IX[™] Workplace Client displays the alphanumeric URI in the New Contact area.
- 2. Tap the alphanumeric URI.

Avaya IX[™] Workplace Client displays the Contact Details screen.

- 3. In the Make a Call area, next to the alphanumeric URI, tap one of the following:
 - 2
 - 🖂

Avaya IX[™] Workplace Client dials the alphanumeric URI.

Making a call using the alphanumeric URI on desktop clients

About this task

Use this procedure to make a voice or video call using the alphanumeric Uniform Resource Identifier (URI). For example, you can use the alphanumeric URI to call an external user, such as a Skype for Business user, using 123john@telenor.com.

Procedure

- 1. On the Top of Mind screen, in the name or number field, type a valid alphanumeric URI.
- 2. Next to the alphanumeric URI, click one of the following:
 - 2
 - 🖂

Avaya IX[™] Workplace Client dials the alphanumeric URI.

Making a voice or video call to a group of contacts on mobile clients

About this task

If the adhoc conference settings in Avaya IX[™] Workplace Client are configured, Avaya IX[™] Workplace Client starts an Adhoc audio or video conference call using Avaya Aura[®] Conferencing or Avaya Equinox[®] Conferencing.

Note:

If the adhoc conference settings in Avaya IX[™] Workplace Client are kept blank, you cannot make a group call. Communication Manager supports adhoc conference only by merging two calls or adding one participant into an active call.

Procedure

- 1. Go to the Contacts screen.
- 3. Tap one of the following calling options:
 - New Group Voice Call
 - New Group Video Call

Avaya IX[™] Workplace Client displays the Choose contacts for your call screen.

- 4. Select the contacts whom you want to call.
- 5. Tap Next.

Avaya IX[™] Workplace Client displays the Confirm contacts for your call screen.

6. Tap Call.

Avaya IX[™] Workplace Client makes a group call to the selected contacts.

Related links

Modifying conference settings on page 62

Making a voice or video call to a group of contacts on desktop clients

About this task

If the adhoc conference settings in Avaya IX[™] Workplace Client are configured, Avaya IX[™] Workplace Client starts an Adhoc audio or video conference call using Avaya Aura[®] Conferencing or Avaya Equinox[®] Conferencing.

Note:

If the adhoc conference settings in Avaya IX^{TM} Workplace Client are kept blank, you cannot make a group call. Communication Manager supports adhoc conference only by merging two calls or adding one participant into an active call.

Procedure

- 1. Click New conversation.
- 2. Drag and drop contacts or contact groups.

- 3. Click one of the following:
 - \mathcal{J} : To start an audio call.
 - □: To start a video call.

Avaya IX[™] Workplace Client starts a conference call with all members who have a valid phone number.

Related links

Modifying conference settings on page 62

Starting a call with all members of a contact group on mobile clients

About this task

Avaya IX[™] Workplace Client starts the conference call using Avaya Aura[®] Conferencing or Avaya Equinox[®] Conferencing.

Before you begin

- Enable and log in to Avaya Aura[®] Device Services.
- Configure the ad hoc conference URI in the Adhoc Conference Address field.

Procedure

- 1. Go to the Contacts screen.
- 2. Identify the contact group to start an audio or video call.
- 3. On the contact group name, do one of the following:
 - · On Android devices: Press and hold.
 - On iOS devices: Swipe to the right.
- 4. Tap one of the following:
 - \mathcal{J} : To start an audio call.
 - □: To start a video call.

Avaya IX[™] Workplace Client displays the Confirm contacts for your call screen.

5. Tap Call.

Avaya IX[™] Workplace Client starts a conference call with all members of the group who have a valid phone number.

Related links

<u>Logging in and out of the Avaya IX Workplace Client services</u> on page 72 <u>Modifying Avaya Aura Device Services settings</u> on page 61 <u>Modifying VoIP settings</u> on page 59

Starting a call with all members of a contact group on desktop clients

About this task

Avaya IX[™] Workplace Client starts the conference call using Avaya Aura[®] Conferencing or Avaya Equinox[®] Conferencing.

Before you begin

- Enable and log in to Avaya Aura[®] Device Services.
- Configure the ad hoc conference URI in the Adhoc Conference Address field.

Procedure

- 1. Go to the Contacts screen.
- 2. Identify the contact group to start an audio or video call.
- 3. On the contact group name, hover the cursor.
- 4. Click one of the following:
 - J: To start an audio call.
 - □: To start a video call.
- 5. **(Optional)** If a contact has multiple numbers, choose the number that you want to call for that contact.
- 6. Depending on the choice that you made in Step 4, you can click one of the following:
 - Start a Voice Conference
 - Start a Video Conference

Avaya IX[™] Workplace Client starts a conference call with all members of the group who have a valid phone number.

Related links

Logging in and out of the Avaya IX Workplace Client services on page 72 Modifying Avaya Aura Device Services settings on page 61 Modifying VoIP settings on page 59

Answering or ignoring a call

About this task

If you are already on a call, Avaya IX[™] Workplace Client alerts you with a beep for waiting calls.

If your administrator configures the Team Button feature for your extension, you can view a visual notification with the monitored station name for incoming calls.

You might use applications such as Skype or Viber for VoIP calls. If you are on such a VoIP call and use Avaya IX[™] Workplace Client to answer an incoming call, Avaya IX[™] Workplace Client might display an error message. You see the error message when Avaya IX[™] Workplace Client cannot get audio resources to support the incoming call.

Note:

If CallKit is disabled and you receive a video call in Avaya IX[™] Workplace Client for iOS when your device is locked, you must unlock your iOS device to answer the call. If CallKit is enabled and you answer a video call, the application pauses the video. You must resume the video using Avaya IX[™] Workplace Client for iOS.

- To receive the call, select
- To dismiss the call, select
- **(Optional)** If your administrator hides the Caller ID for the Team Button feature, to view the Caller ID, select ①.

Managing calls

Using Avaya IX[™] Workplace Client as the default application for telephony services

About this task

Use this procedure only on desktop clients to configure Avaya IX^{TM} Workplace Client as the default application for telephony services. By using this procedure, you can use Avaya IX^{TM} Workplace Client as the primary application to make and receive calls instead of Microsoft Lync, Skype, or any other desktop applications.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, select **User Preferences**.
- 2. Select General.
- 3. Select Use Avaya IX Workplace as default application for telephony services.
- 4. Save the changes.

Viewing the phone numbers that ring for an incoming call

About this task

Use this procedure only on mobile clients to view the phone numbers that ring when you receive a call on your deskphone.

Before you begin

- Enable and log in to Client Enablement Services.
- Set the following options in the Incoming Calls screen to Off:
 - Send All Calls
 - Forward Calls
 - Forward Calls Busy/No Answer
 - Enhanced Call Forwarding

Procedure

- 1. On the Top of Mind screen, select the presence status indicator.
- 2. Go to the Incoming Calls screen.

The Calls will ring on area displays the phone numbers that ring for an incoming call.

3. To add more numbers to the Calls will ring on area, select the switch next to the phone number.

Activating simultaneous ringing for VoIP users

About this task

If you are a VoIP user, use this procedure to activate simultaneous ringing on your deskphone and device for a call that arrives on your deskphone.



Do not use this procedure if you are only using Client Enablement Services. Use the Ring Phones feature of Client Enablement Services to configure the numbers that must ring for an incoming call on your deskphone.

Before you begin

Ensure that your administrator configured the EC500 feature for your extension.

Procedure

- 1. On the Top of Mind screen, select the presence status indicator.
- 2. Do one of the following:
 - On mobile clients: Go to the Incoming Calls screen and select **EC500 Calls**.
 - On desktop clients: In the Incoming Call Features field, select EC500.

Forwarding all VoIP calls

About this task

Use this procedure to forward calls to another telephone number of your choice.

When a user A makes a call to user B who has forwarded calls to user C, then user A can view:

- User C in the call appearance.
- The number of user B in the call history.

Procedure

- 1. On the Top of Mind screen, select the presence status indicator.
- 2. Do one of the following:
 - On mobile clients: Go to the Incoming Calls screen and select Forward Calls.
 - On desktop clients: In the Incoming Call Features field, select Call Forward.
- 3. Type the telephone number to which you want to forward your calls.
- 4. Select OK.

Avaya IX[™] Workplace Client saves the setting.

Forwarding VoIP calls when you are busy or do not answer **Procedure**

- 1. On the Top of Mind screen, select the presence status indicator.
- 2. Do one of the following:
 - On mobile clients: Go to the Incoming Calls screen and select Forward Calls Busy/No Answer.
 - On desktop clients: In the Incoming Call Features field, select Call Forward Busy / No Answer.
- 3. Type the telephone number to which you want to forward your calls.
- Select OK.

Avava IX[™] Workplace Client saves the setting.

Configuring enhanced call forwarding for VoIP users

About this task

Use this procedure to configure the enhanced call forwarding features for internal and external calls.

Before you begin

Ensure that your administrator configured the Enhanced Call Forwarding feature for your extension.

Procedure

- 1. On the Top of Mind screen, select the presence status indicator.
- 2. Do one of the following:
 - On mobile clients: Go to the Incoming Calls screen and select Enhanced Call Forwarding.
 - On desktop clients: In the Incoming Call Features field, select Enhanced Call Forwarding.
- 3. **(Optional)** On mobile clients, if the Enhanced Call Forwarding switch is in the disabled state, select **Enhanced Call Forwarding**. Otherwise, go to the next step.
- 4. In the Unconditional Forwarding area, select the following:
 - Internal Calls: To configure the number to which internal calls must be forwarded every time
 - External Calls: To configure the number to which external calls must be forwarded every time.
- 5. In the Forward When Busy area, select the following:
 - Internal Calls: To configure the number to which internal calls must be forwarded when you are busy.
 - External Calls: To configure the number to which external calls must be forwarded when you are busy.
- 6. In the Forward When No Answer area, select the following:
 - **Internal Calls**: To configure the number to which internal calls must be forwarded when you do not answer a call.
 - External Calls: To configure the number to which external calls must be forwarded when you do not answer a call.
- 7. Save the changes.

Sending all VoIP calls to voice mail

About this task

Use this procedure to route all calls to a predefined number set on the server by your administrator. The number is usually your corporate voice mail number.

Before you begin

Ensure that your administrator configured on the server the number to which you can route all calls.

Procedure

1. On the Top of Mind screen, select the presence status indicator.

- 2. Do one of the following:
 - On mobile clients: Go to the Incoming Calls screen and select **Send All Calls**.
 - On desktop clients: In the Incoming Call Features field, select Send All Calls.

Sending all calls to voice mail when your presence status is set to "Do not disturb"

About this task

Use this procedure if you want Avaya IX[™] Workplace Client to send all incoming calls to voice mail when you set your presence status to "Do not disturb (DND)".

Before you begin

Enable and log in to the VoIP service.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, select **User Preferences**.
- 2. **(Optional)** If available on the Avaya IX[™] Workplace Client platform, select **General**. Otherwise, go to the next step.
- 3. Select Activate SAC When DND Is Set.

Avaya IX[™] Workplace Client sends all your incoming calls to voice mail when your presence status is DND.

4. Save the changes.

Entering digits during a call

About this task

Use the keypad to enter any DTMF inputs during a call. For example, to interact with a conference bridge or an Interactive Voice Response (IVR) system.

Procedure

- 1. While on a call, select **E**.
- 2. On the keypad, enter the digits as required.

Muting and unmuting a call

Procedure

While on a call, to mute the audio, select <u>s</u>.
 Avaya IX[™] Workplace Client mutes the microphone.

2. To unmute the audio, select the button again.

Placing a call on hold and resuming the call

Procedure

- 1. To place a call on hold:
 - On mobile clients: Select and then select ...

Avaya IX[™] Workplace Client puts the call on hold.

2. To resume the call, select the button again.

On mobile clients, if you are on a different screen in Avaya IX[™] Workplace Client while resuming the call, you must select **Resume**.

Escalating an audio call to a video call or an instant message to a call

About this task

Use this procedure to escalate an audio call to a video call or an instant message to a call. If you escalate the call to a video call, the person at the other end of the call must unblock the camera.



If you are in a multi-party instant messaging conversation, you cannot start a Communication Manager adhoc conference call. You must use Avaya Aura® Conferencing or Avaya Equinox® Conferencing.

Avaya IX[™] Workplace Client starts video on the call.

- While in a point-to-point instant messaging conversation, select one of the following from the conversation window:
 - 3
 - **-** 🗀

If the participant has more than one number, you can choose a number.

- While in a multi-party instant messaging conversation, select one of the following from the conversation window:
 - and then Start a Voice Conference
 - and then Start a Video Conference

If the participant has more than one number, you can choose a number.

- While in an instant messaging conversation, in the Participants list, right-click or press and hold a participant and select one of the following:
 - Start a Voice Call
 - Start a Video Call

If the participant has more than one number, you can choose a number.

Pausing and resuming a video call

About this task

When you pause a video call, Avaya IX[™] Workplace Client stops transmitting your video to the other party. When a video call is paused, you can still receive video from the other party and your audio is still transmitted to the other party.

Procedure

- 1. To pause a video call, do one of the following:
 - On mobile clients: Select on and then select on.
 - On desktop clients: Select .

Avaya IX[™] Workplace Client pauses the video call.

2. To resume transmitting video, select the button again.

Avaya IX[™] Workplace Client resumes the video call.

Stopping the video transmission in a call

About this task

Use this procedure to stop the video transmission during a call. The call becomes audio-only. Stopping video during a call does not disconnect the call.

Procedure

Do one of the following:

- On mobile clients: Select on and then select **Stop Video**.
- On desktop clients: Select .

The video transmission stops and the Video area closes.

Sharing information on a call

About this task

You can share your desktop or application only on a video call on desktop clients.

- If you configure the adhoc conference URI, that is, the value in the Adhoc Conference Address field, Avaya IX[™] Workplace Client starts an adhoc conference for sharing.
- If your administrator enables BFCP and disables MSS, Avaya IX[™] Workplace Client uses BFCP for sharing.

Before you begin

Ensure that you have sharing permission.

Procedure

- While on a call, select and then select Start Sharing.
 Avaya IX[™] Workplace Client displays the Conference screen.
- 2. Select and share specific information in the conference.

Excluding MDA devices from joining the existing call

About this task

Use this procedure to disallow other MDA devices from joining the existing call.

Before you begin

Your administrator must configure the Automatic Exclusion feature for your extension on Communication Manager.

Procedure

While on a call, select and then select **Exclusion**.

Extending the call to a cellular network

About this task

Use this procedure to move your active VoIP call to the cellular network.

Before you begin

Ensure that your administrator configured the Extend Call feature for your extension.

Procedure

1. While on a call, select

- 2. Do one of the following:
 - On mobile clients: Select Handoff to Cellular.
 - On desktop clients: Select Extend Call.

You receive a call from Communication Manager on your EC500 number.

- 3. Do one of the following:
 - On mobile clients: Answer the cellular call.
 - On desktop clients: Answer the cellular call and end the VoIP call.

Call transfer

The following call transfer options are available:

- Blind transfer: Transfer the call to a person without talking to that person to inform that you are transferring the call.
- Consultative transfer: Talk to the person to whom you are transferring the call before you perform the transfer.

Related links

<u>Performing a blind transfer</u> on page 96 <u>Performing a consultative transfer</u> on page 97

Performing a blind transfer

About this task

Use this procedure to transfer a call to a person without talking to that person to inform that you are transferring the call.

Procedure

- 1. While on a call, select
- 2. Select 5.
- 3. To transfer the call, choose:
 - A contact: Only on mobile clients
 - · From history: Only on mobile clients
 - · A number to enter

Avava IX[™] Workplace Client transfers the call to the selected number.

Performing a consultative transfer

About this task

Use this procedure to talk to the person to whom you are transferring a call before you perform the transfer.

Procedure

- 1. While on a call, dial the number of the user to whom you want to transfer the call.
- 2. Select
- 3. Select ≤.
- To transfer the call, choose the existing held call.
 Avaya IX[™] Workplace Client transfers the call.

Parking or retrieving a parked call on mobile clients

About this task

Use the Call Park feature to park an active call. You can park only one call at a time.



Avaya IX[™] Workplace Client used in the Dual Registration mode with H.323 client cannot unpark a parked call.

Before you begin

Ensure that your administrator configured the Call Park and Call Unpark feature for your extension.

Procedure

- 1. To park the active call, select and then select Park Call.
- 2. To retrieve the parked call:
 - On the same device: Select Park Call.
 - On the same device: If you are on the Active Call screen, select Unpark.
 - On a different mobile device: On the Avaya IX[™] Workplace Client menu, select **Features > Pre-call Features > Unpark Call** and enter the extension number that is holding the parked call.
 - On a desktop device: Select = -> **Features** > **Call Unpark** and enter the extension number that is holding the parked call.
 - On a different device: Dial the FAC followed by the extension number that is holding the parked call.

Parking or retrieving a parked call on desktop clients

About this task

Use the Call Park feature to park an active call. You can park only one call at a time.



Note

Avaya IX[™] Workplace Client used in the Dual Registration mode with H.323 client cannot unpark a parked call.

Before you begin

Ensure that your administrator configured the Call Park and Call Unpark feature for your extension.

Procedure

- 1. To park the active call, select and then select **Park Call**.
- 2. To retrieve the parked call:
 - On the same device: Select = -> **Features** > **Call Unpark** and enter the extension number that is holding the parked call.
 - On a mobile device: On the Avaya IX[™] Workplace Client menu, select Features > Precall Features > Unpark Call and enter the extension number that is holding the parked call.
 - On a different device: Dial the FAC followed by the extension number that is holding the parked call.

Automatic callback overview

When a caller makes a call to a busy or an unanswered internal telephone, the caller activates the Automatic Callback feature and disconnects the call.

Communication Manager monitors the called party. When the called party is available to receive the call, Communication Manager automatically initiates Automatic Callback. The caller receives priority ringing. The caller then lifts the handset, and the called party receives the call.

Configuring automatic callback

Before you begin

Your administrator must configure the Automatic Callback feature for your extension.

Procedure

When the called party is busy or does not answer the call, select and then select **Automatic Callback**.

Disabling automatic callback on mobile clients

Before you begin

- Ensure that your administrator configured Automatic Callback for your extension.
- · Enable Automatic Callback for a call.

Procedure

- 1. On the Avaya IX[™] Workplace Client menu, tap **Features**.
- 2. Tap Cancel Automatic Callback.

Avaya IX[™] Workplace Client disables automatic callback for the call.

Disabling automatic callback on desktop clients

Before you begin

- Ensure that your administrator configured Automatic Callback for your extension.
- Enable Automatic Callback for a call.

Procedure

- 1. Click **=**, and click **Features**.
- 2. Click Automatic Callback.
- Click ___.

Avaya IX[™] Workplace Client disables automatic callback for the call.

Viewing call details

Viewing the call quality statistics

About this task

Use this procedure to know the call quality statistics, such as audio codec, round trip time, media encryption type, packets received, and packets transmitted.

Call quality statistics are only available when a call is in progress.

Procedure

Do one of the following:

- On mobile clients: While on a call, press and hold the timer on the call.
- On desktop clients: While on a call, select and then select **Call Statistics**.

Viewing call history

About this task

If your administrator has configured the:

- Bridged Line Appearance (BLA) feature on your extension, the call logs display additional information for BLA calls.
- Offline Call Journaling feature, you have a consistent view of call logs that are generated whether a device is logged in or not.

Procedure

- 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

Avaya IX[™] Workplace Client displays the relevant call history.

- To further filter the call history, select \(\neg \).
- 4. Select or clear the following:
 - Your History: To access personal history logs.
 - Bridged Line Calls: To access BLA history logs.
- 5. Save the changes.

Offline Call Journaling overview

On mobile platforms, by default the Avaya IX[™] Workplace Client application prefers the Client Enablement Services call history and Client Enablement Services call journaling. This default functionality is applicable only when when 24x7 Call Journaling and Client Enablement Services are available. If your administrator enables the Offline Call Journaling feature, you cannot view the Client Enablement Services call history including voice mail.

With this feature, active synchronization of call history between Session Manager and the endpoints is minimal after the initial login or download. However, when a user attempts to delete a call history from an endpoint, the endpoint sends a PPM request to delete the corresponding call history from the central repository of Session Manager.

Call history download is initiated by the client when the client:

- Registers with Session Manager.
- Recovers from a network outage or outage due to a network change.

Call history functionality

To view the Client Enablement Services call history and visual voice mail in Avaya IX[™] Workplace Client on mobile platforms, you must have one of the following configurations:

ENABLE_PPM_CALL_JOURNALIN G parameter in the auto- configuration file	PPM call journaling on server	Client Enablement Services service
0 (Disabled)	Disabled	Enabled
1 (Enabled)	Disabled	Enabled
Not defined	Enabled	Enabled
Not defined	Disabled	Enabled

Call journaling functionality with dual registered extensions

The following table outlines the expected 24x7 call journaling functionality with dual registered extensions:

SIP client	H.323 client	Scenario	Call Logs
Logged in	Logged in	Answer and end an incoming call from the H.323 client.	Incoming call entry in the SIP client and the H.323 client.
Logged in	Logged in	Answer and end an incoming call from the SIP client.	Incoming call entry in the SIP client and the H.323 client.
Logged off	Logged in	Answer and end an incoming call from the H.323 client.	Incoming call entry in the SIP client and the H.323 client.
		2. Log in to the SIP client.	
Logged in	Logged off	Answer and end an incoming call from the SIP client.	Incoming call entry only in the SIP client, not in the H.323 client.
		2. Log in to the H.323 client.	

Table continues...

SIP client	H.323 client	Scenario	Call Logs
Logged off	Logged off	Incoming call is missed as no client is logged in.	Missed call entry only in the SIP client, not in the H.323 client.
		Log in to the SIP and H.323 clients.	
Logged off	Logged in	Answer the incoming call from the H.323 client.	Incoming call entry in the SIP client and the H.323 client.
		2. Log in to the SIP client.	
		The SIP client displays the active call on the H.323 client.	
		End the call from the H.323 client.	
Logged off N.A.	N.A.	Delete all call logs from the H.323 client.	Call logs not in sync. Logs that are available in the SIP client before logging in are displayed though all call logs were deleted from the H.323 client.
		2. Log in to the SIP client.	
N.A.	Logged off	Delete all call logs from the SIP client.	The H.323 client synced with the SIP client.
		2. Log in to the H.323 client.	Displays no call logs, as all entries were deleted from the SIP client

Deleting a call history entry

Procedure

- 1. Go to the History screen.
- 2. Do one of the following:
 - On Avaya IX[™] Workplace Client for Android: Press and hold the call entry and then select **Delete**.
 - On Avaya IX[™] Workplace Client for iOS: Swipe the call entry and then select **Delete**.
 - On Avaya IX[™] Workplace Client for Windows and Mac: Select the entry, select **...**, and then select **Remove from call history**.

Avaya IX[™] Workplace Client deletes the call history entry.

Deleting all call history

Procedure

- 1. Go to the History screen.
- 2. Filter the call history and select **Delete All History**.
- 3. **(Optional)** If available on the Avaya IX[™] Workplace Client platform, in the confirmation dialog box, select **Delete**.

Listening to voice mails

About this task

Use this procedure to listen to voice mails in VoIP deployments without Client Enablement Services. If you enable Client Enablement Services, you can view all your voice mails using the **Voicemail** filter on the History screen.

Before you begin

Your administrator must configure the **Voicemail number** field on System Manager.

Procedure

Select ...

Avaya IX[™] Workplace Client dials the voice mail access number and you can listen to your voice mail messages.

Ending a call

Procedure

While on a call, select _____.

Avaya IX[™] Workplace Client ends the call.

Emergency calls

Do not use Avaya IX[™] Workplace Client to make emergency calls. Avaya recommends that you check the product documentation that accompanies your mobile device to learn about the emergency calling features available on your device.

If you have any questions or concerns, contact your support team.

My Phones overview

Use the My Phones feature on mobile clients to configure the phones associated with your account. Use the Ring Phones feature to configure which numbers must ring for an incoming call. If you cannot answer an incoming call, Avaya IX[™] Workplace Client automatically sends the call to your office voice mail.

Your deskphone routes calls to the destination numbers that you specify in the Calls will ring on list. You can add, update, and delete the destination numbers in the My Phones list.

Avaya IX[™] Workplace Client creates the deskphone and the mobile phone destinations automatically when you sign up for Avaya IX[™] Workplace Client. You must add your mobile phone number. If you do not want your mobile phone to ring, do not select the corresponding option in the Calls will ring on list.

Note:

The mobile phone number is mandatory and you cannot delete it. You also cannot delete or change the deskphone number.

You can add any number of telephones to the My Phones list. However, you can select only four telephones to ring simultaneously, including your mobile phone, when you receive a call on your deskphone.

Limitations

Features that you enabled when connected to VoIP, such as Send All Calls or Call Forward. interfere with the capability of call routing to your ring phones. If you enable such features using the Incoming Calls or Outgoing Calls screen and then lose connectivity to the VoIP server, Avaya IX[™] Workplace Client does not display these configured features. If you then connect to Client Enablement Services, the Ring Phones feature of Client Enablement Services functions incorrectly. The reason is that ring phones have the lowest priority in terms of call routing features for your extension.

Adding a telephone number to your phones list

About this task

Use this procedure only on mobile clients.

Procedure

- 1. On the Top of Mind screen, select the presence status indicator.
- 2. Go to the Incoming Calls or Outgoing Calls screen, and select Manage my phones.

