



Using Avaya Workplace Client for Android, iOS, Mac, and Windows

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Introduction

Purpose

This document describes how to set up and use Avaya 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 Workplace Client. IP Office content for Avaya Workplace Client is covered in IP Office documentation.

Avaya Workplace Client overview

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

- Mobile:
 - Android: From a mobile phone, tablet, or an Avaya Vantage™ device
 - iOS: From an iPad or iPhone.
- Desktop:
 - Mac
 - Windows
 - Chrome: From a Google Chromebook

Based on your feature requirement, you can deploy Avaya Workplace Client in several ways. In the basic deployment type, you can have only voice calling. You can then include additional features such as directory search, contact management, presence, instant messaging, and conferencing.

With Avaya Workplace Client, you can use the following functionalities:

- Make point-to-point audio and video calls.
- Answer calls, send all calls to voice mail, and forward calls
- Extend calls to your mobile phone if EC500 is configured
- Log in to your extension and join calls with multiple devices if Multiple Device Access (MDA) is configured.
- Listen to your voice mail messages.
- View your call history.
- Access your Avaya Aura® and local contacts.
- Perform an enterprise-wide search using Avaya Aura® Device Services, Client Enablement Services, Avaya Cloud Services, ActiveSync on mobile platforms and Avaya Aura® Device Services, LDAP, or Avaya Cloud Services on desktop platforms.
- Manage your presence status and presence status message.
- Send instant messages.
- Capture photo, audio, and video files, and send generic file attachments in an IM conversation.
- 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.
- Share a screen portion, 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.

 **Note:**

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

Multiple Device Access overview

Avaya 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 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 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, you 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, Avaya 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 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.

Note:

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

When you dial 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.

Call Transfer or Conference Call

When a single-line or multi-line device is administered as a BLA, and you initiate a call transfer or conference call, you can use the idle bridged call appearance or idle primary call appearance.

Your administrator must enable the parameter so that you can use the idle bridged call appearance or idle primary call appearance.

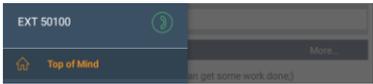
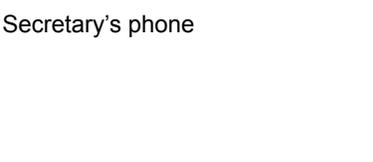
Send All Calls

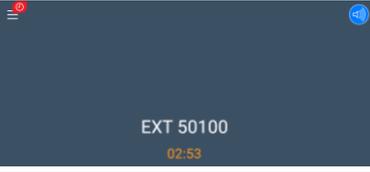
Single-line device: When a single-line device is administered as a BLA, you cannot start Send All Calls for the extension of the device. You do not have a Send All Calls button, and the call appearance is associated with another extension, that is, the primary extension. When you dial an FAC, Send All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

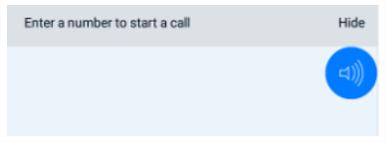
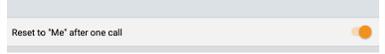
Multi-appearance telephones: If you have BLAs, you can activate or deactivate Send All Calls for a primary telephone from the bridged appearance.

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 Workplace Client:

Case	Scenario	User interface
1	Make a call to the extension number of the boss.	Boss' phone 
		Secretary's phone 
	Secretary answers the call.	Boss' phone 
		Secretary's phone 

Case	Scenario	User interface
		
	Bridge this call from the extension number of the boss.	<p data-bbox="1015 562 1144 594">Boss' phone</p>  <p data-bbox="1015 835 1206 867">Secretary's phone</p> 
	Secretary drops the call.	<p data-bbox="1015 1108 1144 1140">Boss' phone</p>  <p data-bbox="1015 1371 1206 1402">Secretary's phone</p> 
2	Boss off-hooks the phone.	<p data-bbox="1015 1654 1144 1686">Boss' phone</p>

Case	Scenario	User interface
		 
	Boss drops the call.	
3	Secretary selects the BLA of the boss.	

SIP deskphones and accessibility

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

- Hidden mode. While using your deskphone for calls, Avaya Workplace Client for Windows is not visible on your computer, which prevents unwanted interactions with screen readers.
- Desk Phone 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 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 Workplace Client user interface is visible on your computer.

Checklist to set up Avaya Workplace Client for Windows for use with deskphones

Use the following checklist to set up Avaya 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.	<ul style="list-style-type: none"> • Installing Avaya Workplace Client on desktops • Configuring Avaya Workplace Client settings automatically 	
Enable the Desk Phone mode to use the deskphone for calls. OR To force the application to use the Desk Phone mode, use the VDIENV=1 installation parameter.	Enabling the Desk Phone mode	
Enable the narrator and configure the narration preferences.	Configuring the narrator on Avaya Workplace Client for Windows	
Configure hotkeys, including global hotkeys.	Configuring keyboard shortcuts on Avaya Workplace Client for Windows	
Log in to the deskphone.	Refer to the appropriate deskphone documentation.	

Task	Reference	✓
Log in to the application.	Logging in and out of the Avaya Workplace Client services	
Adjust the ringer volume if required.	Modifying audio and video settings on desktop clients	
Enable hidden mode.	Configuring the hidden mode on Avaya Workplace Client for Windows	

Viewing online training videos from mobile and Windows clients

About this task

Use this procedure to view the online marketing videos to learn about Avaya Workplace Client.

Before you begin

Your administrator must configure the parameter to enable you to view videos.

Procedure

Do one of the following:

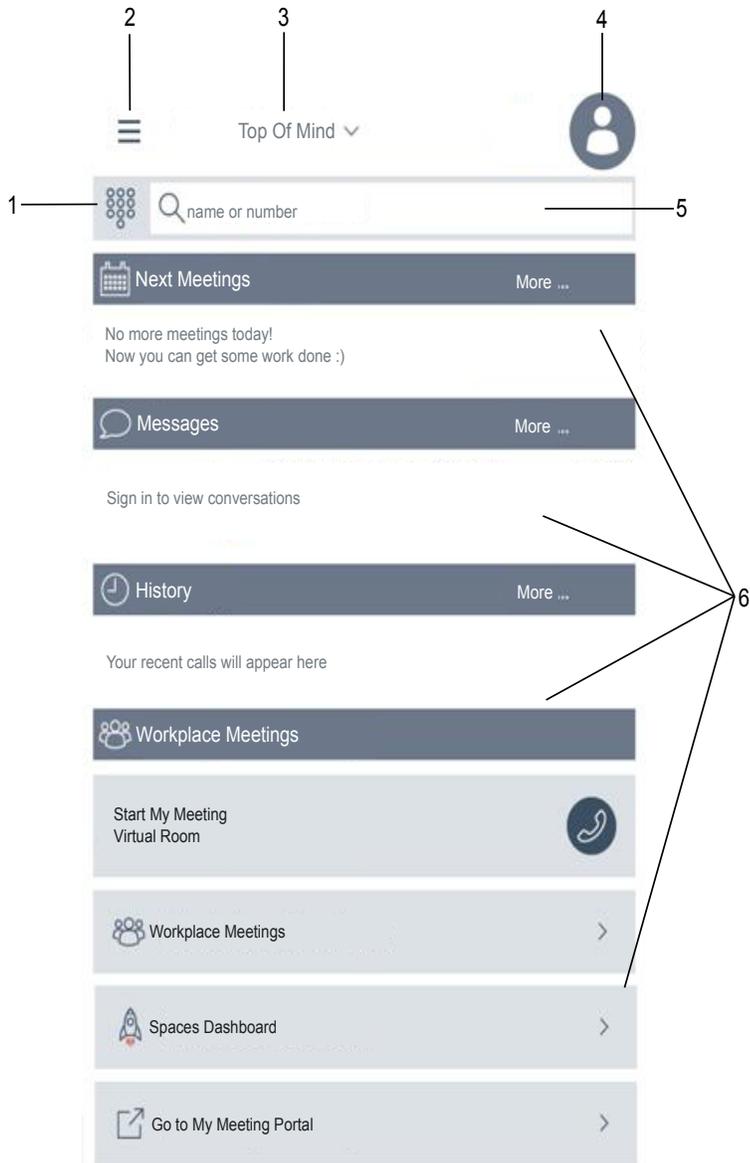
- On Android clients, in the Avaya Workplace Client settings, select **Support > Video Tutorials**.
- On Android clients, in the Avaya Workplace Client tutorial window, select anywhere on the Online Training Videos screen.
- On iOS clients, in the Avaya Workplace Client settings, select **Support** and select  next to **Video Tutorials**.
- On Windows clients, in the Avaya Workplace Client settings, select **Support** and select  next to **Video Tutorials**.
- On iOS and Windows clients, in the Avaya Workplace Client tutorial window, on the Online Training Videos screen, select .

Avaya Workplace Client opens the training video link in your default browser.

Avaya Workplace Client navigation

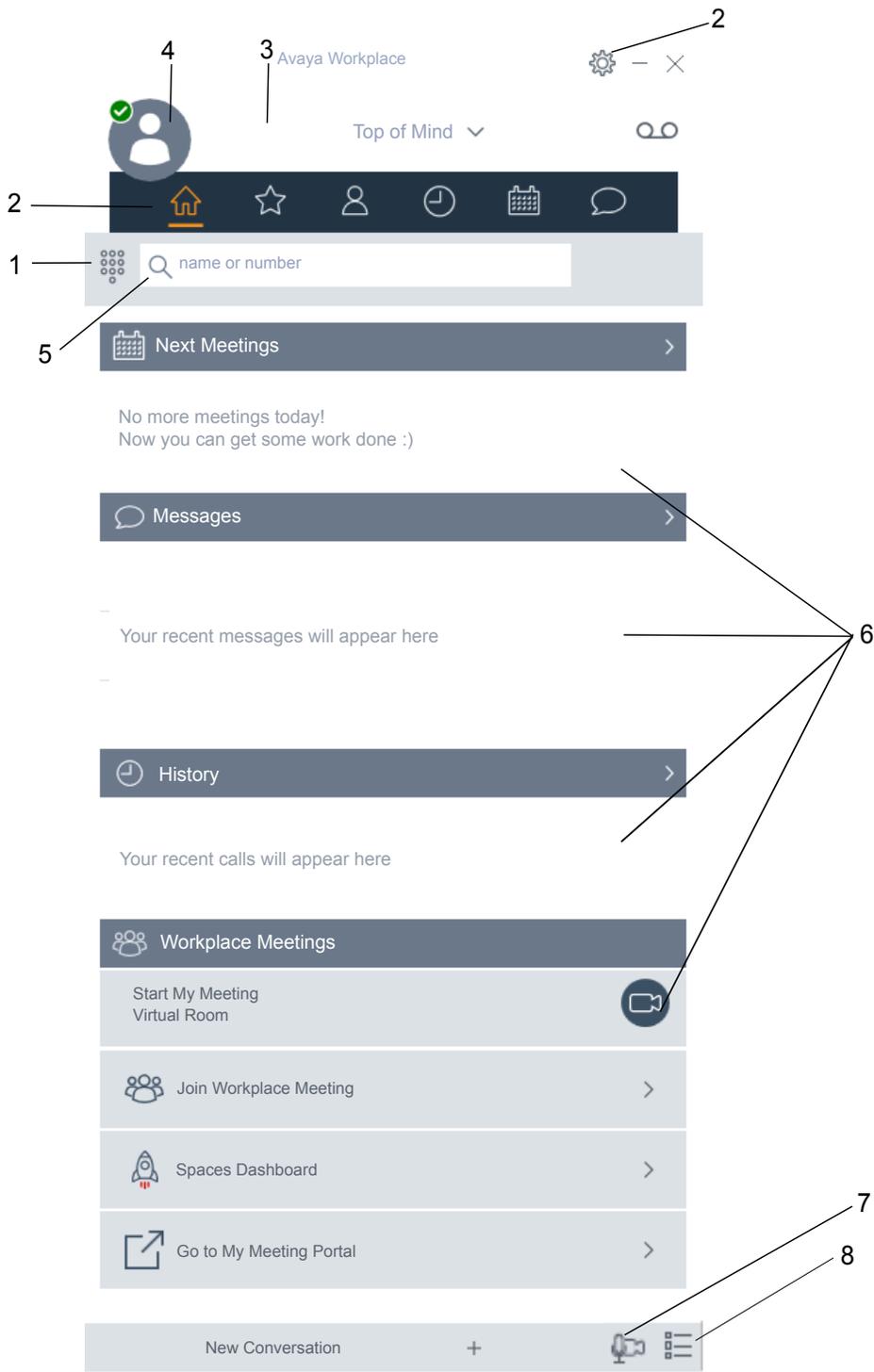
The following images display the Top of Mind screen of Avaya Workplace Client on mobile and desktop devices. You can access the settings of Avaya Workplace Client through the Top of Mind screen. The settings are described in the table following the images.

Mobile client



Desktop client

Avaya Workplace Client navigation



No.	Name	Description
1	Dialpad	Access the dialpad to make an audio or video call. You can detach and reattach the dialpad as required. Detaching and reattaching the dialpad is applicable for Avaya Workplace Client for Windows.
2	Menu	<p>Access the following screens from the Avaya Workplace Client menu:</p> <ul style="list-style-type: none"> • Top of Mind • Favorites • Contacts • History • Messages • Meetings • Features: Only on mobile clients <p>You can also manually configure the settings, access your voice mail messages, and exit from the Avaya Workplace Client application.</p>
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 Workplace Client application.
5	Search	<p>Search for a contact.</p> <p>You can start an instant messaging conversation by typing the messaging address.</p>
6	Next Meetings, Messages, History, and Workplace Meetings	<ul style="list-style-type: none"> • Join Avaya Workplace Client, Spaces, and

No.	Name	Description
		<p>third-party conference meetings with one touch and view your meeting calendar.</p> <p> Note: You cannot click to join an Avaya Workplace Client meeting from your calendar. However, if you are using the Avaya Workplace Client add-in for Microsoft Outlook, you can click to join from the meeting invitation.</p> <ul style="list-style-type: none"> • 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 Workplace Client meeting, log in to Spaces or open the Spaces dashboard, and go to your meeting portal.
7	Manage audio and video devices	<p>Modify the audio and video settings on desktop clients.</p> <p>On mobile clients, you can modify the audio and video settings from the user preferences settings.</p>
8	Feature Manager	<p>Open the Feature Manager on desktop clients. Your administrator must configure the call features for your extension. Features might</p>

No.	Name	Description
		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 Workplace Client menu.

Viewing the Avaya Workplace Client tutorial

Procedure

1. In the Avaya Workplace Client settings, select **Support**.
2. Do one of the following:
 - On mobile clients: Select **Tutorial**.
 - On Avaya Workplace Client for Windows: Select **Open Tutorial**.
 - On Avaya 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

Presence status

Avaya Workplace Client displays the following icons on the various screens:

Button	Name	Notes
	Available	—

Button	Name	Notes
	Away	—
	Busy	—
	On a call	—
	Do not disturb	—
	Offline	—
	Out of office	—
	Automatic	Presence status is updated automatically.

History screen

Button	Name	Notes
	All History	View your complete call history.
	Incoming Calls	—
	Missed Calls	—
	Outgoing Calls	—
	Voicemail	View your voice mail messages.

Incoming Call Features screen

Button	Name	Notes
	Call Forward	Forward calls to another telephone number of your choice.

Button	Name	Notes
	or Forward Calls Busy/No Answer or Call Forward Busy / No Answer	Forward calls when you are busy or do not answer.
	Send All Calls	Send all calls to voice mail.
	EC500 or EC500 Ring Mobile	Activate simultaneous ringing on your deskphone and device for a call that arrives on your deskphone.

Outgoing Calls screen

Button	Name	Notes
	VoIP	Calls are made using Wi-Fi or your cellular data.
	EC500	Calls are made using your cellular minutes.
	Mobile	Mobile number is called back when you make a call.
	Phone name	Work number is called back when you make a call.
	Home	Configured number is called back when you make a call.

Dialpad icons

Button	Name	Notes
	Dialpad	Opens the Dialpad.
	Redial	—

Button	Name	Notes
	Audio Call	—
	Video Call	—
	Clear	—
	Attach Dialpad	Attaches back the Dialpad to Avaya Workplace Client for Windows.
	Detach Dialpad	Detaches the Dialpad from Avaya Workplace Client for Windows.

Conference screen

Button	Name	Notes
	Recording	—
	Lecture Mode	The audio and video of all participants in the conference is on mute.
	Entry Tones	When a participant joins or leaves the conference, Avaya Workplace Client generates a tone.
	Continuation	<p>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.</p> <p>When the Conference Continuation feature is disabled, the conference ends automatically two minutes after the moderator drops out.</p>
	Presentation Mode or	<p> Note:</p> <p>If you are using an Android device and the Conference screen is in</p>

Button	Name	Notes
	Start Sharing	the presentation mode, Avaya Workplace Client restores the screen zoom to its original size when the control panel hides itself.
	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	—
	Unmute Everyone	—
	End Meeting	—
	Add participant	—
	Conference Participants	—
	Transfer Call	—
	Controls	—
	Pexip	—

General icons

Button	Name	Notes
	Settings	—
	Menu	—
	Feature Manager	On desktop clients.
	Manage audio and video devices	—

Button	Name	Notes
	More	—
	Audio Call	—
	Mute Audio Call	Audio is muted during the call.
	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 Workplace Client settings, the Avaya Workplace Client status bar displays the  icon. However, the Conference screen displays the  icon.
	Block camera	When this button is active, Avaya 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.
	Resume Call	—
	Hold Call	Call is placed on hold.
	Instant Messaging	—
	Email	Email is sent to a contact using the native email application.
	Add	—
	End Call	—
	Merge Call	Active call is merged with the call that is on hold.

Button	Name	Notes
"	Handoff to Cellular	Call is extended to your EC500 device.
	Search	—
	Alert	—
	Information	—
	Call redirection	—
	Secure Call	The audio or video call is secured.
	Limit Incoming Calls	—
	Caller verified	The call is verified by Secure Telephony Identity Revisited/ Signature-based Handling of Asserted information using toKENs (STIR/SHAKEN). You can view this icon on the Android and Windows platforms.
	Suspected spam	The call is not verified by STIR/SHAKEN. This call can be suspected as spam. You can view this icon on the Android and Windows platforms.
	Verification status unknown	STIR/SHAKEN verification unknown. You can view this icon on the Android and Windows platforms.

Workplace Meetings

Button	Name	Notes
	Start My Meeting	—
	Workplace Meetings	—

Button	Name	Notes
	Join Spaces Meeting	—
	Go to My Meeting Portal	—

Taskbar and Notification area icons for Avaya Workplace Client

If Avaya Workplace Client displays a red triangle error, the taskbar and Notification area icons for Avaya Workplace Client display the error triangle badge. If you hover over these icons, the tooltip text indicates that there are important notifications.

If there are no red triangle errors and you have missed incoming calls, the:

- Taskbar icon for Avaya Workplace Client displays a missed call badge with the missed call count. If the missed call count exceeds 9, the badge count displays 9+. If you hover over the taskbar icon, the tooltip text displays the missed calls count.
- Notification area icon for Avaya Workplace Client displays a missed call badge without any call count. If you hover over the Notification area icon, the tooltip text displays the missed calls count.

If there are no red triangle errors or missed calls, the taskbar icon displays your current presence state. However, presence does not display in the Notification area icon nor in the tooltip for the Notification area icon.

If you sign out from Avaya Workplace Client and keep the application in the background, the taskbar and Notification area icons do not display any badges or presence information.

Shortcut keys for Avaya 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 Workplace Client for Windows.

Function	Avaya Workplace Client for Mac	Avaya Workplace Client for Windows	Notes
Apply bold format in chat	command + B	Ctrl + B	—
Apply italic format in chat	command + I	Ctrl + I	—
Apply underline format in chat	command + U	Ctrl + U	—
Call 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 & Call Status			
Check App Status	—	Ctrl + Alt + 1	Invokes narration on sign in status, Desk Phone mode on or off, and phone service impacting errors.

Function	Avaya Workplace Client for Mac	Avaya Workplace Client for Windows	Notes
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	—	Ctrl+ Alt + N	—
Stop Reading	—	Ctrl + Spacebar	—
Repeat Last Phrase	—	Ctrl + Shift + X	—
App Window & Navigation			
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.
Call Voicemail	—	Ctrl + Alt + V	—
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	—

Function	Avaya Workplace Client for Mac	Avaya Workplace Client for Windows	Notes
Select History	shift + command + H	Alt + H	—
Select Messages	shift + command + I	Alt + I	—
Select Meetings	shift + command + M	Alt + M	—
Search	F3	F3	—
Show / Hide Button Module	—	Ctrl + Alt + B	—
Zoom in	—	Ctrl + (+) or Ctrl + (=)	—
Zoom out	—	Ctrl + (-)	—
Reset zoom to default	—	Ctrl + (0)	—
Show / Hide Feature Panel	—	Ctrl + Alt + B	—
Agent Actions			
Read Current Agent State	—	Ctrl + Alt + 4	Invokes narration on the current agent state, including reason code information and state duration if applicable. This shortcut works only with built-in narrators.
Agent After Call Work	—	Ctrl + Alt + W	—
Agent Ready	—	Ctrl + Alt + R	—
Agent Not Ready	—	Ctrl + N	—
Select Auto In Mode	—	Ctrl + Alt + L	—
Select Manual In Mode	—	Ctrl + Alt + M	—

Setting up Avaya Workplace Client

System requirements and interoperability

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

 **Note:**

Microsoft does not support Windows 7, Windows 8, Windows 8.1, Windows Server 2008, and Windows Server 2008 R2. Hence, Avaya Workplace Client for Windows does not support these operating systems from Release 3.13. From Release 3.13, the click-to-call browser extension is not provided for the Internet Explorer web browser.

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

Avaya does not maintain a list of supported USB headsets for Avaya Workplace Client as vendors continue to release new products frequently. You can use any headset compatible with your personal computer or device for audio.

For complete integration, including call control with USB headsets, vendors such as Poly, Jabra, and EPOS have integrated Avaya Workplace Client with a desktop companion software. You can download this software from the headset vendor site. Avaya also provides integrated support for headset call controls, without requiring additional software, for the following headsets on the Windows and Mac platforms:

- Avaya L100 series
- Jabra
- Poly

Mobile clients

Security certificates on mobile devices

Avaya Workplace Client requires security certificates to establish connections with various servers.

If you need to install additional certificates, follow the instructions provided by your administrator.

Installing Avaya Workplace Client on mobile devices

About this task

Use this procedure to install Avaya Workplace Client on your mobile device.

 **Note:**

If you do not want to receive notifications from Avaya 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.
2. On the mobile device for:
 - Android: Search for Avaya Workplace.
 - iOS: Search for Workplace.
3. Tap the entry for Avaya Workplace Client.
4. Install Avaya Workplace Client.
5. After the installation process is complete, tap **Open**.
6. Accept the terms of the license agreement and the message to not use Avaya Workplace Client to make emergency calls.

 **Note:**

If the cellular service or SIM card is unavailable and your administrator configures the parameter for emergency call disclaimer, Avaya Workplace Client does not display the message to not use Avaya Workplace Client to make emergency calls.

Android permissions

After installing and opening Avaya Workplace Client for Android, you must configure a few permissions for Avaya Workplace Client to work properly. Permissions are categorized into required and optional.

To use Avaya 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 use microphone, use Bluetooth, receive notifications, and make and manage phone calls is mandatory for Avaya Workplace Client to function properly. Permission to access your contacts, calendar, and camera is optional.

Note:

On some Android devices, you need to configure a few settings controlled by the operating system on your mobile device. For example, battery settings related to power management, autostart settings related to application settings, call settings related to application notifications, pop-up windows, and lock screen. The exact method of configuring these settings varies on each mobile device.

Desktop clients

Security certificates on desktops

Avaya Workplace Client requires security certificates to establish connections with various servers.

If you need to install additional certificates, follow the instructions provided by your administrator.

FIPS support

Federal Information Processing Standards (FIPS) is a cryptographic security standard.