3. Select III.

Avaya IX[™] Workplace Client displays the Add Phone dialog box.

- 4. Type the name of the new telephone in the following field:
 - On Avaya IX[™] Workplace Client for Android: Name
 - On Avaya IX[™] Workplace Client for iOS: Label
- 5. In the **Number** field, type the new telephone number.
- 6. Select **Save**.

Avaya IX[™] Workplace Client displays the new name with the number in the My Phones list.

Updating a telephone number in your phones list

About this task

Use this procedure only on mobile clients.

Procedure

- 1. On the Top of Mind screen, select the presence status indicator.
- 2. Go to the Incoming Calls or Outgoing Calls screen, and select Manage my phones.
- 3. **(Optional)** If available on the Avaya IX[™] Workplace Client platform, select **Edit**. Otherwise, go to the next step.
- 4. Select the telephone number that you want to update.

You cannot change the deskphone number.

- 5. In the Edit Phone dialog box, you can update the following:
 - The name of the telephone.
 - The number of the telephone.
 - · The SMS or email address.

This option is available if you selected the **Mobile** option for update. You must enter the value in the following format: xxx@abc.com.

6. Select Save.

Avaya IX[™] Workplace Client displays the new name with the number in the My Phones list.

Deleting a telephone number from your phones list

About this task

Use this procedure only on mobile clients.

Procedure

- 1. On the Top of Mind screen, select the presence status indicator.
- 2. Go to the Incoming Calls or Outgoing Calls screen, and select Manage my phones.
- 3. Delete the telephone number.

The mobile phone number is mandatory. You cannot delete the number. Also, you cannot delete the deskphone number.

(Optional) If available on the Avaya IX[™] Workplace Client platform, select Delete.
 Otherwise, go to the next step.

Avaya IX[™] Workplace Client displays the confirmation dialog box.

5. Select **Delete**.

Avaya IX[™] Workplace Client deletes the telephone number from the My Phones list.

Telecommuter mode overview

You can use the telecommuter mode when you are working from your home office or other remote location. You can make and handle audio calls through Avaya IX^{TM} Workplace Client, while using a separate telephone line at your remote location to speak and listen.

If you make a call using Avaya IX[™] Workplace Client when the telecommuter mode is active, your telecommuter device rings. You must then answer the call using the telecommuter device to initiate the call to the remote party. If the remote party answers the call, the audio call between the telecommuter device and the remote party is established.

If you receive a call on Avaya IX[™] Workplace Client when the telecommuter mode is active:

- There is no audible ringing on Avaya IX[™] Workplace Client. However, your telecommuter device rings.
- You can view an incoming call notification on Avaya IX[™] Workplace Client.
- The Answer button is inactive on Avaya IX[™] Workplace Client. However, you can answer the call using the telecommuter device.
- The Ignore button is active on Avaya IX[™] Workplace Client. You can dismiss the incoming call notification on Avaya IX[™] Workplace Client and stop the ringing alert on the telecommuter device.

You can view the ignored call in the Avaya IX[™] Workplace Client call stack. If the remote party does not end the call, you can choose to click the Answer button in the call stack. The

telecommuter device then starts ringing and you can answer the call using the telecommuter device.

You can pause, resume, and end a call using Avaya IX[™] Workplace Client when the call is active on the telecommuter device.

In the telecommuter mode, you can merge calls, manage conference calls, and perform collaboration.

Adding a telecommuter number on desktop clients

About this task

Use this procedure to add a telecommuter number on desktop clients.



The telecommuter numbers that you add are saved locally. Hence, these telecommuter numbers are unavailable with MDA or any other devices.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, select **User Preferences > Other Phones**.
- 2. Click Add Phone.

Avaya IX[™] Workplace Client adds a new phone entry with Other as the default label.

- 3. To add a custom label for the telecommuter number, do the following:
 - a. In the **Other** field, click **Custom**.
 - b. In the **Label** field, type a custom label.
 - c. Click OK.
- 4. In the custom label field, type a telecommuter number.
- 5. Save the changes.

Updating a telecommuter number on desktop clients

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, select **User Preferences > Other Phones**.
- 2. To update the label for a telecommuter number, do the following:
 - a. In the label field, click Custom.
 - b. In the **Label** field, type a custom label.
 - c. Click OK.

- 3. In the custom label field, update the telecommuter number.
- 4. Save the changes.

Deleting a telecommuter number on desktop clients

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, select **User Preferences > Other Phones**.
- In the label field, click Remove Phone.
- 3. Save the changes.

Enabling the telecommuter mode

About this task

Use this procedure to enable the telecommuter mode and use desktop clients for audio calls. By default, the desktop client uses your computer for audio calls.

Before you begin

Configure other phones.

Procedure

- 1. On Avaya IX[™] Workplace Client, click **□**.
- 2. In the Place and Receive Calls Using field, click Other Phones.
- 3. Click any of the available phones.

Avaya IX[™] Workplace Client enables the telecommuter mode.

Related links

Adding a telecommuter number on desktop clients on page 107

Hunt Groups overview

Your administrator can use the Hunt Groups feature to set up a group of extensions that can handle multiple calls to a telephone number. Additionally, your administrator can choose the call distribution method to route calls. For each call to the number, the system hunts for an available extension in the hunt group, and connects the call to that extension.

A hunt group is especially useful when an administrator expects a high number of calls to a particular telephone number. A hunt group might consist of people who are trained to handle calls on specific topics. For example, the group might be a:

- · Benefits department within a company
- Service department for products that a company sells
- Travel reservations service
- · Pool of attendants

End-users can be members of multiple hunt groups.

Avaya IX[™] Workplace Client supports the Hunt Group Busy feature. If your administrator configures this feature, the user can activate this feature to avoid receiving calls on the user's extension from a particular hunt group.

Using the Hunt Groups feature on mobile clients

Before you begin

Ensure that your administrator has configured the Hunt Groups feature for your extension.

- 1. On the Avaya IX[™] Workplace Client menu, tap **Hunt Groups**.
 - Avaya IX[™] Workplace Client displays the Hunt Groups screen.
- 2. To avoid receiving calls on your extension for a particular hunt group, do the following:
 - a. Tap >.
 - b. Tap Set Position as Busy.
 - Avaya IX[™] Workplace Client changes the status from Available to Busy for that hunt group.
- 3. To change the default name for a particular hunt group, do the following:
 - a. Tap >.
 - b. In the Edit Label area, tap the hunt group name.
 - Type a new name for the hunt group.
- 4. Save the changes.

Using the Hunt Groups feature on desktop clients

Before you begin

Ensure that your administrator has configured the Hunt Groups feature for your extension.

Procedure

- 1. On Avaya IX[™] Workplace Client, click **=** and then click **Hunt Groups**.
- 2. To avoid receiving calls on your extension for a particular hunt group, select the check box next to the appropriate hunt group.

Avaya IX[™] Workplace Client changes the status from Available to Busy for that hunt group.

- 3. To change the default name for a particular hunt group, do the following:
 - a. Hover the cursor next to a hunt group name.
 - b. Click .

Avaya IX[™] Workplace Client displays the Edit Hunt Group dialog box.

- c. In the **Label** field, type a new name for the hunt group.
- d. To save the changes, click **OK**.

Team Button overview

Avaya IX[™] Workplace Client on mobile platforms and Avaya IX[™] Workplace Client for Windows support the Team Button feature. If your administrator configures this feature, the user at the monitoring station can do the following:

- · View the state of a monitored station.
- View all calls that ring on the monitored station and selectively answer any.
- Speed dial, that is, place a call, to the monitored station.
- Blind transfer any call to the monitored station.
- Configure the audible ringing and visual alert notification.

Monitoring Station

The station which is used to monitor the state of another station. This is the station that displays the Team Button and information is presented to the user.

Monitored Station

The station whose state is being monitored.

Using the Team Button feature on mobile clients

About this task

Use this procedure only on the monitoring station.

If contact matching functionality is available, you can view the presence and contact name of the monitored station. Additionally, the monitored station's call line displays one of the following call states:

- Idle: Indicates the absence of active calls.
- On a call: Indicates there are one or more active calls.
- Incoming: Indicates there is an incoming call.

Before you begin

Ensure that your administrator has configured the Team Button feature for your extension.

Procedure

1. On the Avaya IX[™] Workplace Client menu, tap **Team**.



On the Team screen, you can perform quick actions on a monitored station entry.

- On iOS devices, depending on the OS version, you might be able to swipe left, swipe right, full swipe to the left, and full swipe to the right to trigger different actions.
- On Android devices, you can press and hold to view the different actions that you can perform.
- 2. For a monitored station entry, tap >.

If the following features are active on the monitored station, the screen displays the Incoming Call Feature is On text:

- Send All Calls
- Call Forwarding
- Enhanced Call Forwarding
- 3. Tap the following depending on the monitored station's call line:
 - Call <Monitored Station>: Speed dial to the default endpoint.

This option is only available for the Idle and On a call states. You can only make an audio call using speed dial. If your administrator configures the Team Button feature with priority ringing, the user at the monitored station can differentiate between the normal and team calls.

 Answer Incoming Call for <Monitored Station>: Answer the incoming call for this station.

Only available for the Incoming call state. If there is more than one incoming call, a single tap displays a menu with a list of incoming calls. You must choose the call you want to answer.

- Transfer Call: Blindly transfer the active call.
- Only available when you have minimum one active call at the monitoring station. For more than one active call, a single tap displays a menu with a list of active calls. You must choose the call you want to transfer.
- 4. (Optional) If the monitored station includes active Incoming Call Features and you tap Call <Monitored_Station>, depending on the Team Button configuration, you might be able to tap one of the following:
 - Override: Overrides Call redirection and continues your call.
 - Call with redirection: Calls with redirection.
 - · Cancel: Cancels your call.
- 5. In the Call Notification Options area:
 - To configure audible ringing, tap Audible Ringing.
 - If your administrator configures the Team Button feature with no ringing, Avaya IX[™] Workplace Client disables the audible ringing option.
 - To configure the visual alert notification, tap Visual Alert Notification.
 If your administrator disables the visual alert notification setting, Avaya IX[™] Workplace Client disables this option.
- 6. Save the changes.

Using the Team Button feature on Avaya IX[™] Workplace Client for Windows

About this task

Use this procedure only on the monitoring station.

If contact matching functionality is available, you can view the presence and contact name of the monitored station. Additionally, the monitored station's call line displays one of the following call states:

- Idle: Indicates the absence of active calls.
- On a call: Indicates there are one or more active calls.
- Incoming: Indicates there is an incoming call.

Before you begin

Ensure that your administrator has configured the Team Button feature for your extension.

Procedure

1. On Avaya IX[™] Workplace Client, click **=** and then click **Team**.

2. Hover the cursor on a monitored station entry.

If the following features are active on the monitored station, or replaces the Presence icon on the hovered line:

- · Send All Calls
- · Call Forwarding
- Enhanced Call Forwarding
- 3. Click the following depending on the monitored station's call line:
 - **2**: Speed dial to the default endpoint.

This option is only available for the Idle and On a call states. You can only make an audio call using speed dial. If your administrator configures the Team Button feature with priority ringing, the user at the monitored station can differentiate between the normal and team calls.

Answer the incoming call for this station.

This option is only available for the Incoming call state. If there is more than one incoming call, a single click displays a menu with a list of incoming calls. You must choose the call you want to answer.

• **\equiv**: Blindly transfer the active call.

This option is only available when you have minimum one active call at the monitoring station. For more than one active call, a single click displays a menu with a list of active calls. You must choose the call you want to transfer.

• D: Configure the audible ringing and visual alert notification.

If your administrator configures the Team Button feature with no ringing, Avaya IX[™] Workplace Client disables the audible ringing option.

If your administrator disables the visual alert notification setting, Avaya IX[™] Workplace Client disables this option.

- 4. (Optional) If the monitored station includes active Call redirection features and you click , depending on the Team Button configuration, you might be able to click one of the following:
 - Override: Overrides Call redirection and continues your call.
 - Call with redirection: Calls with redirection.
 - Cancel: Cancels your call.

Avaya IX[™] Workplace VDI overview

Avaya IX[™] Workplace VDI is a Virtual Desktop Infrastructure (VDI) soft client that enhances the audio and video quality of calls by processing the audio and video locally on your VDI endpoint. A

VDI endpoint might be a thin client or a Windows-based personal computer. The controlling client, such as Avaya IX[™] Workplace Client for Windows, is deployed on virtual desktops running in the data center and provides the user interface for unified communications.

To connect with a VDI endpoint, you must use the controlling clients in the deskphone mode. To ensure proper feature coordination between Avaya IX[™] Workplace Client for Windows and Avaya IX[™] Workplace VDI, the configuration must be aligned. If Avaya IX[™] Workplace VDI registers properly in the shared control mode with Avaya IX[™] Workplace Client for Windows, Avaya IX[™] Workplace VDI displays the icon.

The following call features are available on Avaya IX[™] Workplace Client for Windows in a virtualized environment when there is an active call on Avaya IX[™] Workplace VDI:

- · Make a call
- Answer a call
- · Place a call on hold
- Resume a call from hold
- Mute and unmute a call
- Transfer a call
- Make a conference call



Note:

Avaya IX[™] Workplace VDI does not support advanced adhoc conferencing.

- Block and unblock your camera during a video call
- · Convert an audio call to a video call
- · Convert a video call to an audio call

The following call features are available on Avaya IX[™] Workplace VDI when there is an active call on Avaya IX[™] Workplace Client for Windows:

- Make a call
- Answer a call
- Place a call on hold
- · Resume a call from hold
- Mute and unmute a call
- Block and unblock your camera during a video call
- Convert a video call to an audio call

The following features are also available when there is an active call on Avava IX[™] Workplace Client for Windows or Avaya IX[™] Workplace VDI:

 Mute sync: The audio mute state is synchronized between Avaya IX[™] Workplace Client for Windows and Avaya IX[™] Workplace VDI.

Note:

Mute sync is not supported in the deskphone mode with 96x1 deskphones.

 Remote mute: If the moderator mutes you during a conference call, Avaya IX[™] Workplace Client for Windows displays the remote mute icon and Avaya IX[™] Workplace VDI also goes on mute.

Paired sign-on

Avava IX[™] Workplace Client for Windows supports paired sign-on with Avava IX[™] Workplace VDI in the deskphone mode, which is also called the shared control mode. Avava IX™ Workplace Client for Windows sends the user credentials to Avaya IX[™] Workplace VDI that is running on a thin client using a virtual connection. Using these credentials and the Avaya Aura® configuration information, Avaya IX[™] Workplace VDI logs in with the same extension. If Avaya IX[™] Workplace VDI is already logged in and you log in to Avaya IX[™] Workplace Client for Windows using a different extension, Avaya IX[™] Workplace VDI is logged out and the paired sign-on process begins.

If the log in process is successful, you can use Avaya IX[™] Workplace Client for Windows to control the Avaya IX[™] Workplace VDI client.

Logging out from Avaya IX[™] Workplace Client for Windows also logs you out from Avaya IX[™] Workplace VDI.

Logging out from Avaya IX[™] Workplace VDI does not log you out from Avaya IX[™] Workplace Client for Windows. However, the telephony services become unavailable.

In case of a connection failure at Avaya IX[™] Workplace Client for Windows, you can continue to use Avaya IX[™] Workplace VDI for calls.

Chapter 6: Conferencing using Avaya Aura® Conferencing and Communication Manager

Depending on the communications system in your company and how Avaya IX[™] Workplace Client is configured, you can start and manage the following types of audio and video conference calls:

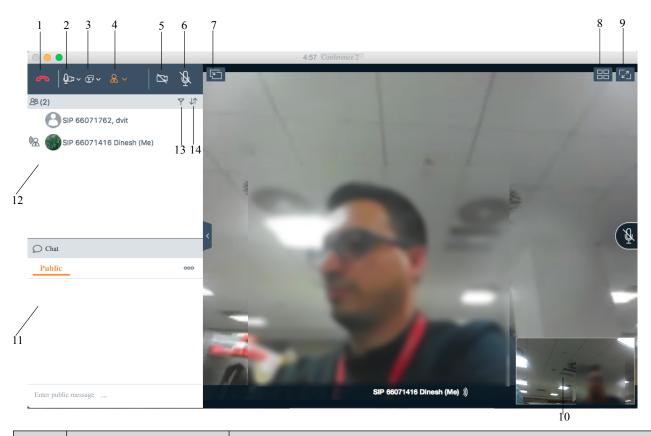
- MeetMe conference: The participants and the moderator dial into the conference at a scheduled time using their access codes. The moderator must have an account on the Conferencing system.
- Adhoc conference: You can start an Adhoc conference any time during a phone call if your administrator has configured this in your conferencing profile. If you start the conference, you become the moderator of that conference. Participants themselves cannot join an adhoc conference.

Check with your system administrator whether your deployment uses Communication Manager or Avaya Aura® Conferencing.

Advanced conferencing features are supported only if your deployment includes Avaya Aura® Conferencing. Communication Manager conferencing provides basic conferencing features.

Conference screen

The following figure shows the components of the Conference screen on Avaya IX[™] Workplace Client on desktop platforms. You can also see an active conference call.



No.	Name	Description
1	Leave	Leave the conference.
2	Media	Check the audio and video links for the conference. You can also mute the microphone and block the video.
3	Present	Share a portion of the screen, the entire desktop, applications, or virtual whiteboards.
4	Meeting controls	Access the moderator controls functionality. For example, to add someone to a call, extend a call, and view call statistics.
5	Video Call	Block or unblock your video on the conference. When the video is blocked, the button is blue.
6	Audio Call	Mute or unmute your audio for the call. When the call is muted, the button is blue.
7	Share	Attach or detach the Sharing screen with the Conference screen.
	Link Quality Indicator	View the link quality indicator that provides an indication of the network quality.
8	Layout controls	Hide or show your display name and self-view.
9	Full screen	Fit the Web Collaboration interface to the window size.
10	Self-view	Move self-view to different corners of the screen.
11	Chat	Send pubic or private messages during a web collaboration session.

Table continues...

No.	Name	Description
12	View participants	View the participants in the conference.
13	Filter	Filter the participants. For example, to view participants that have dropped, view recent talkers, and view participants accessing collaboration.
14	Sort	Sort the participants alphabetically or according to order of arrival.

Starting a MeetMe conference

Before you begin

You must have an account and moderator code on the Conferencing system.

Procedure

- 1. Dial the access number of the MeetMe conference and select one of the following:

 - : To start a video conference
- 2. Use the conference keypad to enter your moderator code followed by the pound key (#).

The conference starts, and Avaya IX[™] Workplace Client displays the conference participants.

Starting a basic adhoc conference call using Communication Manager on mobile clients

About this task

Use this procedure to start an adhoc audio conference call using Communication Manager.

Before you begin

Do not enter any value in the Adhoc Conference Address field.

- 1. Start a call by doing one of the following:
 - On the Contacts, History, or Messages screen, search for a contact.
 - · Dial the telephone number.
- 2. Tap 2.
- 3. For the active call, tap and then tap 🖳

- 4. In the Add someone to the meeting area, tap one of the following:
 - Choose a contact
 - Enter a number
- 5. Do one of the following:
 - Select the contact from your contacts list.
 - Dial a number.
- 6. Tap Complete Addition.

Avaya IX[™] Workplace Client starts the conference call.

Related links

Modifying conference settings on page 62

Starting a basic adhoc conference call using Communication Manager on desktop clients

About this task

Use this procedure to start an adhoc audio conference call using Communication Manager.

Before you begin

Do not enter any value in the Adhoc Conference Address field.

Procedure

- 1. Start a call by doing one of the following:
 - On the Contacts, History, or Messages screen, search for a contact.
 - Dial the telephone number.
- 2. Click \mathcal{A} .
- 3. For the active call, click and then click Add Someone to Call.
- 4. Identify the number to call by doing one of the following:
 - Type a number.
 - · Select a number from your contacts list.
- 5. Click Add to call.
- 6. Click Merge.

Avaya IX[™] Workplace Client starts the conference call.

Related links

Modifying conference settings on page 62

Dropping the last added participant from a basic adhoc conference call

Before you begin

• Ensure that a basic adhoc conference call is in progress.



Note:

The drop last participant capability is disabled in an enhanced adhoc conference call and MDA or BLA bridged calls.

Add the last participant.

Procedure

On the Conference screen, select and then select **Drop Last Participant**.

Avaya IX[™] Workplace Client drops the last participant that you added from the conference.

Starting an advanced adhoc conference by adding contacts on mobile clients

About this task

Use this procedure to start an Adhoc audio or video conference call.

Before you begin

Configure the adhoc conference URI, that is, the value in the Adhoc Conference Address field.

Procedure

- 1. Start a call by doing one of the following:
 - On the Contacts, History, or Messages screen, search for a contact.
 - · Dial the telephone number.
 - Open an active Avaya Multimedia Messaging conversation.
- 2. Tap one of the following:
 - •
 : To start an audio call.
 - : To start a video call.

Do one of the following:

- 3. Dial the number of a person that you want to add to the conference by doing the following:
 - a. For the active call, tap and then tap ...
 - b. Choose a contact or enter a number using the dialpad.

Avaya IX[™] Workplace Client starts the conference call.

- 4. Make an audio or video conference call from the Contacts screen by doing the following:
 - a. Tap +.
 - b. Tap one of the following calling options:
 - New Group Voice Call
 - New Group Video Call

Avaya IX[™] Workplace Client displays the Choose contacts for your call screen.

- c. Select the contacts whom you want to call.
- d. Tap Next.

Avaya IX[™] Workplace Client displays the Confirm contacts for your call screen.

e. Tap Call.

Avaya IX[™] Workplace Client starts the conference call.

Related links

Modifying conference settings on page 62

Making a voice or video call to a group of contacts on mobile clients on page 84

Starting an advanced adhoc conference by adding contacts on desktop clients

About this task

Use this procedure to start an Adhoc audio or video conference call.

Before you begin

Configure the adhoc conference URI, that is, the value in the Adhoc Conference Address field.

Procedure

- 1. Start a call by doing one of the following:
 - On the Contacts, History, or Messages screen, search for a contact.
 - Dial the telephone number.
 - Open an active Avaya Multimedia Messaging conversation.
- 2. Click one of the following:
 - A: To start an audio call.
 - □: To start a video call.

Do one of the following:

- 3. Start a conference call from the Contacts, History, or Messages screen by doing the following:
 - a. Drag the card of the contact that you want to include in the conference and drop it over the existing call.

You cannot drag the card of a contact group and drop it over the existing call.

b. Click Merge.

Avaya IX[™] Workplace Client starts the conference call.

- 4. Dial the number of a person that you want to add to the conference by doing the following:
 - a. For the active call, click and then click Add Someone to Call.
 - b. Dial the telephone number.
 - c. Click Add to call.

Avaya IX[™] Workplace Client starts the conference call.

- 5. Start a conference call from the New Conversation screen by doing the following:
 - a. Click New conversation.
 - b. On the New Conversation screen, drag and drop contacts or contact groups.
 - c. Click

 or □.

Avaya IX[™] Workplace Client starts the conference call.

Related links

<u>Making a voice or video call to a group of contacts on desktop clients</u> on page 85 <u>Modifying conference settings</u> on page 62

Adding a participant to a conference call on mobile clients

About this task

You can only do this task if you are a moderator.

- 1. On the Conference screen, do one of the following:
 - Tap and then tap
 - On the Participants screen, tap +.
- 2. In the Add someone to the meeting area, tap one of the following:
 - Choose a contact
 - Enter a number

3. Select the contact from your contacts list or dial a number.

Avaya IX[™] Workplace Client adds the participant to the call.

Adding a participant to a conference call on desktop clients

About this task

You can only do this task if you are a moderator.

Do one of the following:

• On the Contacts screen or the History screen, drag the card of a contact and drop it over the existing conference card that includes the participants.

You cannot drag the card of a contact group and drop it over the existing conference card that includes the participants.

Avaya IX[™] Workplace Client adds the participant to the call.

- From the Conference screen, dial the number of a person that you want to add to the conference:
 - 1. Click & or
 - 2. Click Add Someone to Call.
 - 3. Dial the telephone number.
 - 4. Click Add to call.

Avaya IX[™] Workplace Client adds the participant to the call.

Merging two point-to-point calls to create a conference call

Before you begin

You must have multiple calls in progress.

- 1. Do one of the following:
 - On mobile clients: For the active call, select and then select **Merge** and the call that you want to merge.
 - On desktop clients: Drag the contact card of the held call and drop it over the card of the active call.

- 2. **(Optional)** If available on the Avaya IX[™] Workplace Client platform, confirm whether you want to merge the calls. Otherwise, go to the next step.
 - Avaya IX[™] Workplace Client creates a conference.
- 3. Resume the held call.

Escalating a point-to-point call to a conference call

About this task

During a point-to-point call, you can escalate the call to conference to become the moderator.

Procedure

- 1. For the active call, select and then select **Merge** and then select the conference call.
- 2. **(Optional)** If available on the Avaya IX[™] Workplace Client platform, confirm whether you want to merge the calls. Otherwise, go to the next step.
 - Avaya IX[™] Workplace Client merges the active call to the conference call.
- 3. Resume the held call.

Escalating to video and de-escalating from video

About this task

If you escalate the audio conference call to a video conference call, the participants in the call need to unblock their cameras.



Avaya IX[™] Workplace Client does not support streaming video with Avaya Aura[®] Conferencing.