If your enterprise requires FIPS compliance, your administrator must provide you with the FIPS version of Avaya Workplace Client for Windows. Otherwise, Avaya Workplace Client for Windows is installed as a non-FIPS version by default.

FIPS 201 is a United States federal government standard that specifies Personal Identity Verification (PIV) requirements for federal employees and contractors. FIPS 201 specifies that an identity credential must be stored on a smart card. Avaya Workplace Client provides smart card support with both FIPS and non-FIPS clients.

FIPS installation is only supported for new installations. You can download and install the FIPS and non-FIPS versions of Avaya Workplace Client from <https://support.avaya.com/downloads/>. You cannot upgrade any version of a non-FIPS client to a FIPS client.

To enable FIPS on a non-FIPS version or disable FIPS on a FIPS version, uninstall Avaya Workplace Client first and then install the FIPS or non-FIPS version of Avaya Workplace Client. Avaya Workplace Client works in the FIPS version, where the OpenSSL API and OpenSSL FIPS Object Module are used.

The following are the approved FIPS-compliant cryptography algorithms:

- RSA
- DSA
- 3DES in CBC, (CFB1), CFB8, CFB64, ECB, OFB mode
- DH
- AES in CBC, (CFB1), CFB8, CFB128, ECB, OFB mode with 128/192/256 bit keys
- SHA-1, SHA-2
- HMAC

 **Note:**

All other non-FIPS-approved algorithms are disabled in the FIPS version.

Installing Avaya Workplace Client on desktops

About this task

Use this procedure to install Avaya Workplace Client on desktop platforms.

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

 **Note:**

In a Citrix environment, you must run the remote Avaya Workplace Client application using only one of the following methods:

- As a Citrix virtual application
- Through a Citrix virtual desktop

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 Workplace Client build for Windows or Mac to your computer from <https://support.avaya.com/downloads/>.
- For Avaya Workplace Client for Windows, ensure that:
 - You have Microsoft .NET Framework 4.8 or a later version. This is required with Windows 10 and with Windows Server 2016, 2019, and 2022.
 - Microsoft Visual C++ Redistributable for Visual Studio 2022 package is installed.
- For Avaya Workplace Client for Mac, ensure that you have Mac OS 10.14.6 or a later version.

Procedure

1. On the desktop for:
 - Windows: Double-click the Avaya Workplace Setup 3.35.0.XXX.msi file.
 - Mac: Double-click the Avaya 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 the Google Chrome and Microsoft Edge Chromium browsers. Outlook Plugin uses the language of the Microsoft Office suite and Web Extension uses the language of the web browser.

Note:

Avaya Workplace Client does not support the use of the Microsoft Edge Chromium browser add-in in the Internet Explorer compatibility mode.

3. **Optional** On Avaya 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.

Avaya Workplace Client for Android on Google Chromebook

Avaya Workplace Client for Android on Google Chromebook

With a laptop form factor, low power consumption, and a low-price target, Chromebooks were initially aimed to be multimedia devices focused on web browsing. With the introduction of Chrome OS version M53, you can now access the whole Android applications catalog from the Google Play Store on Chromebooks.

Chromebooks have started becoming productivity devices. As Avaya Workplace Client for Android was designed with mobiles in mind, the Workplace experience on Chromebook was reviewed and enhanced in the following areas:

- Window mode support was added for Chromebooks: Workplace used to be a full-window mode application only. With this enhancement, you can now use the application in a free-form window, with all the facilities a desktop user would expect, such as minimizing, maximizing, and resizing.
- Incoming call notifications experience was enhanced for Chrome OS.
- Keyboard support was enhanced.

With Avaya Workplace Client for Android 3.13, Contact Center features are introduced to expand the productivity capabilities of the application further while running on Chromebooks:

- Keep device screen awake when Avaya Workplace Client is running in the foreground.
- Configure Avaya Workplace Client to answer a call automatically.
- Suppress incoming call notifications.

Installing certificates for Avaya Workplace Client for Android on Google Chromebook

About this task

Avaya recommends that you install certificates on Google Chromebook using the automatic configuration process. However, if you need to manually install certificates on Google Chromebook, use this procedure.

Before you begin

- Install Avaya Workplace Client for Android from Play Store.
- Get the certificates from your administrator.

Procedure

1. On Google Chromebook, click **Settings > Advanced > Privacy and security > Apps > Google Play Store**.
2. Click **Manage Android preferences > Security & location > Credentials > Install from SD card**.
3. Go to the location of the certificates.
4. Click the certificate type as *.crt, *.cer, and click **Open**.
5. Provide a name for the certificate.
6. Click **OK**.
7. To validate the certificate installation, click **Manage Android preferences > Security & location > Credentials > Trusted credentials > User**.
The User credentials screen displays the certificates.

Limitations with Avaya Workplace Client for Android on Google Chromebook

These are the limitations:

- Double-clicking in Avaya Workplace Client on Google Chromebook does not produce the same result as double-clicking in Avaya Workplace Client on an Android mobile device. Hence, single click in all tabs of the client on Google Chromebook instead of double-clicking.
- You cannot toggle between different audio devices while using Avaya Workplace Client on Google Chromebook. Only one audio device is available on the user interface. However, you can change the audio device selection from the Chrome OS settings.
- Video call resolution is 180 pixels on Google Chromebook. Hence, video call performance on Google Chromebook with dual-core AMD processors is poor. Avaya Workplace Client functions slowly, and the video stutters.

Opening the Avaya Workplace Client application for the first time

About this task

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

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

Procedure

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

Automatic configuration overview

You can configure the Avaya 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 settings file is downloaded. If your administrator has provisioned more than one environment, you must choose an environment before the settings file is downloaded.
- Fails, your email address is automatically searched in the following accounts and in the following priority:
 1. Avaya Spaces
 2. Avaya Equinox® Meetings Online

By using Avaya Spaces or Avaya Equinox® Meetings Online, if the settings file is:

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

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

If the settings 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 Workplace Client settings automatically

About this task

Use this procedure if you have an Avaya Workplace Client account and want to sign in to Avaya Workplace Client. You can configure the Avaya 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. Then you can automatically configure Avaya Workplace Client using your email address.
 - Get the automatic configuration web address from your administrator.
- Ensure that you have a web browser on your device.

Procedure

1. On Avaya 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 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 Workplace Client configures the settings automatically.
4. Depending on what the screen displays, do one or more of the following:
- If the settings file includes support for Avaya Authorization, enter your enterprise credentials on the Identity Provider login page. However, if you close the page without performing Avaya Authorization authentication, Avaya Workplace Client displays the screen to type your email address.
 - If the settings file includes support for Microsoft Modern, enter your exchange calendar credentials on the Microsoft Modern Authentication login page. You can then access your Office 365 calendar in Avaya Workplace Client.
 - If the settings file includes support for Google Calendar, enter your Gmail account credentials on the Google login page. You can then access your Google Calendar in Avaya Workplace Client.
 - If the settings 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 the settings file includes support for Agent functionality, enter your agent credentials on the Agent Login details page.
 - If you have an Avaya Cloud account, type your credentials for Avaya Spaces and select **Login**.
 - 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 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 Workplace Client is on-premise.

 **Note:**

If you configure Avaya Equinox® Meetings Online but want to revert later to use the on-premise 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 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 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 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 Workplace Client sets up the Avaya Equinox® Meetings Online service.
7. Select **Let's Go!**.
Avaya Workplace Client logs you in and displays the Top of Mind screen with the configured Avaya Equinox® Meetings Online service.

Using the Avaya Workplace Client menu

Procedure

1. On mobile clients, on the Top of Mind screen, select ☰.
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 Workplace Client for Android

Avaya Workplace Client Top of Mind screen

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

- Join Avaya Workplace Client, Spaces, and third-party conference meetings with one touch and view your meeting calendar.

 **Note:**

You cannot click to join an Avaya Workplace Client meeting from your calendar. However, if you are using the Avaya 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 Workplace Client meeting, log in to Spaces or open the Spaces dashboard, and go to your meeting portal.

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 Workplace Client logic.
If you select **Full Day**, Avaya 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.

Procedure

- Start typing the name of the contact or the contact details that you want to look for in the **name or number** field.

Avaya Workplace Client displays the contacts that match the search text. Avaya Workplace Client additionally displays the audio and video call buttons in the **name or number** field if you entered a number.

- In the Next Meetings area, you can select the following:

- : To view additional meetings.
- A meeting: To view more information about the meeting.
-  or : To join the Avaya 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.

- : 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.

- : To join the third-party conference meeting. Avaya Workplace Client supports the following third-party conference bridges:
 - BlueJeans
 - Cisco Webex
 - Google Meet
 - GoTo
 - Microsoft Teams
 - Zoom
 - Pexip

Avaya Workplace Client supports any third-party conference meeting URL as long as the meeting URL is available in the Location field of the calendar meeting.

- 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 Workplace Meetings area, you can select the following:
 - **Start My Meeting**: To start your meeting.
 - **Workplace Meetings**: To join a meeting. By default, Avaya 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.

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 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 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 Workplace Client for Android in the notification drawer, you must configure the notification settings for Avaya 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 Workplace Client for Android and all Avaya Multimedia Messaging notifications are cleared from the notification drawer.

 **Note:**

You cannot clear the Avaya 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 not running or is idle in the foreground or background.

For example, the notification event is for an incoming call or incoming message from Avaya Workplace Client for iOS. Apple devices display these notifications through an iOS notification, such as a banner or alert. You receive a single notification.

 **Note:**

Incoming call alerts display for 1 minute on iOS 16 and later versions.

You can view the notifications until you tap or clear a notification. For example, if you tap an Avaya Multimedia Messaging notification, the conversation opens in Avaya Workplace Client for iOS and all Avaya 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.

 **Note:**

If Avaya Workplace Client for iOS 3.29 or a later version is running in the background, you can view call notifications only if your administrator configures APNs. Contact your administrator for assistance.

Configuring notifications from Avaya Workplace Client for iOS Focus

About this task

Use this procedure to configure incoming call and message notifications from Avaya Workplace Client when you set your iOS device on focus mode. You can do the following:

- Select **Silence Notifications From** to block incoming call and message notifications from Avaya Workplace Client.
- Select **Allow Notifications From** to allow incoming call and message notifications from Avaya Workplace Client.

Procedure

1. On your iOS device, use the **Settings** menu or the **Control Center** to access focus settings. iOS displays the **Focus** screen.
2. Select a focus from the list of available focuses, such as **Do Not Disturb**. You can also add a personalized focus.
3. Select **Apps** and do one of the following:
 - Select **Silence Notifications From** to block incoming call and message notifications.
 - Select **Allow Notifications From** to allow incoming call and message notifications.
4. Browse and select Avaya Workplace Client to include it in the list of selected **Apps**.

5. Go back to the previous screen to save your focus mode settings.

iOS widget for My Meeting Room

With iOS 14, Apple has introduced setting up useful application widgets on screens. These widgets are typically frequent use cases, which you invoke or initiate from the application. Using these widgets, you can invoke actions from the application without starting the application.

With this feature, Avaya Workplace Client has introduced support for the My Meeting Room widget. This widget provides the *My Meeting Room* name and number of the logged-in user. You do not need to start Avaya Workplace Client. After clicking the widget, Avaya Workplace Client starts or displays automatically and dials your self-meeting room.

Screen pop

In Call Centers that integrate a telephone system and an agent's desktop, a screen pop is a window or dialog box that separately opens on the desktop. The screen pop displays information for a call simultaneously sent to that agent's telephone. Screen pop is an essential feature for agents as they must perform work on certain web pages, sites, or accessible URLs. Hospital nurses and hospitality employees increasingly use screen pops

With Avaya Workplace Client for Windows, administrators can configure screen pops for incoming and outgoing calls for Contact Center and Unified Communications users.

When Avaya Workplace Client for Windows triggers a rule, a screen pop appears and a URL opens in an internal or external browser. The internal browser requires the WebView2 Runtime component on your machine. If you do not install this component, any requests to display a web page in the internal browser result in the page URL being displayed in the external browser instead.

If there are multiple screen pops, you can view each screen pop in a separate tab of the internal browser. You can navigate back and forth through the browser history of the current tab. Also, you can click the Reload or Stop button to refresh or stop loading the web page in the current tab.

To dock and undock the Web Browser window for screen pop from Avaya Workplace Client, you can use the  and  options on the Web Browser window. By default, the Web Browser window is undocked from Avaya Workplace Client. If you dock both Button Module and the Web Browser window, Avaya Workplace Client

displays one of Button Module and the Web Browser window. Use the  option to switch from Button Module to the Web Browser window. Use the  option to switch from the Web Browser window to Button Module.

Enhanced screen pop

With Avaya Workplace Client for Mac and Windows, administrators can configure enhanced screen pops so that Avaya Workplace Client displays the screen pop-up for the following conditions:

- When you start the application
- When you log in to the application for the first time
- When you reset the application
- When you sign out or sign in to the SIP server
- When you use the agent credentials to log in or log out of the application: Only on the Windows client

When Avaya Workplace Client for Windows triggers a rule, a screen pop appears and a URL opens in an internal or external browser. The internal browser requires the WebView2 Runtime component on your machine. If you do not install this component, any requests to display a web page in the internal browser result in the page URL being displayed in the external browser instead.

If there are multiple screen pops, you can view each screen pop in a separate tab of the internal browser. You can navigate back and forth through the browser history of the current tab. Also, you can click the Reload or Stop button to refresh or stop loading the web page in the current tab.

To dock and undock the Web Browser window for enhanced screen pop from Avaya Workplace Client, you can use the  and  options on the Web Browser window. By default, the Web Browser window is undocked from Avaya Workplace Client. If you dock both Button Module and the Web Browser window, Avaya Workplace Client displays one of Button Module and the Web Browser window. Use the  option to switch from Button Module to the Web Browser window. Use the  option to switch from the Web Browser window to Button Module.

Zooming in or out in Avaya Workplace Client

About this task

You can zoom the Avaya Workplace Client user interface in or out from the application **Display** settings. You can also use the shortcut keys to zoom in, zoom out, or reset the zoom to default. By default, the zoom level is set to 100%.

 **Note:**

Pop-up windows do not zoom in or out when they are open. Close the pop-up window and reopen it after changing the zoom level.

Procedure

1. In the Avaya Workplace Client settings, select **User Preferences > Display**.
2. In **User interface zoom**, click the zoom level as required.
You can also use the following keyboard shortcut keys:
 - To zoom in: Ctrl + (+) or Ctrl + (=)
 - To zoom out: Ctrl+ (-)
 - To reset zoom: Ctrl + (0)
3. Save the changes.

Credentials reset policy

The credentials reset policy limits the number of unsuccessful attempts that you can make to access Avaya Workplace Client. If you make three consecutive unsuccessful attempts, Avaya Workplace Client automatically resets the configuration. You have to reconfigure Avaya Workplace Client using the correct credentials.

Making and handling calls

Using Avaya 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.

When you receive a call, you can drag and relocate the call notification pop-up from the bottom of the screen to any desired location on the screen. Avaya Workplace Client remembers the last location and displays the call notification pop-up at the same location on the screen. You can also drag and relocate all incoming calls including Bridged Line Appearance (BLA), Call pickup, Team button notification pop-ups, and other calls. If you reset or reconfigure Avaya Workplace Client, the first incoming call notification is displayed at the bottom of the screen by default.

When the call is active, you can copy and paste the name and number of the caller from the call appearance.

 **Note:**

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 Spaces directory.

Call management overview

With Avaya Workplace Client, you can additionally manage calls using the following:

- Headsets: On Avaya Workplace Client for Mac and Windows
- CallKit: On Avaya Workplace Client for iOS
- Siri: On Avaya Workplace Client for iOS

Call management using a headset

You can use a headset with Avaya Workplace Client for Mac or Windows to perform call control actions. The actions that you perform using your desktop device and the headset are synchronized.

You can use a USB connection from your Avaya L100 Series headset to your desktop device with Avaya 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 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:**

- Desk Phone mode and Other Phone 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 Workplace Client displays a notification about the limited call control functionality when Avaya Workplace Client chooses the headset either at start-up or when you select the headset in Avaya Workplace Client.
- You can also use other headsets to perform call control actions. Consult your headset manufacturer to know more about the supported features.

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 Workplace Client for iOS, were available only as simple local notifications. With CallKit, incoming calls are displayed fully using the native phone UI.

With CallKit, you can:

- Set Avaya 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 Workplace Client for iOS.
- Use your iOS do-not-disturb setting to suppress incoming calls. If you receive calls from blocked iOS contacts, Callkit suppresses those calls.
- Use custom ringtones for a contact.
- 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 Workplace Client for iOS.
- Use Apple CarPlay to view the call appearance on the in-car display with controls for end and mute.
- 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 Workplace Client for iOS.

Call management using Siri

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

Avaya 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 Workplace Client. You cannot use Siri to call enterprise contacts using Avaya Workplace Client.

Siri functionality

If you have:

- Overlapping meetings in your calendar, Avaya 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 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 Workplace Client calls your default virtual room.

- A contact with multiple phone numbers, Avaya Workplace Client selects the first number in the list for that contact.

Considerations while configuring the Incoming and Outgoing Calls screen on mobile clients

Incoming Calls screen considerations

- You must select a minimum of one service.
- If VoIP, EC500, and Client Enablement Services is configured, to select multiple options, you can use one of the following combinations:

Incoming Calls screen	VoIP	EC500	Client Enablement Services Mobile	Client Enablement Services Other Phones
Combination 1	Yes	No	No	Yes
Combination 2	No	Yes	No	Yes
Combination 3	No	No	Yes	Yes

- If VoIP, EC500, and Client Enablement Services is configured, to select only one option, you can select VoIP, EC500, Client Enablement Services Mobile, or any one of the Client Enablement Services Other Phones.
- You cannot select a combination of VoIP or EC500, and Client Enablement Services Mobile.
- If only Client Enablement Services is configured, you can clear all options so that you do not receive calls after business hours.
- Avaya Workplace Client displays the EC500 option on the Incoming Calls screen if your administrator configures the EC500 simultaneous ring feature and you enable the EC500 service. Avaya Workplace Client does not hide the EC500 option on the Incoming Calls screen even if the SIM card is unavailable. This is because the EC500 mapped mobile number can also be a different mobile device.
- To save your changes on the Incoming Calls screen, you must tap **Done**.

Outgoing Calls screen considerations

EC500 option on the Outgoing Calls screen is dependent on the EC500 service. If you enable the EC500 service, Avaya Workplace Client displays the EC500 option on the Outgoing Calls screen provided that the SIM card is available on that mobile device.

MDA considerations

- If you use Avaya Workplace Client on multiple devices, Avaya Workplace Client does not synchronize your preference. The settings on the Incoming and Outgoing Calls screens are applicable only for the same device.
- If EC500 simultaneous ring is disabled on the same device, Avaya Workplace Client reverts to VoIP if it is enabled. If you disable EC500 simultaneous ring from the remote MDA device, restart Avaya Workplace Client on your mobile device and manually select VoIP on the Incoming Calls screen.
- If your configuration includes the EC500 simultaneous ring feature and you select EC500 on the Incoming Calls screen, but now the administrator removes the EC500 simultaneous ring feature, you must manually select VoIP on the Incoming Calls screen to receive incoming calls.

Selecting the configured service to make a call

About this task

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

- VoIP
- EC500
- Client Enablement Services

With Client Enablement Services, you can use Avaya 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, tap the presence status indicator.
2. Go to the Outgoing Calls screen.
3. Select the option that you want to use for making calls.
Avaya Workplace Client uses the option that you selected as the default option for all calls that originate from Avaya Workplace Client.

Configuring the calling mode on mobile clients

About this task

Use this procedure to use the same mode for incoming and outgoing calls. You can use one of Client Enablement Services, EC500, or VoIP.

Before you begin

- Your administrator must provision Calling Mode.
- You must enable a minimum of two services from Client Enablement Services, EC500, and VoIP.

 **Note:**

If you enable only Client Enablement Services and EC500, Avaya Workplace Client hides the Calling Mode option as there is no valid selection in the combined list.

Procedure

1. On the Top of Mind screen, tap the presence status indicator.
2. Tap **Calling Mode**.
3. Tap the current calling mode.
By default, Avaya Workplace Client selects the calling mode from the Incoming Calls screen.
4. In the Calling Mode screen, tap the mode to use for incoming and outgoing calls.
5. Tap **Done**.

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 Workplace Client application after you select a bridged line using this procedure.

 **Note:**

Avaya Workplace Client displays a maximum of 15 BLA buttons in the **Call as** field in Feature Manager. If you need more than 15 BLA buttons, ask your administrator to enable the Button Module for your extension in the settings file.

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 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 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 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 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 Desk Phone mode

About this task

Use this procedure to enable the Desk Phone mode on desktop clients to make and receive calls. By default, the desktop client uses your computer to make and receive calls.

In the Desk Phone mode, you can use Avaya Workplace Client to control your Avaya SIP phone, such as the J100 series. You cannot use the Desk Phone mode on mobile clients.

Before you begin

Log in to your deskphone.

Procedure

1. On Avaya Workplace Client, click .
2. In the **Place and Receive Calls Using** field, click **My Deskphone**.

Making an audio or video call

About this task

In Avaya 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. You can copy and paste the name and number of the other party from the call appearance.

Note:

The maximum number of calls that you can make at a time using Avaya 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 **name or number** field, type the number.
 - An enterprise search result or an Avaya Workplace Client screen: Select the contact person or number.
 3. Select one of the following:
 - 
 - 

Automatically answering a call on Avaya Workplace Client

About this task

When you receive an audio or video call, Avaya Workplace Client plays a zip tone to alert you about the incoming call and automatically answers as an audio-only call.

Before you begin

Your administrator must enable local auto-answer on your Avaya Workplace Client.

Procedure

1. In the Avaya Workplace Client settings, click **User Preferences**.
2. Click **General**.
3. Click **Auto Answer**.

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.

Tip:

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

1. On the Top of Mind screen, in the **name or number** field, type a valid alphanumeric URI.
Avaya Workplace Client displays the alphanumeric URI in the New Contact area.
2. Tap the alphanumeric URI.
Avaya Workplace Client displays the Contact Details screen.
3. In the Make a Call area, next to the alphanumeric URI, tap one of the following:
 - 
 - 

Avaya 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.

Note:

Avaya Workplace Client for Windows also supports the tel and CallTo URIs. For example, tel:+16135959132 and CallTo:+16135959132. If you click on these URIs in a browser or elsewhere, the call is dialed immediately after you choose the default application.

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:
 - 
 - 

Avaya 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 Workplace Client are configured, Avaya Workplace Client starts an Adhoc audio or video conference call using Avaya Equinox® Conferencing.

Note:

If the adhoc conference settings in Avaya 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.
2. Tap .
3. Tap one of the following calling options:
 - **New Group Voice Call**
 - **New Group Video Call**Avaya Workplace Client displays the Choose contacts for your call screen.
4. Select the contacts whom you want to call.
5. Tap **Next**.
Avaya Workplace Client displays the Confirm contacts for your call screen.
6. Tap **Call**.

Avaya Workplace Client makes a group call to the selected contacts.

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

About this task

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

 **Note:**

If the adhoc conference settings in Avaya 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.

Before you begin

Your administrator must configure the appropriate parameters so that you can view the **New conversation** option.

Procedure

1. Click **New conversation**.
2. Drag and drop contacts or contact groups.
3. Click one of the following:
 - : To start an audio call.
 - : To start a video call.

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

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

About this task

Avaya Workplace Client starts the conference call using Avaya Equinox® Conferencing.

Before you begin

- Enable and log in to Avaya Aura® Device Services.
- Configure the adhoc conference URI in the **Adhoc Conference Address** field in **Services > Phone Service**.

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:
 - : To start an audio call.
 - : To start a video call.

Avaya Workplace Client displays the Confirm contacts for your call screen.

5. Tap **Call**.

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

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

About this task

Avaya Workplace Client starts the conference call using Avaya Equinox® Conferencing.

Before you begin

- Enable and log in to Avaya Aura® Device Services.

- Configure the adhoc conference URI in the **Adhoc Conference Address** field in **Services > Phone Service**.

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:
 - : 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 Workplace Client starts a conference call with all members of the group who have a valid phone number.

Answering or ignoring a call or sending a message

About this task

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

If you receive a Vector Directory Number (VDN) call on Avaya Workplace Client for Android, your device displays Calling Party Name (CPN) and VDN information.

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.

If your administrator enables enlarging incoming call notification, you can view an enlarged incoming call pop-up on your screen.

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

Before you begin

On desktop clients, to send a pre-defined message to the caller:

- Enable and log in to the Multimedia Messaging service.
- Avaya Workplace Client must resolve the messaging address of the caller.

Procedure

- To receive the call, select .
- To dismiss the call, select .
After you dismiss the call, Avaya Workplace Client ignores or declines the call as per the call denial policy setting.
- On desktop clients, to send a message to the caller, select the drop-down arrow in  and select a message.
After you send the message, Avaya Workplace Client ignores or declines the call as per the call denial policy setting.
- If your administrator hides the Caller ID for the Team Button feature, to view the Caller ID, select .

Managing calls

Using Avaya Workplace Client as the default application for telephony services

About this task

Use this procedure only on Mac platforms to configure Avaya Workplace Client as the default application for telephony services. By using this procedure, you can use Avaya 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 Workplace Client settings, click **User Preferences**.
2. Click **General**.

3. Click **Use Avaya 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.
- If you enable and log in to the VoIP service, set the following options in the Incoming Call Features screen to **Off**:
 - **Send All Calls**
 - **Call Forward**
 - **Forward Calls Busy/No Answer**
 - **Enhanced Call Forwarding**

Procedure

1. On the Top of Mind screen, tap the presence status indicator.
2. Go to the Incoming Calls screen.
You can view the phone numbers that ring for an incoming call.
3. To add more numbers, 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.

Before you begin

- Enable and log in to the VoIP service.
- Ensure that your administrator configured the EC500 feature for your extension.

Procedure

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

Call forward scenario

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

1. User A can view:
 - User C in the call appearance.
 - The name and number of user B in the call history.
2. User B can view:
 - The name and number of user A as a missed call and the reason for missing the call in the call history.

Avaya Workplace Client displays the reason for missing the call if the call goes to coverage to station, if all call appearances are busy, or if you configure one or more of the following features: Call Forward, Call Forward Busy/No Answer, Enhanced Call Forward, or Limit Number of Concurrent Calls.

3. User C can view:
 - The name and number of user A in the call history.
 - The name and number of user B and the reason for forwarding the call in the call history.

- The name or number of user B and the reason for forwarding the call, if available, are displayed at the top of the call appearance.

Avaya Workplace Client displays the reason for forwarding the call if the user who forwarded the call has enabled **Forward Calls Busy/No Answer**.

Forwarding all VoIP calls

About this task

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

This functionality is also supported in the Desk Phone mode.

Before you begin

Enable and log in to the VoIP service.

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 Call Features screen and select **Call Forward**.
 - 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 Workplace Client saves the setting.

Forwarding VoIP calls when you are busy or do not answer

Before you begin

Enable and log in to the VoIP service.

Procedure

1. On the Top of Mind screen, tap the presence status indicator.
2. Do one of the following:
 - On mobile clients: Go to the Incoming Call Features 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.
4. Select **OK**.
Avaya 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

- Enable and log in to the VoIP service.
- Ensure that your administrator configured the Enhanced Call Forwarding feature for your extension.

Procedure

1. On the Top of Mind screen, tap the presence status indicator.
2. Do one of the following:
 - On mobile clients: Go to the Incoming Call Features 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

- Enable and log in to the VoIP service.
- 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, tap the presence status indicator.
2. Do one of the following:
 - On mobile clients: Go to the Incoming Call Features 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 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 Workplace Client settings, select **User Preferences**.
2. **Optional** If available on the Avaya Workplace Client platform, select **General**. Otherwise, go to the next step.
3. Select **Activate Send All Calls when Do Not Disturb is set**.
Avaya 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 .
2. On the keypad, enter the digits as required.

Muting and unmuting a call

Procedure

1. While on a call, to mute the audio, select .
Avaya Workplace Client mutes the microphone. The mute icon flashes after the configured timeout period if the microphone mute notification feature is enabled.
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 .
 - On desktop clients: Select .Avaya 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 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.

Note:

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

Procedure

- While on an active audio call, select .
Avaya 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:
 - 
 - 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 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  and then select .
 - On desktop clients: Select .Avaya Workplace Client pauses the video call.
2. To resume transmitting video, select the button again.
Avaya 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  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 in **Services > Phone Service**, Avaya Workplace Client starts an adhoc conference for sharing.
- If your administrator enables BFCP and disables MSS, Avaya Workplace Client uses BFCP for sharing.

Before you begin

Ensure that you have sharing permission.

Procedure

1. While on a call, click  and then click **Start Sharing**.
Avaya Workplace Client displays the Conference screen.
2. Click  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

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.
On Avaya Workplace Client for Windows, your administrator must enable the blind transfer option.
- Consultative transfer: Talk to the person to whom you are transferring the call before you perform the transfer.

Performing a blind transfer on mobile clients

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, tap .
2. Tap .
3. To transfer the call, choose:
 - A contact
 - From history
 - A number to enter

Avaya Workplace Client transfers the call to the selected number.

Performing a blind transfer on desktop clients

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.

Tip:

If you are on a call on your desktop client, you can also perform a blind transfer by searching for a contact. You can then drag and drop the contact from the search result to the call appearance, and select the option to transfer the call.

Before you begin

Your administrator must enable the blind transfer option on Avaya Workplace Client for Windows.

Procedure

1. While on a call, click .
2. Click **Transfer Call**.
3. Do one of the following:
 - In the **Name or Number** field, type a name or phone number.
 - Click a contact name from your contacts list.
4. Click **Transfer Call**.

Avaya Workplace Client transfers the call to the selected number.

Note:

If your administrator enables the option to automatically hold the active call before blind transfer, Avaya Workplace Client for Windows puts the active call on hold before performing the blind transfer.

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.

*** Note:**

Your administrator can disable the  option from the active call  menu when you receive more than one call on Avaya Workplace Client. This option is applicable for desktop and mobile platforms. This option is unavailable on Mac. By default,  option is available to transfer the call.

Procedure

1. While on a call, go to the Top of Mind screen and dial the number of the user to whom you want to transfer the call.
2. Select .
3. Select .
4. To transfer the call, choose the existing held call.
Avaya 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.

*** Note:**

Avaya 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 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 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 Workplace Client menu, select **Features > Pre-call 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 Workplace Client menu, tap **Features**.
2. Tap **Cancel Automatic Callback**.

Avaya 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**.
3. Click .

Avaya Workplace Client disables automatic callback for the call.

Blocking or unblocking Calling Party Name on Mac and mobile clients

About this task

You can block or unblock the calling party number and administered name when making external calls. When a user receives Calling Party Name (CPN) blocked calls, Avaya Workplace Client blocks the calling party information and replaces it with a hard-coded text.

If you activate Block My Number and the following occurs:

- The called party activates Call Forward, the call rings on the redirected destination as anonymous.
- The called party activates Call Forward Busy/No Answer, the call rings first on the called number as anonymous. When the call redirects to the destination number, the redirected number does not display the identity of the calling party.
- Use the Desk Phone or Other Phone mode, the called party cannot view your identity.

Procedure

1. Do one of the following:
 - On Avaya Workplace Client for Mac, select . Avaya Workplace Client for Mac displays the Feature Manager screen.
 - On mobile clients, on the Avaya Workplace Client menu, select **Features**. Avaya Workplace Client displays the Features screen.
2. To block a number, do the following:
 - a. Select **Block My Number**.
 - b. In the **Block My Number for** field, enter the number.
 - c. Select **OK**.

If you dial the blocked number, Avaya Workplace Client hides the calling party number and the administered name, provided your administrator properly configures the trunk. The calling party number and the administered name are hidden only for that specific call. Avaya Workplace Client does not permanently hide the calling party number or the administered name.

3. To unblock a number, do the following:
 - a. Select **Unblock My Number**.
 - b. In the **Unblock My Number for** field, enter the number.
 - c. Select **OK**.

Avaya Workplace Client displays the calling party number and the administered name.

 **Note:**

Use the calling party number unblock button when a block is administered at the trunk level.

AUDIX One-Step Recording on mobile clients

AUDIX One-Step Recording on mobile clients

To record telephone conversations, toggle the **Recording** switch. Avaya Workplace Client activates AUDIX One-Step Recording after you answer a call. Avaya Workplace Client stores the recorded conversation as a new message in your voice mailbox.

If the recording initiator hangs up while recording the conversation, the recording ends. If the call is originally a two-party call and the other party hangs up, the recording ends. If the call is originally a multiple-party conference call and someone other than the initiator hangs up, the recording continues.

Recording and retrieving a conversation with AUDIX One-Step Recording on mobile clients

About this task

Use this procedure to record and retrieve a conversation during an active call. Avaya Workplace Client stores the recorded conversation as a new message in your voice mailbox.

Before you begin

- Your administrator must configure the AUDIX One-Step Recording feature for your extension.
- Get permission from all parties on the call to record the conversation.

Procedure

1. While on a call, tap .
2. To start and stop recording, toggle the **Recording** switch.
When you start recording, the number of parties on the call increases by one. Avaya Workplace Client plays the ready indication tone to indicate that the recording has started. When you stop recording, the number of parties on the call decreases by one to indicate that the recording has stopped.
3. **Optional** To start and stop recording the same conversation multiple times, toggle the **Recording** switch. Each time Avaya Workplace Client creates a separate recorded message.
4. To retrieve the recorded conversation, tap .

Limiting the number of incoming calls on mobile clients

About this task

You can restrict the number of incoming calls to one call at a time.

If you enable this feature and are on an active call, subsequent incoming calls receive a busy signal or follow the coverage path if administered by your administrator.

If you enable this feature and miss a call due to Communication Manager suppressing the call, Avaya Workplace Client displays a missed call in your call history.

Before you begin

Your administrator must configure the Limit Incoming Calls feature for your extension.

Procedure

1. On the Avaya Workplace Client menu, tap **Features**.
2. If the **Limit Incoming Calls** switch is OFF, toggle the **Limit Incoming Calls** switch. Avaya Workplace Client displays  on the Presence Avatar screen.

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

Avaya Workplace Client groups the call log entries based on the processing of extension number for the remote address, which Avaya Workplace Client receives from the server.

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**
 - **Voicemails**

Avaya Workplace Client displays the relevant call history.

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

Offline Call Journaling overview

On mobile platforms, by default the Avaya Workplace Client application prefers the Client Enablement Services call history and Client Enablement Services call journaling. This default functionality is applicable only

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 you attempt 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 Workplace Client on mobile platforms, you must have one of the following configurations:

ENABLE_PPM_CALL_JOURNALING parameter in the settings 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:

Making and handling calls

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	<ol style="list-style-type: none"> 1. Answer and end an incoming call from the H.323 client. 2. Log in to the SIP client. 	Incoming call entry in the SIP client and the H.323 client.
Logged in	Logged off	<ol style="list-style-type: none"> 1. Answer and end an incoming call from the SIP client. 2. Log in to the H.323 client. 	Incoming call entry only in the SIP client, not in the H.323 client.
Logged off	Logged off	<p>Incoming call is missed as no client is logged in.</p> <ol style="list-style-type: none"> 1. Log in to the SIP and H.323 clients. 	Missed call entry only in the SIP client, not in the H.323 client.

SIP client	H.323 client	Scenario	Call Logs
Logged off	Logged in	<ol style="list-style-type: none"> 1. Answer the incoming call from the H.323 client. 2. Log in to the SIP client. <p>The SIP client displays the active call on the H.323 client.</p> <ol style="list-style-type: none"> 3. End the call from the H.323 client. 	Incoming call entry in the SIP client and the H.323 client.
Logged off	N.A.	<ol style="list-style-type: none"> 1. Delete all call logs from the H.323 client. 2. Log in to the SIP client. 	<p>Call logs not in sync.</p> <p>Logs that are available in the SIP client before logging in are displayed though all call logs were deleted from the H.323 client.</p>
N.A.	Logged off	<ol style="list-style-type: none"> 1. Delete all call logs from the SIP client. 2. Log in to the H.323 client. 	<p>The H.323 client synced with the SIP client.</p> <p>Displays no call logs, as all entries were deleted from the SIP client</p>

Deleting a call history entry

Procedure

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

Avaya 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 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 have unread voice mails, Avaya Workplace Client displays  .

Before you begin

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

Procedure

Select .

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

Managing visual voice mails

About this task

With visual voice mail, you can view the name of the person who sent the voice mail and the time when the voice mail was sent. You can listen to, call back, mark as read or unread, and delete voice mails.

If you have unread voice mails, Avaya Workplace Client displays .

Note:

Avaya Workplace Client supports visual voice mail with Avaya Messaging Server. Avaya Workplace Client also supports visual voice mail with Avaya Aura® Messaging if you integrate with Client Enablement Services.

Before you begin

- Your administrator must configure the **Voice mail number** field on System Manager.
- You must enable and log in to Avaya Cloud Services.
Ensure that the email address you use for Avaya Cloud Services and the Username (handle) that you use to log in to Avaya Workplace Client are the same.
- You must install a media player and latest audio player drivers on your system to listen to voice mail.

Procedure

1. Do one of the following:

- On the Top of Mind screen, in the History area, select  next to an unread voice mail.
- On the History screen, identify and select the unread visual voice mail to hear.

Avaya Workplace Client opens the voice mail player.

2. To listen to the voice mail, select .

3. Do one or more of the following:

- To call the voice mail sender, select .

- To view the voice mail history details, select .
- To delete the voice mail, select .

Marking a voice mail as read or unread

About this task

Use this procedure to mark a voice mail as read or unread.

 **Note:**

If you log into MDA devices with multiple endpoints and mark a voice mail as read or unread on one device, Avaya Workplace Client does not synchronize the voice mail status on the other device.

Procedure

1. Go to the History screen.
2. Identify the voice mail to mark as read or unread.
3. On the voice mail entry, do one of the following:
 - On mobile clients, swipe to the left: To mark the unread voice mail as read, select . To mark the read voice mail as unread, select .
 - On desktop clients, right-click: To mark the unread voice mail as read, select . To mark the read voice mail as unread, select .

Ending a call

Procedure

While on a call, select .
Avaya Workplace Client ends the call.

 **Note:**

When the far end user ends the call, Avaya Workplace Client notifies you with a disconnect tone by default. This option is applicable for desktop and mobile platforms. This option is unavailable on Mac.

Emergency calls

Do not use Avaya 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

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 Workplace Client automatically sends the call to your office voice mail.

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

Avaya Workplace Client creates the deskphone and the mobile phone destinations automatically when you sign up for Avaya 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 on the Incoming Calls screen.

 **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.

Adding a telephone number to your phones list

About this task

Use this procedure only on mobile clients.

Before you begin

Enable and log in to Client Enablement Services.

Procedure

1. On the Top of Mind screen, tap the presence status indicator.
2. Go to the Incoming Calls or Outgoing Calls screen, and tap **Manage my phones**.
3. Tap .
Avaya Workplace Client displays the Add Phone dialog box.
4. Type the name of the new telephone in the following field:
 - On Avaya Workplace Client for Android: **Name**
 - On Avaya Workplace Client for iOS: **Label**
5. In the **Number** field, type the new telephone number.
6. Tap **Save**.
Avaya 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.

Before you begin

Enable and log in to Client Enablement Services.

Procedure

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

2. Go to the Incoming Calls or Outgoing Calls screen, and tap **Manage my phones**.
3. **Optional** If available on the Avaya Workplace Client platform, tap **Edit**. Otherwise, go to the next step.
4. Tap 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. Tap **Save**.
Avaya 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.

Before you begin

Enable and log in to Client Enablement Services.

Procedure

1. On the Top of Mind screen, tap the presence status indicator.
2. Go to the Incoming Calls or Outgoing Calls screen, and tap **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.
4. **Optional** If available on the Avaya Workplace Client platform, tap **Delete**. Otherwise, go to the next step.
Avaya Workplace Client displays the confirmation dialog box.
5. Tap **Delete**.

Avaya Workplace Client deletes the telephone number from the My Phones list.

Callback Service overview

Callback Service overview

Avaya Workplace Client uses Client Enablement Services for the Callback feature. However, as Client Enablement Services is not actively maintained, Client Enablement Services might not comply with the latest security measures. With the Callback Service feature, you do not need Client Enablement Services. Avaya Workplace Client uses the Simultaneous Ring Phones and Client Enablement Services Callback features from Communication Manager.

 **Note:**

On Communication Manager, the Callback Service feature is known as Enterprise Mobility Experience (EMX).

Use the Callback Service feature on mobile clients to configure which numbers must ring for incoming and outgoing calls. If you cannot answer an incoming call, Avaya Workplace Client automatically sends the call to your office voice mail. Your deskphone routes the call to the destination numbers specified on the Incoming Calls screen. You can add, select, update, and delete the destination name and numbers in the My Phones list.

For simultaneous ringing, Avaya Workplace Client calls on all numbers, which you selected in the My Phones list. If you added the same number for incoming calls and simultaneous ringing, Avaya Workplace Client does not call on that number, but calls on other numbers, which you selected in the My Phones list.

You can add up to four numbers to the My Phones list. You can select specific phone numbers from the My Phones list for incoming calls. Avaya Workplace Client calls on all the selected numbers simultaneously. You can select only one phone number from the My Phones list for an outgoing call. If you do not want Avaya Workplace Client to receive a call on any of the added numbers, do not select a number from the My Phones list.

The destination name and number you add, select, update, and delete for an incoming call are synchronized with MDA devices. The selected destination name and number for outgoing calls are not synchronized with MDA devices.

The existing dialing rules apply to numbers added to the My Phones list and outgoing call using the Callback service. To view or update the dialing rules on mobile clients, go to **Settings > Advanced > Dialing Rules**.

Adding a telephone number to your phones callback list

About this task

Use this procedure on mobile clients.

The destination name and number you add, select, update, and delete for an incoming call are synchronized with MDA devices. The selected destination name and number for outgoing calls are not synchronized with MDA devices.

Before you begin

You must enable Callback Service.

Procedure

1. On the Top of Mind screen, tap the presence status indicator.
2. Go to the Incoming Calls or Outgoing Calls screen, and tap **Manage my phones**.
3. Do one of the following:
 - On Android devices: Tap .
 - On iOS devices: Tap **Add Phone**.Avaya Workplace Client displays the Add Phone dialog box.
4. Type the name of the new telephone in the following field:
 - On Avaya Workplace Client for Android: **Name**
 - On Avaya Workplace Client for iOS: **Label**
5. In the **Number** field, type the new telephone number.
Avaya Workplace Client applies dialing rules when you add a telephone number.
6. Tap **Save**.
Avaya Workplace Client displays the name and number in the My Phones list.

Selecting a telephone number in your phones callback list

About this task

Use this procedure on mobile clients.

You can add up to four numbers to the My Phones list. You can select specific phone numbers from the My Phones list for incoming calls. Avaya Workplace Client calls on all the selected numbers simultaneously. You

can select only one phone number from the My Phones list for an outgoing call. If you do not want Avaya Workplace Client to receive a call on any of the added numbers, do not select a number from the My Phones list.

Before you begin

You must enable Callback Service.

Procedure

1. On the Top of Mind screen, tap the presence status indicator.
2. Go to the Incoming Calls or Outgoing Calls screen.
3. To select the numbers from the My Phones list, tap the name or telephone number.
Avaya Workplace Client adds the selected number.

Updating a telephone number in your phones callback list

About this task

Use this procedure on mobile clients.

Before you begin

You must enable Callback Service.

Procedure

1. On the Top of Mind screen, tap the presence status indicator.
2. Go to the Incoming Calls or Outgoing Calls screen, and tap **Manage my phones**.
3. Do one of the following:
 - On Android devices: Tap the name or telephone number.
 - On iOS devices: Long press the name or telephone number.
4. In the Edit Phone dialog box, you can update the name and telephone number.
5. Tap **Save**.
Avaya Workplace Client displays the name and number in the My Phones list.

Deleting a telephone number from your phones callback list

About this task

Use this procedure on mobile clients.

Before you begin

You must enable Callback Service.

Procedure

1. On the Top of Mind screen, tap the presence status indicator.
2. Go to the Incoming Calls or Outgoing Calls screen, and tap **Manage my phones**.
3. Do one of the following:
 - On Android devices: Long press the name or telephone number from the list.
 - On iOS devices: Swipe to the left, or tap **Edit** and tap  to delete the name and telephone number. Avaya Workplace Client displays the confirmation dialog box.
4. Tap **Delete**.
Avaya Workplace Client deletes the name and telephone number from the My Phones list.

Callback Service limitations

The Callback Service feature with Communication Manager has limitations, which will be fixed in the upcoming releases. For example:

Client Enablement Services	Communication Manager
Avaya Workplace Client automatically creates the deskphone and the mobile phone destinations when you sign up for Avaya Workplace Client.	Avaya Workplace Client does not automatically create the deskphone and the mobile phone destinations when you sign up for Avaya Workplace Client.
The mobile phone number is mandatory, and you cannot delete it. You also cannot delete or change the deskphone number.	Avaya Workplace Client does not differentiate between any numbers. Hence, Avaya Workplace Client has no way of treating the mobile or deskphone numbers differently. You can delete or change all numbers.

Client Enablement Services	Communication Manager
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.	You can add up to four numbers to the My Phones list. You can select specific phone numbers from the My Phones list for incoming calls. Avaya Workplace Client calls on all the selected numbers simultaneously. You can select only one phone number from the My Phones list for an outgoing call. If you do not want Avaya Workplace Client to receive a call on any of the added numbers, do not select a number from the My Phones list.

Other Phone mode overview

Other Phone mode overview

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

If you make a call using Avaya Workplace Client when the Other Phone mode is active, your other phone device rings. You must then answer the call using the other phone device to initiate the call to the remote party. If the remote party answers the call, the audio call between the other phone device and the remote party is established.

If you receive a call on Avaya Workplace Client when the Other Phone mode is active:

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

You can view the ignored call in the Avaya 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 other phone device then starts ringing and you can answer the call using the other phone device.

You can pause, resume, and end a call using Avaya Workplace Client when the call is active on the other phone device.

Making and handling calls

In the Other Phone mode, you can merge calls, manage conference calls, perform collaboration, and answer hunt group calls. You can also use the following call redirection features:

- Send All Calls
- Extend Calls
- Forward Calls

Note:

In the Other Phone mode, you cannot use the following features:

- Bridge Line Appearance
- Call Pickup
- Team Button
- Join MDA Call
- Call park or call unpark

The incoming call that rings on the cellular number is EC500 simultaneous ring call and not the Other Phone mode call if:

- EC500 and the Other Phone mode are active
- The EC500 cellular number is the same as the Other Phone mode number

To receive calls on the Other Phone mode number instead of the EC500 cellular number, disable the EC500 simultaneous ring feature on the Other Phones screen. You can then use the call control features on the Other Phone mode number using Avaya Workplace Client. If EC500 and the Other Phone mode are active, and the EC500 cellular number is different from the Other Phone mode number, an incoming call rings on both these numbers.

Adding other phone numbers to desktop clients

About this task

Use this procedure to add other phone numbers to desktop clients.

Note:

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

Before you begin

To view the EC500 option for other phone numbers with Mobile labels, your administrator must configure the EC500 simultaneous ring feature.

Procedure

1. In the Avaya Workplace Client settings, click **User Preferences > Other Phones**.
2. Click **Add Phone**.
Avaya Workplace Client adds a new phone entry with Other as the default label.
3. **Optional** To use the Home or Mobile label, click  next to the **Other** label and click the label to use.
4. In the **Number** field, type another phone number.
5. **Optional** To enable or disable the EC500 simultaneous ring feature, click **EC500** if using the Mobile label.
To ensure the best experience, disable the EC500 simultaneous ring feature when using the Other Phone mode with the same mobile number.
6. Save the changes.