- - Avaya IX[™] Workplace Client starts video on the conference call.
- 2. To de-escalate video to audio conference call, select the button again.
 - Avaya IX[™] Workplace Client resumes the audio conference call.

Checking audio and video links for the conference

About this task

Use this procedure only on desktop clients to check the audio and video links that you are using for the conference. You can also mute the speaker and block the video.

Procedure

- - Avaya IX[™] Workplace Client displays the audio and video settings of the conference.
- 2. Do the following:
 - Select the microphone, speaker, and camera that you want to use.
 - To decrease or increase the volume of the microphone and speakers, move the sliders to the left or right.
 - To mute the speaker, move the slider completely to the left.
 - To enable video, select Video.

Managing the conference as a moderator

Recording a conference

About this task

You can only do this task if you are a moderator.

Procedure

- 1. On the Conference screen, do one of the following:
 - On mobile and desktop clients: Select
 - On desktop clients: Select
 \omega.
- 2. Do one of the following:
 - On mobile clients: Select ...
 - On Avaya IX[™] Workplace Client for Mac: Select **Moderator Controls**.
 - On Avaya IX[™] Workplace Client for Windows: Select Conference Features.
- 3. To start recording, select **Recording**.
- 4. On mobile clients and Avaya IX[™] Workplace Client for Windows, add an appropriate name and description to identify the recording.

Avaya IX[™] Workplace Client starts recording the meeting.

- 5. To stop recording, do one of the following:
 - On mobile clients and Avaya IX[™] Workplace Client for Mac: Select Recording.
 - On Avaya IX[™] Workplace Client for Windows: Select Stop Recording.

Avaya IX[™] Workplace Client saves the recording on the Conferencing server.

Disabling the mute option for all participants in a conference

About this task

When the moderator enables the Lecture mode feature, all participants are muted in the conference. The participants can only listen to the moderator and cannot unmute their audio.

When an event conference starts, the Lecture mode feature is enabled automatically. Participants are muted, but presenters are not.

Procedure

- 1. On the Conference screen, do one of the following:
 - On mobile and desktop clients: Select
- 2. Do one of the following:
 - On mobile clients: Select ...
 - On Avaya IX[™] Workplace Client for Mac: Select Moderator Controls.
 - On Avaya IX[™] Workplace Client for Windows: Select Conference Features.
- 3. To toggle the Lecture Mode feature on and off, select **Lecture Mode**.

Managing the entry and exit tones

About this task

If you enable the Entry and Exit Tones feature, Avaya IX[™] Workplace Client generates a tone to indicate when a participant joins or leaves the conference.

You can only do this task if you are a moderator.

- 1. On the Conference screen, do one of the following:
 - On mobile and desktop clients: Select
 - On desktop clients: Select
- 2. Do one of the following:
 - On mobile clients: Select ...

- On Avaya IX[™] Workplace Client for Mac: Select Moderator Controls.
- On Avaya IX[™] Workplace Client for Windows: Select Conference Features.
- 3. To toggle the feature on and off, select **Entry Tones**.

Continuing a conference without the moderator

About this task

When the Conference Continuation feature is enabled, the conference continues after the moderator drops out from the call until the time that participants are in the call. When the Conference Continuation feature is disabled, the conference ends automatically two minutes after the moderator drops out.

You can only do this task if you are a moderator.

Procedure

- 1. On the Conference screen, do one of the following:
 - On mobile and desktop clients: Select
 - On desktop clients: Select 2.
- 2. Do one of the following:
 - On mobile clients: Select ...
 - On Avaya IX[™] Workplace Client for Mac: Select Moderator Controls.
 - On Avaya IX[™] Workplace Client for Windows: Select Conference Features.
- 3. To toggle the Conference Continuation feature on and off, select **Continuation**.

Locking or unlocking the conference

About this task

The moderator can lock the conference to prevent new participants from joining the call. However, the moderator can continue to add participants to the conference.

- 1. On the Conference screen, do one of the following:
 - On mobile and desktop clients: Select
- 2. Do one of the following:
 - On mobile clients: Select ...
 - On Avaya IX[™] Workplace Client for Mac: Select **Moderator Controls**.

- On Avaya IX[™] Workplace Client for Windows: Select Conference Features.
- 3. To toggle the Lock Meeting feature on and off, select **Lock Meeting**.

Muting or unmuting all participants in a conference

About this task

Use this procedure to mute the audio of all participants in a conference, including participants with presenter privileges. When you mute all participants, the participants can only listen to the moderator. Anyone can unmute themselves.

Procedure

- 1. On the Conference screen, do one of the following:
 - On mobile and desktop clients: Select
 - On desktop clients: Select ...
- 2. Do one of the following:
 - On mobile clients: Select ...
 - On Avaya IX[™] Workplace Client for Mac: Select Moderator Controls.
 - On Avaya IX[™] Workplace Client for Windows: Select Conference Features.
- 3. To mute all participants in the conference, select **Mute Everyone**.
- 4. To unmute all participants in the conference, select **Unmute Everyone**.

Handling conference calls

Viewing the call statistics of a conference call

About this task

Use this procedure to view the audio and video statistics of a conference call.

Procedure

Do one of the following:

- On mobile clients: Press and hold the call timer.
- On desktop clients: On the Conference screen, select **a** and then select **Call Statistics**.
- On desktop clients: On the Conference screen, select and then select Call Statistics.

Viewing the link quality indicator

About this task

If you are on an advanced conference call, you can view the link quality indicator. The link quality indicator provides an indication of the network quality.

Procedure

While on a conference call, check the link quality indicator next to the call timer.

The number of bars in the link quality indicator indicates the quality of the network.

- 5 bars: Indicates that network conditions are optimal.
- 4 bars: Indicates that there are minor network issues.
- 3 bars: Indicates that network issues have been detected.
- 2 bars: Indicates that there are moderate network issues.
- 1 bar: Indicates that there are severe network issues.
- 0 bar: Indicates that Avaya IX[™] Workplace Client does not have any audio or video media.

Avaya IX[™] Workplace Client also displays this state when you are on a held call, shared control mode call, or presentation-only mode call.

Extending the conference call to a cellular network

About this task

Use this procedure to move your active VoIP call to the cellular network.

Before you begin

Ensure that your administrator configured the Extend Call feature for your extension.

Procedure

- 1. On the Conference screen, do one of the following:
 - On mobile and desktop clients: Select
 - On desktop clients: Select ...
- 2. Do one of the following:
 - On mobile clients: Select Handoff to Cellular.
 - On desktop clients: Select Extend Call.

You receive a call from Communication Manager on your EC500 number.

- 3. Do one of the following:
 - On mobile clients: Answer the cellular call.

• On desktop clients: Answer the cellular call and end the VoIP call.

Managing the local video

About this task

Use this procedure to change the placement of the local video on the Conference screen.

This procedure is applicable to Avaya Aura® Conferencing. This procedure is not applicable when you use the Self-view feature.

Procedure

Press and drag the local video to any corner of the Conference screen.

Managing conference participants

Muting or unmuting a participant in a conference

About this task

Use this procedure to mute or unmute the audio of a participant in a conference.

You can only do this task if you are a moderator.

- 1. On the Conference screen, in the Participants area, select the contact card of the participant.
- 2. To mute a participant, right-click or press and hold the contact card, and do one of the following:
 - On mobile clients: Select Mute Participant.
 - On desktop clients: Select Mute.
- 3. To unmute a participant, right-click or press and hold the contact card, and do one of the following:
 - On mobile clients: Select Unmute Participant.
 - On Avaya IX[™] Workplace Client for Mac: Select Unmute.
 - On Avaya IX[™] Workplace Client for Windows: Toggle **Mute**.

Blocking or unblocking the video of a participant in a conference

About this task

You can only do this task if you are a moderator.

Procedure

- 1. On the Conference screen, in the Participants area, select the contact card of the participant.
- 2. To block the video, right-click or press and hold the contact card, and do one of the following:
 - On mobile clients: Select Block Camera.
 - · On desktop clients: Select Block video.
- 3. To unblock the video, right-click or press and hold the contact card, and do one of the following:
 - On mobile clients: Select Unblock Camera.
 - On Avaya IX[™] Workplace Client for Mac: Select Unblock video.
 - On Avaya IX[™] Workplace Client for Windows: Toggle Block video.
- 4. To view the participants not in the video conference, select **▼** and then select **Not in Video**.

Promoting a participant to moderator or presenter

- 1. On the Conference screen, in the Participants area, select the contact card of the participant.
- 2. To promote a participant to moderator, right-click or press and hold the contact card, and do one of the following:
 - On mobile clients: Select Promote to Moderator.
 - On desktop clients: Select Moderator.
- 3. To promote a participant to presenter, right-click or press and hold the contact card, and do one of the following:
 - On mobile clients: Select Promote to Presenter.
 - On desktop clients: Select Presenter.
- 4. In the confirmation dialog box, confirm the action.

Dropping a participant from a conference

About this task

You can only do this task if you are a moderator.

Procedure

- 1. On the Conference screen, in the Participants area, select the contact card of the participant.
- 2. Right-click or press and hold the contact card, and do one of the following:
 - On mobile clients: Select **Drop from meeting**.
 - On desktop clients: Select Drop from call.
- 3. In the confirmation dialog box, confirm the action.

Viewing the participants in a conference

Procedure

- 1. On the Conference screen, in the Participants area, select \(\textstyle \).
- 2. Do one of the following:
 - On Avaya IX[™] Workplace Client for iOS: Select Everyone.
 - On Avaya IX[™] Workplace Client for Android and desktop platforms: Select All Participants.

Viewing the recent speakers in the conference

Procedure

- 1. On the Conference screen, in the Participants area, select \(\textstyle \).
- 2. Select Recent Talkers.

Viewing the web collaboration participants

- 1. On the Conference screen, in the Participants area, select \(\textstyle \).
- 2. To view the participants in the web collaboration:
 - On Avaya IX[™] Workplace Client for iOS: Select In Collab.
 - On Avaya IX[™] Workplace Client for Android and desktop platforms: Select In Collaboration.

- 3. To view the participants not currently accessing the web collaboration:
 - On Avaya IX[™] Workplace Client for iOS: Select Not in Collab.
 - On Avaya IX[™] Workplace Client for Android and desktop platforms: Select Not in Collaboration.

Viewing the participants who dropped from a conference Procedure

- 1. On the Conference screen, in the Participants area, select \(\textstyle \).
- 2. Do one of the following:
 - On mobile clients: Select Dropped.
 - On desktop clients: Select **Dropped Participants**.

Sorting the participants in the conference

About this task

Use this procedure to sort the participants on the Conference screen alphabetically or according to their order of arrival.

Procedure

1. On the Conference screen, in the Participants area, select ...

On mobile clients, do the following:

- 2. Select one of the following:
 - Alphabetic Ascending
 - Alphabetic Descending
 - Most Recent First
 - Most Recent Last

Avaya IX[™] Workplace Client sorts the participants on the Conference screen according to your selection.

On desktop clients, do the following:

- 3. Select one of the following:
 - Alphabetically
 - · Reverse alphabetically
 - Order of arrival
 - Reverse order of arrival

Avaya IX[™] Workplace Client sorts the participants on the Conference screen according to your selection.

Messages

The Chat area on the Conference screen contains a list of messages exchanged by conference participants. The Chat area also has a field where you can type messages.

You can view the participant name and time stamp with each message. You can send public messages to all participants in a conference or private messages to an individual participant.



Note:

Guest users do not have a Conferencing profile and cannot send or receive messages in a public chat.

Sending messages to all participants in a conference

About this task

Use this procedure to send public messages during a conference.

Procedure

- 1. On the Conference screen, go to the Chat area.
- 2. Type a message in the following field:
 - On mobile clients: Enter Message to Everyone
 - On desktop clients: Enter public message
- 3. Send the message.

On desktop clients, the participants see the message immediately.

On mobile clients, the message pops up briefly and other participants in the conference can see an updated number of unread messages.



Note:

On Android devices with operating system 5.1 and later, the device does not display pop-up messages.

4. On mobile clients, participants can select the pop-up message to open it or open the Chat area on the Conference screen.

Avaya IX[™] Workplace Client displays the message in the list with your name and the time that you sent the message.

Sending a private message to a participant in a conference

Procedure

- 1. On the Conference screen, go to the Chat area.
- 2. Do one of the following:
 - On mobile clients: Select
 - On desktop clients: Select
- 3. Select the participant with whom you want to start a private chat.
- 4. Enter your message.
- 5. Send the message.

Ending a conference

About this task

Use this procedure to end a conference. The conference ends immediately for all participants regardless of whether the conference continuation feature is on or off.

If you use the **to** button to end the conference, the conference ends only for the moderator.

- 1. On the Conference screen, do one of the following:
 - On mobile and desktop clients: Select
 - On desktop clients: Select ...
- 2. Do one of the following:
 - On mobile clients: Select > End Meeting.
 - On Avaya IX[™] Workplace Client for Mac: Select Moderator Controls > End Meeting For Everyone.
 - On Avaya IX[™] Workplace Client for Windows: Select Conference Features > End Meeting For Everyone.
- 3. In the confirmation dialog box, confirm the action.

Deskphone mode limitations

Using Avaya IX[™] Workplace Client in the deskphone mode on desktop platforms has the following limitations:

- · Video calling is disabled.
- Multi-party call cannot be initiated using the New conversation area.
- Adhoc conferences use the Communication Manager conference feature, not rich conferencing.
- Screen sharing cannot be initiated from a point-to-point call.

You cannot use the deskphone mode on mobile clients.

Chapter 7: Conferencing using Avaya Equinox® Conferencing

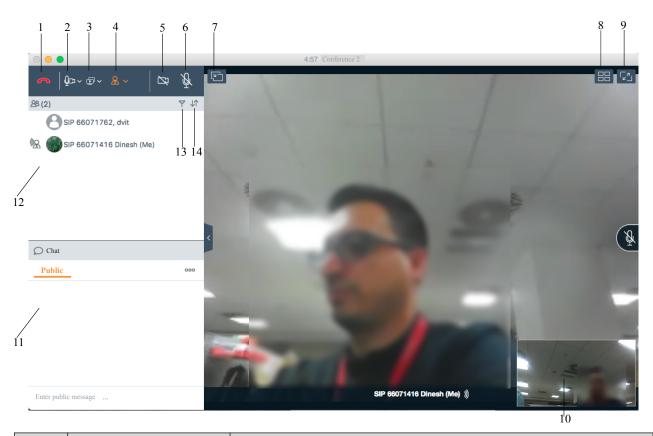
Avaya Equinox[®] Conferencing continues the evolution of Conferencing with the following features:

- Meeting participation extended to include the WebRTC participant. You do not need any plug-in to participate.
- An integrated portal that detects the browser or device you are on and connects you to the meeting. This is possible using WebRTC or the native application.
- · Audio participation extended to thousands.
- Automatic cloud provisioning for room systems.

Advanced conferencing features are supported only if your deployment includes Avaya Equinox® Conferencing.

Conference screen

The following figure shows the components of the Conference screen on Avaya IX[™] Workplace Client on desktop platforms. You can also see an active conference call.



No.	Name	Description
1	Leave	Leave the conference.
2	Media	Check the audio and video links for the conference. You can also mute the microphone and block the video.
3	Present	Share a portion of the screen, the entire desktop, applications, or virtual whiteboards.
4	Meeting controls	Access the moderator controls functionality. For example, to add someone to a call, extend a call, and view call statistics.
5	Video Call	Block or unblock your video on the conference. When the video is blocked, the button is blue.
6	Audio Call	Mute or unmute your audio for the call. When the call is muted, the button is blue.
7	Share	Attach or detach the Sharing screen with the Conference screen.
	Link Quality Indicator	View the link quality indicator that provides an indication of the network quality.
8	Layout controls	Hide or show your display name and self-view.
9	Full screen	Fit the Web Collaboration interface to the window size.
10	Self-view	Move self-view to different corners of the screen.
11	Chat	Send pubic or private messages during a web collaboration session.

Table continues...

No.	Name	Description
12	View participants	View the participants in the conference.
13	Filter	Filter the participants. For example, to view participants that have dropped, view recent talkers, and view participants accessing collaboration.
14	Sort	Sort the participants alphabetically or according to order of arrival.

Download and installation of Avaya Equinox[®] Conferencing client

The Avaya Equinox[®] Conferencing portal detects whether you have installed Avaya IX[™] Workplace Client.

- If Avaya IX[™] Workplace Client is installed, Avaya IX[™] Workplace Client is used to join a
 conference
- If Avaya IX[™] Workplace Client is not installed, the portal prompts users to use the WebRTC browser client only on desktops. Otherwise, you must install Avaya IX[™] Workplace Client to join the conference.
- If Avaya IX[™] Workplace Client is installed but not logged-in, you can join the conference without configuring your account.

The portal provides a mechanism to detect the version of the installed client and install any required update, linking to the app store as appropriate for mobile clients.

User types

You can log in using your authorized credentials or log in as guest users.

Users with authorized credentials can be of the following types:

- UC users: These users use Avaya IX[™] Workplace Client as a primary client for voice and video calls, voice workflow features, audio and video conferences, and instant messaging and presence. A UC user can be a moderator, participant, or guest of any conference.
- OTT named users: These users might use Avaya IX[™] Workplace Client as a primary client. These users have a virtual room and associated features, such as recording resources and minutes.

OTT guest users do not use Avaya IX[™] Workplace Client as a primary client, but need to join conferences with audio and video as a guest. They might need to present using screen sharing.

Avaya $IX^{\mathbb{M}}$ Workplace Client for Windows supports Integrated Windows Authentication (IWA) for logging into an Avaya $IX^{\mathbb{M}}$ Workplace Client conference. If IWA is enabled, you can use your Windows login credentials to log in to the conference.

Virtual rooms overview

In Avaya Equinox® Conferencing, a virtual room, also known as a meeting room, offers a virtual meeting place for adhoc or scheduled conferences. Administrators can configure multiple virtual rooms for a user.

Avaya Equinox® Conferencing displays a virtual room containing the video images of participants and a presentation if it is being shared. You can also browse the list of participants, chat with others, control the video layout, and adjust the volume and camera settings.

With your virtual room, you can access the portal resources such as recordings and conference settings. You can schedule meetings using the Portal or Avaya IX[™] Workplace Client Add-in for Microsoft Outlook.

Moderator role

Moderator role is determined automatically in the UC environment when you join from Avaya IX^{TM} Workplace Client. If you go to the conference portal first, the moderator role is determined based on the login status of the portal.

When you join a conference, the **Place participants in a 'waiting room' until the moderator joins** option might be selected by default. In this case, you are assigned the participant role automatically and placed in a waiting room state. To become a moderator, you must make a request and enter the moderator PIN. You can then start the conference.

Starting a meeting

- 1. Do one of the following:
 - If you are logged in to Avaya IX[™] Workplace Client, on the Top of Mind screen, select Start My Meeting.
 - If you are not logged in to Avaya IX[™] Workplace Client, on the Join Meeting screen, enter the details to start a meeting.
- 2. **(Optional)** To use Avaya IX[™] Workplace Client for audio and video during the meeting, ensure that **Use Workplace for Audio + Video** is enabled by default.
- 3. **(Optional)** To call back your number, disable **Use Workplace for Audio + Video** and do one of the following:
 - On mobile clients: Select Call Me Back and enter your number.
 - On desktop clients: Select Callback my video number and enter your number.

- 4. **(Optional)** To view only the presentation, disable **Use Workplace for Audio + Video** and do one of the following:
 - On mobile clients: Clear Call Me Back.
 - On desktop clients: Clear Callback my video number.
- 5. Do one of the following:
 - On mobile clients and Avaya IX[™] Workplace Client for Windows: Select Join.
 - On Avaya IX[™] Workplace Client for Mac: Join Meeting.

Starting an advanced adhoc conference by adding contacts on mobile clients

About this task

Use this procedure to start an Adhoc audio or video conference call.

Before you begin

Configure the adhoc conference URI, that is, the value in the Adhoc Conference Address field.

Procedure

- 1. Start a call by doing one of the following:
 - On the Contacts, History, or Messages screen, search for a contact.
 - Dial the telephone number.
 - Open an active Avaya Multimedia Messaging conversation.
- 2. Tap one of the following:
 - J: To start an audio call.
 - □: To start a video call.

Do one of the following:

- 3. Dial the number of a person that you want to add to the conference by doing the following:
 - a. For the active call, tap and then tap 🔼.
 - b. Choose a contact or enter a number using the dialpad.

Avaya IX[™] Workplace Client starts the conference call.

- 4. Make an audio or video conference call from the Contacts screen by doing the following:
 - a. Tap ∓.
 - b. Tap one of the following calling options:
 - New Group Voice Call

New Group Video Call

Avaya IX[™] Workplace Client displays the Choose contacts for your call screen.

- c. Select the contacts whom you want to call.
- d. Tap Next.

Avava IX[™] Workplace Client displays the Confirm contacts for your call screen.

e. Tap Call.

Avaya IX[™] Workplace Client starts the conference call.

Related links

Modifying conference settings on page 62

Making a voice or video call to a group of contacts on mobile clients on page 84

Starting an advanced adhoc conference by adding contacts on desktop clients

About this task

Use this procedure to start an Adhoc audio or video conference call.

Before you begin

Configure the adhoc conference URI, that is, the value in the Adhoc Conference Address field.

Procedure

- 1. Start a call by doing one of the following:
 - On the Contacts, History, or Messages screen, search for a contact.
 - Dial the telephone number.
 - Open an active Avaya Multimedia Messaging conversation.
- 2. Click one of the following:
 - •
 : To start an audio call.
 - □: To start a video call.

Do one of the following:

- 3. Start a conference call from the Contacts, History, or Messages screen by doing the following:
 - a. Drag the card of the contact that you want to include in the conference and drop it over the existing call.

You cannot drag the card of a contact group and drop it over the existing call.

b. Click Merge.

Avaya IX[™] Workplace Client starts the conference call.

- 4. Dial the number of a person that you want to add to the conference by doing the following:
 - a. For the active call, click and then click Add Someone to Call.
 - b. Dial the telephone number.
 - c. Click Add to call.

Avaya IX[™] Workplace Client starts the conference call.

- 5. Start a conference call from the New Conversation screen by doing the following:
 - a. Click New conversation.
 - b. On the New Conversation screen, drag and drop contacts or contact groups.
 - c. Click \mathscr{Q} or \square .

Avaya IX[™] Workplace Client starts the conference call.

Related links

Making a voice or video call to a group of contacts on desktop clients on page 85 Modifying conference settings on page 62

Merging two point-to-point calls to create a conference call

Before you begin

You must have multiple calls in progress.

Procedure

- 1. Do one of the following:
 - On mobile clients: For the active call, select and then select **Merge** and the call that you want to merge.
 - On desktop clients: Drag the contact card of the held call and drop it over the card of the active call.
- 2. **(Optional)** If available on the Avaya IX[™] Workplace Client platform, confirm whether you want to merge the calls. Otherwise, go to the next step.

Avaya IX[™] Workplace Client creates a conference.

3. Resume the held call.

Escalating a point-to-point call to a conference call

About this task

During a point-to-point call, you can escalate the call to conference to become the moderator.

Procedure

- 1. For the active call, select and then select **Merge** and then select the conference call.
- (Optional) If available on the Avaya IX[™] Workplace Client platform, confirm whether you want to merge the calls. Otherwise, go to the next step.
 - Avaya IX[™] Workplace Client merges the active call to the conference call.
- Resume the held call.

Joining a meeting

Joining a meeting from the Top of Mind screen

About this task

You can use Avaya IX[™] Workplace Client to join a conference as a signed-in user or as a guest user.

Before you begin

If you join a conference as a signed-in user, you must obtain login credentials from the conference administrator. The conference might be configured so that only authenticated users can participate in meetings, access webcasts, or watch recordings.

- 1. Open Avaya IX[™] Workplace Client.
- On the Top of Mind screen, select Workplace Meetings.

 Average IX[™] Workplace Client displays the Workplace Meetings of the Meetings of the Meetings of the Meetings.
 - Avaya IX[™] Workplace Client displays the Workplace Meetings screen.
- 3. In the **Your Name** field, type the name that you want to display during the meeting.
- 4. In the **Meeting ID** field, type the meeting ID of the virtual room.
- 5. In the **Meeting Address** field, type the conference address.
- 6. **(Optional)** To use Avaya IX[™] Workplace Client for audio and video during the meeting, ensure that **Use Workplace for Audio + Video** is enabled.

- (Optional) To call back your number, disable Use Workplace for Audio + Video and do one of the following:
 - On mobile clients: Select Call Me Back and enter your number.
 - On desktop clients: Select Callback my video number and enter your number.
- 8. **(Optional)** To view only the presentation, disable **Use Workplace for Audio + Video** and do one of the following:
 - On mobile clients: Clear Call Me Back.
 - On desktop clients: Clear Callback my video number.
- 9. Do one of the following:
 - On mobile clients and Avaya IX[™] Workplace Client for Windows: Select **Join**.
 - On Avaya IX[™] Workplace Client for Mac: Join Meeting.