Updating an other phone number on desktop clients

Procedure

1. In the Avaya Workplace Client settings, click **User Preferences > Other Phones**.
2. Update the phone number.
3. Save the changes.

Deleting an other phone number on desktop clients

Procedure

1. In the Avaya Workplace Client settings, click **User Preferences > Other Phones**.
2. Next to the other phone number to remove, click .
3. Save the changes.

Enabling the Other Phone mode

About this task

Use this procedure to enable the Other Phone 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 Workplace Client, click .
2. In the **Place and Receive Calls Using** field, click **Other Phone**.
3. Click any of the available phones.
Avaya Workplace Client enables the Other Phone mode.

Hunt Groups overview

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

You can be a member of multiple hunt groups.

Avaya Workplace Client supports the Hunt Group Busy feature. If your administrator configures this feature, you can activate this feature to avoid receiving calls on your 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.

Procedure

1. On the Avaya Workplace Client menu, tap **Hunt Groups**.
Avaya 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 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.
 - c. 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 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 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 .
- c. In the **Label** field, type a new name for the hunt group.
- d. To save the changes, click **OK**.

Team Button overview

Team Button overview

Avaya Workplace Client on mobile platforms and Avaya Workplace Client for Windows support the Team Button feature. With this feature, at the monitoring station, you 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.

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 Workplace Client menu, tap **Team**.



Tip:

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 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 Workplace Client disables this option.
6. Save the changes.

Using the Team Button feature on Avaya 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.
- Your administrator must enable the blind transfer option.

Procedure

1. On Avaya 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,  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:
 - : 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.

- : 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.

- : Configure the audible ringing and visual alert notification.

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

If your administrator disables the visual alert notification setting, Avaya 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 Paired Sign-On extension

You can download and install the Avaya Paired Sign-On extension from the Chrome Web Store. You must also install the native component of the Avaya Paired Sign-On extension from the Avaya Workplace Client for Windows build. You can download the build from <https://support.avaya.com/downloads/>. You can then Pin the extension to your browser toolbar. Avaya Workplace Client for Windows supports paired sign-on between the Avaya Paired Sign-On extension running on the remote or local PC and Avaya Workplace Client running on the local PC.

You must first configure the Avaya Workplace Client running on the local PC using your email address or the automatic configuration web address. To log in to Avaya Workplace Client for Windows using the Avaya Paired Sign-On extension, enter your Avaya Workplace Client credentials in the Paired Sign-On Add-on dialog box. If you want the Avaya Paired Sign-On extension to remember your credentials, select the **Remember credentials** check box.

Note:

The Remember credentials functionality is only applicable when you install Avaya Workplace Client and the extension on different machines. If you install the extension with Avaya Workplace Client on a local machine, it uses the credentials saved by Avaya Workplace Client in Windows Credential Manager.

If the Avaya Workplace Client for Windows application is:

- Not open, and you did not enter your credentials in the Paired Sign-On Add-on dialog box, the Paired Sign-On Add-on dialog box displays the message: **Waiting for remote app.**
- Open, and you did not enter your credentials in the Paired Sign-On Add-on dialog box, the Paired Sign-On Add-on dialog box displays the message: **Avaya Workplace is paired.**
- Open, and you successfully log in to the Paired Sign-On Add-on dialog box using your credentials, the Paired Sign-On Add-on dialog box displays the message: **Avaya Workplace is signed in.**

To log out from Avaya Workplace Client for Windows, click **Sign Out** in the Paired Sign-On Add-on dialog box.

Avaya Paired Sign-On using the Chrome extension

Avaya Workplace Client for Windows supports paired sign-on using the Avaya Paired Sign-On extension. If you install the Avaya Paired Sign-On extension from the Chrome Web Store, you can log in to Avaya Workplace Client for Windows using the Avaya Paired Sign-On extension.

For example, as a software integrator, you can use Avaya Workplace Client for Windows as an audio or video endpoint that is controlled by the Chrome extension in a web page.

Avaya Workplace VDI overview

Avaya Workplace VDI overview

You can use Avaya Workplace Client for Windows in a virtual environment, such as provided by Citrix or VMware, in the Desk Phone mode either with a SIP deskphone or with Avaya Workplace VDI.

Avaya 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 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 when running without Paired Sign-On, use the controlling clients in the Desk Phone mode. To connect with a VDI endpoint when running with Paired Sign-On, use the controlling clients in the My Paired Softphone mode. To ensure proper feature coordination between Avaya Workplace Client for Windows and Avaya Workplace VDI, the configuration must be aligned. If Avaya Workplace VDI registers

properly in the Desk Phone mode with Avaya Workplace Client for Windows, Avaya Workplace VDI displays the  icon.

If your administrator enables the desk phone shared control multiple clients parameter, you can use Avaya Workplace VDI as a softphone.

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

- Make a call
- Answer a call
- Hold and resume a call
- Mute and unmute a call
- Transfer a call
- Make a conference call

 **Note:**

Avaya Workplace VDI does not support advanced adhoc conferencing.

- Pause and resume your video during a video call
- Escalate an audio call to a video call
- De-escalate a video call to an audio call

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

- Make a call
- Answer a call
- Hold and resume a call
- Mute and unmute a call
- Pause and resume your video during a video call
- De-escalate a video call to an audio call

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

- Mute sync: The audio mute state is synchronized between Avaya Workplace Client for Windows and Avaya Workplace VDI.
- Remote mute: If the moderator mutes you during a conference call, Avaya Workplace Client for Windows displays the remote mute icon and Avaya Workplace VDI also goes on mute.

My Paired Softphone overview

Avaya Workplace Client for Windows supports paired sign-on using the shared control mode. You can log in to Avaya Workplace Client as a controlling client and activate shared control on another Avaya Workplace Client as a controlled client.

You can use a Windows client as a controlled client.

My Paired Softphone feature is useful in a Citrix or VDI deployment where Avaya Workplace Client on a remote PC controls the other Avaya Workplace Client. The controlled client does not display notifications for incoming audio calls, video calls, and messages.

Viewing the My Paired Softphone mode on Windows clients

About this task

You can view Avaya Workplace Client as a controlling client on a remote virtual desktop and another Avaya Workplace Client as a controlled client on the local personal computer. When the controlling client detects the controlled client on the local personal computer, the controlling client opens and logs in to the controlled client automatically.

In a Citrix or Remote Desktop environment, if Avaya Workplace Client as a controlling client detects Avaya Workplace Client as a controlled client running on the local personal computer, the controlling client automatically starts the controlled Avaya Workplace Client and establishes paired sign-on. Hence, the Shared controlled mode is automatically established.

You can use this procedure if paired sign-on does not establish automatically.

Before you begin

Your administrator must enable the desk phone share control parameter.

Procedure

1. On Avaya Workplace Client that you use as a controlling client, click .
2. In the **Place and Receive Calls Using** field, click **My Paired Softphone**.

After successfully shared control activation, Avaya Workplace Client displays  as a controlling client. Avaya Workplace Client, on the local personal computer, displays  on as a controlled client.

Managing controlled clients from the Deskphones and Softphones screen on Windows clients

About this task

You can log in to Avaya Workplace Client as a controlling client on a standalone computer or a Citrix session. Multiple deskphone and soft phone devices can register with the same extension, and all these devices can act as controlled clients. As a controlling client, Avaya Workplace Client displays the list of these controlled clients on the Deskphones and Softphones screen.

Before you begin

Your administrator must enable the desk phone shared control multiple clients parameter.

Procedure

1. In the Avaya Workplace Client settings of a controlling client, click **User Preferences > Deskphones and Softphones**.
2. You can do the following:
 - Connect to an endpoint: Click  next to the model of a deskphone or soft phone, and click **Connect**.
 - Disconnect from an endpoint: Click  next to the model of a deskphone or soft phone, and click **Disconnect**.
 - Identify an endpoint: Click  next to the model of a deskphone or soft phone, and click **Identify**. After completing the identification process, you can view a message on your local device.
 - Delete the name of a deskphone or soft phone: In the **Name** field, click .
 - Update the name of a deskphone or soft phone: Update the existing name in the **Name** field.
3. Save the changes.
Avaya Workplace Client displays the list of connected, controlled clients when you go to  > **Place and Receive Calls Using >My Softphone or My Deskphone**.

Conferencing using Communication Manager

Depending on the communications system in your company and how Avaya Workplace Client is configured, you can start and manage audio and video conference calls:

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

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

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 in **Services > Phone Service**.

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. Tap .
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 Workplace Client starts the conference call.

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 in **Services > Phone Service**.

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 .
 3. For the active call, click  and then click **Add Someone to Call**.
 4. Do one of the following:
 - In the **Name or Number** field, type a name or phone number.
 - Click a contact name from your contacts list.
 5. Click **Add to call**.
 6. Click **Merge**.
- Avaya Workplace Client starts the conference call.

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 Workplace Client drops the last participant that you added from the conference.

Ending a conference

Procedure

While on a conference call, select .
Avaya Workplace Client ends the conference call.

Conferencing using Avaya Equinox Conferencing

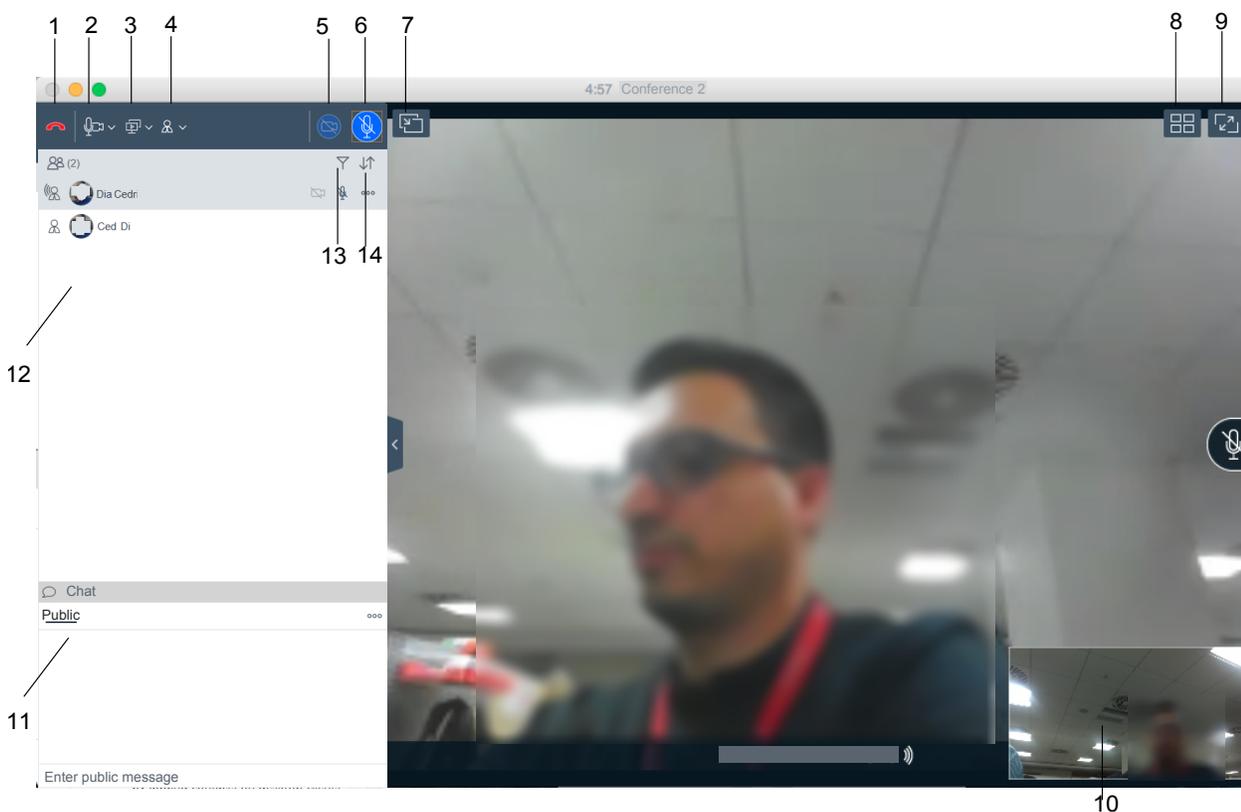
Avaya Equinox® Conferencing continues the evolution of Conferencing with the following features:

- 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 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. The mute icon flashes after the configured timeout period if the microphone mute notification feature is enabled.
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	Use the Automatic or Fixed layout for the video. Hide or show display names and your 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.

No.	Name	Description
11	Chat	Send public or private messages during a web collaboration session.
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 Workplace Client.

- If Avaya Workplace Client is installed, Avaya Workplace Client is used to join a conference.
- If Avaya Workplace Client is not installed, the portal prompts you to use the WebRTC browser client only on desktops. Otherwise, you must install Avaya Workplace Client to join the conference.
- If Avaya 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 a guest user.

Users with authorized credentials can be of the following types:

- UC users: These users use Avaya 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 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 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 Workplace Client for Windows supports Integrated Windows Authentication (IWA) for logging into an Avaya 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. Your administrator can configure multiple virtual rooms.

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 Workplace Client Add-in for Microsoft Outlook.

You must have your own virtual room to add participants to a meeting.

Moderator role

Moderator role is determined automatically in the UC environment when you join from Avaya 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.

As a guest moderator, you can add participants only if you have your own virtual room.

Starting a meeting

Procedure

1. Do one of the following:
 - If you are logged in to Avaya Workplace Client, on the Top of Mind screen, select **Start My Meeting**.
 - If you are not logged in to Avaya Workplace Client, on the Join Meeting screen, enter the details to start a meeting.
2. **Optional** To use Avaya 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 Workplace Client for Windows: Select **Join**.
 - On Avaya Workplace Client for Mac: Select **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 in **Services > Phone Service**.

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 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 Workplace Client displays the Choose contacts for your call screen.
 - c. Select the contacts whom you want to call.
 - d. Tap **Next**.
Avaya Workplace Client displays the Confirm contacts for your call screen.
 - e. Tap **Call**.

Avaya Workplace Client starts the conference call.

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

- Your administrator must configure the appropriate parameters so that you can view the **New conversation** option.
- Configure the adhoc conference URI, that is, the value in the **Adhoc Conference Address** field in **Services > Phone Service**.

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 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. Do one of the following:
 - In the **Name or Number** field, type a name or phone number.
 - Click a contact name from your contacts list.
 - c. Click **Add to call**.

Avaya 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 Workplace Client starts the conference call.

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 Workplace Client platform, confirm whether you want to merge the calls. Otherwise, go to the next step.

Avaya 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 Workplace Client platform, confirm whether you want to merge the calls. Otherwise, go to the next step.
Avaya Workplace Client merges the active call to the conference call.
3. Resume the held call.

Joining a meeting

Joining a meeting from the Top of Mind screen

About this task

You can use Avaya 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.

Procedure

1. Open Avaya Workplace Client.
2. On the Top of Mind screen, select **Workplace Meetings**.
Avaya 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 Workplace Client for audio and video during the meeting, ensure that **Use Workplace for Audio + Video** is enabled.
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 Workplace Client for Windows: Select **Join**.
 - On Avaya Workplace Client for Mac: Select **Join Meeting**.

Joining a meeting as a guest user

Procedure

1. Open Avaya Workplace Client.
2. To join a meeting, select **Join a Meeting**.
Avaya 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 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 Workplace Client for Windows: Select **Join**.
 - On Avaya Workplace Client for Mac: Select **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 Workplace Client.
2. To join a meeting, select **Join a Meeting**.
Avaya Workplace Client displays the Join Meeting screen.
3. 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 and your own virtual room configured 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 may be able to invite other users to a video conference if the owner of the video conference shares the moderator PIN with you and you have your own virtual room on the same server.

Procedure

1. On the Conference screen, do one of the following:
 - Tap  and then tap .
 - On the Participants screen, 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 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 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 and your own virtual room configured 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 may be able to invite other users to a video conference if the owner of the video conference shares the moderator PIN with you and you have your own virtual room on the same server.

Procedure

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 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  or .
 2. Click **Add Someone to Call**.
 3. Do one of the following:
 - In the **Name or Number** field, type a name or phone number.
 - Click a contact name from your contacts list.
 4. Click **Add to call**.
Avaya 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 .

2. To hide the self-view, select the **Hide Self-view** check box.

Multi-stream Switching video support

Multi-stream Switching video support

Avaya Workplace Client on desktop platforms support Multi-stream Switching (MSS) when you are connected to an Avaya Equinox® Conferencing-based meeting if Avaya Workplace Client is configured for switching. Avaya 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, click .
2. To view the name banners, select the **Show Name Banners** check box.
3. In the **Number of Video Streams during the call** field, click 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

Avaya Mobile Link

If you are connected on a video conference, you 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.

 **Note:**

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 Avaya 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  and in the Mobile Link area, select **Search**.

Avaya 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 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

Avaya Screen Link

You 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 Notification area of your laptop, right-click  and select **Screen Link > Search for Endpoints**. Avaya 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 Notification area 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 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 Notification area 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 desktop clients: Select **Meeting Status**.
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 desktop clients: Select **Meeting Controls**.
3. To start recording, select **Recording**.
4. Add an appropriate name and description to identify the recording.
Avaya 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.

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 desktop clients: Select **Meeting Controls**.
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 .
 - On desktop clients: Select .
2. Do one of the following:
 - On mobile clients: Select .
 - On desktop clients: Select **Meeting Controls**.
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 desktop clients: Select **Meeting Controls**.
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.

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 desktop clients: Select **Meeting Controls**.
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. **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.

Procedure

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 .
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 Workplace Client does not have any audio or video media.
Avaya Workplace Client also displays this state when you are on a held call, Desk Phone 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 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.
2. Right-click or press and hold the contact card, and select **Raise Hand**.
Avaya 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 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 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 Workplace Client for Mac: Select **Unmute**.

- On Avaya 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 Workplace Client for Mac: Select **Unblock video**.
 - On Avaya 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

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. 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 Workplace Client for iOS: Select **Everyone**.
 - On Avaya 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 .
2. Select **Recent Talkers**.

Viewing the web collaboration participants

Procedure

1. On the Conference screen, in the Participants area, select .
2. To view the participants in the web collaboration:
 - On Avaya Workplace Client for iOS: Select **In Collab**.
 - On Avaya Workplace Client for Android and desktop platforms: Select **In Collaboration**.
3. To view the participants not currently accessing the web collaboration:
 - On Avaya Workplace Client for iOS: Select **Not in Collab**.
 - On Avaya 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 .
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 .
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 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 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.
- If your administrator disables the chat capability on the server, you cannot view the chat option when you join a conference as a moderator or participant.

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 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  > **Start a Private Chat**.
3. Select the participant with whom you want to start a private chat.
4. Enter your message.
5. Send the message.

Exporting a conference chat on Windows clients

About this task

Use this procedure to export a public conference chat to an HTML file. You cannot export a private conversation.

All timestamps in the exported HTML file are in the UTC format.

Before you begin

- Your administrator must enable the capability to export a conference chat.
- You must have a conference call in progress.
- You must be the moderator of the conference call.

Procedure

1. On the Conference screen, go to the Chat area.
2. Click , and then click **Export Public Chat**.
You can view the file location chooser dialog box.
3. Choose a location where you want to save the file.
4. **Optional** Change the file name.
5. Click **Save**.
Avaya Workplace Client starts exporting the conference chat and displays a message once the export process is complete.
6. **Optional** To view the location of the exported file, click **Open Folder**.
The exported file includes the HTML file and all attachments.



To avoid replacing an existing exported file, extract the contents of the exported file into its own directory or change the file name.

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**.
 - On desktop clients: Select **Meeting Controls** > **End Meeting**.

3. In the confirmation dialog box, confirm the action.

Desk Phone mode limitations

Using Avaya Workplace Client in the Desk Phone mode on desktop platforms has the following limitations:

- Video calling is disabled.
- Screen sharing cannot be initiated from a point-to-point call.
- BFCP screen sharing is not supported as BFCP needs video call.

You cannot use the Desk Phone mode on mobile clients.

Sharing information

Currently, Avaya Workplace Client provides sharing capabilities 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.

Administrators can restrict you from sharing a portion of the screen, the entire desktop, applications, or virtual whiteboards using configuration parameters.

Note:

If your administrator disables all sharing options using the configuration parameters, you can view the Sharing option in Avaya Workplace Client. However, the list menu will be empty.

Sharing information in a new or existing conference

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 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

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
	Content Slider	Displays the presentation slides.
	Zoom out	Decreases the size of the screen content.

Button	Name	Description
	Magnification slider	Changes the size of the screen content.
	Zoom in	Increases the size of the screen content.
	Auto fit	Fits the screen content in the Web Collaboration interface.
	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	Displays the current slide of the presentation content.

Annotations in shared 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
	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.
	Marker tool	Highlights text or graphics. ⚠ Tip: Use the color picker tool to choose the highlighting color.
	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.
	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:

Button	Name	Description
		The button shows the ellipse type.
	Text tool	<p>Adds text annotation in the currently selected color.</p> <p>You can choose one of three text sizes in the fly-out: small, medium, or large.</p> <p> Tip: The button shows the text size.</p>
	Delete tool	<p>Deletes the selected annotation or all drawings.</p> <p> Tip: The button shows the delete type.</p>
	Move tool	<p>Moves the whiteboard when it is zoomed in and when the actual size of the whiteboard is bigger than the visible area.</p>
 Or 	Color picker tool	<p>Selects a color for annotation.</p> <p>Choose the color in the fly-out</p> <p> Tip: The current color is shown on the button.</p>
	Show pointer tool	<p>Displays a pointer tool.</p>
	Sharing tool	<p>Provides an option to change what you are currently sharing.</p>
	Remote sharing tool	<p>Provides an option to give control of sharing your computer to a participant in the conference.</p>
	Pause sharing tool	<p>Pauses or resumes sharing.</p>
 OR	Stop Sharing	<p>Stops sharing the content.</p>

Button	Name	Description
		

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 .

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 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

 **Note:**

To display local contacts from Outlook in Avaya Workplace Client, ensure that you run both the applications with the same privileges. For example, if you run Avaya Workplace Client with administrator privileges and open Outlook with user privileges, you cannot view the local contacts from Outlook in Avaya Workplace Client.

Enterprise contacts include contacts stored on various servers. Avaya 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.

Viewing the self-contact information

About this task

Avaya 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 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 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 **name or number** field, start typing the name of the contact or the contact details that you want to look for.
Avaya Workplace Client displays the contacts that match the search text. Avaya Workplace Client additionally displays the audio and video call buttons in the **name or number** field if you entered a number.

To perform an advanced search for enterprise contacts, do the following:

2. In the **name or number** field, tap .
3. Type the search keywords in one or more of the following fields:
 - **Name**
 - **Location**
 - **Department**
4. Tap **Search**.
Avaya Workplace Client displays the contacts that match the search text.

Searching for a contact on desktop clients

About this task

When you search for a contact, Avaya 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 Workplace Client displays the contacts that match the search text. Avaya Workplace Client additionally displays the audio and video call buttons in the **name or number** field if you entered a number.

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 Workplace Client displays the contacts that match the search text. Avaya Workplace Client additionally displays the audio and video call buttons in the **name or number** field if you entered a number.

Filtering contacts on mobile 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. 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 Spaces favorite contacts.

- **Workplace Contacts:** To view your Workplace contacts.

Avaya 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 Workplace Client filters the contacts according to the option that you select.

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 Spaces favorite contacts.
 - **Workplace Contacts:** To view your Workplace contacts.
Avaya 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 Workplace Client filters the contacts according to the option that you select.

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 **name or number** field.

Avaya Workplace Client displays the contacts that match the search text. Avaya Workplace Client additionally displays the audio and video call buttons in the **name or number** field if you entered a number.

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 Workplace Client for Mac: Select **Add**.
 - On Avaya Workplace Client for Windows: Select **Add Contact**.

Avaya 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 **name or number** field, type a valid messaging address.
Avaya 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 Workplace Client displays the New Contact screen.
3. Tap **Add to Contacts**.
4. Enter the information in the mandatory fields.
5. Tap **Done**.
Avaya Workplace Client adds the contact.

Creating a new contact

About this task

Use this procedure to create a new contact. Avaya Workplace Client adds the contact to your Workplace Contacts list.

Procedure

1. Go to the Contacts screen.
2. Select .
3. 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.

Sending an SMS or Fax message to an enterprise contact using the native email application

About this task

Use this procedure to send an SMS or Fax message to a contact from the Contact Details screen.

 **Tip:**

You can also send an SMS or Fax message to a contact from the Contact context menu using the SMS and Fax options. Additionally, you can search for an enterprise contact and then send an SMS or Fax message to that contact.

Before you begin

- Your administrator must enable and configure the SMS and Fax gateway.
- The contact must include a mobile and Fax number.

Procedure

1. Go to the Contacts screen.
2. Locate the contact to send an SMS or Fax message.
3. Select the contact.
4. On the Contact Details screen, select one of the following:
 - In the Send an SMS Message area, next to a Mobile number, select .
 - In the Send a FAX Message area, next to a Fax number, select .

A new email message opens in your default email application. Avaya Workplace Client composes the email address based on the administered gateway and contact mobile or Fax number. The email address also includes the SMS or Fax prefix if your administrator configures it.

5. Complete the fields, and select the option to send the email.
The email application sends the SMS or Fax message to the contact.

Deleting a contact

About this task

Use this procedure to delete a contact from your Workplace Contacts list. When you delete a contact, Avaya Workplace Client removes the contact from the associated contact groups.

 **Note:**

You can delete a local contact only from the contacts stored in the local address book.

Procedure

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 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 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.
3. To view the contacts in a contact group, next to the contact group name, select .
Avaya Workplace Client displays the contacts in that contact group.

4. To hide the contacts in a contact group, next to the contact group name, select .
Avaya Workplace Client hides the contacts in that contact group.

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 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 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 Workplace Client displays the Choose contacts for your group screen.
4. Select the contacts to add to your group.
You can also use the **name or number** field to search and select a contact. You must select a minimum of one contact.
5. Tap **Next**.
Avaya Workplace Client displays the Confirm contacts for your group screen.
6. Tap **Done**.
Avaya Workplace Client displays the Enter Group Name dialog with the default group name.
7. **Optional** Type a new group name.
8. Tap **OK**.

Avaya Workplace Client creates the group with the selected contacts.

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 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 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 Workplace Client creates the group with the selected contacts.

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 Workplace Client displays the More menu.
4. Tap **Edit Group Name**.
5. Type a new group name.
6. Tap **OK**.
Avaya Workplace Client saves the contact group with the updated name.

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.
2. 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 Workplace Client saves the contact group with the updated name.

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 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 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.

 **Tip:**

You can also add a contact to a contact group from the:

- More menu of a 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 Workplace Client displays the More menu.
4. Tap **Add Contact to Group**.
Avaya Workplace Client displays the Choose contacts for your group screen.
5. Select the contacts to add to your group.
You can also use the **name or number** field to search and select a contact.
6. Tap **Next**.

Avaya Workplace Client displays the Confirm contacts for your group screen.

7. Tap **Done**.

Avaya Workplace Client adds the selected contacts to the contact group.

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 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 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.

 **Tip:**

You can also add a contact to a contact group from the:

- More menu of a Workplace contact in the Contacts screen or another contact group.
- Contact Details screen of a 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 Workplace Client adds the selected contacts to the contact group.

Removing a contact from a contact group on mobile clients

About this task

When you remove a contact from a contact group, Avaya 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 a 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  next to a group name.
5. In the confirmation dialog box, confirm the action.
Avaya Workplace Client removes the contact from the selected contact group.

Removing a contact from a contact group on desktop clients

About this task

When you remove a contact from a contact group, Avaya 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 a 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  next to a group name.
5. In the confirmation dialog box, confirm the action.
Avaya Workplace Client removes the contact from the selected contact group.

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 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 Workplace Client displays the More menu.
4. Tap **Remove Group**.
5. In the confirmation dialog box, confirm the action.
Avaya Workplace Client removes the contact group.

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 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 Workplace Client removes the contact group.

Using Avaya Spaces

Avaya Spaces overview

Avaya 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 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 Spaces integrates with Avaya Workplace Client. You can use Avaya Workplace Client:

- To exchange instant messages with other users using Avaya Spaces Direct Messaging. You can exchange instant messages with individuals and groups.

 **Note:**

You cannot start an Avaya Spaces Group Direct Messaging conversation using Avaya Workplace Client. However, if there is an existing Avaya Spaces Group Direct Messaging conversation, you can receive the conversation in Avaya Workplace Client. You can then respond to the conversation so that your message is sent to all participants.

- To join a Spaces meeting.
- To open your Spaces dashboard.

Signing up for Avaya Spaces from Avaya 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.

Logging in to Avaya Spaces

About this task

Use this procedure to log in to Spaces from Avaya 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.
2. 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**.
If your browser history is automatically deleted when you close your browser, you must manually enter your login credentials the next time you use Spaces.

5. Select **Login**.

Opening Avaya Spaces from within Avaya 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.

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 Workplace Client, you can:

- Change your presence status.
To update your presence status automatically to states such as Away or On a Call using Presence Services, you must set your presence status to “Automatic” in Avaya Workplace Client. If you set your presence status to a manual state, your administrator can configure the Presence server to change your presence status back to Automatic after a period of time.
- 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 Workplace Client users.

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 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 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.

- Ensure that your administrator has disabled agent presence.
- You are not logged in as an agent.

Procedure

1. On the Top of Mind screen, tap 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 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 Workplace Client for the selected interval.

Procedure

1. In the Avaya Workplace Client settings, select **User Preferences**.
2. **Optional** If available on the Avaya Workplace Client platform, select **General**. Otherwise, go to the next step.
3. **Optional** If available on the Avaya 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

Incoming calls

The following sections describe how Avaya Workplace Client handles incoming calls and instant messages when you set your presence status to “Do not disturb”.

In the Avaya Workplace Client settings, you can enable **Activate Send All Calls when Do Not Disturb is set**. Incoming calls are then forwarded to voice mail and do not ring on Avaya Workplace Client.

You can make outgoing calls as usual.

Instant messages

You receive IMs without any notifications.

Changing your presence status message

About this task

Avaya Workplace Client displays the status message on the status bar.

 **Note:**

If you delete the previous status message and add a new status message, restart Avaya Workplace Client to display the new status message on the status bar.

Before you begin

- Ensure that your administrator has disabled agent presence.
- You are not logged in as an agent.

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 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  and 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  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 .
 - 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**.

Procedure

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.

Configuring the presence followers setting on mobile clients

About this task

You can configure which users can view your presence status.

Before you begin

- Ensure that you enable Phone Service.
- Ensure your administrator has set the Presence Server policy for Access Control List (ACL) to **Confirm**.

Procedure

1. In Avaya Workplace Client settings, tap **Services > Presence Followers**.
2. To stop people from following your presence status, do the following:
 - a. Tap **People Following Me**.
 - b. Tap the name of a person, and then tap **Block**.
3. To enable people to follow your presence status, do the following:
 - a. Tap **Blocked Followers**.
 - b. Tap the name of a person, and then tap **Allow**.
4. To configure the pending requests of users who want to follow your presence status, do the following:
 - a. In the Pending Requests area, tap the name of the person.
 - b. Tap **Allow** or **Block**.

5. Save the changes.

Acknowledging the presence notification requests on mobile clients

Before you begin

- Ensure that you enable Phone Service.
- Ensure your administrator has set the Presence Server policy for Access Control List (ACL) to **Confirm**.

Procedure

1. Tap the presence notification request.
Avaya Workplace Client displays the Presence Followers screen.
2. In the Pending Requests area, tap the name of the person who wants to follow your presence status.
3. Tap **Allow** or **Block**.
4. Save the changes.

Tagging a contact to receive notifications for presence status change on Windows clients

About this task

Use this procedure to tag a Workplace contact so that when the presence status of the tagged contact changes, you receive a notification.

You receive a notification when the tagged contact transitions to one of the following states:

- Available
- Offline
- Out of Office

You can do the following from the notification:

- Untag the contact.
- Send an instant message to the contact.
- Make an audio call to the contact when the tagged contact transitions to the Available state.
- Close the notification.

Procedure

Do one of the following:

- From the  menu of a contact, click **Notify Me When Availability Changes**.
- On the Contact Details screen of a contact, click .

Avaya Workplace Client displays a notification when the presence status of the tagged contact changes.

Untagging a contact to stop receiving notifications for presence status change on Windows clients

Procedure

Do one of the following:

- From the  menu of a contact, click **Notify Me When Availability Changes**.
- On the Contact Details screen of a contact, click .
- From the notification of a tagged contact, click .

Avaya Workplace Client does not display a notification when the presence status of the contact changes.

Instant messaging using Avaya Multimedia Messaging and Avaya Spaces Direct Messaging

You can exchange instant messages with other users using 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 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:

- : 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  icon.

You cannot invite non-members to join you on Spaces using Avaya 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 Spaces Direct Messaging.

 **Note:**

You cannot start an Avaya Spaces Group Direct Messaging conversation using Avaya Workplace Client. However, if there is an existing Avaya Spaces Group Direct Messaging conversation, you can receive the conversation in Avaya Workplace Client. You can then respond to the conversation so that your message is sent to all participants.

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.

Your administrator can configure whether Avaya Workplace Client coalesces or merges separate messages into one or displays each message as a separate message. By default, Avaya Workplace Client coalesces or merges separate messages into one.

Procedure

1. Go to the Messages screen.
2. Tap .
Avaya 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 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 Workplace Client to attach audio, video, or image files.
10. Tap .
Avaya Workplace Client starts a new conversation.

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 Spaces Direct Messaging.

 **Note:**

You cannot start an Avaya Spaces Group Direct Messaging conversation using Avaya Workplace Client. However, if there is an existing Avaya Spaces Group Direct Messaging conversation, you can receive the conversation in Avaya Workplace Client. You can then respond to the conversation so that your message is sent to all participants.

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.

Your administrator can configure whether Avaya Workplace Client coalesces or merges separate messages into one or displays each message as a separate message. By default, Avaya Workplace Client coalesces or merges separate messages into one.

Before you begin

Your administrator must configure the appropriate parameters so that you can view the **New conversation** option.

Procedure

1. Click **New conversation**.
2. Drag and drop contacts or contact groups.
3. Click .
Avaya 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  and select the static emoji that you want to use.
To change the skin tone of a static emoji that has a skin tone variant, click **Skin Tone** and select a different skin tone.
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 Workplace Client to attach audio, video, or image files.
9. Click .
Avaya Workplace Client sends the message.

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.

 **Tip:**

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 Avaya Spaces Direct Messaging.

Procedure

1. On the Top of Mind screen, in the **name or number** 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 .
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 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 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 .
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.
To change the skin tone of a static emoji that has a skin tone variant, click **Skin Tone** and select a different skin tone.
 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 Workplace Client to attach audio, video, or image files.
 8. Click ↵.
Avaya 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.

 **Note:**

You cannot start an Avaya Spaces Group Direct Messaging conversation using Avaya Workplace Client. However, if there is an existing Avaya Spaces Group Direct Messaging conversation, you can receive the conversation in Avaya Workplace Client. You can then respond to the conversation so that your message is sent to all participants.

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 Workplace Client starts a conversation with all members of the group who have a valid messaging address.

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.

 **Note:**

You cannot start an Avaya Spaces Group Direct Messaging conversation using Avaya Workplace Client. However, if there is an existing Avaya Spaces Group Direct Messaging conversation, you can receive the conversation in Avaya Workplace Client. You can then respond to the conversation so that your message is sent to all participants.

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 .

Avaya Workplace Client starts a conversation with all members of the group who have a valid messaging address.

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 Spaces Direct Messaging.

Formatting a message on Android clients

About this task

You can format a complete message or a part of the message with any combination of the following:

- Bold
- Italic
- Underline

Before you begin

- Use one of the following:
 - Avaya Multimedia Messaging Release 3.5 and later
 - Avaya Multimedia Messaging service on Avaya Aura® Presence Services Release 8.1.2 and later
- 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

You can format a complete message or a part of the message with any combination of the following:

- Bold
- Italic
- Underline

Before you begin

- Use one of the following:
 - Avaya Multimedia Messaging Release 3.5 and later
 - Avaya Multimedia Messaging service on Avaya Aura® Presence Services Release 8.1.2 and later
- 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 **BTU**.
 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

You can format a complete message or a part of the message with any combination of the following:

- Bold
- Italic
- Underline

Before you begin

- Use one of the following:
 - Avaya Multimedia Messaging Release 3.5 and later
 - Avaya Multimedia Messaging service on Avaya Aura® Presence Services Release 8.1.2 and later
- 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.

Formatting a message on Windows clients

About this task

You can format a complete message or a part of the message with any combination of the following:

- Bold
- Italic
- Underline
- Font



Note:

If you use this procedure to format and send the message, Avaya Workplace Client displays the message as plain text if the recipient is using an Android device.

Before you begin

- Use one of the following:
 - Avaya Multimedia Messaging Release 3.5 and later
 - Avaya Multimedia Messaging service on Avaya Aura® Presence Services Release 8.1.2 and later
- Enable and log in to Multimedia Messaging.

Procedure

1. In the **Enter message** field, type your message.
2. Select the complete or partial message.
3. Use the following keyboard shortcut keys to apply one or more of the formatting:
 - Bold: `Ctrl + B`
 - Italic: `Ctrl + I`

- Underline: Ctrl + U
4. To change the font settings, do the following:
 - a. Select the complete or partial message.
 - b. Right-click the highlighted text, and click **Change Font**.
Avaya Workplace Client displays the Font dialog box.
 - c. Change the font settings in the fields as required.
 - d. Save the changes.
 - e. Restart Avaya Workplace Client.

Changing the font settings on Windows clients

Before you begin

- Use one of the following:
 - Avaya Multimedia Messaging Release 3.5 and later
 - Avaya Multimedia Messaging service on Avaya Aura® Presence Services Release 8.1.2 and later
- Enable and log in to Multimedia Messaging.

Procedure

1. In the Avaya Workplace Client settings, click **User Preferences**.
2. Click **Messaging > Change Font**.
Avaya Workplace Client displays the Font dialog box.
3. In the **Font** field, click the font that you want to use.
4. In the **Font style** field, click the font style that you want to use.
5. In the **Size** field, click the font size that you want to use.
6. In the Effects area, do one or more of the following:
 - To strikeout the text, select the **Strikeout** check box.
 - To underline the text, select the **Underline** check box.
 - To use colored font, in the **Color** field, click the color that you want to use.
7. To apply the changes and close the Font dialog box, click **OK**.
8. To apply the following font settings for incoming messages, click **Apply font settings to incoming messages**:
 - **Font**
 - **Size**
 - **Color**

9. Save the changes.
10. Restart Avaya Workplace Client.

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 an active conversation.

Procedure

1. Copy the instant message.
2. In the **Enter message** field, paste the instant message.

Sharing information in an instant messaging conversation on desktop clients

Before you begin

Ensure that:

- Your administrator has enabled your Avaya Equinox® Conferencing meeting account.
- Your administrator has configured your meeting room details.
- Your administrator has enabled Multimedia Messaging.
- Your meeting room service is available.
- Avaya Aura® Device Services is available.

Procedure

1. On the Conversation screen, click .
2. Share one of the following:
 - **All screen**
 - **Portion of screen:** Drag the Annotations toolbar to the area of the screen to share
 - **Application window:** Choose the application to share and select **Share**
 - **Document from library**
 - **Whiteboard:** Share text or drawings with other participants

The participant(s) in the conversation receive a link to join your screen sharing.

Exporting an instant messaging conversation on Windows clients

About this task

Use this procedure to export an instant messaging conversation to an HTML file.

All timestamps in the exported HTML file are in the UTC format.

Note:

- You cannot export a Spaces conversation.
- The exported HTML file does not include the font settings even if you select the **Apply font settings to incoming messages** check box in User Preferences.

Before you begin

- Your administrator must enable the capability to export an instant messaging conversation.
- You must have an active conversation.

Procedure

1. In the conversation window, do one of the following:
 - Click  and then click **Export Conversation**.
 - In the left pane, right-click a participant and then click **Export Conversation**.

You can view the file location chooser dialog box.

2. Choose a location where you want to save the file.
3. **Optional** Change the file name.
4. Click **Save**.
Avaya Workplace Client starts exporting the instant messaging conversation and displays a message once the export process is complete.
5. **Optional** To view the location of the exported file, click **Open Folder**.
The exported file includes the HTML file and all attachments.



Tip:

To avoid replacing an existing exported file, extract the contents of the exported file into its own directory or change the file name.

Spell check in Windows

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 Workplace Client in **User Preferences > Display > Languages**. This determines the language in which you can view content within Avaya Workplace Client.

Avaya 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 Workplace Client settings, click **User Preferences**.
2. 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.

Before you begin

You must have an active conversation.

Procedure

On the conversation menu, select **Mark all as read**.

Status of sent instant messages

Avaya 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 Workplace Client displays the following status:

- **Send Failed:** Avaya 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 Workplace Client displays this status if the message gets delivered.

- **Read:** Avaya 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 Workplace Client of the recipient. Avaya Workplace Client marks the message status as `Read`, only after the recipient opens the conversation and reads your message.
Avaya Workplace Client does not display a read receipt for attachments. However, Avaya 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 Workplace Client displays the following status:

- **Send Failed:** Avaya 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 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 Workplace Client of the recipients.
- **Some Read:** Avaya 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 Workplace Client of the recipients.

Note:

Avaya 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

Use this procedure if you are in a group conversation and only some of the recipients have read your message.

Before you begin

- Use Avaya Multimedia Messaging service on Avaya Aura® Presence Services Release 8.1 and later.
- Enable and log in to Multimedia Messaging.

Procedure

For your message that is read by only some of the recipients, select **Some Read**.

Avaya 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 Workplace Client provides support for the following instant messaging indications:

- Message delivered from the server to the receiving client
- Message read on the receiving client

By default, Avaya 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 Workplace Client.

Before you begin

- Use Avaya Multimedia Messaging service on Avaya Aura® Presence Services Release 8.1 and later.
- Enable and log in to Multimedia Messaging.

Procedure

1. In the Avaya 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 Workplace Client displays animated emojis. If you disable emoji animations, Avaya Workplace Client displays animated emojis as static images.

Procedure

1. In the Avaya 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

You can configure the notification sound when you receive instant messages on Avaya Workplace Client for Android.

Procedure

1. In the Avaya Workplace Client settings, tap **User Preferences**.
2. Tap **Notifications**.
3. Tap **Channel Notification Settings**.

Avaya Workplace Client navigates you to the notification settings for Avaya Workplace Client for Android on your Android device.

4. Enable message notifications.

Configuring the instant messaging provider

About this task

Use this procedure if you want Avaya Workplace Client for Windows to be the instant messaging provider for applications on the Windows desktop.

Procedure

1. In the Avaya Workplace Client settings, click **Desktop Integration**.
2. Click **IM Provider**.
3. To enable the setting, toggle **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 if you have enhanced Avaya Multimedia Messaging privileges, you can send generic attachments and use the built-in recording feature of Avaya 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 Workplace Client.

 **Note:**

If you are using a third-party application and want to share a file in an Avaya Workplace Client conversation, you can select the share option to view Avaya Workplace Client. On selecting Avaya Workplace Client, you can add the attachment to a conversation. This applies to all platforms, except iOS.

Before you begin

You must have an active conversation.

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**.
Avaya 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.

To prevent Avaya Workplace Client from downloading common malware, your administrator might restrict the download of attachments with specific file extensions.

Before you begin

You must have an active conversation.

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.

 **Note:**

You cannot start an Avaya Spaces Group Direct Messaging conversation using Avaya Workplace Client. However, if there is an existing Avaya Spaces Group Direct Messaging conversation, you can receive the conversation in Avaya Workplace Client. You can then respond to the conversation so that your message is sent to all participants.

If you add a participant who has never logged in to Avaya Multimedia Messaging, Avaya Workplace Client displays the following error message: `Participant address is incorrect.`

Before you begin

You must have an active conversation.

Procedure

1. On the conversation menu, tap **Add participant**.

Avaya Workplace Client displays the Choose contacts for your conversation screen.

2. Tap the contacts whom you want to include in the conversation.
3. Tap **Next**.

Avaya 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.

 **Note:**

You cannot start an Avaya Spaces Group Direct Messaging conversation using Avaya Workplace Client. However, if there is an existing Avaya Spaces Group Direct Messaging conversation, you can receive the conversation in Avaya Workplace Client. You can then respond to the conversation so that your message is sent to all participants.

If you add a participant who has never logged in to Avaya Multimedia Messaging, Avaya Workplace Client displays the following error message: `Participant address is incorrect`.

Before you begin

You must have an active conversation.

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 an active conversation.

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 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 .
3. Enter the appropriate values in the fields to add the contact.
4. Click **Add Contact**.

Removing a participant from a conversation on mobile clients

About this task

Use this procedure to remove a participant from an Avaya Multimedia Messaging conversation. The conversation history displays who removed whom from the conversation. The participant who is removed from the conversation can still view the history of conversation. However, the conversation history is up-to-date only till the time that the participant was part of the conversation.

Before you begin

- You must use Avaya Multimedia Messaging service on Avaya Aura® Presence Services Release 8.1.2 and later.
- Your administrator must enable the capability to remove participants.
- You must have an active conversation.

Procedure

1. On the conversation menu, tap **View Participant List**.
Avaya Workplace Client displays the Participants screen that includes the list of participants.
2. Tap the name of a participant.
3. Tap **Remove from Conversation**.
Avaya Workplace Client removes the selected participant from the conversation.

Removing a participant from a conversation on desktop clients

About this task

Use this procedure to remove a participant from an Avaya Multimedia Messaging conversation. The conversation history displays who removed whom from the conversation. The participant who is removed from the conversation can still view the history of conversation. However, the conversation history is up-to-date only till the time that the participant was part of the conversation.

Before you begin

- You must use Avaya Multimedia Messaging service on Avaya Aura® Presence Services Release 8.1.2 and later.
- Your administrator must enable the capability to remove participants.
- You must have an active conversation.

Procedure

1. On the conversation menu, click **X participants**.
X indicates the number of participants.
Avaya Workplace Client displays the Participants dialog box that includes the list of participants.
2. To remove a participant, click **Participant's name > Remove from Conversation**.
Avaya Workplace Client removes the selected participant from the conversation.

Searching for an instant message

About this task

On some Avaya Workplace Client platforms, you must use the Search key to view the results after you use this procedure.

Note:

You cannot perform a search for an Avaya 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 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.

 **Note:**

If a participant removes you from a conversation, then instead of **Leave Conversation** you can view **Remove Conversation**.

Procedure

1. On the conversation menu, select **Leave Conversation**.
2. **Optional** If available on the Avaya Workplace Client platform, in the Leave Conversation dialog box, select **OK**.
Avaya Workplace Client removes the conversation from your conversation history.

Using agent functionality on mobile platforms

You can use the following Agent functionality with Avaya Workplace Client on mobile platforms:

- Answer or decline an incoming agent call.
- Configure your agent states: Available, Not Ready that is AUX, or After Call Work.
- Enable the Auto In or Manual In work mode.
- Update your skill set.
- View your call history.

Viewing the Avaya Workplace Client tutorial on mobile clients

About this task

If you log in to Avaya Workplace Client as an agent for the first time, you can view the tutorial with agent-related details. If you want to view the agent-related details in the tutorial at any time, use this procedure.

Procedure

1. On the Agent bar, tap .
Avaya Workplace Client displays the Agent Login screen.
2. Tap **Tutorial**.
Avaya Workplace Client displays the tutorial with agent-related details.
3. To exit the tutorial, tap **Done**.

Modifying the Agent Service settings on mobile clients

About this task

Use this procedure to enable Agent Service interoperability with Avaya Workplace Client. You can then use the Contact Center agent capabilities with Avaya Workplace Client.

Before you begin

Your administrator must configure the Agent functionality for your extension.