Joining a meeting as a guest user

- 1. Open Avaya IX[™] Workplace Client.
- To join a meeting, select Join a Meeting.
 Avaya IX[™] Workplace Client displays the Join Meeting screen.
- 3. In the **Your Name** field, type the name that you want to display during the meeting.
- 4. In the **Meeting ID** field, type the meeting ID of the virtual room.
- 5. In the **Meeting Address** field, type the conference address.
- 6. **(Optional)** To use Avaya IX[™] Workplace Client for audio and video during the meeting, ensure that **Use Workplace for Audio + Video** is enabled by default.
- 7. **(Optional)** To call back your number, disable **Use Workplace for Audio + Video** and do one of the following:
 - On mobile clients: Select Call Me Back and enter your number.
 - On desktop clients: Select Callback my video number and enter your number.
- 8. **(Optional)** To view only the presentation, disable **Use Workplace for Audio + Video** and do one of the following:
 - On mobile clients: Clear Call Me Back.
 - On desktop clients: Clear Callback my video number.
- 9. Do one of the following:
 - On mobile clients and Avaya IX[™] Workplace Client for Windows: Select Join.
 - On Avaya IX[™] Workplace Client for Mac: Join Meeting.

Joining a meeting by signing in

Before you begin

Obtain login credentials from the conference administrator. The conference might be configured so that only authenticated users can participate in meetings, access webcasts, or watch recordings.

Procedure

- 1. Open Avaya IX[™] Workplace Client.
- 2. To join a meeting, select Join a Meeting.

Avaya IX[™] Workplace Client displays the Join Meeting screen.

- Select Sign In.
- 4. In the **URL** field, type the meeting address.
- 5. Select Next.
- 6. Enter your credentials for the meeting portal.
- 7. Select one of the following:
 - Next
 - · Sign In

Adding a participant to a meeting on mobile clients

About this task

Use this procedure to invite participants to an ongoing video conference from any endpoint. You can invite both individual users and people in meeting rooms equipped with room systems. With Avaya Equinox® Conferencing, you can invite participants using:

- The participant's name from the organization's directory.
- The number of the room system or the dedicated endpoint.
- The phone number, E.164 address, IP address, or SIP address of the room system or dedicated endpoint.

You must have moderator's rights to invite participants. By default, any participant in a video conference can be a moderator, unless a virtual room is protected by its owner. You still might be able to invite other users to a video conference if the owner of the video conference shares the moderator PIN with you.

- 1. On the Conference screen, do one of the following:
 - Tap and then tap

- 2. In the Add participant to the meeting area, tap one of the following:
 - Choose a Contact or Terminal
 - Enter a Number or Address
- 3. Select the contact or terminal from your contacts list or dial a number or address.

Avaya IX[™] Workplace Client adds the participant to the meeting.

Adding a participant to a meeting on desktop clients

About this task

Use this procedure to invite participants to an ongoing Avaya IX[™] Workplace Client video conference from any endpoint. You can invite both individual users and people in meeting rooms equipped with room systems. With Avaya Equinox[®] Conferencing, you can invite participants using:

- The participant's name from the organization's directory.
- The number of the room system or the dedicated endpoint.
- The phone number, E.164 address, IP address, or SIP address of the room system or dedicated endpoint.

You must have moderator's rights to invite participants. By default, any participant in a video conference can be a moderator, unless a virtual room is protected by its owner. You still might be able to invite other users to a video conference if the owner of the video conference shares the moderator PIN with you.

Do one of the following:

• On the Contacts screen or the History screen, drag the card of a contact or terminal and drop it over the existing conference card that includes the participants.

You cannot drag the card of a contact group and drop it over the existing conference card that includes the participants.

Avaya IX[™] Workplace Client adds the participant to the meeting.

- From the Conference screen, dial the number of a person or terminal that you want to add to the conference:
 - 1. Click a or
 - 2. Click Add Someone to Call.
 - 3. Dial the telephone number or address.
 - 4. Click Add to Meeting.

Avaya IX[™] Workplace Client adds the participant to the meeting.

Requesting access to join a meeting

About this task

Use this procedure to request access to a meeting that is locked. The moderator can accept or deny your request.

Procedure

1. Enter the participant code to enter the meeting.

The moderator receives a notification and you can view a message stating that you are requesting access.

- 2. Do one of the following:
 - Wait for the moderator to allow you to join the meeting.
 - End Call: Disconnect the call without joining the meeting.

Accessing your meeting portal

About this task

Use this procedure to access your meeting portal. You can use the meeting portal to access recordings, schedule your meetings, and configure the virtual room settings.

Procedure

On the Top of Mind screen, select Go to My Meeting Portal.

Video layout

A video layout is an arrangement of participant images as they appear on the monitor in a conference. If the meeting includes a presentation, a layout can also refer to the arrangement of the presentation image together with the meeting participants.

Avaya Equinox[®] Conferencing offers a wide variety of video layouts and features that make your conferencing experience optimal.

The automatic video layout dynamically adjusts the number of frames displayed to the participants in the conference. When someone joins the conference, it automatically switches the layout by adding a new frame. The automatic video layout is usually used as the default layout.

Alternatively, you can choose video layouts with a fixed number of participants on display. The change that you make to your video layout is not saved by Avaya Equinox® Conferencing. Hence, when you access your virtual room the next time, the default layout is used.

You can use the Self-view feature to see your own video without transmitting it to other users.

Pinning a participant's video

About this task

Use this procedure to see the video of some participants in a conference. To make the video always visible, you need to pin the participant's video in the required sub frame of the incoming video.



Note:

You cannot pin the video of those participants that are hosted by slave MCU when cascading is used.

Procedure

- 1. On the Conference screen, in the Participants area, select the contact card of the participant.
- 2. Right-click or press and hold the contact card, and select **Pin Video**.
- 3. On the Conference screen, pin the participant to the required sub-frame of the incoming video screen.

Hiding your self-view

Procedure

- 1. On the Conference screen, select **EE**.
- 2. To hide the self view, select the **Hide Self-view** check box.

Multi-stream Switching video support

Avaya IX[™] Workplace Client on desktop platforms support Multi-stream Switching (MSS) when you are connected to an Avaya Equinox[®] Conferencing-based meeting if Avaya IX[™] Workplace Client is configured for switching. Avaya IX[™] Workplace Client can render up to four streams of video based on screen real-estate, connection quality, and decoding capability of the underlying device.

Configuring the Multi-stream Switching video settings

About this task

Use this procedure only on desktop clients. If you change the number of video streams, Avaya Equinox[®] Conferencing saves your preference for the next conference call.

Procedure

- 1. On the Conference screen, select **==**1.
- 2. To view the name banners, select the **Show Name Banners** check box.
- 3. In the Number of Video Streams during the call field, select one of the following:
 - 4
 - 3
 - 2
 - 1

Avaya Equinox® Conferencing limits the number of incoming streams for the call depending on your preference.

Avaya Mobile Link

Users connected on a video conference can use Avaya Mobile Link to transfer the video conference onto an XT Series endpoint. You can transfer the video conference without connecting the mobile or desktop device to the endpoint with a cable. The XT Series endpoint is used for audio, video, and presentation of the meeting. Avaya Equinox® Conferencing continues to run on the device in the Companion mode to support moderation and chat. Companion mode includes everything except the audio and video capture and rendering features.

With Avaya Mobile Link, you can enjoy the XT Series endpoint's crystal-clear audio, HD camera, and large display during a video conference.

The Mobile Link and Screen Link features differ from one another in one significant way. You can use the Mobile Link feature only during a conference call. However, you can use the Screen Link feature without being on a conference call.

Transferring a video conference to an XT Series endpoint

About this task

Use this procedure to transfer a video conference to an XT Series endpoint.



If you bridge onto a Mobile Link paired call from an MDA device, the call is dropped.

Before you begin

Ensure that the mobile or desktop device on which Avava Equinox® Conferencing is running is on the same network as the endpoint.

If the device and endpoint are in different networks, ensure that there is no NAT or firewall between them.

- For automatic pairing, use proximity sensing. The device's speakers must be able to play audio at up to 19KHz.
 - Set the device speaker volume to the maximum.
 - Do not connect a headset.

Proximity pairing works in proximity to the endpoint's microphone. The optimal distance is 1-1.5 m. The exact distance depends on the type of microphone pod used one way or three way and the device's gain levels.

When automatic proximity does not work, use manual pairing.

Procedure

To search for an endpoint:

- 1. On the Conference screen, do one of the following:
 - On mobile clients: Select and then select Mobile Link.
 - On desktop clients: Select paral and in the Mobile Link area, select **Search**.

Avaya IX[™] Workplace Client searches for accessible XT Series endpoints and displays a list of endpoints that you can connect to.

2. Select the XT Series endpoint that you want to use.

To connect to an endpoint using the IP address of the endpoint:

- 3. Select Enter a Manual Location.
- 4. Enter the IP address of the endpoint on your device and do one of the following:
 - On mobile clients: Select OK.
 - On desktop clients: Select Connect.

If the XT Series endpoint is protected with a password:

5. Enter the password displayed on the endpoint screen and select **OK**.

Avaya IX[™] Workplace Client transfers the video conference to the endpoint.

To transfer the video conference back to your device:

- 6. On the Conference screen, do one of the following:
 - On mobile devices: Select and then select **Mobile Link**.
 - On desktop clients: Select [and then select **Stop Mobile Link**.
- 7. Select one of the following:
 - Disconnect Endpoint from the meeting
 - Keep Endpoint in the meeting

Avaya Screen Link

Users can present content from a laptop on an XT Series monitor without connecting it to the XT Codec Unit using the Avaya Screen Link feature. If you are also using the XT Series monitor for a video conference, the content is shared with all participants of the meeting, located in the same room and remotely.

Presenting content using an XT Series endpoint

About this task

Depending on its security configuration, an XT Series endpoint functions in one of the following ways:

- Rejects Screen Link: The endpoint does not allow anyone to connect to it for screen sharing.
- Requires password: The endpoint generates a one-time password that you must enter on your laptop to connect to it.
- Authenticates Avaya Equinox[®] Conferencing: The endpoint connects seamlessly.

Before you begin

- To present content to local participants only, ensure that the XT Series endpoint is not currently used for a video conference. If you use the endpoint for an audio-only call, you can share the presentation with participants in the meeting room.
- To present content during a conference, bring the laptop into a video conference room equipped with an XT Series endpoint.
- To display your laptop's content on the XT Series endpoint using Avaya Screen Link, ensure that the laptop on which Avaya Equinox® Conferencing is running is in the same network as the endpoint.

If the laptop and endpoint are in different networks, ensure that there is no NAT or firewall between them.

- For automatic pairing, use proximity sensing. In this case, the laptop's speakers must be able to play audio at up to 19KHz. Hence, set the laptop speaker volume to the maximum.
 - Proximity pairing works in proximity to the endpoint's microphone. The optimal distance is 1-1.5 m. The exact distance depends on the type of microphone pod used one way or three way and the laptop's gain levels.
- When automatic proximity does not work, use manual pairing.

Procedure

To search for an endpoint:

1. In the system tray of your laptop, right-click on and select Screen Link > Search for Endpoints.

Avaya IX[™] Workplace Client searches for accessible XT Series endpoints and displays a list of endpoints that you can connect to.

2. Select the XT Series endpoint that you want to use.

To connect to an endpoint using the IP address of the endpoint:

- 3. In the system tray of your laptop, right-click and select Screen Link > Enter a Manual Location > Enter a Manual Location.
- 4. Enter the IP address of the endpoint on your laptop and select **Connect**.

If the XT Series endpoint is protected with a password:

5. Enter the password displayed on the endpoint screen and select **OK**.

Avaya IX[™] Workplace Client displays the content on the screen of the XT Series endpoint or the content is shared with remote participants.

To stop presenting your content on the endpoint screen:

6. In the system tray of your laptop, right-click and select Screen Link > End Screen Link.

Requesting to become a moderator

About this task

If you join a conference that is protected by a moderator PIN, you get the participant role automatically. You get the moderator role and capabilities after you enter the moderator PIN.

Procedure

- 1. On the Conference screen, do one of the following:
 - On mobile and desktop clients: Select
 - On desktop clients: Select ...
- 2. Do one of the following:
 - On mobile clients: Select ...
 - On Avaya IX[™] Workplace Client for Mac: Select Moderator Controls.
 - On Avava IX[™] Workplace Client for Windows: Select Conference Features.
- 3. Select Become Moderator.
- 4. Use the keypad to enter the moderator code.

You become the conference moderator.

Managing the conference as a moderator

Recording a meeting

About this task

You can only do this task if you are a moderator.

If the meeting recording fails, all participants receive a notification stating that the recording has stopped. Additionally, the moderator gets a failed notification.

Procedure

- 1. On the Conference screen, do one of the following:
 - On mobile and desktop clients: Select
 - On desktop clients: Select
- 2. Do one of the following:
 - On mobile clients: Select ...
 - On Avaya IX[™] Workplace Client for Mac: Select Moderator Controls.
 - On Avaya IX[™] Workplace Client for Windows: Select Conference Features.
- 3. To start recording, select **Recording**.
- 4. Add an appropriate name and description to identify the recording.

Avaya IX[™] Workplace Client starts recording the meeting.

- 5. (Optional) You can pause and resume the recording.
- 6. To stop recording, select **Recording**.

Avaya Equinox[®] Conferencing saves the recording on the Conferencing server.

Disabling the mute option for all participants in a conference

About this task

When the moderator enables the Lecture mode feature, all participants are muted in the conference. The participants can only listen to the moderator and cannot unmute their audio.

When an event conference starts, the Lecture mode feature is enabled automatically. Participants are muted, but presenters are not.

- 1. On the Conference screen, do one of the following:
 - On mobile and desktop clients: Select

- On desktop clients: Select

 ...
- 2. Do one of the following:
 - On mobile clients: Select [].
 - On Avaya IX[™] Workplace Client for Mac: Select Moderator Controls.
 - On Avaya IX[™] Workplace Client for Windows: Select Conference Features.
- 3. To toggle the Lecture Mode feature on and off, select **Lecture Mode**.

Locking or unlocking the conference

About this task

The moderator can lock the conference to prevent new participants from joining the call. However, the moderator can continue to add participants to the conference.

Procedure

- 1. On the Conference screen, do one of the following:
 - On mobile and desktop clients: Select
- 2. Do one of the following:
 - On mobile clients: Select
 - On Avaya IX[™] Workplace Client for Mac: Select Moderator Controls.
 - On Avava IX[™] Workplace Client for Windows: Select Conference Features.
- 3. To toggle the Lock Meeting feature on and off, select Lock Meeting.

Muting or unmuting all participants in a conference

About this task

Use this procedure to mute the audio of all participants in a conference, including participants with presenter privileges. When you mute all participants, the participants can only listen to the moderator. Anyone can unmute themselves.

- 1. On the Conference screen, do one of the following:
 - On mobile and desktop clients: Select
 - On desktop clients: Select ...

- 2. Do one of the following:
 - On mobile clients: Select ...
 - On Avaya IX[™] Workplace Client for Mac: Select **Moderator Controls**.
 - On Avaya IX[™] Workplace Client for Windows: Select Conference Features.
- 3. To mute all participants in the conference, select **Mute Everyone**.
- 4. To unmute all participants in the conference, select **Unmute Everyone**.

Granting permission to a participant to speak in the Lecture mode

About this task

You can only do this task if you are a moderator.

Procedure

- 1. On the Conference screen, in the Participants area, select the contact card of the participant with the raised hand.
- 2. Right-click or press and hold the contact card, and select **Lower Hand**.
- 3. Unmute the participant.

The unmuted participant receives a notification.

Changing the position and zoom of the endpoint's camera

About this task

Use the Far End Camera Control feature to change the position and zoom of the endpoint's camera. You can only do this task if you are a moderator.

Before you begin

Camera rooms must be present in the meeting.

- 1. On the Conference screen, do one of the following:
 - On mobile and desktop clients: Select
 - On desktop clients: Select
- 2. (Optional) On mobile clients, select M.
- 3. Select **Control Camera**, and select the camera of the participant that you want to control.
- 4. Choose the action that you want to perform:
 - **Up**: Move the camera upwards.

- Down: Move the camera downwards.
- Right: Move the camera to the right.
- · Left: Move the camera to the left.
- In: Zoom in the camera to make the focus area nearer.
- Out: Zoom out the camera to make the focus area farther away.

Viewing the dial-in information

Procedure

- 1. On the Conference screen, do one of the following:
 - On mobile and desktop clients: Select
 - On desktop clients: Select 2.
- 2. (Optional) On mobile clients, select ...
- 3. Select Dial-in Information.

You can view the dial-in information.

Approving or declining a participant request to join a locked meeting

About this task

You can only do this task if you are a moderator.

Before you begin

A participant must request access to join the locked meeting.

- 1. On the Conference screen, in the Participants area, select the notification request.
- 2. In the Requesting Admission area, do one of the following:
 - Select the participant name and then select **Admit to Meeting** or **Refuse Admittance**.
 - Admit All.
 - Refuse All.

Extending the meeting end time

About this task

Use this procedure to extend the scheduled or adhoc meeting if the meeting policy has a specified end time. You can only do this task if you are a moderator.

Before you begin

- A meeting must be in progress.
- The meeting is scheduled for a particular duration.

Procedure

- 1. On the Conference screen, do one of the following:
 - On mobile and desktop clients: Select
 - On desktop clients: Select <a>\omega.
- 2. (Optional) On mobile clients, select ...
- 3. Select Extend Meeting.
- 4. Select one of the following:
 - 15 minutes
 - 30 minutes
 - 60 minutes

All participants in the conference receive an audible message that states that the meeting is extended.

Handling conference calls

Viewing the call statistics of a conference call

About this task

Use this procedure to view the audio and video statistics of a conference call.

Procedure

Do one of the following:

- · On mobile clients: Press and hold the call timer.
- On desktop clients: On the Conference screen, select **and** then select **Call Statistics**.

• On desktop clients: On the Conference screen, select and then select **Call Statistics**.

Viewing the link quality indicator

About this task

If you are on an advanced conference call, you can view the link quality indicator. The link quality indicator provides an indication of the network quality.

Procedure

While on a conference call, check the link quality indicator next to the call timer.

The number of bars in the link quality indicator indicates the quality of the network.

- 5 bars: Indicates that network conditions are optimal.
- 4 bars: Indicates that there are minor network issues.
- 3 bars: Indicates that network issues have been detected.
- 2 bars: Indicates that there are moderate network issues.
- 1 bar: Indicates that there are severe network issues.
- 0 bar: Indicates that Avaya IX[™] Workplace Client does not have any audio or video media.

Avaya IX[™] Workplace Client also displays this state when you are on a held call, shared control mode call, or presentation-only mode call.

Extending the conference call to a cellular network

About this task

Use this procedure to move your active VoIP call to the cellular network.

Before you begin

Ensure that your administrator configured the Extend Call feature for your extension.

Procedure

- 1. On the Conference screen, do one of the following:
 - On mobile and desktop clients: Select
- 2. Do one of the following:
 - On mobile clients: Select Handoff to Cellular.
 - · On desktop clients: Select Extend Call.

You receive a call from Communication Manager on your EC500 number.

- 3. Do one of the following:
 - On mobile clients: Answer the cellular call.
 - On desktop clients: Answer the cellular call and end the VoIP call.

Managing the local video

About this task

Use this procedure to change the placement of the local video on the Conference screen.

This procedure is applicable to Avaya Equinox[®] Conferencing with Multi-stream Switching (MSS). This procedure is not applicable when you use the Self-view feature.

Procedure

Press and drag the local video to any corner of the Conference screen.

Requesting permission to speak in the Lecture mode

About this task

Use this procedure to request permission from the moderator to speak. In the Lecture mode, all participants are muted except the lecturer.

Procedure

- 1. On the Conference screen, in the Participants area, select your contact card.
- Right-click or press and hold the contact card, and select Raise Hand.
 Avaya IX[™] Workplace Client displays a raised hand in the Participants area next to your contact card.

Viewing the meeting encryption status

About this task

Use this procedure to receive the meeting encryption status when you enter a meeting or when the status changes during a call.

Procedure

On the Conference screen, a lock icon indicates whether the conference is encrypted, not encrypted, or partially encrypted.

Managing conference participants

Selecting a participant as a lecturer

About this task

You must have moderator's rights to set yourself or any other participant as a lecturer. In the Lecture mode, all participants are muted except the lecturer, unless the moderator unmutes a participant who requests permission to speak.

This mode is tailored for distance learning, but you can also use it for other purposes such as an executive addressing employees during companywide gatherings.

Procedure

- 1. On the Conference screen, in the Participants area, select the contact card of the participant.
- 2. Right-click or press and hold the contact card, and do one of the following:
 - On mobile clients: Select Promote to Lecturer.
 - On desktop clients: Select Lecturer.
- 3. In the confirmation dialog box, confirm the action.

Avaya IX[™] Workplace Client promotes the participant to a lecturer.

Demoting a lecturer to a participant

About this task

You must have moderator's rights to demote a lecturer to a participant.

Before you begin

Ensure that the Lecture mode is active.

Procedure

- 1. On the Conference screen, in the Participants area, select the contact card of the lecturer.
- 2. Right-click or press and hold the contact card, and do one of the following:
 - On mobile clients: Select Demote from Lecturer.
 - On desktop clients: Select Lecturer.
- 3. In the confirmation dialog box, confirm the action.

Avaya IX[™] Workplace Client demotes the lecturer to a participant.

Muting or unmuting a participant in a conference

About this task

Use this procedure to mute or unmute the audio of a participant in a conference.

You can only do this task if you are a moderator.

Procedure

- 1. On the Conference screen, in the Participants area, select the contact card of the participant.
- 2. To mute a participant, right-click or press and hold the contact card, and do one of the following:
 - On mobile clients: Select Mute Participant.
 - On desktop clients: Select Mute.
- 3. To unmute a participant, right-click or press and hold the contact card, and do one of the following:
 - On mobile clients: Select Unmute Participant.
 - On Avaya IX[™] Workplace Client for Mac: Select Unmute.
 - On Avaya IX[™] Workplace Client for Windows: Toggle **Mute**.

Blocking or unblocking the video of a participant in a conference

About this task

You can only do this task if you are a moderator.

- 1. On the Conference screen, in the Participants area, select the contact card of the participant.
- 2. To block the video, right-click or press and hold the contact card, and do one of the following:
 - On mobile clients: Select Block Camera.
 - On desktop clients: Select Block video.
- 3. To unblock the video, right-click or press and hold the contact card, and do one of the following:
 - On mobile clients: Select Unblock Camera.
 - On Avaya IX[™] Workplace Client for Mac: Select Unblock video.
 - On Avaya IX[™] Workplace Client for Windows: Toggle Block video.

4. To view the participants not in the video conference, select **▼** and then select **Not in Video**.

Promoting a participant to moderator or presenter

Procedure

- 1. On the Conference screen, in the Participants area, select the contact card of the participant.
- 2. To promote a participant to moderator, right-click or press and hold the contact card, and do one of the following:
 - On mobile clients: Select Promote to Moderator.
 - · On desktop clients: Select Moderator.
- 3. To promote a participant to presenter, right-click or press and hold the contact card, and do one of the following:
 - On mobile clients: Select Promote to Presenter.
 - On desktop clients: Select Presenter.
- 4. In the confirmation dialog box, confirm the action.

Dropping a participant from a conference

About this task

You can only do this task if you are a moderator.

Procedure

- 1. On the Conference screen, in the Participants area, select the contact card of the participant.
- 2. Right-click or press and hold the contact card, and do one of the following:
 - On mobile clients: Select **Drop from meeting**.
 - On desktop clients: Select Drop from call.
- 3. In the confirmation dialog box, confirm the action.

Viewing the participants in a conference

Procedure

1. On the Conference screen, in the Participants area, select

✓.

- 2. Do one of the following:
 - On Avaya IX[™] Workplace Client for iOS: Select Everyone.
 - On Avaya IX[™] Workplace Client for Android and desktop platforms: Select All Participants.

Viewing the recent speakers in the conference **Procedure**

- 1. On the Conference screen, in the Participants area, select \(\textstyle \).
- 2. Select Recent Talkers.

Viewing the web collaboration participants

Procedure

- 1. On the Conference screen, in the Participants area, select \(\textstyle \).
- 2. To view the participants in the web collaboration:
 - On Avaya IX[™] Workplace Client for iOS: Select In Collab.
 - On Avaya IX[™] Workplace Client for Android and desktop platforms: Select In Collaboration.
- 3. To view the participants not currently accessing the web collaboration:
 - On Avaya IX[™] Workplace Client for iOS: Select Not in Collab.
 - On Avaya IX[™] Workplace Client for Android and desktop platforms: Select Not in Collaboration.

Viewing the participants who dropped from a conference Procedure

- 1. On the Conference screen, in the Participants area, select \(\textstyle \).
- 2. Do one of the following:
 - On mobile clients: Select Dropped.
 - On desktop clients: Select **Dropped Participants**.

Viewing participants with raised hands

About this task

You can only do this task if you are a moderator.

Procedure

- 1. On the Conference screen, in the Participants area, select \(\textstyle \).
- 2. Select Raised Hands.

Sorting the participants in the conference

About this task

Use this procedure to sort the participants on the Conference screen alphabetically or according to their order of arrival.

Procedure

1. On the Conference screen, in the Participants area, select ...

On mobile clients, do the following:

- 2. Select one of the following:
 - Alphabetic Ascending
 - · Alphabetic Descending
 - Most Recent First
 - Most Recent Last

Avaya IX[™] Workplace Client sorts the participants on the Conference screen according to your selection.

On desktop clients, do the following:

- 3. Select one of the following:
 - Alphabetically
 - Reverse alphabetically
 - · Order of arrival
 - Reverse order of arrival

Avaya IX[™] Workplace Client sorts the participants on the Conference screen according to your selection.

Messages

The Chat area on the Conference screen contains a list of messages exchanged by conference participants. The Chat area also has a field where you can type messages.