Procedure

1. In the Avaya Workplace Client settings, tap **Services**.
2. Tap **Service Details**.
3. Tap **Agent Login**.
4. **Optional** If the **Agent Login** switch is in the disabled state, tap **Agent Login**.
5. Save the changes.

Enabling the Agent Service mode on mobile clients

About this task

Use this procedure to enable the Agent Service mode so that you can start receiving agent calls.

Before you begin

- Enable and log in to Agent Service.
- Enable and log in to Phone Service.

Procedure

1. On the Top of Mind screen, tap the presence status indicator.
2. **Optional** If the **Agent Login** switch is in the disabled state, tap **Agent Login**.
3. Save the changes.

Agent bar

If the settings file includes the agent details, then on successful login to Avaya Workplace Client on mobile and Windows platforms, you can view the Agent bar above the unified search area.

The Agent bar displays the following:

- The current state of the agent
- The next state of the agent
- An icon to change the agent state

Agent state indicator for mobile clients

Agent state	Indicator
After Call Work (ACW)	
Available (Ready)	
Not Ready (AUX)	
On a call	

Auto In

If you are in the Auto In work mode and your administrator has set the value in the **Timed ACW Interval** field to 0 on Communication Manager, when you end the active ACD or DAC call:

- Your agent login state changes automatically to Available.
- You continue to receive ACD and DAC calls.

If you are in the Auto In work mode and your administrator has set the value in the **Timed ACW Interval** field to a non-zero value, when you end the active call, your agent login state changes automatically to ACW. After

the duration set in the **Timed ACW Interval** field ends, your agent login state changes automatically to Available and you continue to receive ACD and DAC calls.

Manual In

If you are in the Manual In work mode and active on an agent call, when you end the active call, your agent login state changes automatically to ACW. You remain in the ACW state until you manually change your agent login state to Available or Not Ready.

Enabling the work mode on mobile clients

About this task

Use this procedure to enable the Auto In or Manual In work mode.

 **Tip:**

You can dial a feature access code to enable the Auto In or Manual In work mode.

Depending on the mode that you select and the configuration by your administrator, when you end the active call, your agent state changes automatically to Available or After Call Work.

Before you begin

Your administrator must configure the Auto In and Manual In buttons for your extension.

Procedure

1. On the Agent bar, tap .
Avaya Workplace Client displays the Agent Login screen.
2. Tap one of the following:
 - **Auto In**
 - **Manual In**

3. Save the changes.

Configuring the Not Ready state on mobile clients

About this task

If your availability state is Available or On a call and you do not want to receive an Automatic Call Distribution or agent call, use this procedure to change your availability state to Not Ready, that is, AUX. However, you continue to receive Unified Communications calls.

 **Tip:**

- You can dial a feature access code to change your availability state to Not Ready.
- You can use the Not Ready state for short breaks, such as a lunch break.

If your administrator configures different reason codes, you can select a reason code when changing your availability state to Not Ready. Examples of reason codes are meal and coffee breaks.

Before you begin

Your administrator must configure the Not Ready button for your extension.

Procedure

1. On the Agent bar, for the Not Ready state, do one of the following:
 - Tap .
 - Press .

Avaya Workplace Client displays the Not Ready screen.

2. Tap one of the existing reasons.

Configuring the ACW state on mobile clients

About this task

If your availability state is Available or On a call and you do not want to receive an Automatic Call Distribution or agent call, use this procedure to change your availability state to After Call Work (ACW). However, you continue to receive Unified Communications calls.

Tip:

- You can dial a feature access code to change your availability state to ACW.
- You can use the ACW state to work on pending tasks related to the previous call.

If your administrator configures different Call Work Codes (CWC), you can enter a CWC when your availability state is On a call or After Call Work. Examples of CWCs are offer sent, offer accepted, and offer rejected.

Before you begin

Your administrator must configure the ACW and CWC buttons for your extension.

Procedure

1. On the Agent bar, tap the ACW state and do one of the following:

- Tap .
- Press .

Avaya Workplace Client displays the Work Code screen.

2. Do one of the following:

- Tap an existing call work code.
- Tap **Enter a Code**, and type a call work code.

3. Save the changes.

Updating your skill set on mobile clients

About this task

Use this procedure to update your skill set based on your acquired skills. Depending on your skill set, you can then provide support for the incoming agent calls.

Before you begin

- Your administrator must enable you to update your skill set.

- Your administrator must configure more than one skill.
- You must not be on an active call or in the After Call Work state.

Procedure

1. On the Agent bar, tap .
Avaya Workplace Client displays the Agent Login screen.
2. Tap **My Skills**.
Avaya Workplace Client displays the My Skill(s) screen.
3. Select one or more skills.
4. Save the changes.

Viewing the agent call history on mobile clients

About this task

If your administrator configures the:

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

Procedure

1. Go to the History screen.
2. Filter the call history using the following options:
 - **All History**
 - **Missed Calls**
 - **Outgoing Calls**
 - **Incoming Calls**
 - **Voicemails**Avaya Workplace Client displays the relevant call history.
3. To further filter the call history, tap .

4. Tap the following:
 - **Your History**: To access personal history logs.
 - **Bridged Line Calls**: To access BLA call logs.
 - **Agent Service Calls**: To access agent call logs.

Logging out from the Agent Service mode on mobile clients

About this task

You cannot log out while you are on a call. Use this procedure after all your agent calls are complete.

If your administrator configures different reason codes, you can select a reason before logging out. For example, reason codes for the end of the day and vacation.

Procedure

1. On the Top of Mind screen, tap the presence status indicator.
2. To disable Agent Service, tap **Agent Login**.
Avaya Workplace Client does one of the following:
 - Logs you out from the Agent Service mode
 - Displays the Disable Custom Service screen
3. **Optional** If you can view the Disable Custom Service screen, tap the appropriate reason.
Avaya Workplace Client logs you out from the Agent Service mode.

Using Button Module and agent functionality on Windows platform

Button Module

Currently, Avaya Workplace Client for Windows supports different Communication Manager features as feature buttons in Feature Manager.

Hard endpoints, such as 96x1 SIP and J100 Series SIP phones, support the expansion module as separate hardware. This expansion module has all the supported features configured on System Manager for SIP extensions.

To support the configuration of multiple feature buttons and its functionality, Avaya Workplace Client for Windows now supports Button Module, which is similar to the expansion module.

By default, Avaya Workplace Client for Windows does not display Button Module but displays Feature Manager. Your administrator must enable Button Module. You can then view the features configured for your extension on System Manager and any customizations done on Button Module of your J1xx phone.

By default, Avaya Workplace Client for Windows displays up to 96 feature buttons in the same order as configured by your administrator on System Manager. You can perform all supported customizations such as edit label, add contacts to Button Module.



Caution:

If you are using Feature Manager and have changed the labels for Hunt Group and Team button, you lose the modified labels when both the following conditions are met:

- You upgrade to R3.18 of Avaya Workplace Client for Windows.
- Your administrator enables Button Module.

You can then edit the labels as needed using Button Module customization.

Currently, Avaya Workplace Client for Windows does not support all feature buttons.

Avaya Workplace Client for Windows supports the following Unified Communications (UC) feature buttons:

- Autodial: To dial a preconfigured number.



Note:

If your administrator configures the Autodial button without a preconfigured number, Avaya Workplace Client does not display the Autodial button on Button Module.

- Automatic Callback: To activate the feature when you call a busy or an unanswered internal telephone.

Communication Manager monitors the called party. When the called party is available to receive the call, Communication Manager automatically initiates Automatic Callback. You receive priority ringing. After you answer the call, the called party receives the call.

- Automatic Message Waiting: To monitor the voice mailbox of another user.
If a new message arrives in the voice mailbox, you receive a visual notification.
- AUDIX One-Step Recording: To record telephone conversations for point-to-point calls and Communication Manager adhoc conference calls.
- Block Calling Party Name (CPN): To block the calling party information and replace it with a hard-coded text.
- Bridge Line Appearance: To give single-line and multiappearance telephones the appearance of another telephone number.
- Busy Indicator: To make a speed dial call to the configured extension number. It also provides multiappearance telephone users and attendants a visual indicator of the busy or idle status of an extension number.
- Call Park: To park an active call on Communication Manager.
- Call Pickup: To answer calls for another pickup group member.
You can enable or disable the audible ringing and visual alert notifications for the Call Pickup button. The Call Pickup button supports the shared control mode when Avaya Workplace Client is the controlling client.

 **Note:**

You can also configure the audible ringing and visual alert notification for Call Pickup from the Feature Manager screen.

- Call Redirection features for other extensions: To activate the following feature buttons for other extensions:
 - Send All Calls
 - Call Forward
 - Call Forward Busy/No Answer
 - Enhanced Call Forward

 **Note:**

You can continue to activate Call Redirection features for your extension from the Incoming Call Features screen.

- Call Unpark: To retrieve a parked call from the same or another extension.
- Directed Call Pickup: To specify which telephone a user wants to answer.
- Exclusion: To maintain the privacy of telephonic conversations and ensure that unwanted parties cannot join the call.
- Extended Call Pickup: To answer an incoming call which is ringing in another pickup group.
You must enter the extended pickup group number as per your administrator configuration on Communication Manager.
- Hunt Group Busy: To allow or avoid incoming calls on your extension from a specific hunt group.

If you enable this feature, which indicates that you are busy, you do not receive hunt group calls from a specific hunt group. If you disable this feature, which indicates that you are available, you receive incoming calls for that hunt group.

- Limit Number of Concurrent Calls (LNCC): To restrict the number of incoming calls to one call at a time.
- Malicious Call Trace: To identify malicious communication on calls.
- No-Hold Conference: To add a new participant into an active call without holding the active call. You can start this Adhoc audio conference call only by using Communication Manager.
- Service Observe: To listen in and possibly talk on calls to extensions, attendants, agents, or VDNs.
- Team Button: To monitor other extensions that are part of a team of extensions.

You must be on an active call to use some of these feature buttons. You can use the feature buttons in the My Computer mode and the Other Phone mode.

To dock and undock Button Module from Avaya Workplace Client, you can use the  and  options on the Button Module screen. By default, Button Module is undocked from Avaya Workplace Client.

Button Module size and position persist as per the dock and undock state. Your changes are saved across login sessions. To resize the unified dashboard, that is, dashboard window with Button Module docked, you can drag the:

- Splitter to resize the dashboard window. Splitter is the vertical line separator between the main dashboard and Button Module.
- Left or right border of the unified dashboard to resize the Button Module screen.

Agent functionality from Button Module

Contact Center agent features on Windows platform are available through Button Module and require a feature license. You can also use some of the agent features from the Agent bar even if Button Module is disabled but you have a valid WebLM license. The Contact Center agent features in Avaya Workplace Client for Windows are available with a feature license that is not included with the Core or Power Suite license or subscription.

Avaya Workplace Client for Windows supports the following Contact Center (CC) agent feature buttons:

- Agent Login and Agent Logout: Agent Login and Agent Logout are the same buttons. After you log in as an agent, the Agent Login button changes to Agent Logout. To use the CC agent capabilities with Avaya Workplace Client, you must log in as an agent.
- Auto In and Manual In: To change the availability state from After Call Work (ACW) or Not Ready to Available.
- After Call Work: To change the availability state to ACW.
- Aux Work: To change the availability state to Not Ready.
- Queue Status: To view the queue statistics for the associated skill.
- Service Observe: To listen in and possibly talk on calls to extensions, attendants, agents, or VDNs.

- Skill Set: To update your skill set based on your acquired skills.
- Supervisor Assist: To speed dial your supervisor, and to easily add or transfer a held call to your supervisor.
- User To User Information: To view the Adjunct/Switch Application Interface User-to-User Information (ASAI UUI) data that Communication Manager provides about a specific Vector Directory Number (VDN) call or direct agent call.
- Logout Override: To override the logout configuration when you want to extend your working hours.
- VuStats: To view the statistics for agents, skills, VDNs, and trunk groups.

If your administrator enables greetings, you can select or add a new greeting for incoming calls using Avaya Workplace Client for Windows. Avaya Workplace Client supports greetings for Contact Center and Unified Communications users.

You can view screen pops for incoming and outgoing calls if your administrator performs the screen pop configuration. Avaya Workplace Client for Windows supports screen pops for Contact Center and Unified Communications users. A screen pop is a window or dialog box that separately appears on the desktop. Screen pop is an essential feature for agents as they need to perform work on certain web pages, sites, or specific accessible URLs. Screen pops are also increasingly used by hospital nurses and hospitality employees.

Viewing Button Module on Windows clients

About this task

The Button Module screen supports the multiple feature buttons display if your administrator configures the different feature buttons for your extension.

By default, Avaya Workplace Client displays the Button Module screen in a two-column layout. Avaya Workplace Client displays 12 buttons per column.

You can drag the corners of this screen to a:

- Three-column layout if your administrator configures more than 24 buttons.
- Four-column layout if your administrator configures more than 36 buttons.

Procedure

Click .

Avaya Workplace Client for Windows displays the Button Module screen.

LED indicators for Button Module

LED	Indicator	Description
	Off	The feature is unavailable in the current phone state.
	Red On	The feature is not in use.
	Green On	The feature is in use. OR Bridge Line Appearance is in use remotely.

 **Note:**

- The LED indicator for the Autodial button is always Off even when you click the button.
- If your administrator enables the parameter to invert the LED state of the Hunt Group Busy feature button, Avaya Workplace Client for Windows inverts the LED state of the Hunt Group Busy feature button.

The LED indicator displays the following blinking patterns:

- Off
- On
- Flash

Adding a contact as a feature button on Windows clients

About this task

Use this procedure to add a Workplace contact as a feature button to the Button Module screen. You can then activate speed dial for that contact from the Button Module screen and avoid searching for that frequently dialed contact.

Note:

You cannot add a local contact or an enterprise searched contact as a feature button to the Button Module screen.

Before you begin

- Your administrator must configure Button Module for your extension.
- You must ensure that the Button Module screen is not full.
- You must ensure that the contact number is valid.

Procedure

1. Go to the Contacts screen.
2. Locate the contact to activate speed dial.
3. Do one of the following:
 - Hover the cursor over the contact, and click  > **Add to Button Module**.
Avaya Workplace Client adds the selected **Contact Name** button with the default number to the Button Module screen.
 - Double-click the contact, and click **Add to Button Module**.
 - If the contact has only one number, Avaya Workplace Client adds the selected **Contact Name** button to the Button Module screen.
 - If the contact includes more than one number, Avaya Workplace Client displays a dialog to choose the contact number.
4. **Optional** On the Add to Button Module dialog box, do the following:
 - a. Click a contact number.
 - b. Click **OK**.
Avaya Workplace Client adds the selected **Contact Name** button to the Button Module screen.

To add multiple contact feature buttons to the Button Module screen for alternate numbers, repeat this step.

5. To dial the contact, click the **Contact Name** button.

Avaya Workplace Client dials the contact phone number.

Editing a feature button on Windows clients

About this task

Use this procedure to edit the default name of a feature button and rename the button as per your convenience.

 **Note:**

You cannot rename the Call Appearance and Bridge Line Appearance feature buttons.

Before you begin

Your administrator must enable the **Edit Layout and Labels** option.

Procedure

1. Go to the Button Module screen.
2. Click .
3. Click **Edit Layout and Labels**.
Avaya Workplace Client displays the Button Module - Edit Layout and Labels screen.
4. Locate the feature button whose name you want to edit.
5. Click .
- Avaya Workplace Client displays the Edit Button Label screen.
6. Update the name.
7. Click **OK**.
Avaya Workplace Client saves the new name on the Button Module screen.

Removing a contact feature button on Windows clients

About this task

Use this procedure to remove a contact feature button from the Button Module screen.

Tip:

You can remove the contact feature button for a contact from the Contacts screen by doing one of the following:

- Hover the cursor over the contact, and click  > **Remove from Button Module**.
- Double-click the contact, and click **Remove from Button Module**.

Note:

If you delete a Workplace contact or the contact number of the Workplace contact changes, Avaya Workplace Client removes the associated contact feature button automatically.

Before you begin

Your administrator must enable the **Edit Layout and Labels** option.

Procedure

1. Go to the Button Module screen.
2. Click .
3. Click **Edit Layout and Labels**.
Avaya Workplace Client displays the Button Module - Edit Layout and Labels screen.
4. Locate the contact feature button that you want to remove.
5. Click .
- Avaya Workplace Client displays the Edit Contact Button screen.
6. Click **Remove from Button Module**.
Avaya Workplace Client removes the selected **Contact Name** button from the Button Module screen.

Switching between Button Module and Feature Manager

About this task

Avaya Workplace Client for Windows allows you to switch between Button module and Feature Manager. Depending on the requirements you have, you can select Button module or Feature Manager from the user preferences settings. You can dock and undock the Button module and Feature Manager screen from the Avaya Workplace Client for Windows.

Procedure

1. In the Avaya Workplace Client settings, click **User Preferences**.
2. Click **Display**.
3. In the **Feature Panel** field, click one of the following:
 - **Button Module**
 - **Feature Manager**
4. Save the changes.
5. Restart Avaya Workplace Client.

Unified Communications features

Making a BLA call on Windows clients

About this task

Use this procedure to make a Bridge Line Appearance (BLA) audio call.

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, the boss or the secretary can answer the call. If the call is answered first by the secretary, the boss can bridge onto the call.

Before you begin

Your administrator must configure the BLA feature for your extension.

Procedure

1. Click .
Avaya Workplace Client for Windows displays the Button Module screen.
2. Click the **BLA** button with an extension number that you want to use to make a call.
Avaya Workplace Client displays the Call as BLA icon next to the presence status indicator on the Top of Mind screen.
3. Make a call from any screen.
After the call ends, the Call as BLA icon disappears, and you can make calls by using your extension.

Using the No-Hold Conference feature on Windows clients

About this task

Use this procedure to add a new participant into an active call without placing the active call on hold. You can start this Adhoc audio conference call by using Communication Manager.

Before you begin

- Your administrator must configure the No-Hold Conference feature for your extension.
- Do not enter any value in the **Adhoc Conference Address** field in the Phone Service screen.
- You must be on an active call.

Procedure

1. Click .
Avaya Workplace Client for Windows displays the Button Module screen.
2. Click **No-Hold-Conf**.
Avaya Workplace Client displays the Add Someone to Call dialog box.
3. To identify the participant to add, do one of the following:
 - In the **Name or Number** field, type a phone number, name, or IP address.
 - Click a number from your contacts list.
4. Click **Add to call**.

Avaya Workplace Client makes a call to the new participant. After the new participant answers the call, Avaya Workplace Client creates a Communication Manager conference.

Using the Service Observe feature on Windows clients

About this task

Use this procedure to use the Service Observe feature to listen in and possibly talk on calls to extensions, attendants, agents, or Vector Directory Numbers (VDNs).

During the active call, all Service Observe sessions start in the listen-only mode. Depending on the configuration you perform by using this procedure, you can change the mode during the active call.

Note:

You cannot use the Service Observe feature for video calls.

Before you begin

- Your administrator must configure the Service Observe feature for your extension.
- You can activate the Service Observe button only when:
 - You are not logged in as an agent.
 - You are logged in as an agent in the Not Ready state, that is, AUX state, and not on an active or held call.

Procedure

1. Do one of the following:
 - Click , and then click **Service Observe**.
 - Go to the Contacts screen, Favorites screen, or search for a contact and click  for that contact and then click **Service Observe**.

If you navigate using the Button Module screen, Avaya Workplace Client displays the Select Service Observing option menu with all Service Observe types. If you navigate using the Contacts screen, Favorites screen, or contact search, Avaya Workplace Client displays only the Service Observe option. If you enable Service Observe from the Contacts menu, all Service Observe sessions start in the **Basic** mode.

2. In the Select Service Observing option menu, click one of the following Service Observe types:

- **Basic:** You can select the Talk & Listen mode during the active call.
 - **No-Talk:** You cannot select the Talk & Listen mode during the active call.
 - **Next-Call:** When the user receives the next call, Avaya Workplace Client starts Service Observing. You can then select the Talk & Listen mode during the active call.
 - **VDN by Location:** Avaya Workplace Client starts Service Observing when you connect to the desired location. You can then select the Talk & Listen mode during the active call.
3. Do one of the following:
 - If you click Basic, No-Talk, or Next-Call, type a Agent Login ID or extension that you want to observe.
 - If you click VDN by Location, type a VDN extension and location.
 4. Click **OK**.
 5. To change the Service Observe modes, on the call appearance, click  and click one of the following:
 - **Listen Only**
 - **Talk & Listen**
 6. To change the Service Observe type, do the following:
 - a. Click **Service Observe**.
 - b. In the Select Service Observing option menu, click one of the Service Observe types or click **Stop Observing**.

Using the Team Button feature from Button Module on Avaya 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.
- Your administrator must enable the blind transfer option.

Procedure

1. Click .
Avaya Workplace Client for Windows displays the Button Module screen.
2. For the Team button, click the following depending on the monitored station's call line:
 - 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, you must choose the call you want to answer.
 - **Speed Dial:** 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.
 - **Transfer Call:** 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, you must choose the call you want to transfer.
 - **Notifications:** Configure the audible ringing and visual alert notification.
If your administrator configures the Team Button feature with no ringing, Avaya Workplace Client disables the audible ringing option.
If your administrator disables the visual alert notification setting, Avaya Workplace Client disables this option.
3. **Optional** If the monitored station includes active call redirection features and you click **Speed Dial**, 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.

Blocking or unblocking Calling Party Name on Avaya Workplace Client for Windows

About this task

You can block or unblock the calling party number and administered name when making external calls. When a user receives Calling Party Name (CPN) blocked calls, Avaya Workplace Client blocks the calling party information and replaces it with a hard-coded text.

If you activate Block My Number and the following occurs:

- The called party activates Call Forward, the call rings on the redirected destination as anonymous.

- The called party activates Call Forward Busy/No Answer, the call rings first on the called number as anonymous. When the call redirects to the destination number, the redirected number does not display the identity of the calling party.
- Use the Desk Phone or Other Phone mode, the called party cannot view your identity.

Procedure

1. Click .
Avaya Workplace Client for Windows displays the Button Module screen.
2. To block a number, do the following:
 - a. Click **Block My Number**.
 - b. In the **Block My Number for** field, enter the number.
 - c. Click **OK**.

If you dial the blocked number, Avaya Workplace Client for Windows hides the calling party number and administered name, provided your administrator properly configures the trunk. The calling party number and the administered name are hidden only for that specific call. Avaya Workplace Client for Windows does not permanently hide the calling party number or the administered name.

3. To unblock a number, do the following:
 - a. Click **Unblock My Number**.
 - b. In the **Unblock My Number for** field, enter the number.
 - c. Click **OK**.

Avaya Workplace Client for Windows displays the calling party number and administered name.

 **Note:**

Use the calling party number unblock button when a block is administered at the trunk level.

AUDIX One-Step Recording

AUDIX One-Step Recording

To use the AUDIX One-Step Recording feature to record telephone conversations, press a single button. Avaya Workplace Client activates AUDIX One-Step Recording only after you answer a call. Avaya Workplace Client stores the recorded conversation as a new message in your voice mailbox.

If the recording initiator hangs up while recording the conversation, the recording ends. If the call is originally a two-party call and the other party hangs up, the recording ends. If the call is originally a multiple-party conference call and someone other than the initiator hangs up, the recording continues.

Recording and retrieving a conversation with AUDIX One-Step Recording

About this task

Use this procedure to record and retrieve a conversation during an active call. Avaya Workplace Client stores the recorded conversation as a new message in your voice mailbox.

Before you begin

- Your administrator must configure the AUDIX One-Step Recording feature for your extension.
- Get permission from all parties on the call to record the conversation.

Procedure

1. Click .
Avaya Workplace Client for Windows displays the Button Module screen.
2. To start recording, click **Record**.
The number of parties on the call increases by one. Avaya Workplace Client plays the ready indication tone to indicate that the recording has started.
3. To stop the recording, click **Record**.

The number of parties on the call decreases by one.