You can view the participant name and time stamp with each message. You can send public messages to all participants in a conference or private messages to an individual participant.



🔀 Note:

Guest users do not have a Conferencing profile and cannot send or receive messages in a public chat.

Sending messages to all participants in a conference

About this task

Use this procedure to send public messages during a conference.

Procedure

- 1. On the Conference screen, go to the Chat area.
- Type a message in the following field:
 - On mobile clients: Enter Message to Everyone
 - · On desktop clients: Enter public message
- Send the message.

On desktop clients, the participants see the message immediately.

On mobile clients, the message pops up briefly and other participants in the conference can see an updated number of unread messages.



Note:

On Android devices with operating system 5.1 and later, the device does not display pop-up messages.

4. On mobile clients, participants can select the pop-up message to open it or open the Chat area on the Conference screen.

Avaya IX[™] Workplace Client displays the message in the list with your name and the time that you sent the message.

Sending a private message to a participant in a conference **Procedure**

1. On the Conference screen, go to the Chat area.

- 2. Do one of the following:
 - On mobile clients: Select
 - On desktop clients: Select
- 3. Select the participant with whom you want to start a private chat.
- 4. Enter your message.
- 5. Send the message.

Ending a conference

About this task

If you are a conference owner or PIN-protected moderator and use on desktop clients to end the conference, you can view the following options:

- End for Me: If you select this option, the meeting continues without you.
- End for Everyone: If you select this option, all participants receive an audio alert that the meeting is ending and then the meeting ends for everyone.

Procedure

- 1. On the Conference screen, do one of the following:
 - On mobile and desktop clients: Select
 - On desktop clients: Select ...
- 2. Do one of the following:
 - On mobile clients: Select > End Meeting For Everyone.
 - On Avaya IX[™] Workplace Client for Mac: Select Moderator Controls > End Meeting For Everyone.
 - On Avaya IX[™] Workplace Client for Windows: Select Conference Features > End Meeting For Everyone.
- 3. In the confirmation dialog box, confirm the action.

Deskphone mode limitations

Using Avaya IX[™] Workplace Client in the deskphone mode on desktop platforms has the following limitations:

· Video calling is disabled.

- Multi-party call cannot be initiated using the New conversation area.
- Adhoc conferences use the Communication Manager conference feature, not rich conferencing.
- Screen sharing cannot be initiated from a point-to-point call.

You cannot use the deskphone mode on mobile clients.

Chapter 8: Sharing information

Currently, Avaya IX[™] Workplace Client provides the sharing capabilities only on desktop clients. Mobile clients can only receive the shared content.

Moderators and presenters can use web collaboration to share a portion of the screen, the entire desktop, applications, or virtual whiteboards with participants in a conference.

Sharing information in a new or existing conference

About this task

If the Presentation mode is active on Avaya Aura® Conferencing, all participants in the conference call can start a web collaboration session.

Before you begin

Ensure that you have sharing permission.

Procedure

- 1. On the Conference screen, select .
- 2. Share one of the following:
 - · Entire display screen.
 - Part of the screen: Drag the Annotations toolbar to the area of the screen to share.
 - Note:

If you share a part of the screen and then maximize an application, you lose screen sharing controls.

- Application window: Choose the application to share and select Share.
- Whiteboard: Share text or drawings with other participants.

Shared content might take time to display on the participant's device. The download time depends on the server throttling of downloaded content. For example, full screen content has more pixels and might take up to 30 seconds to download.

BFCP sharing

By default, Avaya IX[™] Workplace Client uses the Multi-stream Switching (MSS) feature. However, BFCP is not supported with MSS. If you are in a P2P video call and BFCP is enabled while MSS is disabled, you can view the option to share the following:

- · Entire display screen
- · Part of the screen
- · Application window

Note:

The Whiteboard option is unavailable for BFCP sharing.

If you de-escalate from video to audio, the BFCP sharing stops.

Navigation in presentation content

Use the Slider feature to view the presentation content that was presented previously during the meeting. The Slider feature provides navigation keys at the top of the screen, above the presentation content.

Presentation content navigation tools

Button	Name	Description
i i	Content Slider	Displays the presentation slides.
Q	Zoom out	Decreases the size of the screen content.
	Magnification slider	Changes the size of the screen content.
•	Zoom in	Increases the size of the screen content.
\boxtimes	Auto fit	Fits the screen content in the Web Collaboration interface.
[2]	Expand to full screen	Expands the Web Collaboration interface to the window size.
←	Previous Slide	Goes to the previous slide of the presentation content.
→	Next Slide	Goes to the next slide of the presentation content.
<	Previous Page	Goes to the previous page of the presentation content.
	Scroll bar	Scrolls to the left or right of the presentation content.
>	Next Page	Goes to the next page of the presentation content.
Live	Live	Displays the current slide of the presentation content.

Annotations in shared content

Web collaboration provides various tools for annotating shared content, applications and screens, and a drawing on a virtual whiteboard. You can add text, lines, and stamps to the shared content.

A presenter or a moderator can annotate all shared content. A participant can annotate only on a virtual whiteboard.

The available tools depend on the content you are sharing. However, the icons are the same.

Shared content annotation tools

Button	Name	Description
苓	Selection tool	Selects an annotation. You can move the annotation with the mouse.
	Stamp tool	Inserts a stamp in the currently selected color. Use this tool to call attention to items you are sharing.
		😷 Tip:
		Use the color picker tool to choose the stamp color.
	Pen tool	Draws a freehand line.
0	Marker tool	Highlights text or graphics.
		😷 Tip:
		Use the color picker tool to choose the highlighting color.
Z	Line tool	Draws a straight line in the currently selected color.
		😷 Tip:
		You can choose one of three line widths in the fly-out to choose the line thickness.
	Rectangle tool	Chooses a rectangle: filled or outline.

Table continues...

Button	Name	Description
	Circle tool	Draws a filled ellipse or circular ellipse in the currently selected color.
		You can choose a filled ellipse or outline in the fly-out.
		😷 Tip:
		The button shows the ellipse type.
П	Text tool	Adds text annotation in the currently selected color.
		You can choose one of three text sizes in the fly-out: small, medium or large.
		😷 Tip:
		The button shows the text size.
@	Delete tool	Deletes the selected annotation or all drawings.
		😷 Tip:
		The button shows the delete type.
•	Move tool	Moves the whiteboard when it is zoomed in and when the actual size of the whiteboard is bigger than the visible area.
	Color picker tool	Selects a color for annotation.
Or		Choose the color in the fly-out
		😷 Tip:
		The current color is shown on the button.
	Show pointer tool	Displays a pointer tool.
	Sharing tool	Provides an option to change what you are currently sharing.
1	Remote sharing tool	Provides an option to give control of sharing your computer to a participant in the conference.
m .	Pause sharing tool	Pauses or resumes sharing.

Table continues...

Button	Name	Description
	Stop Sharing	Stops sharing the content.
OR		
×		

Ending sharing

About this task

Use this procedure to stop sharing during a conference call.



Note:

Only the presenter or moderator of a conference can stop screen sharing. However, any participant of a conference can stop whiteboard sharing.

Procedure

Do one of the following:

- On the Conference screen, select and then select **Stop Sharing**. Only the active presenter can view the **Stop Sharing** option on the Conference screen.
- On the Sharing screen, select ...

Chapter 9: Managing contacts

The Contacts feature provides information about the following:

- All Contacts
- Workplace Contacts
- · Favorite Contacts
- Local Contacts

Use the Contacts feature to:

- View the details of local, Workplace, and enterprise contacts.
- · Create a new contact or contact group.
- Add an enterprise contact to your Workplace Contacts list.
- Add a contact to your contact group.
- Make a voice or video call to a contact or a group of contacts.
- Start an instant messaging conversation with an enterprise contact or a group of contacts.
- Send an email to any contact using the email applications installed on your device.

You can access local contacts in Avaya IX[™] Workplace Client if:

- Contact accounts, such as SIM, Google, and Phone, are available in your address book
- · Contact groups, such as Friends and Family, are available in your address book
- Contacts are listed in the default Contacts folder and sub-folders of Contacts folder in Microsoft Outlook

Enterprise contacts include contacts stored on various servers. Avaya IX[™] Workplace Client displays enterprise contacts from only those servers that your administrator has configured for display. If you have configured Exchange on your mobile, you can search for an enterprise contact using Microsoft ActiveSync.

Best practices

The following practices are applicable to Avaya Aura[®] Conferencing and are not relevant to Avaya Equinox[®] Conferencing.

To save time accessing MeetMe conferences, do the following:

· Create a local contact for Android and iOS or a contact in Microsoft Outlook for Windows and MacOS. Ensure that this contact includes the telephone number for accessing your conferencing system and your moderator code. For example, you can access your conferencing system by dialing 1-613-555-1212. Your moderator code is 123456#. In this case, you must dial 16135551212, 123456# for this contact. After you create this contact, you can access your MeetMe conference from the Contacts screen in Avaya IX[™] Workplace Client.

Security alert:

Some enterprises have policies that do not allow you to store moderator codes for automatic entry into a conference. Before saving your moderator code in Avaya IX™ Workplace Client, ensure that your enterprise does not have a policy against this.

 Create a contact for your MeetMe conference without your moderator code so that you can easily join the conferences of other people. Ensure that this contact includes only the telephone number for accessing your conferencing system. After you access the conferencing system, use the keypad in Avaya IX[™] Workplace Client to enter the appropriate participant code for the conference.

Tip:

For contacts who host conferences that you join regularly, you can create an entry in your contacts with the number of the conference and the participant code.

To save time accessing your voice mail, you can create a contact for your voice mail access number. Ensure that this contact includes the telephone number for accessing your voice mail system and your extension number and password to log in to the voice mail system. For example, you can access your voice mail system by dialing 613-555-7777. Your extension number is 5558761#, and your password to log in to the voice mail system is 123456#. In this case, you must dial 6135557777, 5558761#, 123456# for this contact. After you create this local contact, you can access your voice mail from the Contacts screen in Avaya IX[™] Workplace Client.

Viewing the self-contact information

About this task

Avava IX[™] Workplace Client retrieves and displays the self-contact information from various directories according to the following priority:

- 1. Avaya Aura® Device Services
- 2. Client Enablement Services or LDAP
- 3. Avaya Cloud Services
- 4. Local

Before you begin

Ensure that Avaya Aura® Device Services, Client Enablement Services, LDAP, or Avaya Cloud Services are configured properly.

Procedure

On the Top of Mind screen, select the presence status indicator.

Avaya IX[™] Workplace Client displays the self-contact information with your picture.

Searching for a contact on mobile clients

About this task

When you search for a contact, Avaya IX[™] Workplace Client performs a search for that contact in directories according to the following priority:

- 1. Avaya Aura® Device Services
- 2. Client Enablement Services or LDAP
- 3. Avaya Cloud Services
- 4. Local

You can perform an advanced search for enterprise contacts only if you use Avaya Aura[®] Device Services Release 7.1.6 and later. You cannot perform an advanced search for contacts that you added as Local or Workplace contacts.

Before you begin

Ensure that Avaya Aura® Device Services, Client Enablement Services, LDAP, and Avaya Cloud Services are configured properly.

Procedure

1. In the **find someone** field, start typing the name of the contact or the contact details that you want to look for.

Avava IX[™] Workplace Client displays the contacts that match the search text.

To perform an advanced search for enterprise contacts, do the following:

- 2. In the **find someone** field, tap ∇ .
- 3. Type the search keywords in one or more of the following fields:
 - Name
 - Location
 - Department
- 4. Tap Search.

Avava IX[™] Workplace Client displays the contacts that match the search text.

Related links

Configuring the contact search settings on Avaya IX Workplace Client for Android on page 49

Searching for a contact on desktop clients

About this task

When you search for a contact, Avaya IX[™] Workplace Client performs a search for that contact in directories according to the following priority:

- 1. Avaya Aura® Device Services
- 2. LDAP
- 3. Avaya Cloud Services
- 4. Local

You can perform an advanced search for enterprise contacts only if you use Avaya Aura® Device Services Release 7.1.6 and later. You cannot perform an advanced search for contacts that you added as Local or Workplace contacts.

Before you begin

Ensure that Avaya Aura® Device Services, LDAP, and Avaya Cloud Services are configured properly.

Procedure

1. In the **name or number** field, start typing the name of the contact or the contact details that you want to look for.

Avaya IX[™] Workplace Client displays the contacts that match the search text.

To perform an advanced search for enterprise contacts, do the following:

- 2. In the **name or number** field, click **▽**.
- 3. Type the search keywords in one or more of the following fields:
 - Name
 - Location
 - Department
- 4. Click Search.

Avaya IX[™] Workplace Client displays the contacts that match the search text.

Related links

Configuring the contact search settings on Avaya IX Workplace Client for Android on page 49

Filtering contacts on mobile clients

Procedure

- Go to the Contacts screen.
- 2. Filter the contacts using one of the following:
 - All Contacts: To view your Local and Workplace contacts when you log in to the VoIP service, Avaya Aura® Device Services, or Avaya Cloud Services. To view your Local and Client Enablement Services favorite contacts when you log in to only Client Enablement Services.

Workplace contacts include your PPM, Avaya Aura[®] Device Services, and Avaya IX[™] Spaces favorite contacts.

• Workplace Contacts: To view your Workplace contacts.

Avaya IX[™] Workplace Client displays this option when you log in to the VoIP service, Avaya Aura[®] Device Services, or Avaya Cloud Services.

• Local Contacts: To view the contacts stored in your address book or local storage.

Avaya IX[™] Workplace Client filters the contacts according to the option that you select.

Related links

Using the Avaya IX Workplace Client menu on page 43

Filtering contacts on desktop clients

Procedure

- 1. Go to the Contacts screen.
- 2. Filter the contacts using one of the following:
 - All Contacts: To view your Local and Workplace contacts when you log in to the VoIP service, Avaya Aura® Device Services, or Avaya Cloud Services.

Workplace contacts include your PPM, Avaya Aura[®] Device Services, and Avaya IX[™] Spaces favorite contacts.

Workplace Contacts: To view your Workplace contacts.

Avaya IX[™] Workplace Client displays this option when you log in to the VoIP service, Avaya Aura[®] Device Services, or Avaya Cloud Services.

• Local Contacts: To view the contacts stored in your address book or local storage.

Avaya IX[™] Workplace Client filters the contacts according to the option that you select.

Related links

Using the Avaya IX Workplace Client menu on page 43

Adding an enterprise contact to your Workplace Contacts Procedure

- 1. Go to the Contacts screen.
- 2. Start typing the name of the contact or the contact details that you want to look for in the following field:
 - · On mobile clients: find someone
 - On desktop clients: name or number

Avaya IX[™] Workplace Client displays the contacts that match the search text.

- 3. Locate the enterprise contact that you want to add.
- 4. Select the contact.
- 5. Open the Contact Details or Directory Details screen.
- 6. Do one of the following:
 - On mobile clients: Select Add to Contacts.
 - On Avaya IX[™] Workplace Client for Mac: Select Add.
 - On Avaya IX[™] Workplace Client for Windows: Select Add Contact.

Avaya IX[™] Workplace Client adds the enterprise contact to your Workplace Contacts list.

Adding a contact using the messaging address search results

About this task

Use this procedure to add a contact using the messaging address search results only on mobile clients.

Procedure

- 1. On the Top of Mind screen, in the **find someone** field, type a valid messaging address.
 - Avaya IX[™] Workplace Client displays the New Contact area if the messaging address has no matches in the local, enterprise, or PPM contacts list.
- 2. In the New Contact area, tap the messaging address.
 - Avaya IX[™] Workplace Client displays the New Contact screen.
- 3. Tap Add to Contacts.
- 4. Enter the information in the mandatory fields.
- 5. Tap **Done**.

Avaya IX[™] Workplace Client adds the contact.

Creating a new contact

About this task

Use this procedure to create a new contact. Avaya IX^{TM} Workplace Client adds the contact to your Workplace Contacts list.

Procedure

- Go to the Contacts screen.
- 2. Select =.
- 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 a 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

About this task

Use this procedure to delete a contact from your Workplace Contacts list. When you delete a contact, Avaya IX[™] Workplace Client removes the contact from the associated contact groups.



You can delete a local contact only from the contacts stored in the local address book.

- 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.

Avaya IX[™] Workplace Client removes the contact from your Workplace Contacts list.

Contact groups

Contact groups are only available with Avaya Aura[®] Device Services Release 7.1.6 and later. You can use Avaya IX[™] Workplace Client to group your Workplace Contacts to better organize them. You can then initiate calls and instant messages to the groups. For example, you might have separate groups for your project team, subordinate team members, and response teams. The groups that you create are available across multiple devices.

You can perform the following actions in contact groups:

- · Create, rename, or delete a group.
- · Add a contact to a group.
- Remove a contact from a group.

Contacts can be a part of multiple groups. However, contacts do not need to belong to any group.

You can perform the following actions on contacts in groups:

- Add a contact to an existing group.
- Remove a contact from an existing group.
- View the list of groups to which a contact belongs.

Viewing and hiding a contact group

Before you begin

Enable and log in to Avaya Aura® Device Services.

Procedure

- 1. Go to the Contacts screen.
- 2. In the Contact Groups area, you can view all contact groups.

The contact groups are sorted alphabetically according to the group name.

- To hide the contacts in a contact group, next to the contact group name, select
 —.
 Avaya IX[™] Workplace Client hides the contacts in that contact group.

Related links

Modifying Avaya Aura Device Services settings on page 61
Logging in and out of the Avaya IX Workplace Client services on page 72

Creating a contact group on mobile clients

About this task

Create groups of your Workplace Contacts to better organize them. You can then initiate calls and instant messages to the groups. For example, you might have separate groups for your project team, subordinate team members, and response teams. The groups that you create are available across multiple devices.

If you use this procedure to add a local or enterprise contact to your contact group, Avaya IX[™] Workplace Client displays a dialog box to first add the contact to your Workplace Contacts list. If the value of any required field is missing in the contact details, Avaya IX[™] Workplace Client displays a screen for you to edit the contact details before adding the contact to your Workplace Contacts list.

You can create a maximum of 75 contact groups.

Before you begin

Enable and log in to Avaya Aura® Device Services.

Procedure

- 1. Go to the Contacts screen.
- 2. Tap +.
- 3. Tap New Contact Group.

Avaya IX[™] Workplace Client displays the Choose contacts for your group screen.

4. Select the contacts to add to your group.

You can also use the **find someone** field to search and select a contact. You must select a minimum of one contact.

5. Tap **Next**.

Avaya IX[™] Workplace Client displays the Confirm contacts for your group screen.

6. Tap **Done**.

Avaya IX[™] Workplace Client displays the Enter Group Name dialog with the default group name.

- 7. (Optional) Type a new group name.
- 8. Tap **OK**.

Avaya IX[™] Workplace Client creates the group with the selected contacts.

Related links

Modifying Avaya Aura Device Services settings on page 61
Logging in and out of the Avaya IX Workplace Client services on page 72

Creating a contact group on desktop clients

About this task

Create groups of your Workplace Contacts to better organize them. You can then initiate calls and instant messages to the groups. For example, you might have separate groups for your project team, subordinate team members, and response teams. The groups that you create are available across multiple devices.

If you use this procedure to add a local or enterprise contact to your contact group, Avaya IX[™] Workplace Client displays a dialog box to first add the contact to your Workplace Contacts list. If the value of any required field is missing in the contact details, Avaya IX[™] Workplace Client displays a screen for you to edit the contact details before adding the contact to your Workplace Contacts list.

You can create a maximum of 75 contact groups.

Before you begin

Enable and log in to Avaya Aura® Device Services.

Procedure

- 1. Go to the Contacts screen.
- 2. Click +.
- 3. Click New Group.
- 4. In the **Enter Group Name** field, type a new group name.
- 5. In the Setup Stage area, drag and drop contacts to add to your group.

You must drag and drop a minimum of one contact.

6. Click Create Group.

Avaya IX[™] Workplace Client creates the group with the selected contacts.

Related links

Modifying Avaya Aura Device Services settings on page 61
Logging in and out of the Avaya IX Workplace Client services on page 72

Renaming a contact group on mobile clients

Before you begin

Enable and log in to Avaya Aura® Device Services.

Procedure

- 1. Go to the Contacts screen.
- 2. Identify the contact group to rename.
- 3. On the contact group name, do one of the following:
 - On Android devices: Press and hold, and then tap
 - On iOS devices: Full swipe to the left.

Avaya IX[™] Workplace Client displays the More menu.

- 4. Tap Edit Group Name.
- 5. Type a new group name.
- 6. Tap **OK**.

Avaya IX[™] Workplace Client saves the contact group with the updated name.

Related links

Modifying Avaya Aura Device Services settings on page 61

Logging in and out of the Avaya IX Workplace Client services on page 72

Renaming a contact group on desktop clients

Before you begin

Enable and log in to Avaya Aura® Device Services.

Procedure

- 1. Go to the Contacts screen.
- Identify the contact group to rename.
- 3. On the contact group name, do one of the following:
 - · Right-click.
 - Hover the cursor and click
- 4. Click Edit Group Name.
- 5. Type a new group name.
- 6. Click OK.

Avaya IX[™] Workplace Client saves the contact group with the updated name.

Related links

Modifying Avaya Aura Device Services settings on page 61
Logging in and out of the Avaya IX Workplace Client services on page 72

Adding a contact to a contact group on mobile clients

About this task

If you use this procedure to add a local or enterprise contact to your contact group, Avaya $IX^{\text{\tiny M}}$ Workplace Client displays a dialog box to first add the contact to your Workplace Contacts list. If the value of any required field is missing in the contact details, Avaya $IX^{\text{\tiny M}}$ Workplace Client displays a screen for you to edit the contact details before adding the contact to your Workplace Contacts list.

You can add maximum 250 contacts to each contact group.



You can also add a contact to a contact group from the:

- More menu of an Workplace contact in the Contacts screen or another contact group.
- Contact Details screen of a local, Workplace, or enterprise contact.

Before you begin

Enable and log in to Avaya Aura® Device Services.

Procedure

- 1. Go to the Contacts screen.
- 2. Identify the contact group to add a contact.
- 3. On the contact group name, do one of the following:
 - On Android devices: Press and hold, and then tap
 - On iOS devices: Full swipe to the left.

Avaya IX[™] Workplace Client displays the More menu.

4. Tap Add Contact to Group.

Avaya IX[™] Workplace Client displays the Choose contacts for your group screen.

5. Select the contacts to add to your group.

You can also use the **find someone** field to search and select a contact.

6. Tap Next.

Avaya IX[™] Workplace Client displays the Confirm contacts for your group screen.

7. Tap **Done**.

Avaya IX[™] Workplace Client adds the selected contacts to the contact group.

Related links

Modifying Avaya Aura Device Services settings on page 61
Logging in and out of the Avaya IX Workplace Client services on page 72

Adding a contact to a contact group on desktop clients

About this task

If you use this procedure to add a local or enterprise contact to your contact group, Avaya $IX^{\text{\tiny M}}$ Workplace Client displays a dialog box to first add the contact to your Workplace Contacts list. If the value of any required field is missing in the contact details, Avaya $IX^{\text{\tiny M}}$ Workplace Client displays a screen for you to edit the contact details before adding the contact to your Workplace Contacts list.

You can add maximum 250 contacts to each contact group.



You can also add a contact to a contact group from the:

- More menu of an Workplace contact in the Contacts screen or another contact group.
- Contact Details screen of an Workplace or enterprise contact.

Before you begin

Enable and log in to Avaya Aura® Device Services.

Procedure

- 1. Go to the Contacts screen.
- 2. Identify the contact group to add a contact.
- 3. On the contact group name, do one of the following:
 - · Right-click.
 - Hover the cursor and click
- 4. Click Add Contact to Group.
- 5. In the Setup Stage area, drag and drop contacts that you want to add to your group.
- 6. Click **Add to Group**.

Avaya IX[™] Workplace Client adds the selected contacts to the contact group.

Related links

Modifying Avaya Aura Device Services settings on page 61

Logging in and out of the Avaya IX Workplace Client services on page 72

Removing a contact from a contact group on mobile clients

About this task

When you remove a contact from a contact group, Avaya IX[™] Workplace Client does not remove the contact from your Workplace Contacts list.



Tip:

You can also remove a contact from a contact group from the More menu of an Workplace contact in the Contacts screen or another contact group.

Before you begin

Enable and log in to Avaya Aura® Device Services.

Procedure

- 1. Go to the Contacts screen.
- 2. Locate the Workplace or enterprise contact to remove from a contact group.
- 3. Tap the contact.
- 4. On the Contact Details screen, in the Groups area, tap x next to a group name.
- 5. In the confirmation dialog box, confirm the action. Avaya IX[™] Workplace Client removes the contact from the selected contact group.

Related links

Modifying Avaya Aura Device Services settings on page 61 Logging in and out of the Avaya IX Workplace Client services on page 72

Removing a contact from a contact group on desktop clients

About this task

When you remove a contact from a contact group, Avaya IX[™] Workplace Client does not remove the contact from your Workplace Contacts list.



Tip:

You can also remove a contact from a contact group from the More menu of an Workplace contact in the Contacts screen or another contact group.

Before you begin

Enable and log in to Avaya Aura® Device Services.

Procedure

- 1. Go to the Contacts screen.
- 2. Locate the Workplace or enterprise contact to remove from a contact group.
- 3. Double-click the contact.
- 4. On the Contact Details screen, in the Groups area, click x next to a group name.
- 5. In the confirmation dialog box, confirm the action.

Avaya IX[™] Workplace Client removes the contact from the selected contact group.

Related links

Modifying Avaya Aura Device Services settings on page 61

Logging in and out of the Avaya IX Workplace Client services on page 72

Removing a contact group on mobile clients

About this task

Remove a contact group that you do not use anymore. When you remove a contact group, Avaya IX[™] Workplace Client does not remove the contacts in that group from your Workplace Contacts list.

Before you begin

Enable and log in to Avaya Aura® Device Services.

Procedure

- 1. Go to the Contacts screen.
- 2. Identify the contact group to remove.
- 3. On the contact group name, do one of the following:
 - On Android devices: Press and hold, and then tap
 - On iOS devices: Full swipe to the left.

Avaya IX[™] Workplace Client displays the More menu.

- 4. Tap Remove Group.
- 5. In the confirmation dialog box, confirm the action.

Avaya IX[™] Workplace Client removes the contact group.

Related links

Modifying Avaya Aura Device Services settings on page 61
Logging in and out of the Avaya IX Workplace Client services on page 72

Removing a contact group on desktop clients

About this task

Remove a contact group that you do not use anymore. When you remove a contact group, Avaya IX[™] Workplace Client does not remove the contacts in that group from your Workplace Contacts list.

Before you begin

Enable and log in to Avaya Aura® Device Services.

Procedure

- 1. Go to the Contacts screen.
- 2. Identify the contact group to remove.
- 3. On the contact group name, do one of the following:
 - · Right-click.
 - Hover the cursor and click
- 4. Click Remove Group.
- 5. In the confirmation dialog box, confirm the action.

Avaya IX[™] Workplace Client removes the contact group.

Related links

Modifying Avaya Aura Device Services settings on page 61
Logging in and out of the Avaya IX Workplace Client services on page 72

Chapter 10: Using Avaya IX[™] Spaces

Avaya IX[™] Spaces overview

Avaya IX[™] Spaces is a cloud-based team collaboration and meeting application. It seamlessly integrates voice, video, tasks, sharing, and more into your browser or the Spaces application.

You can use the Spaces area in the dashboard to start a new conversation. In fact, the first time you start using Avaya IX[™] Spaces, you can view the option to create your own Space. You can invite participants to your Space by entering their email addresses. You can set different permissions for each participant based on the type of actions you want them to be able to take within your Space. If you have many Spaces, you can categorize the frequently used ones as favorites.

You can privately share documents and even escalate your chat with audio or video. The Posts area includes all the documents and files that you or your teammates shared. You can click on any of the posts to make comments, download the file, or attach more items, perhaps a revised version if you are editing a document.

You can assign tasks to other members of your space. Tasks are simply things that need to get done. You can also set due dates and post additional comments.

Avaya IX[™] Spaces integrates with Avaya IX[™] Workplace Client. You can use Avaya IX[™] Workplace Client :

- To exchange instant messages with other users using Avaya IX[™] Spaces Direct Messaging.
- To join a Spaces meeting.

Signing up for Avaya IX[™] Spaces from Avaya IX[™] Workplace Client

Before you begin

Enable Avaya Cloud Services.

Procedure

1. On the Top of Mind screen, in the Workplace Meetings area, select **Spaces Sign in / Sign up**.

The Spaces URL opens in the default browser.

2. Type your work email address.

Alternatively, if you have an account on Google, Office365, Salesforce, or Avaya, you can select the corresponding icon to log in to Spaces with your account credentials.

3. Select Yes, sign me up!.

You receive an email to confirm your email address.

4. Follow the steps in the email to complete your account.

Related links

Modifying Avaya Cloud Services settings on page 60

Logging in to Avaya IX[™] Spaces

About this task

Use this procedure to log in to Spaces from Avaya IX[™] Workplace Client.

Before you begin

Ensure that you have an account on Spaces.

Procedure

1. On the Top of Mind screen, in the Workplace Meetings area, select **Spaces Sign in / Sign up**.

The Spaces URL opens in the default browser.

Enter your email address.

Alternatively, if you have an account on Google, Office365, Salesforce, or Avaya, you can select the corresponding icon to log in to Spaces with your account credentials.

- 3. In the **Password** field, type your password.
- 4. **(Optional)** To enable the application or browser to store your login credentials, select **Keep me Signed in**.
- 5. Select Sign In.

Opening Avaya IX[™] Spaces from within Avaya IX[™] Workplace Client

Before you begin

Log in to Avaya Cloud Services.

Procedure

On the Top of Mind screen, in the Workplace Meetings area, select **Spaces Dashboard**.

The dashboard opens in one of the following:

- The Spaces application if the application is installed on your mobile device.
- The default browser if the application is not installed.

If the browser is already open, the dashboard opens in a new window.

Chapter 11: Presence and instant messaging

Presence Services is an application that indicates the availability or presence of a person by states, such as "Available", "Busy", or "Offline". From Avaya IX[™] Workplace Client, you can:

- Change your presence status.
- Change your custom presence status message.
- · Configure which users can view your presence status.

Presence Services supports the presence information gathered from a diverse range of sources and aggregates this information for each user. Presence Services then makes this information available to Avaya IX[™] Workplace Client users. To update your status automatically using Presence Services. you must set your presence status to "Automatic" in Avaya IX[™] Workplace Client.

You can exchange text-based instant messages with users. You can receive image, audio, video, and generic attachments in an Instant Messaging (IM) conversation. Users with enhanced privileges can send generic attachments and use the built-in recording feature of Avaya IX[™] Workplace Client to attach audio, video, or image files.



Note:

Desktop clients do not need enhanced privileges to send generic attachments.

Changing your presence status manually

About this task

Use this procedure to update your Avaya IX[™] Workplace Client presence status manually.

You can also choose to have your status updated automatically by selecting the Automatic option. For example, if your presence status is Automatic and:

- You are available, your presence status is updated automatically to Available (Auto).
- You lock your device, your presence status is updated automatically to Away(Auto).

Before you begin

Ensure that your administrator has not hidden all presence states using automatic configuration.

Procedure

- 1. On the Top of Mind screen, select the presence status indicator.
- 2. In the My Presence area, select the presence status.
- 3. Select one of the following presence states to indicate your availability:
 - Automatic
 - Available
 - Busy
 - Unavailable: If Client Enablement Services is enabled and VoIP is disabled
 - · Away: If VoIP is enabled
 - Do not disturb: If VoIP is enabled
 - Out of office
 - Offline

Configuring the interval after which your presence status is automatically set to "Away"

About this task

You can configure the interval after which Avaya IX[™] Workplace Client automatically sets your presence status to "Away" when both the following conditions are met:

- Your presence status is set to "Automatic".
- You have not used Avaya IX[™] Workplace Client for the selected interval.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, select **User Preferences**.
- 2. **(Optional)** If available on the Avaya IX[™] Workplace Client platform, select **General**. Otherwise, go to the next step.
- 3. **(Optional)** If available on the Avaya IX[™] Workplace Client platform, select **Auto Set to Away**. Otherwise, go to the next step.
- 4. Select one of the following time intervals:
 - Never
 - after 5 minutes: Only on desktop clients
 - after 10 minutes
 - · after 15 minutes
 - after 30 minutes

- · after 1 hour
- after 1.5 hours
- after 2 hours
- 5. Save the changes.

Management of incoming calls and instant messages during DND

The following sections describe how Avaya IX[™] Workplace Client handles incoming calls and instant messages when you set your presence status to "Do not disturb".

Incoming calls

In the Avaya IX[™] Workplace Client settings, you can enable **Activate SAC When DND Is Set**. Incoming calls are then forwarded to voice mail and do not ring on Avaya IX[™] Workplace Client.

You can make outgoing calls as usual.

Instant messages

You receive IMs without any notifications.

Changing your presence status message

Procedure

- 1. On the Top of Mind screen, select the presence status indicator.
- 2. In the What are you up to? field, type your status message.

Configuring the presence followers setting on desktop clients

About this task

Use this procedure to configure which users can view your presence status.

Before you begin

- · Enable Phone Service.
- Ensure that your administrator has set the Presence Server policy for Access Control List (ACL) to **Confirm**.

Procedure

1. In Avaya IX[™] Workplace Client settings, click **Services > Presence Followers**.

Do one or more of the following:

- 2. **(Optional)** To stop people from following your presence status:
 - a. Click **People Following Me**.
 - b. Next to the name of a person, click vand then click **Block**.
- 3. **(Optional)** To allow people to follow your presence status:
 - a. Click Blocked Followers.
 - b. Next to the name of a person, click \vee and then click **Allow**.
- 4. **(Optional)** To configure the pending requests of users who want to follow your presence status:
 - a. In the Pending Requests area, next to the name of a person, click $\sqrt{\ }$.
 - b. Click Allow or Block.
- 5. Save the changes.

Acknowledging the presence notification requests on desktop clients

Before you begin

- Enable Phone Service.
- Ensure that your administrator has set the Presence Server policy for Access Control List (ACL) to **Confirm**.

In the custom notification toast:

- If there is only one pending request for following your presence, click one of the following:
 - **Allow**: To allow the user to follow your presence status.
 - **Block**: To block the user from following your presence status.
- If there are multiple pending requests for following your presence, click one of the following:
 - View: To open the Presence Followers screen.
 - Use this screen to configure which users can view your presence status.
 - **Not Now**: To ignore the pending requests for now.

Instant messaging using Avaya Multimedia Messaging and Avaya IX[™] Spaces Direct Messaging

With Avaya IX[™] Workplace Client Release 3.4, you can exchange instant messages with other users using both Avaya Multimedia Messaging and Spaces Direct Messaging. Avaya Multimedia Messaging is used as the default over Spaces Direct Messaging. If you are not logged into both, chat is disabled.

If your configuration includes both Avaya Multimedia Messaging and Spaces, the Messages screen retrieves:

- All active Avaya Multimedia Messaging conversations.
- The latest 100 Spaces Direct Messaging conversations.

Avaya IX[™] Workplace Client displays unread messages from:

- Avaya Multimedia Messaging in red text.
- · Spaces Direct Messaging in bold text.

If your configuration includes both Avaya Multimedia Messaging and Spaces, the Contact Details screen displays the following icons:

- A: To start a Spaces Direct Messaging conversation.
- •: To start an Avaya Multimedia Messaging conversation.

If your configuration includes either Avaya Multimedia Messaging or Spaces, the Contact Details screen displays the picon.

You cannot invite non-members to join you on Spaces using Avaya IX[™] Workplace Client.

Working with instant messages

Starting an instant message conversation on mobile clients

About this task

Use this procedure to start an instant message conversation with contacts using Avaya Multimedia Messaging or Avaya IX[™] Spaces Direct Messaging. You cannot use Spaces to have a multiparty conversation.

You can also start an instant message conversation using the messaging address. However, the steps involved in starting such a conversation are different and are covered in a different procedure.

Procedure

- 1. Go to the Messages screen.
- 2. Tap +.

Avaya IX[™] Workplace Client displays the Choose contacts for your conversation screen.

- 3. Select the contacts whom you want to include in the conversation.
- 4. Tap Next.

Avaya IX[™] Workplace Client displays the Confirm contacts for your conversation screen.

- 5. Tap Add.
- 6. (Optional) Type a subject and tap Done.
- 7. In the **Enter message** text field, type your message.
- 8. **(Optional)** To add an animated emoji, tap ⓐ and select the animated emoji that you want to use.

You can add a static emoji anywhere in the text using the native keyboard.

- 9. **(Optional)** If you have enhanced privileges, send generic attachments and use the built-in recording feature of Avaya IX[™] Workplace Client to attach audio, video, or image files.
- 10. Tap **∢**.

Avaya IX[™] Workplace Client starts a new conversation.

Related links

Starting an instant messaging conversation using the messaging address on mobile clients on page 199

Starting a conversation with all members of a contact group on mobile clients on page 201

Starting an instant message conversation on desktop clients

About this task

Use this procedure to start an instant message conversation with contacts using Avaya Multimedia Messaging or Avaya IX[™] Spaces Direct Messaging. You cannot use Spaces to have a multiparty conversation.

You can also start an instant message conversation using the messaging address. However, the steps involved in starting such a conversation are different and are covered in a different procedure.

Procedure

- 1. Click New conversation.
- 2. Drag and drop contacts or contact groups.
- 3. Click .

Avaya IX[™] Workplace Client displays a new conversation window.

- 4. (Optional) To type a subject:
 - a. On the conversation window, click =.
 - b. Click Edit Subject.
 - c. Type a subject.
 - d. Click Done.
- 5. In the **Enter message** text field, type your message.
- 6. (Optional) To add a static emoji, click (a) and select the static emoji that you want to use.
- 7. **(Optional)** To add an animated emoji, click and select the animated emoji that you want to use.
- 8. **(Optional)** If you have enhanced privileges, send generic attachments and use the built-in recording feature of Avaya IX[™] Workplace Client to attach audio, video, or image files.

Avaya IX[™] Workplace Client sends the message.

Related links

Starting an instant message conversation using the messaging address on desktop clients on page 200

Starting a conversation with all members of a contact group on desktop clients on page 201

Starting an instant messaging conversation using the messaging address on mobile clients

About this task

Use this procedure to start an instant messaging conversation using the messaging address.



In the New Contact area, you can perform the following actions on the messaging address to view the option to start an instant messaging conversation:

- On iOS devices, depending on the OS version, you might be able to swipe left or full swipe to the left.
- On Android devices, you can press and hold.

Before you begin

Enable and log in to Multimedia Messaging or Avava IX[™] Spaces Direct Messaging.

Procedure

1. On the Top of Mind screen, in the **find someone** field, type a valid messaging address.

- 2. In the New Contact area, tap the messaging address.
- 3. In the Send a Message area, next to the messaging address, tap \bigcirc .
- 4. In the **Enter message** text field, type your message.
- 5. **(Optional)** To add an animated emoji, tap and select the animated emoji that you want to use.

You can add a static emoji anywhere in the text using the native keyboard.

6. Tap *∢*.

Avaya IX[™] Workplace Client starts a new conversation.

Starting an instant message conversation using the messaging address on desktop clients

Before you begin

Enable and log in to Multimedia Messaging or Avaya IX[™] Spaces Direct Messaging.

Procedure

- 1. On the Top of Mind screen, in the **name or number** field, type a valid messaging address.
- 2. Next to the messaging address, click o.
- 3. **(Optional)** To type a subject:
 - a. On the conversation window, click ≡.
 - b. Click Edit Subject.
 - c. Type a subject.
 - d. Click Done.
- 4. In the **Enter message** text field, type your message.
- 5. (Optional) To add a static emoji, click and select the static emoji that you want to use.
- 6. **(Optional)** To add an animated emoji, click and select the animated emoji that you want to use.
- 7. **(Optional)** If you have enhanced privileges, send generic attachments and use the built-in recording feature of Avaya IX[™] Workplace Client to attach audio, video, or image files.
- 8. Click \checkmark .

Avaya IX[™] Workplace Client sends the message.

Starting a conversation with all members of a contact group on mobile clients

About this task

You can have a multiparty conversation using Avaya Multimedia Messaging. You cannot use Avaya IX^{T} Spaces Direct Messaging to have a multiparty conversation.

If some members in the contact group do not have a valid messaging address, you can proceed to have a conversation without these members.

Before you begin

- Enable and log in to Avaya Aura® Device Services.
- Enable and log in to Multimedia Messaging.

Procedure

- 1. Go to the Contacts screen.
- 2. Identify the contact group to start a conversation.
- 3. On the contact group name, do one of the following:
 - On Android devices: Press and hold.
 - · On iOS devices: Swipe to the left.
- 4. Tap *□*.

Avaya IX[™] Workplace Client starts a conversation with all members of the group who have a valid messaging address.

Related links

Logging in and out of the Avaya IX Workplace Client services on page 72

Modifying Avaya Aura Device Services settings on page 61

Modifying messaging settings on page 60

Modifying Avaya Cloud Services settings on page 60

Starting a conversation with all members of a contact group on desktop clients

About this task

You can have a multiparty conversation using Avaya Multimedia Messaging. You cannot use Avaya IX[™] Spaces Direct Messaging to have a multiparty conversation.

If some members in the contact group do not have a valid messaging address, you can proceed to have a conversation without these members.

Before you begin

- Enable and log in to Avaya Aura® Device Services.
- Enable and log in to Multimedia Messaging.

Procedure

- 1. Go to the Contacts screen.
- 2. Identify the contact group to start a conversation.
- 3. On the contact group name, hover the cursor.
- 4. Click o.

Avaya IX[™] Workplace Client starts a conversation with all members of the group who have a valid messaging address.

Related links

Logging in and out of the Avaya IX Workplace Client services on page 72

Modifying Avaya Aura Device Services settings on page 61

Modifying messaging settings on page 60

Modifying Avaya Cloud Services settings on page 60

Limitations of using the messaging address for instant message conversations

If you use a messaging address to start an instant messaging (IM) conversation, the following limitations exist:

- You cannot add a non-enterprise contact to an existing IM conversation with a non-enterprise contact.
- You might not be able to send attachments to a non-enterprise contact using Avaya Multimedia Messaging.

You can send attachments to all contacts using Avaya IX[™] Spaces Direct Messaging.

Formatting a message on Android clients

About this task

Avava IX[™] Workplace Client supports messages in Rich Text Format with:

- Avaya Multimedia Messaging Release 3.5 and later
- Avaya Multimedia Messaging service on Avaya Aura[®] Presence Services Release 8.1.2 and later

You can format a complete message or a part of the message with any combination of the following:

- Bold
- Italic
- Underline

Before you begin

Enable and log in to Multimedia Messaging.

Procedure

- 1. In the **Enter message** field, type your message.
- 2. In the text box area, press and hold the message in the **Enter message** field.
- 3. Do one of the following:
 - To select the complete message, tap Select All.
 - To select a partial message, move the slider to select a part of the message.
- 4. Tap one of the following:
 - Bold
 - Italic
 - Underline
- 5. If you want to add more than one type of formatting, repeat steps 2 to 4.

Formatting a message on iOS clients

About this task

Avaya IX[™] Workplace Client supports messages in Rich Text Format with:

- Avaya Multimedia Messaging Release 3.5 and later
- Avaya Multimedia Messaging service on Avaya Aura[®] Presence Services Release 8.1.2 and later

You can format a complete message or a part of the message with any combination of the following:

- Bold
- Italic
- Underline

Before you begin

Enable and log in to Multimedia Messaging.

Procedure

- 1. In the **Enter message** field, type your message.
- 2. In the text box area, press and hold the message in the **Enter message** field.
- 3. Tap one of the following:
 - Select All: To select the complete message.
 - Select: To select a part of the message.
- 4. If you tap **Select**, move the slider to select the desired part of the message.
- 5. Tap **B**IU.
- 6. Tap one of the following:
 - Bold
 - Italic
 - Underline
- 7. (Optional) If you want to add more than one type of formatting, repeat steps 2 to 6.

Formatting a message on Mac clients

About this task

Avaya IX[™] Workplace Client supports messages in Rich Text Format with:

- Avaya Multimedia Messaging Release 3.5 and later
- Avaya Multimedia Messaging service on Avaya Aura[®] Presence Services Release 8.1.2 and later

You can format a complete message or a part of the message with any combination of the following:

- Bold
- Italic
- Underline

Before you begin

Enable and log in to Multimedia Messaging.

Procedure

- 1. In the **Enter message** field, type your message.
- 2. In the text box, select the complete or partial message.
- 3. Right-click the highlighted text and click one of the following:
 - Bold

- Italic
- Underline



🚺 Tip:

You can also use keyboard shortcut keys to apply the following formatting on OS X 10.13 and later:

• Bold: command + B

• Italic: command + I

• Underline: command + U

4. If you want to add more than one type of formatting, repeat steps 2 to 3.

Copying and pasting an instant message

About this task

Use this procedure to copy and paste an instant message in the same conversation or to a different conversation.

Before you begin

You must have a conversation in progress.

Procedure

- 1. Copy the instant message.
- 2. In the **Enter message** field, paste the instant message.

Spell check in Windows

Spell checking on a Windows computer depends on the following language categories:

- OS language: This is the language in which you have the localized resources on the local Windows OS. This includes mainly text.
- Input language: This is the language in which you write. This determines the keyboard layout.
- Workplace language: This is the language which you choose for Avaya IX[™] Workplace Client in User Preferences > Display > Languages. This determines the language in which you can view content within Avaya IX[™] Workplace Client.

Avaya IX[™] Workplace Client always performs spell checking in the Workplace language. Spell checking is successful only if you install the input language package on the computer for the corresponding Workplace language. Windows performs spell checking by comparing the validity of a written word with the list of valid words that the input language contains.

Enabling spell check in Windows

Before you begin

Ensure that your administrator enabled spell check when setting up automatic configuration.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, click **User Preferences**.
- Click Messaging.
- 3. If the Spell check enabled switch is in the disabled state, click Spell check enabled.
- 4. Save the changes.

Marking all instant messages as read

About this task

Use this procedure to mark all messages as read in a conversation, including the unread messages.



Note:

If you use Avaya IX[™] Spaces and have multiple devices, the messages that you mark as read on one device appear as unread on other devices.

Before you begin

You must have a conversation in progress.

Procedure

On the conversation menu, select Mark all as read.

Status of sent instant messages

Avava IX[™] Workplace Client provides support for the following instant messaging indications with Avaya Multimedia Messaging service on Avaya Aura® Presence Services Release 8.1 and later:

- Message delivered from the server to the receiving client
- · Message read on the receiving client

For the instant messages that you send in an individual conversation, Avaya IX[™] Workplace Client displays the following status:

- Send Failed: Avaya IX[™] Workplace Client displays this status if the message fails to get sent. You can try to send the message again or delete the message.
- Delivered: Avaya IX[™] Workplace Client displays this status if the message gets delivered.

Read: Avaya IX[™] Workplace Client displays this status along with the timestamp when the recipient reads your message while the **Send read receipts** setting is enabled in Avaya IX[™] Workplace Client of the recipient. Avaya IX[™] Workplace Client marks the message status as Read, only after the recipient opens the conversation and reads your message.

Avaya IX[™] Workplace Client does not display a read receipt for attachments. However, Avaya IX[™] Workplace Client displays a read receipt if you include text along with the attachment.

For the instant messages that you send in a group conversation, Avaya IX[™] Workplace Client displays the following status:

- Send Failed: Avaya IX[™] Workplace Client displays this status if the message fails to get sent. You can try to send the message again or delete the message.
- All Read: Avaya IX[™] Workplace Client displays this status along with the timestamp when all recipients have read your last message while the **Send read receipts** setting is enabled in Avaya IX[™] Workplace Client of the recipients.
- Some Read: Avaya IX[™] Workplace Client displays this status along with the timestamp when only some of the recipients have read your message while the **Send read receipts** setting is enabled in Avaya IX[™] Workplace Client of the recipients.

Note:

Avaya IX[™] Workplace Client does not display the Delivered status in a group conversation.

Viewing the read receipt for an instant message that is read by only some of the recipients

About this task

Avaya IX[™] Workplace Client provides support for the Read status with Avaya Multimedia Messaging service on Avaya Aura[®] Presence Services Release 8.1 and later.

Use this procedure if you are in a group conversation and only some of the recipients have read your message.

Before you begin

Enable Multimedia Messaging.

Procedure

For your message that is read by only some of the recipients, select **Some Read**.

Avaya IX[™] Workplace Client displays the list of all the users who have:

- · Read your message
- Not read your message yet

Disabling read receipts for instant messages

About this task

Avaya IX[™] Workplace Client provides support for the following instant messaging indications with Avaya Multimedia Messaging service on Avaya Aura[®] Presence Services Release 8.1 and later:

- · Message delivered from the server to the receiving client
- Message read on the receiving client

By default, Avaya IX[™] Workplace Client enables read receipts for instant messages.

If you disable read receipts:

- The sender of the instant messages receives notifications when the messages are delivered.
- The sender of the instant messages does not receive read receipts if you only read the messages.

However, when you reply to the messages, it implicitly means that you have read all the previous messages in the conversation. Hence, the sender of the instant messages receives notifications indicating that the messages were read.

 You receive read receipts of messages that you send to others, as long as the receiver of your messages does not disable read receipts on their Avaya IX[™] Workplace Client.

Before you begin

Enable Multimedia Messaging.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, select **User Preferences**.
- 2. Select Messaging.
- 3. To disable the setting, turn off **Send read receipts**.
- 4. Save the changes.

Disabling emoji animation

About this task

Use this procedure to disable all emoji animations for yourself. This includes incoming, outgoing, and preview of emoji animations.

By default, Avaya IX[™] Workplace Client displays animated emojis. If you disable emoji animations, Avaya IX[™] Workplace Client displays animated emojis as static images.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, select **User Preferences**.
- 2. Select Messaging.

- 3. To disable the setting, select **Emoji Animation**.
- 4. Save the changes.

Configuring the notification sound for instant messages

About this task

Use this procedure only on Avaya IX[™] Workplace Client for Android and Windows to configure the notification sound when you receive instant messages.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, select **User Preferences**.
- 2. Select Notifications.
- 3. To hear a notification sound when you receive instant messages:
 - On Avaya IX[™] Workplace Client for Android: Select **Messaging Notification Sound**.
 - On Avaya IX[™] Workplace Client for Windows: Select **AMM Notification Sound**.
- 4. **(Optional)** On Avaya IX[™] Workplace Client for Android, select one of the following:
 - **Default**: To use the default notification sound.
 - **Custom**: To select a custom ring tone for the notification sound.
 - Off: To turn off the notification sound.