4. **Optional** To start and stop recording the same conversation any number of times, click **Record**. Each time Avaya Workplace Client creates a separate recorded message.
5. To retrieve the recorded conversation, click  .

Using the Send-NN feature on Avaya Workplace Client

About this task

You can alter the displayed phone number and the name of the calling party to appear as a different number than the actual origin. The Send-NN feature enables you to control the caller ID displayed during outgoing calls.

The **Send-NN** button offers two variants:

- Permanent (P) Variant: When you configure and enable the **Send-NN** button with the P variant, all outgoing calls display a changed identity. You can establish multiple **Send-NN** buttons using the P variant. You can activate only one **Send-NN** button at a time. If you activate a new **Send-NN** button to exhibit a different identity, the previously activated **Send-NN** button is deactivated.
- Transient (T) Variant: When you configure and enable the **Send-NN** button with the T variant, the user is prompted to enter the extension of the destination party to initiate the call. Transient mode is a temporary mode. You must always select the **Send-NN** button to show the alternate number and name for each call.

Before you begin

- Your administrator must configure the Send-NN feature for your extension.

Procedure

1. To use the **Send-NN** button, do one of the following:
 - On Avaya Workplace Client for Windows: Click  .
Avaya Workplace Client for Windows displays the Button Module screen.
 - On Mobile clients: On the Avaya Workplace Client menu, tap **Features**.
2. Do one of the following:
 - Select the **Send-NN (P)** button.

- Select the **Send-NN (T)** button and enter the extension of the destination party to initiate the call.

Contact Center features

Logging in to the Agent Service mode on Windows clients from the Button Module screen

About this task

Use this procedure to log in to the Agent Service mode so that you can receive agent calls when your availability state is Available.

Before you begin

- Your administrator must enable Agent Service in the settings file.
- Your administrator must not include your agent credentials in the settings file.
- Your administrator must configure the Agent Login button for your extension.

Procedure

1. Click .
Avaya Workplace Client for Windows displays the Button Module screen.
2. Click **Agent Login**.
3. Enter your agent credentials.
4. Click **Login**.
Avaya Workplace Client logs you into the Agent Service mode. Also, the Agent Login button changes to Agent Logout.

Auto In

If you are in the Auto In work mode and your administrator has set the value in the **Timed ACW Interval** field to 0 on Communication Manager, when you end the active ACD or DAC call:

- Your agent login state changes automatically to Available.
- You continue to receive ACD and DAC calls.

If you are in the Auto In work mode and your administrator has set the value in the **Timed ACW Interval** field to a non-zero value, when you end the active call, your agent login state changes automatically to ACW. After the duration set in the **Timed ACW Interval** field ends, your agent login state changes automatically to Available and you continue to receive ACD and DAC calls.

Manual In

If you are in the Manual In work mode and active on an agent call, when you end the active call, your agent login state changes automatically to ACW. You remain in the ACW state until you manually change your agent login state to Available or Not Ready.

Enabling the work mode on Windows clients from the Button Module screen

About this task

Use this procedure to enable the Auto In or Manual In work mode.

Depending on the mode that you select and the administrator configuration, when you end the active call, your agent login state changes automatically to Available or After Call Work.

Before you begin

Your administrator must configure the Auto In and Manual In buttons for your extension.

Procedure

1. Click .
Avaya Workplace Client for Windows displays the Button Module screen.
2. Click one of the following:

- **Auto In**
- **Manual In**

Your agent login state changes to Available, and the Auto In or Manual In button indicator turns green to indicate the work mode that you are using.

Configuring the ACW state on Windows clients from the Button Module screen

About this task

If your availability state is Available or On a call and you do not want to receive an Automatic Call Distribution or agent call, use this procedure to change your availability state to After Call Work (ACW). However, you continue to receive Unified Communications calls.

 **Tip:**

You can use the ACW state to work on pending tasks related to the previous call.

Before you begin

Your administrator must configure the ACW button for your extension.

Procedure

1. Click .
Avaya Workplace Client for Windows displays the Button Module screen.
2. Click **After Call Work**.
 - If your availability state is Available, the feature button indicator turns green to indicate that your availability state is now ACW.
 - If your availability state is On a call, the feature button indicator displays the blinking state. After the call ends, the feature button indicator turns green to indicate that your availability state is now ACW.

Configuring CWC on Windows clients

About this task

If your administrator configures the Call Work Codes (CWC) feature, you can enter a CWC when your availability state is On a call or After Call Work. Examples of CWCs are offer sent, offer accepted, and offer rejected.

Before you begin

Your administrator must configure the CWC button for your extension.

Procedure

1. Click .
Avaya Workplace Client for Windows displays the Button Module screen.
2. Click **Call Work Code**.
3. Type a number with a maximum of 16 digits.
4. Click **OK**.
The feature button indicator turns green for 2-3 seconds to indicate that your CWC is set successfully.

Configuring the Not Ready state on Windows clients from the Button Module screen

About this task

If your availability state is Available or On a call and you do not want to receive an Automatic Call Distribution or agent call, use this procedure to change your availability state to Not Ready, that is, AUX. However, you continue to receive Unified Communications calls.

Tip:

You can use the Not Ready state for short breaks, such as a lunch break.

If your administrator preconfigures the auxiliary work reason codes, you cannot specify the auxiliary work reason codes by using this procedure.

Before you begin

Your administrator must configure the:

- Aux Work button for your extension.
- Option to specify whether reason codes are not needed, optional, or mandatory. For this procedure, reason codes are optional.
- Number of digits that you must enter as a reason code.

Procedure

1. Click .
Avaya Workplace Client for Windows displays the Button Module screen.
2. Click **Aux Work**.
3. Type a single or double-digit number depending on the configuration.
If your administrator configures the default reason code and you do not type a number, Avaya Workplace Client still changes your availability state to Not Ready.
4. Click **OK**.
 - If your availability state is Available, the feature button indicator turns green to indicate that your availability state is now Not Ready.
 - If your availability state is On a call, the feature button indicator displays the blinking state. After the call ends, the feature button indicator turns green to indicate that your availability state is now Not Ready.

Viewing the queue statistics on Windows clients from the Button Module screen

About this task

Use this procedure to view the queue statistics for the associated skills. Queue statistics include:

- Queue state: Active or inactive
- Skill ID
- Skill name
- Queue objective time: Good or poor
- Oldest queue time
- Queued calls

Before you begin

- Your administrator must configure the Queue Stats feature for your extension.
- Your administrator must configure the parameter to set the refresh interval for queue statistics. If this is not configured, you must log out and log in to Avaya Workplace Client every time to view the updated queue statistics.
- You must enable and log in to Phone Service.

Procedure

1. Click .
Avaya Workplace Client for Windows displays the Button Module screen.
2. Click **Queue Stats**.
Avaya Workplace Client displays the queue statistics for the associated skill at the top of the Button Module screen.
3. **Optional** If there are multiple queue statistics, to view the other queue statistics, click < and >.

Viewing the VuStats on Windows clients from the Button Module screen

About this task

You can view the statistics for agents, skills, VDNs, and trunk groups.

Before you begin

- Your administrator must configure the VuStats feature for your extension.
- Use the My Computer mode. Avaya Workplace Client does not support the VuStats feature in the Desk Phone mode.

Procedure

1. Click .
Avaya Workplace Client for Windows displays the Button Module screen.

2. Click **Vu Stats**.

Avaya Workplace Client displays the statistics below the Agent bar.

Using the Service Observe feature on Windows clients

About this task

Use this procedure to use the Service Observe feature to listen in and possibly talk on calls to extensions, attendants, agents, or Vector Directory Numbers (VDNs).

During the active call, all Service Observe sessions start in the listen-only mode. Depending on the configuration you perform by using this procedure, you can change the mode during the active call.

 **Note:**

You cannot use the Service Observe feature for video calls.

Before you begin

- Your administrator must configure the Service Observe feature for your extension.
- You can activate the Service Observe button only when:
 - You are not logged in as an agent.
 - You are logged in as an agent in the Not Ready state, that is, AUX state, and not on an active or held call.

Procedure

1. Do one of the following:

- Click , and then click **Service Observe**.
- Go to the Contacts screen, Favorites screen, or search for a contact and click  for that contact and then click **Service Observe**.

If you navigate using the Button Module screen, Avaya Workplace Client displays the Select Service Observing option menu with all Service Observe types. If you navigate using the Contacts screen, Favorites screen, or contact search, Avaya Workplace Client displays only the Service Observe option. If you enable Service Observe from the Contacts menu, all Service Observe sessions start in the **Basic** mode.

2. In the Select Service Observing option menu, click one of the following Service Observe types:

- **Basic:** You can select the Talk & Listen or the Coach mode during the active call.
 - **No-Talk:** You cannot select the Talk & Listen or the Coach mode during the active call.
 - **Next-Call:** When the agent receives the next call, Avaya Workplace Client starts Service Observing. You can then select the Talk & Listen or the Coach mode during the active call.
 - **VDN by Location:** Avaya Workplace Client starts Service Observing when you connect to the desired location. You can then select the Talk & Listen or the Coach mode during the active call.
3. Do one of the following:
 - If you click Basic, No-Talk, or Next-Call, type a Agent Login ID that you want to observe.
 - If you click VDN by Location, type a VDN extension and location.
 4. Click **OK**.
 5. To change the Service Observe modes, on the call appearance, click  and click one of the following:
 - **Listen Only**
 - **Talk & Listen**
 - **Coach**
 6. To change the Service Observe type, do the following:
 - a. Click **Service Observe**.
 - b. In the Select Service Observing option menu, click one of the Service Observe types or click **Stop Observing**.

Using the Supervisor Assist feature on Windows clients from the Button Module screen

About this task

Use this procedure to speed dial your supervisor and to add or transfer a held call to your supervisor.

Before you begin

- Your administrator must configure the Supervisor Assist feature for your extension.
- You must be logged in as an agent.
- You must be on an active agent call, or the phone must be in the idle mode. For this procedure, you must be on an active agent call.
- Your supervisor must be logged in.

Procedure

1. Click .
Avaya Workplace Client for Windows displays the Button Module screen.
2. Click **Assist**.
Avaya Workplace Client places the active call on hold and initiates a new call with your supervisor. After your supervisor answers the call, the feature button indicator turns green. You can do one of the following:
 - Drop the call with your supervisor and continue with the previously held call.
 - Transfer the existing call to your supervisor.
 - Conference the call with the customer.
 - Place the call with your supervisor on hold and go back to the customer call.

Using the ASAI UII feature on Windows clients from the Button Module screen

About this task

Use this procedure to view the details that Communication Manager provides about a specific VDN or direct agent call.

Before you begin

- Your administrator must configure the Adjunct/Switch Application Interface User-to-User Information (ASAI UII) feature for your extension.
- You must be on an active call for which Communication Manager has UII information. The ASAI UII button indicator displays the steady green LED state.

Procedure

1. Click .
Avaya Workplace Client for Windows displays the Button Module screen.
2. Click **ASAI UII**.
The feature button indicator turns green.
3. To copy the UII information, click **Copy**.

You can then save this UUI information.

Viewing the agent call history on Windows clients

About this task

If your administrator configures the:

- Bridged Line Appearance (BLA) feature on your extension, the call logs display additional information for BLA calls.
- Agent Service feature on your extension, the call logs display additional information of agent calls such as Vector Directory Number (VDN) name or number.
- Offline Call Journaling feature, you have a consistent view of call logs irrespective of the device login state.

Note:

Avaya Workplace Client does not display the:

- Incoming Direct Agent Calls (DAC) logs with DAC information. However, you can view these logs in the Agent Service Calls filter.
- Outgoing call logs from agent or station to VDN number or agent ID in the Agent Service Calls filter.
- Centralized incoming agent call logs with VDN name or number information. However, you can view these logs in the Your history filter after you log out and log in.

Procedure

1. Go to the History screen.
2. Filter the call history by using the following options:
 - **All History**
 - **Missed Calls**
 - **Outgoing Calls**
 - **Incoming Calls**
 - **Voicemails**Avaya Workplace Client displays the relevant call history.
3. To further filter the call history, click .
4. Click the following:
 - **Your History**: To access personal history logs.
 - **Bridged Line Calls**: To access BLA call logs.

- **Agent Service Calls:** To access agent call logs.

Greetings

Greetings

If your administrator enables greetings, you can select or add a new greeting for incoming calls using Avaya Workplace Client for Windows. Avaya Workplace Client supports greetings for Contact Center and Unified Communications users.

Greeting types include:

- **Automatic Number Identification (ANI):** ANI routes a call based on the caller's identity and the originating line number.
- **Vector Directory Number (VDN):** Call vectors are commands that route incoming calls and determine how the contact center processes these calls. VDNs distribute calls depending on factors such as the number the caller dials, the number the caller calls from, the number of calls in the queue, and the time of the call.
- **Prompted Digits:** Avaya Workplace Client plays this greeting when the caller enters the prompted digits during a VDN call. If the VDN greeting matches the VDN name, Avaya Workplace Client does not play the Prompted Digit greeting, as the VDN greeting has a higher priority.
- **Auto Answer:** Avaya Workplace Client plays this greeting automatically when an incoming call does not match the VDN or ANI greeting type criteria.
- **Manual:** Avaya Workplace Client plays this greeting when you click Play Greeting (🔊) during the active incoming or outgoing call. If there are multiple manual greetings, click the greeting you want Avaya Workplace Client to play.

Avaya Workplace Client compares greeting types using the following priorities:

1. VDN
2. ANI
3. Prompted Digits
4. Auto Answer

Adding a new greeting on Windows clients

About this task

You can add a new greeting for incoming calls.

By default, the **Match Criteria** field for the **Auto Answer** greeting type is set to **All Calls**.

For the **Manual** greeting type, Avaya Workplace Client does not display the **Match Criteria** field. Avaya Workplace Client does not display the **Match Criteria** field because you control when the manual greeting must play.

Procedure

1. In the Avaya Workplace Client settings, click **User Preferences > Agent Service > Greetings**.
2. Click **Add a new greeting**.
3. To enable the greeting, click **Enable**.
4. In the **Name of Greeting** field, type a name for the greeting.
5. In the **Type of Greeting** field, click one of the following:
 - **ANI**
 - **VDN**
 - **Prompted Digits**
 - **Auto Answer**
 - **Manual**

By default, Avaya Workplace Client selects the **Auto Answer** greeting type.

6. In the **Match Criteria** field for **ANI**, **VDN**, and **Prompted Digits** greeting types, click one of the following:
 - **Anywhere**: The data must match any set of characters in the incoming call details to play the greeting. By default, Avaya Workplace Client selects the **Anywhere** matching criteria.
 - **On Left**: The data must match the characters on the left end in the incoming call details to play the greeting.
 - **On Right**: The data must match the characters on the right end in the incoming call details to play the greeting.
 - **Exact Match**: The data must match the exact characters in the incoming call details to play the greeting.
7. If you select VDN, ANI, or prompted digits greeting type, type the VDN name, ANI number, or prompted digit.

To include multiple VDNs, ANIs, or prompted digits, you can use a comma separator.
8. To record the audio greeting, do the following:
 - a. Click **Recorded Audio Greeting**.
 - b. Click the Start Recording icon.
 - c. Record an audio greeting for up to a maximum of 10 seconds.

- d. Click the Stop Recording icon.
- e. To listen to the audio recording, click the Play Recording icon.
- f. To re-record the audio, click **Retake** and start recording.
- g. To save the audio recording, click **Use Audio**.
Avaya Workplace Client saves the audio recording as a WAVE file.

9. Save the changes.

Updating an existing greeting on Windows clients

Procedure

1. In the Avaya Workplace Client settings, click **User Preferences > Agent Service > Greetings**.
2. Click the greeting that you want to edit.
3. On the Edit Greeting screen, update the greeting details as needed.
4. Save the changes.

Deleting a greeting on Windows clients

Procedure

1. In the Avaya Workplace Client settings, click **User Preferences > Agent Service > Greetings**.
2. Click the greeting that you want to delete.
3. On the Edit Greeting screen, click **Delete Greeting**.

Manually synchronizing greetings between Avaya Workplace Client and the greetings server

About this task

Use this procedure to synchronize the greetings on the greetings server with Avaya Workplace Client. When you manually synchronize the greetings, Avaya Workplace Client checks if there are changes in the greetings and downloads the greetings from the server.

Before you begin

Your administrator must configure the greetings server URL in the settings file.

Procedure

1. In the Avaya Workplace Client settings, click **User Preferences > Agent Service > Greeting**.
2. Click **Manual sync**.
Avaya Workplace Client synchronizes the greetings with that on the greetings server.
If there is a failure during manual synchronization, you can view a message which states that Avaya Workplace Client could not synchronize the greetings.
3. **Optional** If manual synchronization fails, click **Try Again**.

Updating your skill set on Windows clients

About this task

Use this procedure to update your skill set based on your acquired skills. Depending on your skill set, you can then provide support for the incoming agent calls.



Tip:

To change your skill set, in the Avaya Workplace Client settings, click **User Preferences > Agent Service > My Skills**.

Before you begin

- Your administrator must enable you to update your skill set.
- Your administrator must configure more than one skill.
- You must not be on an active call or in the After Call Work state.

Procedure

1. Click .
Avaya Workplace Client for Windows displays the Button Module screen.
2. Click **add-rem-sk**.
Avaya Workplace Client displays the My Skills screen.
3. Select one or more skills and their skill levels.

4. Save the changes.

Using the Logout Override feature on Windows clients

About this task

If your administrator configures a value in the **Forced Agent Logout Time** field and your shift is coming to an end, Avaya Workplace Client displays a notification for forcibly logging you out. Additionally, you can view the time remaining after which Avaya Workplace Client logs you out on the Logout Override button.

Use this procedure to clear the notification until the next day and continue to work even after completing your shift hours.

Note:

If you are on an active call when the forced agent logout time is reached, Avaya Workplace Client moves you into the pending logout mode. In this mode, the Logout Override button flashes and you can hear a repeating tone. When you end the call, Avaya Workplace Client logs you out.

Before you begin

Your administrator must configure the Forced Logout Override feature and a value in the **Forced Agent Logout Time** field for your extension.

Procedure

1. Click .
Avaya Workplace Client for Windows displays the Button Module screen.
2. Click **Logout Override**.

The feature button indicator turns green. You continue to remain logged in even after completing your shift hours.

Logging out from the Agent Service mode on Windows clients from the Button Module screen

About this task

You cannot log out while you are on a call. Use this procedure after all your agent calls are complete.

Before you begin

Your administrator must configure the:

- Logout reason codes, such as for the end of the day and vacation.
- Option to specify whether reason codes are not needed, optional, or mandatory. For this procedure, reason codes are mandatory.

Procedure

1. Click .
Avaya Workplace Client for Windows displays the Button Module screen.
2. Click **Agent Logout**.
3. Type a single-digit number in the range of 1 to 9.
4. Click **OK**.
Avaya Workplace Client logs you out from the Agent Service mode.

Agent bar

If the settings file includes the agent details, then on successful login to Avaya Workplace Client on mobile and Windows platforms, you can view the Agent bar above the unified search area.

The Agent bar displays the following:

- The current state of the agent
- The next state of the agent
- An icon to change the agent state

Agent state indicator and timer for Windows client

Avaya Workplace Client displays these presence states if you log in as an agent.

Agent state	Indicator
After Call Work (ACW)	
Available (Ready)	
Not Ready (AUX)	
On an agent call	

Avaya Workplace Client also displays a timer for the time duration an agent is in a specific state. For the Not Ready (AUX) state, Avaya Workplace Client displays the reason code and the timer. When an agent logs out of the Agent Service mode, Avaya Workplace Client does not display the timer.

Modifying the Agent Service settings on Windows clients

About this task

Use this procedure to enable Agent Service interoperability with Avaya Workplace Client. You can then use the Contact Center agent capabilities with Avaya Workplace Client.

Before you begin

Your administrator must configure the Agent functionality for your extension.

Procedure

1. In the Avaya Workplace Client settings, click **Services**.
2. Click **Service Details**.
3. Click **Agent Login**.
4. If the **Agent Service** switch is in the OFF state, click **Agent Service**.
5. Save the changes.

Logging in to the Agent Service mode on Windows clients from the Presence Avatar screen

About this task

Use this procedure to enable the Agent Service mode to start receiving agent calls.

Before you begin

Enable and log in to Phone Service.

Procedure

1. On the Top of Mind screen, click the presence status indicator.
2. If the **Agent Login** switch is in the OFF state, click **Agent Login**.
Avaya Workplace Client does one of the following:
 - If you did not provide your Agent Login credentials, Avaya Workplace Client displays the Accounts screen so that you can enter your valid credentials. You then need to repeat the above steps to log in.

- If the log in succeeds, the **Agent Login** switch changes to the ON state.

Enabling the work mode on Windows clients from the Agent bar

About this task

Use this procedure to enable the Auto In or Manual In work mode.

Depending on the mode that you select and the configuration by your administrator, when you end the active call, your agent login state changes automatically to Available or After Call Work.

Before you begin

Your administrator must configure the Auto In and Manual In buttons for your extension.

Procedure

1. On the Agent bar, click .
2. Click one of the following:
 - **Auto In**
 - **Manual In**

Configuring the ACW state on Windows clients from the Agent bar

About this task

If your availability state is Available or On a call and you do not want to receive an Automatic Call Distribution or agent call, use this procedure to change your availability state to After Call Work (ACW). However, you continue to receive Unified Communications calls.

 **Tip:**

- You can dial a feature access code to change your availability state to ACW.
- You can use the ACW state to work on pending tasks related to the previous call.

If your administrator configures different Call Work Codes (CWC), you can enter a CWC when your availability state is On a call or After Call Work. Examples of CWCs are offer sent, offer accepted, and offer rejected.

Before you begin

Your administrator must configure the ACW and CWC buttons for your extension.

Procedure

1. On the Agent bar, for the ACW state, do one of the following:
 - Click : To view a menu with the list of call work codes.
 - Press : To select the default call work code.
 - Press `Ctrl + Alt + W`: To select the default call work code.
If you customize the keyboard shortcut for the ACW state using the Keyboard Shortcuts screen, you must use that keyboard shortcut.
2. If you can view a menu, do one of the following:
 - Click an existing call work code.
 - Click **Enter Call Work Code**, and type a call work code and click **OK**.

Configuring the Not Ready state on Windows clients from the Agent bar

About this task

If your availability state is Available or On a call and you do not want to receive an Automatic Call Distribution or agent call, use this procedure to change your availability state to Not Ready, that is, AUX. However, you continue to receive Unified Communications calls.

Tip:

- You can dial a feature access code to change your availability state to Not Ready.
- You can use the Not Ready state for short breaks, such as a lunch break.

If your administrator configures different reason codes, you can select a reason code when changing your availability state to Not Ready. Examples of reason codes are meal and coffee breaks.

Before you begin

Your administrator must configure the Not Ready button for your extension.

Procedure

1. On the Agent bar, for the Not Ready state, do one of the following:
 - Click : To view a menu with the list of reasons.
 - Click : To select the default reason.
 - Press **Ctrl + N**: To select the default reason.
If you customize the keyboard shortcut for the Not Ready state using the Keyboard Shortcuts screen, you must use that keyboard shortcut.
2. If you can view a menu, do one of the following:
 - Click one of the existing reasons.
 - Click **Enter Not Ready Reason Code**, and type a Numeric Not Ready reason code and click **OK**.

Viewing the queue statistics on Windows clients from the Presence Avatar screen

About this task

Use this procedure to view the queue statistics for the associated skills. Queue statistics include:

- Queue state: Active or inactive
- Skill ID
- Skill name
- Queue objective time: Good or poor
- Oldest queue time
- Queued calls

Before you begin

- Your administrator must configure the Queue Stats feature for your extension.
- Your administrator must configure the parameter to set the refresh interval for queue statistics. If this is not configured, you must log out and log in to Avaya Workplace Client every time to view the updated queue statistics.

- You must enable and log in to Phone Service.