On all clients, do the following:

5. Save the changes.

Configuring the instant messaging provider

About this task

Use this procedure if you want Avaya IX[™] Workplace Client for Windows to be the instant messaging provider for applications on the Windows desktop.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, select **Desktop Integration**.
- 2. Select IM Provider.
- 3. To enable the setting, select **Set as default IM Provider**.
- 4. Save the changes.

Working with attachments

Adding attachments to an instant message

About this task

If you are using Avaya Multimedia Messaging, only users with enhanced Avaya Multimedia Messaging privileges can send generic attachments and use the built-in recording feature of Avaya IX Workplace Client to attach audio, video, or image files. On desktop clients, you do not need enhanced privileges to send generic attachments.

If you are on a VoIP call, you must wait for the VoIP call to end before you can use the built-in recording feature of Avaya IX[™] Workplace Client.

Note:

If you are using a third-party application and want to share a file in an Avaya IX^{TM} Workplace Client conversation, you can select the share option to view Avaya IX^{TM} Workplace Client. On selecting Avaya IX^{TM} Workplace Client, you can add the attachment to a conversation. This applies to all platforms, except iOS.

Before you begin

You must have a conversation in progress.

Procedure

- 1. Select ...
- 2. Select one of the options to select the type of attachment:
 - · Record and attach an audio message.
 - Capture and attach a video message.
 - Click and attach a photo.
 - Attach a generic file from your gallery, music player, photos, or other available applications.
- 3. Select ∢, or press Enter.

Avava IX[™] Workplace Client sends the attachment to the participants.

Viewing attachments

About this task

Use this procedure to view the attachments that you receive as part of a conversation. The attachment might be a photo, video, audio file, or generic attachment. The badge count on a conversation indicates how many new and unread messages are in that conversation.

Before you begin

You must have a conversation in progress.

Procedure

- 1. Do one of the following:
 - To view a photo, select the photo.
 - To view a video, select the video.
 - To listen to an audio file, select the audio file.
 - To view a generic attachment, select the attachment.
- 2. Select the application that you want to use to view the file.

Managing instant messaging participants

Adding participants to a conversation on mobile clients

About this task

Use this procedure to add participants to an Avaya Multimedia Messaging conversation. You cannot use Spaces to have a multiparty conversation.

If you add a participant who has never logged in to Avaya Multimedia Messaging, Avaya IX^{TM} Workplace Client displays the following error message: Participant address is incorrect.

Before you begin

You must have a conversation in progress.

Procedure

- 1. On the conversation menu, select Add participant.
 - Avaya IX[™] Workplace Client displays the Choose contacts for your conversation screen.
- 2. Select the contacts whom you want to include in the conversation.
- 3. Tap Next.
 - Avaya IX[™] Workplace Client displays the Confirm contacts for your conversation screen.
- 4. Tap **Add**.

Adding participants to a conversation on desktop clients

About this task

Use this procedure to add participants to an Avaya Multimedia Messaging conversation. You cannot use Spaces to have a multiparty conversation.

If you add a participant who has never logged in to Avaya Multimedia Messaging, Avaya IX^{TM} Workplace Client displays the following error message: Participant address is incorrect.

Before you begin

You must have a conversation in progress.

Procedure

Do one of the following:

1. Drag and drop contacts to a conversation.

You cannot drag contact groups to a conversation.

- 2. On the Participants screen:
 - a. Right-click an existing participant and select **Add participant**.
 - Note:

Use the Add Participant dialog box to add users from only the Local or Workplace Contacts list. To add a new participant from an LDAP to a conversation, search for the contact using the **name or number** field and then drag and drop the contact into the conversation.

- b. Search for a contact and then select that contact.
- c. Select Add.
- d. In the confirmation dialog box, confirm the action.

Viewing instant messaging participants

Before you begin

You must have a conversation in progress.

Procedure

Do one of the following:

- On mobile clients: On the conversation menu, select View Participant List.
- On desktop clients: On the Conversations screen, select **X participants**.

X indicates the number of participants.

Avaya IX[™] Workplace Client displays the Participants dialog box that includes the list of participants.

Adding the IM participant as a Workplace Contact on desktop clients

About this task

Use this procedure to add the participant of a point-to-point instant messaging conversation as a Workplace Contact.

Procedure

- 1. Go to the Messages screen.
- 2. Hover the cursor on a point-to-point instant messaging conversation, and click [6].
- 3. Enter the appropriate values in the fields to add the contact.
- 4. Click Add Contact.

Searching for an instant message

About this task

On some Avaya IX^{TM} Workplace Client platforms, you must use the Search key to view the results after you use this procedure.



You cannot perform a search for an Avaya IX[™] Spaces Direct Messaging conversation.

Procedure

- 1. Go to the Messages screen.
- 2. Filter the messages and select **Search All Messages**.
- 3. Start typing the names of participants or the text that you want to look for.

Avaya IX[™] Workplace Client displays the messages in your conversations that match the search criteria.

Leaving an instant messaging conversation

About this task

Use this procedure to leave an Avaya Multimedia Messaging conversation. You cannot leave a Spaces conversation.

Procedure

- 1. On the conversation menu, select **Leave Conversation**.
- 2. **(Optional)** If available on the Avaya IX[™] Workplace Client platform, in the Leave Conversation dialog box, select **OK**.

Avaya IX[™] Workplace Client removes the conversation from your conversation history.

Chapter 12: Configuring Avaya IX[™] Workplace Client Add-in for Microsoft Outlook

Avaya IX[™] Workplace Client add-in for Microsoft Outlook

Avaya IX[™] Workplace Client provides a new and improved Outlook add-in for desktop platforms that includes the following features:

- · Add meeting details to an appointment.
- Start and join conferences from your calendar.
- Start a call from within Outlook to a contact using Avaya IX[™] Workplace Client for Windows.

Additionally:

- You can automatically configure the meeting information for Avaya IX[™] Workplace Client and Avaya Aura[®] Conferencing.
- The conferencing system provides the meeting invite templates for Avaya Equinox[®] Conferencing.
- Microsoft Windows IM Provider integration, which is optional, activates click-to-IM and presence in Outlook for Avaya IX[™] Workplace Client contacts.

Note:

Microsoft Outlook add-in for web mail does not support calendar delegation, IM provider, and multiple Avaya Aura® Conferencing bridges.

In Avaya Equinox[®] Release 3.4 and later versions, the Outlook add-in includes support for Avaya IX^{T} Spaces. In addition to the existing capabilities, the Outlook add-in integrates the workflow from the existing Avaya IX^{T} Spaces Outlook add-in. You need to sign in to Avaya IX^{T} Spaces on Avaya IX^{T} Workplace Client to enable Avaya IX^{T} Spaces in the Outlook add-in.

By integrating with Avaya IX[™] Spaces, you can use the Search feature to search for a meeting if multiple meetings are configured.

Microsoft Outlook requirements

- Microsoft Outlook add-in for Windows is supported on Exchange Server 2010 SP1 and later versions including Office 365.
- Microsoft Outlook add-in for Mac and web mail is supported on Exchange Server 2013 and later versions including Office 365.
- You must enable the Exchange Calendar service in Avaya IX[™] Workplace Client for the Microsoft Outlook add-in to work.
- Internet access must be available because portions of the add-in are hosted on the Internet as part of the new Avaya IX[™] Workplace Client add-in for Microsoft Outlook architecture.

Avaya IX[™] Workplace Client add-in for Microsoft Outlook installation

The Outlook add-in is installed by default during the Avaya IX[™] Workplace Client installation.

To prevent the default installation on Avaya IX[™] Workplace Client for Windows, select the **Custom** setup type and disable the Outlook add-in installation. The add-in is also enabled by default for non-guest users.

Related links

Installing Avaya IX Workplace Client on desktops on page 38

Functionality differences between the Outlook native and web-based add-in

Microsoft Outlook add-in for Avaya IX[™] Workplace Client for Windows includes native components. These native components provide functionality enhancements to the Outlook add-in when used in Outlook for Windows.

Such enhancements are not possible when using the add-in in web mail or in Outlook for Mac. The native components cannot be used in these cases. Outlook add-in implementation for Mac is based on the web-based add-in.

The enhancements in functionality that native components provide include:

- Accessing Credentials Manager
 - While the portal user name is sent through configuration by Avaya IX[™] Workplace Client, the password is not provided directly to the add-in. Outlook native add-in reads the password from Windows Credentials Manager and embeds to configuration delivered to Avaya IX[™] Workplace Client.

This is not possible using the web-based add-in. If the password is unavailable for the web-based add-in, you receive a prompt to enter the password.

- Extending contact context menu, persona context menu, and contact ribbon for dialing associated numbers
 - This native functionality is unavailable in the web-based add-in.
- Working in the Offline mode
 - This functionality is available while working with Outlook for Windows along with the native add-in. Web-based add-ins are not supported in the Offline mode.

Scheduling a meeting

Scheduling a meeting using the Avaya IX[™] Workplace Client Addin for Microsoft Outlook

About this task

Use this procedure to schedule an Avaya IX[™] Workplace Client or Spaces meeting.

Before you begin

- Ensure that the Avaya IX[™] Workplace Client Add-in for Microsoft Outlook is enabled by default.
- Log in to Spaces on Avaya IX[™] Workplace Client and Microsoft Outlook.

Procedure

- 1. In Microsoft Outlook, select one of the following:
 - New Items > Appointment
 - New Items > Meeting
- 2. In the **To** field, specify the participants.
- 3. (Optional) In the Subject field, type a subject name.

If you do not enter a subject name, Avaya IX[™] Workplace Client automatically populates the **Subject** field with the Avaya IX[™] Workplace Client Virtual Room name or the selected Spaces name.

4. In the Ribbon area, click Meeting Details.

If only one bridge is configured, the system populates the message body with the conference bridge and collaboration information. Also, the system displays the side panel.

If multiple bridges are configured, the system does not populate the message body with the conference bridge and collaboration information. However, the system displays the side panel where you can confirm and add the bridge details. 5. **(Optional)** If you are using Spaces and multiple meetings are configured, you can use the **Search** field to search for a meeting.

The system lists the Avaya IX[™] Workplace Client meetings, if any, first followed by the Spaces meetings.

- 6. **(Optional)** If multiple bridges are configured, do the following:
 - a. In the **Meeting Details** field, select the bridge whose details you want to add to the message body.
 - b. In the side panel, click **Add Details**.

The system populates the message body with the meeting details.

7. **(Optional)** Modify the text in the message body.

Multiple meeting links might be available in the Location field or the Body area of the email. Only if the Location field is empty, the meeting link is used from the Body area of the email. If multiple meeting links are available, Avaya IX[™] Workplace Client uses the call button on the Top of Mind screen to dial you into the meeting according to the following priority:

- Avaya Equinox[®] Conferencing or Avaya Aura[®] Conferencing
- Avaya IX[™] Spaces Conferencing
- Note:

You cannot reserve resources while scheduling a conference.

- 8. **(Optional)** Edit the scheduled time with the frequency at which the meeting is repeated.
- 9. Click Send.

Related links

Configuring the Avaya IX Workplace Client add-in for Microsoft Outlook setting on page 69

Scheduling a meeting using Microsoft Outlook Web Access

About this task

Use this procedure to schedule an Avaya IX[™] Workplace Client or Spaces meeting.

Before you begin

- Ensure that the Avaya IX[™] Workplace Client Add-in for Microsoft Outlook is enabled by default.
- Log in to Spaces on Avaya IX[™] Workplace Client and Microsoft Outlook Web Access (OWA).

Procedure

- 1. In Microsoft OWA, select the option to create a new appointment or meeting.
- 2. Click Avaya IX Workplace Outlook Add-In.

The system displays the side panel.

3. **(Optional)** If you are using Spaces and multiple meetings are configured, you can use the **Search** field to search for a meeting.

The system lists the Avaya IX[™] Workplace Client meetings, if any, first followed by the Spaces meetings.

- 4. **(Optional)** If multiple bridges are configured, select the bridge whose details you want to add to the message body.
- 5. Click Add Details.

The system populates the message body with the conference bridge and collaboration information of the selected bridge.

6. **(Optional)** Modify the text in the message body.

Multiple meeting links might be available in the Location field or the Body area of the email. Only if the Location field is empty, the meeting link is used from the Body area of the email. If multiple meeting links are available, Avaya IX[™] Workplace Client uses the call button on the Top of Mind screen to dial you into the meeting according to the following priority:

- Avaya Equinox[®] Conferencing or Avaya Aura[®] Conferencing
- Avaya IX[™] Spaces Conferencing
- Note:

You cannot reserve resources while scheduling a conference.

- 7. **(Optional)** Edit the scheduled time with the frequency at which the meeting is repeated.
- 8. In the **To** field, specify the participants.
- 9. (Optional) In the Subject field, type a subject name.

If you do not enter a subject name, Avaya IX[™] Workplace Client automatically populates the **Subject** field with the Avaya IX[™] Workplace Client Virtual Room name or the selected Spaces name.

10. Click Send.

Joining or hosting a meeting

Joining or hosting a meeting using the Avaya IX[™] Workplace Client Add-in for Microsoft Outlook

About this task

Use this procedure to join or host an Avaya IX[™] Workplace Client or Spaces meeting.

Procedure

- 1. In Microsoft Outlook, open the appointment or meeting that is scheduled at the current time.
- 2. In the Ribbon area, click one of the following:

Start: To host the conferenceJoin: To join the conference.

Hosting a meeting using Microsoft OWA

About this task

Use this procedure to host an Avaya IX[™] Workplace Client or Spaces meeting.

Procedure

- 1. In Microsoft OWA, open the appointment or meeting that is scheduled at the current time.
- In the Ribbon area, click Avaya IX Workplace Outlook Add-In.The system displays the side panel.
- 3. Click Start Meeting.

Joining a meeting using Microsoft OWA

About this task

Use this procedure to join an Avaya IX[™] Workplace Client or Spaces meeting.

Procedure

- 1. In Microsoft OWA, open the appointment or meeting that is scheduled at the current time.
- 2. In the Ribbon area, click **Join**.

Making an Avaya IX[™] Workplace Client call from within Microsoft Outlook

Before you begin

Enable the Allow calls from Outlook contacts setting.

Procedure

1. In Microsoft Outlook, open the Contacts screen.

- 2. Right-click or double-click a contact card and select Call Contact.
- 3. Select the number that you want to call.



Note:

Numbers displayed in the Microsoft Outlook view and Call Contact option might differ. For example, if you use this procedure, you might be able to view only one number. However, if you move the cursor over the contact entry or email address, you might view additional phone numbers. These phone numbers might be retrieved from Lync or Skype for Business. This is a known functionality.

Related links

Configuring the Avaya IX Workplace Client add-in for Microsoft Outlook setting on page 69

Making an Avaya IX[™] Workplace Client call from a browser

About this task

Use this procedure to make calls from the highlighted numbers on Google Chrome, Mozilla Firefox, and Microsoft Internet Explorer browsers.

Before you begin

Enable the browser add-in.

Procedure

- 1. Hover the cursor over the highlighted number that you want to call.
- 2. Click the number.

Related links

Configuring the browser add-in setting on page 69

Chapter 13: Uninstalling and upgrading Avaya IX[™] Workplace Client

Mobile clients

Upgrading Avaya IX[™] Workplace Client on mobile devices

About this task

If a new version of Avaya IX[™] Workplace Client is available in Google Play or Play Store, the mobile device displays an upgrade notification.

Procedure

- 1. Access the Notifications area on your mobile device.
- 2. Select the upgrade notification for Avaya IX[™] Workplace Client.
- 3. Accept the default values to complete the upgrade process.
- 4. **(Optional)** Configure the latest settings for Avaya IX[™] Workplace Client using the automatic configuration process.

Related links

Configuring Avaya IX Workplace Client settings automatically on page 40

Removing data from mobile clients

About this task

Use this procedure on mobile clients to permanently remove information from Avaya IX[™] Workplace Client, such as account information, settings, and application data.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, select **Support**.
- 2. Select Reset Application.
- 3. In the confirmation dialog box, confirm the change.

Uninstalling Avaya IX[™] Workplace Client from mobile devices

Before you begin

Ensure that Avaya IX[™] Workplace Client is not running.

Procedure

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 Avaya IX[™] Workplace Client icon, and tap **Delete**.

Desktop clients

Upgrading Avaya IX[™] Workplace Client on desktops

Before you begin

Exit the Google Chrome browser if it is open. You might need to right-click on the Google Chrome icon in the taskbar notification area to select the Exit option.

Procedure

To upgrade to the latest build on:

- Avaya IX[™] Workplace Client for Mac: On the Mac menu bar, click Avaya IX Workplace > Check for Updates.
- Avaya IX[™] Workplace Client for Windows: In the Avaya IX[™] Workplace Client settings, select **Support > Check for Updates**.

Related links

Configuring Avaya IX Workplace Client settings automatically on page 40

Removing data from desktop clients

About this task

Use this procedure on desktops to permanently remove information from Avaya IX[™] Workplace Client, such as account information, settings, and application data.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, select **Support**.
- 2. Select Reset Application.
- 3. In the confirmation dialog box, confirm the change.

Uninstalling Avaya IX[™] Workplace Client on desktops

Before you begin

Ensure that Avaya IX[™] Workplace Client 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.

A message box displays the status of the uninstall operation. After the software is uninstalled, the system closes the dialog box. Avaya $IX^{\text{\tiny M}}$ Workplace Client no longer shows in the Uninstall or change a program window.

- 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**.

After Avaya IX[™] Workplace Client is uninstalled, the system displays a message.

Chapter 14: Troubleshooting

Support, alerts, and log files

Capturing detailed log information

About this task

Use this procedure so that Avaya IX[™] Workplace Client can capture detailed logs for use by support personnel.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, select **Support**.
- 2. To toggle the feature on and off, select **Enable Diagnostics**.
- 3. Save the changes.

Configuring the quality improvement option

About this task

Use this procedure to configure the quality improvement option so that Avaya can collect quality-related product data.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, select **Support**.
- 2. Select Quality Improvement.

Avaya IX[™] Workplace Client collects data for use by support personnel.

3. Save the changes.

Configuring the support email address

About this task

Use this procedure only on Avaya IX[™] Workplace Client for Android to configure the support email address. Avaya IX[™] Workplace Client sends log files to this email address.

Before you begin

Get the email address from your administrator.

Procedure

- 1. In the Avaya IX[™] Workplace Client settings, tap **Support > Report a Problem > Support Email Address**.
- 2. Type a valid email address.
- 3. Save the changes.

Sending log files to support

About this task

If you face an issue with Avaya IX[™] Workplace Client, you might be required to send the log files to Avaya support for troubleshooting the issue.

If your administrator enables encryption of logs but does not set the encryption passphrase, you can provide a custom passphrase to encrypt the logs. Ensure that the passphrase is not your regular account password as you need to share this password with your administrator for decrypting the log file.



On Avaya IX^{TM} Workplace Client for Android, when you send logs using an email address, Avaya IX^{TM} Workplace Client passes the email address string, unaltered, to your chosen email application. Avaya IX^{TM} Workplace Client does not format or validate email addresses. The email application formats and validates email addresses.

Before you begin

On Avaya IX[™] Workplace Client for Android, configure the support email address.

Procedure

- 1. Do one of the following:
 - On Avaya IX[™] Workplace Client for Android: Tap Support > Report a Problem > Send Logs.
 - On desktop clients and Avaya IX[™] Workplace Client for iOS: Select Support > Report a
 Problem.
- 2. **(Optional)** If your administrator enables encryption of logs but does not set the encryption passphrase, then provide an encryption passphrase.

- 3. Do one of the following:
 - On mobile clients: If more than one email option is listed, select the appropriate option, and enter the details in the email body.
 - On desktop clients: Enter the details in the email body.
- 4. Send the logs report.

Checking alert messages

About this task

Avaya IX[™] Workplace Client displays an Alert icon if the configuration is incorrect or Avaya IX[™] Workplace Client cannot connect to a server.



Avaya IX[™] Workplace Client displays an Information icon if the issue is not service impacting, not urgent, or only informative.

Procedure

- On the Top of Mind screen, select ▲.
 Avaya IX[™] Workplace Client displays a detailed message.
- 2. Select the message.
- 3. Correct the error or contact your administrator for assistance.

Decrypting the log file

About this task

If the log file is encrypted, use this procedure to decrypt the log file.

- If you type the passphrase in the command, the passphrase is visible.
 - For example, you might want the passphrase to be visible when you are not in a public environment and have no privacy concerns.
- If you do not want the passphrase to be visible while typing the command, you can enter the passphrase later.

For example, you are providing a demo on how to decrypt the log files, and do not want other people to view your passphrase while typing the command.

Before you begin

Open the terminal application.

• If you want the passphrase to appear in the command, run the following command: openssl enc -d -aes-256-ecb -md sha256 -salt -k \$logpassphrase -in \$logfile -out \$decryptfile.

Where, you must replace:

- \$logpassphrase with the configured passphrase.
- \$logfile with the encrypted zip path. For example, /Users/<user_name>/Desktop/encrypted.zip.
- \$decryptfile with the location where you want to place the decrypted zip. For example, /Users/<user name>/Desktop/decrypted.zip.
- If you do not want the passphrase to appear in the command, run the following command: openssl enc -d -aes-256-ecb -md sha256 -salt -in \$logfile -out \$decryptfile, and then enter the passphrase.

Where, you must replace:

- \$logfile with the encrypted zip path. For example, /Users/<user_name>/Desktop/encrypted.zip.
- \$decryptfile with the location where you want to place the decrypted zip. For example, /Users/<user name>/Desktop/decrypted.zip.

Conferencing issues

Participant is added as a video participant to an audio conference

Condition

When you add a participant to an audio conference, Avaya Aura[®] Conferencing determines the capabilities of Avaya IX[™] Workplace Client and negotiates the best connection possible.

If Avaya IX[™] Workplace Client is video capable, the conferencing system provides video for that participant even for an audio-only conference.

Solution

To have an audio-only conference and prevent Avaya IX[™] Workplace Client from providing video for all participants, disable the video feature for the Avaya Aura[®] Conferencing account before starting the conference.

To disable the video feature for the Avaya Aura[®] Conferencing account, log in to Collaboration Agent. See "Configuring video" in *Using Avaya Aura*[®] *Conferencing Collaboration Agent*.

Enhanced conference control functionality is unavailable

Condition

After switching an Avaya IX[™] Workplace Client conference call between the MDA devices, enhanced conference control features such as moderator control, roster list, and collaboration

window are unavailable on the new device. However, conference control features continue to be available on the original device.

Solution

After switching the conference call to the new device, end the conference call on the original device.

You can then view the enhanced conference control features on the new device.

Unable to join a meeting on Avaya IX[™] Workplace Client for Android

Condition

The meeting invite includes two or more meeting URLs. If you try to join this meeting from the Top of Mind screen by clicking on the meeting invite, the meeting IDs are incorrectly appended one after the other. If you are using an OTT deployment, you cannot join the meeting.

Cause

The sender of the meeting invite used the Location field in the invitation to send multiple meeting URLs separated by a semicolon.

Solution

Join the meeting using the correct meeting URL and ID.

Contact issues

Cannot access local contacts on Avaya IX[™] Workplace Client

Cause

When you initially logged in to Avaya IX[™] Workplace Client, you did not configure access to local contacts.

Solution

Do one of the following:

- On Android devices: In the settings of the device operating system, set Privacy and safety >
 App permissions > Contacts > Contacts permissions to On for Avaya IX[™] Workplace Client.
- On iOS devices: In the settings of the device operating system, set Privacy > Contacts to On for Avaya IX[™] Workplace Client.
- On desktop clients: In the Avaya IX[™] Workplace Client settings, select **User Preferences** > **Contacts** and enable **Show Local Contacts**.

Contact image is invisible

Condition

If the image of a contact is added or changed from LDAP and if you perform an enterprise search for that contact, Avaya IX[™] Workplace Client does not display the latest image.

Solution

Delete and add the contact again to display the contact image.

Avaya IX[™] Workplace Client does not display photos for some Microsoft Outlook local contacts

Cause

This is a known Outlook issue. This issue occurs due to a problem with the Outlook connection protocol.

Solution

Workaround is unavailable.

Avaya IX[™] Workplace Client for iOS displays local contact details for an incoming call instead of aggregate contact details

Condition

Your administrator has enabled the CONTACT_MATCHING_SEARCH_LOCATION parameter. If iOS CallKit is enabled, Avaya IX[™] Workplace Client for iOS displays local contact details for an incoming call instead of aggregate contact details.

Cause

Apple confirms that this functionality is as intended. Apple intentionally prioritizes by showing a user's local contact card information for a caller over the caller information given by CallKit if there is a contact card.

Solution

Workaround is unavailable.

Avaya IX[™] Workplace Client for iOS displays the contact name as nickname on the New Contact screen

Condition

If you create a new Avaya IX[™] Workplace Client contact from your call history, the **Nickname** field on the New Contact screen is automatically populated with the contact name.

Cause

The call history details include the display name and phone number. In iOS, the display name and nickname are considered the same. Hence, the nickname is automatically populated with the display name.

Solution

Workaround is unavailable.

Instant messaging issues

Timestamp is not updated for an open instant messaging conversation

Solution

- 1. Go to a different screen in the Avaya IX[™] Workplace Client application.
- 2. Return to the instant messaging conversation screen.

The timestamp is automatically updated.

Telephony issues

Audio is lost for a few seconds during a call

Cause

Opening and closing other applications on your device during a call results in loss of audio for a few seconds.

Solution

Workaround is unavailable.

Cannot end a call on a bridged extension that is on hold

Condition

If you are using a bridged extension with a call on hold on Avaya IX^{TM} Workplace Client and the call is also active from the bridged extension or EC500 station, you cannot end the call from Avaya IX^{TM} Workplace Client.

Solution

- 1. From the bridged extension or EC500 station, drop the call.
- 2. Resume the call from Avaya IX[™] Workplace Client.
- 3. When you finish your conversation, end the call on Avaya IX[™] Workplace Client.

Receive two call notifications for an incoming call

Condition

Avaya IX[™] Workplace Client displays two call notifications for an incoming call. One notification is over Wi-Fi or SIP, and the other notification is over GSM.

Solution

On Communication Manager, your administrator must:

- Configure the Extend Call button.
- Enable the EC500 status for the station.

Android device setting changes automatically from the silent and vibrate mode to the general mode

Condition

On some Android devices, for incoming and outgoing VoIP calls, the device setting changes automatically from the silent and vibrate mode to the general mode.

Solution

Workaround is unavailable.

Avaya IX[™] Workplace Client displays incorrect call logs for a bridged in call

Condition

There are two users, A and B. A uses MDA and logs in to more than one Avaya IX[™] Workplace Client simultaneously. B logs in only in Avaya IX[™] Workplace Client for Windows.

- 1. B calls A.
 - A answers the incoming call on Avaya IX[™] Workplace Client for Mac.
- 2. A bridges in the call on Avaya IX[™] Workplace Client for iOS and hangs up the call on Avaya IX[™] Workplace Client for Mac.
- 3. B ends the outgoing call.
- 4. A checks the call log on Avaya IX[™] Workplace Client for iOS.

The call log displays an outgoing call from A to B.

Cause

For the MDA feature, this is a form of originating a new call. Hence, the call logs display an outbound call attempt.

Solution

Avaya confirms that this functionality is as intended.

Media preserved call is not dropped when you answer a cellular call

Condition

When you are on a VoIP call, Session Manager becomes unreachable. Hence, the VoIP call becomes unreachable. At the same time, you receive an incoming cellular call.

When you end the cellular call, the media reserved call is still active and not dropped. The media reserved call should have ended.

Solution

Workaround is unavailable.

DTMF tones are not sent when user is active on multiple cellular calls

Cause

When a user is active on multiple cellular calls in Avaya IX[™] Workplace Client for iOS, DTMF tones are not sent.

Apple confirms that this functionality is as intended and that soft or hard pause DTMF tones are only sent for the first call.

Solution

Workaround is unavailable.

Client Enablement Services callback call gets dropped after called party answers the call

Cause

This issue occurs when enforced SRTP is enabled in Communication Manager.

Solution

Avaya confirms that this functionality is as intended.

Video issues

The microphone stops working during a video call

Condition

During a video call, the microphone stops working and Avaya IX[™] Workplace Client displays the following error message: USB Controller Bandwidth Exceeded.

Cause

This condition might occur if your video camera and microphone connect to:

- The same USB hub
- The same USB keyboard hub
- · The USB ports on the front of your computer

Solution

Connect the video camera and microphone to the USB ports on the back of your computer.

Video is not transmitted after 15 minutes

Condition

If Avaya IX[™] Workplace Client is using Avaya Aura[®] Conferencing 7.2 or a previous release, then Avaya IX[™] Workplace Client stops transmitting video after 15 minutes.

Cause

By default, the VideoAuditTimer parameter is set to 15 minutes in Avaya Aura® Conferencing 7.2 and previous releases.

Solution

Change the VideoAuditTimer parameter to 0 if you are:

- Using Avaya Aura[®] Conferencing 7.2 or a previous release.
- Upgrading Avaya Aura® Conferencing from 7.2 to 8.0.

Video window does not close automatically

Condition

If you de-escalate or stop a video from an Avaya one-X[®] Communicator H.323 endpoint, Avaya IX[™] Workplace Client does not close the video window.

For a simple point-to-point video call between Avaya IX[™] Workplace Client and Avaya one-X[®] Communicator, Avaya IX[™] Workplace Client functions differently.

- If Avaya one-X[®] Communicator SIP drops the video, the Avaya IX[™] Workplace Client video window closes.
- If Avaya one-X[®] Communicator H.323 drops the video, the Avaya IX[™] Workplace Client video window remains open with a black screen.

Solution

Close the video window manually.

Unable to have video in Avaya Aura® Conferencing conference

Condition

When an Avaya $IX^{\mathbb{T}}$ Workplace Client user joins or starts an Avaya Aura[®] Conferencing video conference, Avaya $IX^{\mathbb{T}}$ Workplace Client is automatically de-escalated to audio. Avaya $IX^{\mathbb{T}}$ Workplace Client is unable to escalate to video.

Cause

This issue is caused due to use of class D configuration in Avaya Aura[®] Conferencing. Avaya recommends not using Class D configuration when any of the following conditions exist:

- Video is required on low-end PC or mobile devices.
- Remote VPN users require video.
- Video bandwidth cannot be maintained at 512K or above.

Solution

Avaya recommends the use of Class C configuration in Avaya Aura® Conferencing.

Sending stream encodes video at 720p

Condition

When the Windows CPU profile is Intel SSE4.2 and the number of core is two, the sending stream must encode video at 360p. However, the sending stream encodes video at 720p.

Solution

Workaround is unavailable.

Web collaboration issues

Cannot de-escalate to audio or start web collaboration

Condition

If you answer a conference call on an EC500 endpoint and bridge in to the conference from Avaya IX[™] Workplace Client, you cannot de-escalate to audio or start web collaboration. When you disconnect from the EC500 endpoint, the De-escalate to audio and start web collaboration functionality is still unavailable in Avaya IX[™] Workplace Client.

Solution

Drop from the conference and dial in again from Avava IX[™] Workplace Client.

The Web Collaboration window displays a shared document on another conference

Condition

This condition might occur in the following situations:

- You are the moderator on a MeetMe conference and you start web collaboration.
- While the MeetMe conference and web collaboration are active, you start an Adhoc conference and then start a second web collaboration session for the same call.

Solution

Workaround is unavailable.

Cannot access the web collaboration session of a conference

Condition

The Web Collaboration window displays the following message: Meeting is currently locked and not accepting new users.

Cause

This issue occurs if the moderator locks the conference before you open the web collaboration.

Solution

Ask the moderator to unlock the conference.

You can then access the web collaboration session.

Cannot view the Start Sharing option during a P2P video call

Condition

You cannot view the Start Sharing option during a point-to-point video call when both the following conditions are met:

- Avaya IX[™] Workplace Client for Mac is registered using Session Border Controller.
- BFCP transport is configured as TCP.

Solution

Configure BFCP transport as UDP.

Unable to share an application during a conference

Condition

While using Avaya IX[™] Workplace Client for Mac, you are unable to share an application during a conference.

Cause

Application sharing is possible only when Avaya IX[™] Workplace Client for Mac has access to the accessibility feature.

Solution

- On the Apple menu, go to System Preferences > Security & Privacy > Privacy > Accessibility.
- 2. In the Allow the apps below to control your computer area, select the check box next to Avaya IX[™] Workplace Client.

Other issues

Poor audio or video quality and slow response time

Condition

The performance of Avaya IX[™] Workplace Client for presence indication, contact searches, and instant messaging depends on the wireless network that you are using. You might experience impairments to audio quality, video quality, and slow response time depending on the quality of the network connection.

Cause

Connections using VPN over the Internet, 3G cellular data, or weak Wi-Fi signals might impair the performance of Avaya IX[™] Workplace Client.

Solution

Use a properly engineered private network to achieve best results.

Avaya IX[™] Workplace Client actively monitors audio and video quality and provides feedback if audio and video quality are impaired.

Avaya IX[™] Workplace Client for iOS exits unexpectedly

Condition

The operating system on your iPad or iPhone can end applications running in the background if an active application requires more memory.

Cause

This issue can occur when you are running memory consuming applications or if you are synchronizing many contacts over the network.

Solution

Restart Avaya IX[™] Workplace Client.

Cannot change to a different IP connection with Windows 8

Condition

When you are connected to an active network connection, you cannot change to a different IP, such as a VPN connection.

Cause

This is a known Windows 8 limitation. This issue occurs if you are connected to an active network when you change to VPN.

Solution

Do one of the following:

- Toggle network connectivity by unplugging and re-plugging in an Ethernet cable.
- Disable the active network connection before changing to a different IP connection.

Error while installing Avaya IX[™] Workplace Client for Windows

Condition

You might receive the following error while installing Avaya IX[™] Workplace Client for Windows:

Another installation is in progress. You must complete that installation before continuing this one.

Cause

This error indicates that the Windows Installer Service is currently being utilized for another installation or update at this time. The Windows Installer process can only run one installation at a time. Complete the other installation or wait a few minutes for the background installation that is taking place to complete.

Solution

- 1. Reboot the computer and try installing again.
- 2. If the error returns, attempt to find any applications currently installing and close them.
- 3. If you are unable to find an application that is running updates, open Task Manager and go to the Details tab.
- 4. Locate and end any msiexec.exe entries that you see.
- 5. Attempt the installation once again.

Error while uninstalling Avaya IX[™] Workplace Client for Windows using the Windows Control Panel

Condition

You might receive the following error while uninstalling Avaya IX[™] Workplace Client for Windows using the Windows Control Panel:

Error opening installation log file. Verify that the specified location exists and is writable.

Cause

This issue occurs when your administrator enables Windows Installer Logging, but the Windows Installer engine cannot write the uninstallation log file correctly. For more information, see https://support.microsoft.com/en-us/kb/2564571/en-us.

Solution

Stop and restart the explorer.exe process using the Windows Task Manager.

Getting security warnings while using Avaya IX[™] Workplace Client

Condition

When a program attempts to gain access to your contact information in Outlook, Avaya IX[™] Workplace Client displays security warnings.

Cause

Your email administrator might only allow add-ins for specific programs by adding the add-ins to a Trusted list. For nontrusted programs, Avaya IX[™] Workplace Client displays a security warning because of the potential risk that the nontrusted program might use Outlook to spread viruses.

Solution

Inform your email administrator to add Avaya IX[™] Workplace Client to the Trusted add-ins list.

Installing an antivirus program and keeping the antivirus program updated regularly might prevent the security warning from appearing again.

Microsoft Outlook displays a security notification message

Condition

Upon starting Avaya IX[™] Workplace Client, Microsoft Outlook displays a security notification message stating that a program is trying to access email address information stored in Outlook.

Cause

Microsoft Outlook displays the security notification message if Microsoft Outlook:

- Does not detect a valid antivirus program.
- Detects that the virus definitions are out-of-date.
- Is set to always warn about programs accessing email address information.

Solution

- 1. In the Microsoft Outlook dialog box, select the **Allow access for** check box.
- 2. From the corresponding drop-down list box, select **1 minute**.
- 3. Select Allow.

If you select **Deny**, Avaya IX[™] Workplace Client cannot access email address information. However, Avaya IX[™] Workplace Client can still access your Outlook contacts.

To prevent this message from reappearing, ensure that your antivirus program is active and up-to-date.

Presence status is updated incorrectly

Condition

Avaya IX[™] Workplace Client displays incorrect presence status in the following situations:

- If you set your presence status to Automatic, the presence status always displays as Offline.
- If you are on a call, the presence status does not display as Busy. It might show the message Presence Server is not available.

Cause

Client Enablement Services provides presence information using Avaya Aura® Presence Services. Client Enablement Services has a limitation that it does not automatically publish Available for mobile endpoints.

Presence status updates as the result of being on a call, also known as Telephony Presence, require the appropriate Avaya Aura® configuration by your administrator. If the Presence Server restarts while you are on a call, you see the message Presence Server is not available.

Solution

• If you set your presence status to Automatic, to see your own presence change from Offline to Available, you must log in with another presence capable client.

The presence status of that client triggers an update to your presence status.

Alternatively, you can manage your presence manually and set your status to Available when you want.

• If you do not see your presence status update while on a call, contact your administrator to determine if you have the necessary configuration for this feature.

If you are still on the same call after the Presence Server restart is complete, your presence status might not get updated. You must wait for the existing call to end.

Getting error messages while managing calls on multiple devices using MDA

Condition

Avaya IX[™] Workplace Client displays the following error messages depending on whether your administrator configured the **Max. Simultaneous Devices** field on System Manager:

- You have been logged off. Another device has connected using this extension.
- This Extension has reached the maximum number of devices.

Cause

If your administrator:

Does not configure the Max. Simultaneous Devices field on System Manager, you cannot
use another device to log in to Avaya IX[™] Workplace Client using the same extension.

• Configures the **Max. Simultaneous Devices** field on System Manager, you cannot exceed the usage limit.

Solution

If Avaya IX[™] Workplace Client displays one of the above error messages, inform your administrator.

Space key on the soft keypad works incorrectly in Avaya IX[™] Workplace Client for iOS

Condition

If you insert a space in the right aligned text field in Avaya IX[™] Workplace Client, the characters inserted before the space are not shifted to the left or the cursor is not advanced. Even if you insert a number of spaces, the characters on its left are not advanced.

Cause

Since iOS 7, the right aligned text fields function differently. Apple confirms that this new functionality is as intended.

Solution

After you insert a character following the space, the characters move to the left and the space is visible.

Microsoft Exchange ActiveSync search is not working

Condition

Some Android devices have a known issue connecting to Exchange servers configured with certificates earlier than TLS version 1.2.

Cause

The Android device is not automatically configured to accept the ActiveSync accounts.

Solution

In the Exchange ActiveSync account settings, select the Accept all SSL certificates check box.

Certificate issue on Avaya IX[™] Workplace Client for iOS

Condition

When you manually install a certificate on Avaya IX[™] Workplace Client for iOS, Avaya IX[™] Workplace Client stops working on the device if you upgrade iOS to 10.3 or later.

Cause

The certificate is not automatically trusted for SSL.

Solution

- To turn on SSL trust for a certificate, on your iOS device, go to Settings > General >
 About > Certificate Trust Settings.
- 2. In the Enable full trust for root certificates area, enable the trust for the certificate.

Touch functionality does not work properly

Condition

While using Avaya IX[™] Workplace Client for Windows, touch functionality such as drag and drop, and scroll might not function properly.

Cause

If .NET Framework is 4.7.1 or an earlier version, touch functionality does not work properly.

Solution

Upgrade .NET Framework to 4.7.2 or a later version.

Avaya IX[™] Spaces embedded browser to log in to Spaces is displayed and skips automatically

Condition

While performing automatic configuration using Avaya IX[™] Workplace Client for iOS, the Avaya IX[™] Spaces embedded browser to log in to Spaces is displayed and skips automatically.

Cause

This issue occurs if you have previously logged in to Spaces using the Spaces application or a browser.

Solution

Workaround is unavailable.

Microsoft Outlook add-in does not display the meeting details

Condition

Microsoft Outlook add-in does not display the meeting details in the Avaya Meeting Scheduler area.

Solution

- 1. Open Microsoft Outlook.
- 2. Go to File > Options > General.

- 3. In the User Interface options area, for When using multiple displays, select **Optimize for compatibility**.
- 4. Restart Microsoft Outlook.

Loud and annoying music is heard when call is on hold

Cause

This condition occurs in the following deployment scenarios:

- Client network is IPv4 and Avaya Aura® Media Server network is IPv6, or vice versa.
- There is a mismatch of IP versions between the client network and the Avaya Aura® Media Server network.

Solution

Contact your administrator to set the same media preference setting for the client network and the Avaya Aura[®] Media Server network.

Chapter 15: Resources

Documentation

See the following related documents for the Avaya IX^{TM} Workplace Client and Avaya Multimedia Messaging solution at http://support.avaya.com.

Title	Use this document to:	Audience
Overview		
Avaya IX [™] Workplace Client Overview and Specification for Android, iOS, Mac, and Windows	Understand high-level product functionality, performance specifications, security, and licensing.	Customers and sales, services, and support personnel
Avaya IX [™] Workplace VDI Overview and Planning	Understand high-level product functionality, security, and licensing. Also, perform deployment planning.	 System administrators Customers and sales, services, and support personnel
Planning		
Planning for and Administering Avaya IX [™] Workplace Client for Android, iOS, Mac, and Windows	 Perform system planning and configuration for: Avaya IX[™] Workplace Client for Android Avaya IX[™] Workplace Client for iOS Avaya IX[™] Workplace Client for Mac Avaya IX[™] Workplace Client for Windows 	System administrators
Avaya Multimedia Messaging Reference Configuration	Understand technical overview information, system architecture, functional limitations, and capacity and scalability for Avaya Multimedia Messaging.	Customers and sales, services, and support personnel
Implementing		
Deploying Avaya Multimedia Messaging	Install, configure, and administer Avaya Multimedia Messaging.	Implementation personnel
Deploying the Avaya Aura® Web Gateway	Install, configure, and administer the Avaya Aura® Web Gateway.	Implementation personnel

Table continues...

Title	Use this document to:	Audience
Implementing, administering, and troubleshooting Avaya IX [™] Workplace VDI	Install, configure, administer, and troubleshoot Avaya IX [™] Workplace VDI.	Implementation personnel
Administering		
Administering Avaya Multimedia Messaging	Administer and manage Avaya Multimedia Messaging.	Implementation personnel
Administering the Avaya Aura [®] Web Gateway	Administer, manage, and troubleshoot the Avaya Aura [®] Web Gateway.	Implementation personnel
Using		
Using Avaya IX [™] Workplace Client on Avaya Vantage [™]	Set up and use Avaya IX [™] Workplace Client on Avaya Vantage [™] .	Enterprise users
Using Unified Portal	Set up and use Avaya IX [™] Workplace Client Unified Portal.	Enterprise users
Using Avaya IX [™] Workplace VDI	Set up and use Avaya IX [™] Workplace VDI.	Enterprise users

Finding documents on the Avaya Support website

Procedure

- 1. Go to https://support.avaya.com.
- 2. At the top of the screen, type your username and password and click **Login**.
- 3. Click Support by Product > Documents.
- 4. In **Enter your Product Here**, type the product name and then select the product from the list.
- 5. In **Choose Release**, select the appropriate release number.

The Choose Release field is not available if there is only one release for the product.

6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.

For example, for user guides, click **User Guides** in the **Content Type** filter. The list only displays the documents for the selected category.

7. Click Enter.

Avaya Documentation Portal navigation

Customer documentation for some programs is now available on the Avaya Documentation Portal at https://documentation.avaya.com.

Important:

For documents that are not available on the Avaya Documentation Portal, click **Support** on the top menu to open https://support.avaya.com.

Using the Avaya Documentation Portal, you can:

- Search for content in one of the following ways:
 - Type a keyword in the Search field.
 - Type a keyword in **Search**, and click **Filters** to search for content by product, release, and document type.
 - Select a product or solution and then select the appropriate document from the list.
- Find a document from the **Publications** menu.
- Publish a PDF of the current section in a document, the section and its subsections, or the entire document.
- Add content to your collection by using My Docs (☆).

Navigate to the **My Content > My Docs** menu, and do any of the following:

- Create, rename, and delete a collection.
- Add content from various documents to a collection.
- Save a PDF of selected content in a collection and download it to your computer.
- Share content in a collection with others through email.
- Receive content that others have shared with you.
- Add yourself as a watcher by using the Watch icon (

Navigate to the **My Content > Watch list** menu, and do the following:

- Set how frequently you want to be notified, starting from every day to every 60 days.
- Unwatch selected content, all content in a document, or all content on the Watch list page.

As a watcher, you are notified when content is updated or deleted from a document, or the document is removed from the portal.

- Share a section on social media platforms, such as Facebook, LinkedIn, and Twitter.
- Send feedback on a section and rate the content.

Note:

Some functionality is only available when you log in to the portal. The available functionality depends on the role with which you are logged in.

Training

The following courses are available on the Avaya Learning website at http://www.avaya-learning.com. After logging in to the website, enter the course code or the course title in the Search field and press Enter to search for the course.

Course code	Course title
2035W	Avaya Unified Communications Roadmap for Avaya IX [™] Workplace Client
20390W	Using Avaya IX [™] Workplace Client
2216W	Avaya IX [™] Workplace Client Fundamentals
3140W	Avaya IX [™] Workplace Client Solutions Overview
3185W	Designing the Avaya IX [™] Workplace Client Solution
4965W	Avaya IX [™] Workplace Client Overview
7150V	Integrating and Supporting Avaya IX [™] Workplace Client Over the Top

Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

- To find videos on the Avaya Support website, go to https://support.avaya.com/ and do one of the following:
 - In Search, type Avaya Mentor Videos, click Clear All and select Video in the Content Type.
 - In **Search**, type the product name. On the Search Results page, click **Clear All** and select **Video** in the **Content Type**.

The **Video** content type is displayed only when videos are available for that product.

In the right pane, the page displays a list of available videos.

- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and do one of the following:
 - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.
 - Scroll down Playlists, and click a topic name to see the list of videos available for the topic. For example, Contact Centers.



Videos are not available for all products.

Support

Go to the Avaya Support website at https://support.avaya.com for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a web-based search engine that provides:

- Up-to-date troubleshooting procedures and technical tips
- · Information about service packs
- Access to customer and technical documentation
- Information about training and certification programs
- Links to other pertinent information

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base without extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base for any potential solutions to problems.

- 1. Go to http://www.avaya.com/support.
- 2. Log on to the Avaya website with a valid Avaya user ID and password.

The system displays the Avaya Support page.

- 3. Click Support by Product > Product-specific Support.
- 4. In Enter Product Name, enter the product, and press Enter.
- 5. Select the product from the list, and select a release.
- 6. Click the **Technical Solutions** tab to see articles.
- 7. Select relevant articles.

Appendix A: Participant mute experience with Avaya Aura® Conferencing

No	Participant mute-state	Mute button state	Operation	Participant mute-state after operation	Mute button state after operation	Notes
1	Unmuted	Black	Moderator turns on the lecture mode	Network muted	Blue with lecture icon and disabled	The participant is network muted.
2	Network muted in lecture mode	Blue with lecture icon and disabled	Moderator unmutes the participant	Locally muted	Blue with lecture icon and enabled	The participant is locally muted.
3	Muted	Blue with lecture icon	Moderator turns off the lecture mode	Locally muted	Mute without lecture icon and enabled	The participant is network unmuted. Hence, the participant is in local muted state. Also, the participant can remove the local mute.
4	Unmuted	Black	Moderator mutes all	Network muted	Blue with moderator icon and enabled	The participant is network muted.
5	Muted	Blue with moderator icon	Moderator unmutes all	Locally muted	Mute without moderator icon and enabled	The participant is network unmuted. Hence, the participant is in local muted state. Also, the participant can remove the local mute.

Table continues...

No	Participant mute-state	Mute button state	Operation	Participant mute-state after operation	Mute button state after operation	Notes
6	Muted	Blue with moderator icon	Participant unmutes self	Unmuted	Participant is unmuted	
7	Unmuted	Black	Moderator mutes the participant	Network muted	Blue with moderator icon and enabled	The participant is network muted.
8	Muted	Blue with moderator icon and enabled	Moderator unmutes the participant	Locally muted	Mute without moderator icon and enabled	The participant is network unmuted. Hence, the participant is in local muted state. Also, the participant can remove the local mute.
9	Unmuted	Black	Participant network mutes self	Network muted	Mute with moderator icon and enabled	Network self mute is possible via DTMF. Also, useful for users in Telecommuter or on Mobile calls.
10	Network self mute by pressing *61	Blue with moderator icon and enabled	Participant unmutes self	Unmuted	Unmuted	Participant is unmuted. TUI only.
11	Network self mute by pressing *61	Blue with moderator icon and enabled	Moderator unmutes the participant	Network muted	Blue with moderator icon	The participant is network muted. TUI only.

Note:

If a user dials the EC500 FNE to join the active call, which is network muted, the EC500 user will not be aware about being currently network muted. If the transfer occurs while the participant is muted, the transfer scenario results in a one-way audio path.

Glossary

Communication

Manager

A key component of Avaya Aura[®]. It delivers rich voice and video capabilities and provides a resilient, distributed network for media gateways and analog, digital, and IP-based communication devices. It includes advanced mobility features, built-in conference calling, contact

center applications and E911 capabilities.

EC500 A feature that bridges calls received by the Avaya Aura[®] Communication

Manager server to any mobile phone, regardless of location or wireless

service provider.

Feature name extension

An extension assigned to a feature within Communication Manager. The system administrator administers Feature name extension (FNE) to correspond to a feature access code that activates the feature.

FECC Far End Camera Control (FECC) is a feature of endpoint cameras, where

an endpoint in the call can remotely control the camera of another

endpoint in the call.

OTT Over the Top (OTT) deployment means that you can use Avaya IX[™]

Workplace Client in a non-Avaya Aura® environment as a conferencing

client for users that have a virtual room assigned to them.

System Manager A common management framework for Avaya Aura[®] that provides

centralized management functions for provisioning and administration to reduce management complexity. System Manager can also function as a self-signed Root Certificate Authority (CA) or as an intermediate CA. System Manager enables the Simple Certificate Enrollment Protocol

(SCEP) application to sign certificates for Avaya deskphones.

UCCP Unified Conference Control Protocol (UCCP) is a web-based protocol. It

is used by Conferencing clients to have conference control including

roster, moderator commands, and user commands.

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