Procedure

1. On the Top of Mind screen, click the presence status indicator.
2. If the **Queue Stats Display** switch is in the OFF state, click **Queue Stats Display**.
3. Next to **Queue Stats Display**, click  and select the skills to view its queue statistics.
Avaya Workplace Client displays the queue statistics for the selected skills below the Agent bar.

Viewing the VuStats on Windows clients from the Presence Avatar screen

About this task

You can view the statistics for agents, skills, VDNs, and trunk groups.

Before you begin

- Your administrator must configure the VuStats feature for your extension.
- Use the My Computer mode. Avaya Workplace Client does not support the VuStats feature in the Desk Phone mode.

Procedure

1. On the Top of Mind screen, click the presence status indicator.
2. If the **View Stats Display** switch is in the OFF state, click **View Stats Display**.
3. Next to **View Stats Display**, click  and select the object type to view its statistics.

Avaya Workplace Client displays the statistics below the Agent bar.

Using the Supervisor Assist feature on Windows clients from the Agent bar

About this task

Use this procedure to speed dial your supervisor and to add or transfer a held call to your supervisor.

Before you begin

- Your administrator must configure the Supervisor Assist feature for your extension.
- You must be logged in as an agent.
- You must be on an active agent call, or the phone must be in the idle mode. For this procedure, you must be on an active agent call.
- Your supervisor must be logged in.

Procedure

On the Agent bar, click .

If the administrator assigns supervisors to specific skills, click the specific skill for which you need support from a supervisor.

Avaya Workplace Client places the active call on hold and initiates a new call with your supervisor. After your supervisor answers the call, you can do one of the following:

- Drop the call with your supervisor and continue with the previously held call.
- Transfer the existing call to your supervisor.
- Conference the call with the customer.
- Place the call with your supervisor on hold and go back to the customer call.

Using the ASAI UUI feature on Windows clients from the call menu

About this task

Use this procedure to view the details that Communication Manager provides about a specific VDN or direct agent call.

Before you begin

- Your administrator must configure the Adjunct/Switch Application Interface User-to-User Information (ASAI UUI) feature for your extension.
- You must be on an active call for which Communication Manager has the UUI information.

Procedure

1. While on a call, click .
2. Click **ASAI UUI**.
Avaya Workplace Client displays the UUI information. You can copy this information to the clipboard.

Logging out from the Agent Service mode on Windows clients from the Presence Avatar screen

About this task

You cannot log out while you are on a call. Use this procedure after all your agent calls are complete.

If your administrator configures different reason codes, you can select a reason before logging out. For example, reason codes for the end of the day and vacation.

Procedure

1. On the Top of Mind screen, click the presence status indicator.
2. If the **Agent Login** switch is in the ON state, to log out from the Agent Service mode, click **Agent Login**.
Avaya Workplace Client does one of the following:
 - Logs you out from the Agent Service mode.
 - Displays the Logout Agent Service popup menu.
3. If Avaya Workplace Client displays the Logout Agent Service popup menu, click the appropriate reason.

Using Button Module and agent functionality on Windows platform

Avaya Workplace Client logs you out from the Agent Service mode.

Using Avaya Calling for Microsoft Teams

Avaya Calling for Microsoft Teams overview

Avaya Calling for Microsoft Teams is an application that seamlessly integrates Avaya calling into Microsoft Teams. Avaya Calling for Microsoft Teams uses Avaya Workplace Client for call control and call handling.

You can view the following categories of contacts in the Avaya Contacts tab of the Avaya Calling for Microsoft Teams application:

- **Favorites:** Avaya Calling for Microsoft Teams retrieves your favorite contacts from Avaya Aura® Device Services. Favorites get synchronized with favorite contacts in Avaya Workplace Client.
- **Avaya Contacts:** Avaya Calling for Microsoft Teams retrieves Avaya Contacts from Avaya Aura® Device Services. Avaya Contacts get synchronized with Workplace Contacts in Avaya Workplace Client.
- **Office 365 Contacts:** Avaya Calling for Microsoft Teams retrieves your Office 365 contacts for quick calling.

 **Note:**

Favorites and Avaya Contacts are unavailable on iOS.

You can perform the following actions from the Avaya Contacts tab:

- Make an audio or video call using Avaya Workplace Client. You must install, configure, and log in to Avaya Workplace Client to make calls.
- Send an email using the native application.
- Compose a message using Microsoft Teams.
- Search for an enterprise contact in Avaya Contacts and Office 365 Contacts.
- Add an enterprise contact to Avaya Contacts and Favorites.
- Remove an enterprise contact from Avaya Contacts and Favorites.
- Change the order of your favorites.

Installing the Avaya Calling for Microsoft Teams application

About this task

Use this procedure to install the Avaya Calling for Microsoft Teams application on desktop platforms.

On mobile platforms, the Avaya Calling for Microsoft Teams application is automatically installed and populated after you install it on desktop platforms.

Before you begin

- Download and install Microsoft Teams for mobile and desktop platforms from <https://www.microsoft.com/en-in/microsoft-teams/download-app>.
- Log in to Microsoft Teams.
- Download the Avaya Calling for Microsoft Teams manifest file to your desktop device. You can get the manifest file location from your administrator.

Procedure

On desktop platforms:

1. Open Microsoft Teams.
2. Go to **Apps > Upload a custom app** and select the downloaded manifest file.
In the left pane of Microsoft Teams, you can view the Avaya Calling for Microsoft Teams application icon.



For quick access, right-click the Avaya Calling for Microsoft Teams application icon and click **Pin**.

On mobile platforms:

3. Open Microsoft Teams.
4. Select **More > Avaya Call**.

Logging in to the Avaya Calling for Microsoft Teams application

Before you begin

- Log in to Microsoft Teams.
- Install the Avaya Calling for Microsoft Teams application.

Procedure

1. Select the Avaya Calling for Microsoft Teams application icon.
2. **Optional** If your administrator configures one environment, do one of the following:
 - In a deployment where OAuth is enabled, in the OAuth credential page, enter your login credentials and select **Submit**.
 - In a deployment where basic authentication is used, in the Avaya Calling for Microsoft Teams credential page, enter your login credentials and select **Sign In**.You are signed into the Avaya Calling for Microsoft Teams application.
3. **Optional** If your administrator configures multiple environments, do the following:
 - a. Choose your environment, and select **Next**.
 - b. Do one of the following:
 - In a deployment where OAuth is enabled, in the OAuth credential page, enter your login credentials and select **Submit**.
 - In a deployment where basic authentication is used, in the Avaya Calling for Microsoft Teams credential page, enter your login credentials and select **Sign In**.You are signed into the Avaya Calling for Microsoft Teams application.

Finding a contact in the Avaya Calling for Microsoft Teams application

About this task

Use this procedure to find a contact in your existing contacts list. You can perform a search for enterprise contacts only in Avaya Contacts and Office 365 Contacts.

Before you begin

Log in to Avaya Workplace Client and the Avaya Calling for Microsoft Teams application.

Procedure

1. In the Avaya Calling for Microsoft Teams application, go to the **Avaya Contacts** tab.
2. **Optional** On mobile clients, select .
3. Select one of the following:
 - **Favorites**
 - **Avaya Contacts**
 - **Office 365 Contacts**

Favorites and Avaya Contacts are unavailable on iOS.

4. Do one of the following:
 - If you select **Favorites** or **Avaya Contacts**, in the **name or number** field, type the name or contact number to search.
 - If you select **Office 365 Contacts**, in the **name or alias** field, type the name or contact email to search.

Avaya Calling for Microsoft Teams application displays the contacts that match the search criteria.

Searching for an enterprise contact in the Avaya Calling for Microsoft Teams application

About this task

You can perform the following actions after searching for an enterprise contact:

- Make an audio or video call using Avaya Workplace Client.
- Send an email using the native application.
- Compose a message using Microsoft Teams.

Before you begin

Log in to Avaya Workplace Client and the Avaya Calling for Microsoft Teams application.

Procedure

1. In the Avaya Calling for Microsoft Teams application, go to the **Avaya Contacts** tab.
2. **Optional** On mobile clients, select .
3. Select one of the following:

- **Avaya Contacts**
- **Office 365 Contacts**

 **Note:**

Avaya Contacts is unavailable on iOS.

4. Do one of the following:
 - If you select **Avaya Contacts**, in the **name or number** field, type the name or contact number to search.
 - If you select **Office 365 Contacts**, in the **name or alias** field, type the name or contact email to search.

Type a minimum of three characters to perform an enterprise search.

Avaya Calling for Microsoft Teams application displays the enterprise contacts that match the search criteria in the Enterprise Directory area.

Making an audio or video call to a contact in the Avaya Calling for Microsoft Teams application

About this task

 **Tip:**

To open the contact card on desktop clients, you can select the display picture, contact name, or the  icon. You can then make an audio or video call to the appropriate number.

Before you begin

- Log in to Avaya Workplace Client and the Avaya Calling for Microsoft Teams application.
- If you use an Android or iOS device, ensure that Avaya Workplace Client is open and you are logged in.

Procedure

1. In the Avaya Calling for Microsoft Teams application, go to the **Avaya Contacts** tab.
2. **Optional** On mobile clients, select .
3. Select one of the following:
 - **Favorites**
 - **Avaya Contacts**

- **Office 365 Contacts**

Favorites and Avaya Contacts are unavailable on iOS.

4. Locate the contact to call.
5. **Optional** On mobile clients, open the contact card for the contact.
6. Select one of the following:



Avaya Calling for Microsoft Teams application uses Avaya Workplace Client to initiate a call to the contact.

Making an audio or video call using the Dialpad of the Avaya Calling for Microsoft Teams application

Before you begin

- Log in to Avaya Workplace Client and the Avaya Calling for Microsoft Teams application.
- If you are using an Android or iOS device, ensure that Avaya Workplace Client is open and you log in.

Procedure

1. In the Avaya Calling for Microsoft Teams application, go to the **Avaya Contacts** tab.
2. **Optional** On mobile clients, select .
3. In the **number** field of the Dialpad area, enter the number to call.
 is active only if a number you previously enter is cached and available.
4. Select one of the following:



Avaya Calling for Microsoft Teams application uses Avaya Workplace Client to initiate a call to the number.

Sending an email to a contact in the Avaya Calling for Microsoft Teams application

About this task

Tip:

To open the contact card on desktop clients, you can select the display picture, contact name, or the  icon. You can then send an email to the appropriate email address.

Before you begin

Log in to Avaya Workplace Client and the Avaya Calling for Microsoft Teams application.

Procedure

1. In the Avaya Calling for Microsoft Teams application, go to the **Avaya Contacts** tab.
2. **Optional** On mobile clients, select .
3. Select one of the following:
 - **Favorites**
 - **Avaya Contacts**
 - **Office 365 Contacts**

Favorites and Avaya Contacts are unavailable on iOS.

4. Locate the contact to send an email.
5. **Optional** On mobile clients, open the contact card for the contact.
6. Select .
7. **Optional** Select the native application to use and proceed.
The application you select displays the email address of the contact in the To field.
8. Enter the details in the subject, email body, and send the email.

Composing a message to a contact in the Avaya Calling for Microsoft Teams application

Before you begin

Log in to Avaya Workplace Client and the Avaya Calling for Microsoft Teams application.

Procedure

1. In the Avaya Calling for Microsoft Teams application, go to the **Avaya Contacts** tab.
2. **Optional** On mobile clients, select .
3. Select one of the following:
 - **Favorites**
 - **Avaya Contacts**
 - **Office 365 Contacts**

Favorites and Avaya Contacts are unavailable on iOS.

4. Locate the contact to compose a message.
 5. **Optional** On mobile clients, open the contact card for the contact.
 6. Select .
- Microsoft Teams opens a new chat window with your selected contact.

Adding an enterprise contact and favorite in the Avaya Calling for Microsoft Teams application

About this task

Use this procedure to add an enterprise contact to Avaya Contacts and Favorites.

Note:

Favorites and Avaya Contacts are unavailable on iOS.

Before you begin

Log in to Avaya Workplace Client and the Avaya Calling for Microsoft Teams application.

Procedure

1. In the Avaya Calling for Microsoft Teams application, do one of the following:
 - On mobile clients: Go to **Avaya Contacts** >  > **Avaya Contacts**.
 - On desktop clients: Go to **Avaya Contacts** > **Avaya Contacts**.
2. In the **name or number** field, type the name or contact number to search.
Type a minimum of three characters to perform an enterprise search.

Avaya Calling for Microsoft Teams application displays the enterprise contacts that match the search criteria in the Enterprise Directory area.

3. Locate the enterprise contact to add to Avaya Contacts.
4. Do one of the following:
 - Select .
 - To open the contact card, select the display picture, contact name, or the  icon and click **Add to Contacts**.

Avaya Calling for Microsoft Teams application adds the contact to Avaya Contacts.

5. In the **name or number** field, type the name or contact number to search.
Type a minimum of three characters to perform an enterprise search.
Avaya Calling for Microsoft Teams application displays the enterprise contacts that match the search criteria in the Enterprise Directory area.

6. Locate the enterprise contact to add to Favorites.

7. Do one of the following:
 - Select .
 - To open the contact card, select the display picture, contact name, or the  icon and select .

Avaya Calling for Microsoft Teams application adds the contact to Favorites. Avaya Calling for Microsoft Teams application also adds the contact to Avaya Contacts if you did not add it previously.

Removing an enterprise contact from the Avaya Calling for Microsoft Teams application

About this task

Use this procedure to remove an enterprise contact from Avaya Contacts and Favorites.

 **Note:**

Favorites and Avaya Contacts are unavailable on iOS.

Before you begin

Log in to Avaya Workplace Client and the Avaya Calling for Microsoft Teams application.

Procedure

1. In the Avaya Calling for Microsoft Teams application, do one of the following:

- On mobile clients: Go to **Avaya Contacts** >  > **Favorites**.
 - On mobile clients: Go to **Avaya Contacts** >  > **Avaya Contacts**.
 - On desktop clients: Go to **Avaya Contacts** > **Favorites**.
 - On desktop clients: Go to **Avaya Contacts** > **Avaya Contacts**.
2. Locate the contact to remove from Avaya Contacts and Favorites.
 3. To open the contact card, select the display picture, contact name, or the  icon.
 4. Select **Remove Contact**.

Avaya Calling for Microsoft Teams application removes the contact from Avaya Contacts and Favorites.

Adding a contact to your favorites in the Avaya Calling for Microsoft Teams application

About this task

Use this procedure only on the Android and desktop platforms.

 **Note:**

Favorites and Avaya Contacts are unavailable on iOS.

Before you begin

Log in to Avaya Workplace Client and the Avaya Calling for Microsoft Teams application.

Procedure

1. In the Avaya Calling for Microsoft Teams application, do one of the following:
 - On mobile clients: Go to **Avaya Contacts** >  > **Avaya Contacts**.
 - On desktop clients: Go to **Avaya Contacts** > **Avaya Contacts**.
2. Locate the contact to add as your favorite.
3. **Optional** On mobile clients, open the contact card for the contact.
4. Select .

The icon changes to ★ and the Avaya Calling for Microsoft Teams application adds the contact to Favorites. Avaya Workplace Client displays the same favorites as the Avaya Calling for Microsoft Teams application.

Removing a contact from your favorites in the Avaya Calling for Microsoft Teams application

About this task

Use this procedure only on the Android and desktop platforms.

 **Note:**

Favorites and Avaya Contacts are unavailable on iOS.

Before you begin

Log in to Avaya Workplace Client and the Avaya Calling for Microsoft Teams application.

Procedure

1. In the Avaya Calling for Microsoft Teams application, do one of the following:
 - On mobile clients: Go to **Avaya Contacts** >  > **Favorites**.
 - On mobile clients: Go to **Avaya Contacts** >  > **Avaya Contacts**.
 - On desktop clients: Go to **Avaya Contacts** > **Favorites**.
 - On desktop clients: Go to **Avaya Contacts** > **Avaya Contacts**.
2. Locate the contact to remove from your favorites.
3. **Optional** On mobile clients, open the contact card for the contact.
4. Select ★.

The icon changes to ☆ and the Avaya Calling for Microsoft Teams application removes the contact from your Favorites. Avaya Workplace Client displays the same favorites as the Avaya Calling for Microsoft Teams application.

Changing the order of your favorites in the Avaya Calling for Microsoft Teams application

About this task

Use this procedure only on the Android and desktop platforms.

 **Note:**

Favorites and Avaya Contacts are unavailable on iOS.

Before you begin

Log in to Avaya Workplace Client and the Avaya Calling for Microsoft Teams application.

Procedure

1. In the Avaya Calling for Microsoft Teams application, do one of the following:
 - On mobile clients: Go to **Avaya Contacts** >  > **Favorites**.
 - On desktop clients: Go to **Avaya Contacts** > **Favorites**.
2. Drag a contact up or down.

Sending logs to support

About this task

If you face an issue with the Avaya Calling for Microsoft Teams application, you might be required to send the logs to Avaya support for troubleshooting the issue.

Before you begin

Get the support email address from your administrator.

Procedure

1. In the Avaya Calling for Microsoft Teams application, select .
2. Select **Report a Problem**.
3. Select **Copy logs to clipboard**.
Avaya Calling for Microsoft Teams application displays a message after the logs are successfully copied to the clipboard.
4. Select **Send e-mail**.
Your native email client opens and displays a new email window.
5. In the body of the email, right-click and select paste so that the logs you copied in step 3 are pasted as email content.
6. Enter the details in the To and Subjects fields.
7. Select **Send**.

Checking the version number of Avaya Calling for Microsoft Teams

Procedure

1. In the Avaya Calling for Microsoft Teams application, select .
2. Select **Report a Problem**.
3. In the text that Avaya Calling for Microsoft Teams displays, check `currentVersion`

You can view the version number of Avaya Calling for Microsoft Teams that you are using.

Signing out of the Avaya Calling for Microsoft Teams application

Procedure

1. In the Avaya Calling for Microsoft Teams application, select .
2. Select **Sign Out**.
You are signed out of the Avaya Calling for Microsoft Teams application.

Uninstalling the Avaya Calling for Microsoft Teams application

About this task

Use this procedure to uninstall the Avaya Calling for Microsoft Teams application from desktop platforms.

On mobile platforms, the Avaya Calling for Microsoft Teams application is automatically uninstalled after you uninstall from desktop platforms.

Procedure

1. In the left pane of Microsoft Teams, right-click the Avaya Calling for Microsoft Teams application icon and click **Uninstall**.
2. In the confirmation dialog, click **Uninstall**.
3. Log out of Microsoft Teams to complete the cleanup process.

Using Avaya Call for Government

Avaya Call for Government overview

Avaya Call for Government is an application that seamlessly integrates Avaya calling into Microsoft Teams. Avaya Call for Government is only for United States Government users. Avaya Call for Government uses Avaya Workplace Client for call control and call handling.

You can view the following categories of contacts in the Avaya Contacts tab of the Avaya Call for Government application:

- **Favorites:** Avaya Call for Government retrieves your favorite contacts from Avaya Aura® Device Services. Favorites get synchronized with favorite contacts in Avaya Workplace Client.
- **Avaya Contacts:** Avaya Call for Government retrieves Avaya Contacts from Avaya Aura® Device Services. Avaya Contacts get synchronized with Workplace Contacts in Avaya Workplace Client.
- **Office 365 Contacts:** Avaya Call for Government retrieves your Office 365 contacts for quick calling.

 **Note:**

Favorites and Avaya Contacts are unavailable on iOS.

You can perform the following actions from the Avaya Contacts tab:

- Make an audio or video call using Avaya Workplace Client. You must install, configure, and log in to Avaya Workplace Client to make calls.
- Send an email using the native application.
- Compose a message using Microsoft Teams.
- Search for an enterprise contact in Avaya Contacts and Office 365 Contacts.
- Add an enterprise contact to Avaya Contacts and Favorites.
- Remove an enterprise contact from Avaya Contacts and Favorites.
- Change the order of your favorites.

Installing the Avaya Call for Government application

About this task

Use this procedure to install the Avaya Call for Government application on desktop platforms if your administrator has not installed it for you.

On mobile platforms, the Avaya Call for Government application is automatically installed and populated after you install it on desktop platforms.

Note:

If your administrator has installed the Avaya Call for Government application, search for Avaya Call for Government in Apps. For quick access, right-click the Avaya Call for Government application icon and click **Pin**.

Before you begin

- Download and install Microsoft Teams for mobile and desktop platforms from <https://www.microsoft.com/en-in/microsoft-teams/download-app>.
- Log in to Microsoft Teams.
- Download the Avaya Call for Government manifest file to your desktop device. You can get the manifest file location from your administrator.

Procedure

On desktop platforms:

1. Open Microsoft Teams.
2. Go to **Apps > Upload a custom app** and select the downloaded manifest file.
In the left pane of Microsoft Teams, you can view the Avaya Call for Government application icon.

Tip:

For quick access, right-click the Avaya Call for Government application icon and click **Pin**.

On mobile platforms:

3. Open Microsoft Teams.

4. Select **More > Avaya Call**.

Logging in to the Avaya Call for Government application

About this task

Use this procedure to log in to the Avaya Call for Government application using the Microsoft Teams application for Windows. If you are using a web browser, use the <https://gov.teams.microsoft.us/> link to log in.

Before you begin

- Log in to Microsoft Teams.
- Install the Avaya Call for Government application.

Procedure

1. Select the Avaya Call for Government application icon.
2. **Optional** If your administrator configures one environment, do one of the following:
 - In a deployment where OAuth is enabled, in the OAuth credential page, enter your login credentials and select **Submit**.
 - In a deployment where basic authentication is used, in the Avaya Call for Government credential page, enter your login credentials and select **Sign In**.You are signed into the Avaya Call for Government application.
3. **Optional** If your administrator configures multiple environments, do the following:
 - a. Choose your environment, and select **Next**.
 - b. Do one of the following:
 - In a deployment where OAuth is enabled, in the OAuth credential page, enter your login credentials and select **Submit**.
 - In a deployment where basic authentication is used, in the Avaya Call for Government credential page, enter your login credentials and select **Sign In**.

You are signed into the Avaya Call for Government application.

Finding a contact in the Avaya Call for Government application

About this task

Use this procedure to find a contact in your existing contacts list. You can perform a search for enterprise contacts only in Avaya Contacts and Office 365 Contacts.

Before you begin

Log in to Avaya Workplace Client and the Avaya Call for Government application.

Procedure

1. In the Avaya Call for Government application, go to the **Avaya Contacts** tab.
2. **Optional** On mobile clients, select .
3. Select one of the following:
 - **Favorites**
 - **Avaya Contacts**
 - **Office 365 Contacts**Favorites and Avaya Contacts are unavailable on iOS.
4. Do one of the following:
 - If you select **Favorites** or **Avaya Contacts**, in the **name or number** field, type the name or contact number to search.
 - If you select **Office 365 Contacts**, in the **name or alias** field, type the name or contact email to search.

Avaya Call for Government application displays the contacts that match the search criteria.

Searching for an enterprise contact in the Avaya Call for Government application

About this task

You can perform the following actions after searching for an enterprise contact:

- Make an audio or video call using Avaya Workplace Client.
- Send an email using the native application.
- Compose a message using Microsoft Teams.

Before you begin

Log in to Avaya Workplace Client and the Avaya Call for Government application.

Procedure

1. In the Avaya Call for Government application, go to the **Avaya Contacts** tab.
2. **Optional** On mobile clients, select .
3. Select one of the following:
 - **Avaya Contacts**
 - **Office 365 Contacts**

 **Note:**

Avaya Contacts is unavailable on iOS.

4. Do one of the following:
 - If you select **Avaya Contacts**, in the **name or number** field, type the name or contact number to search.
 - If you select **Office 365 Contacts**, in the **name or alias** field, type the name or contact email to search.

Type a minimum of three characters to perform an enterprise search.

Avaya Call for Government application displays the enterprise contacts that match the search criteria in the Enterprise Directory area.

Making an audio or video call to a contact in the Avaya Call for Government application

About this task

Tip:

To open the contact card on desktop clients, you can select the display picture, contact name, or the  icon. You can then make an audio or video call to the appropriate number.

Before you begin

- Log in to Avaya Workplace Client and the Avaya Call for Government application.
- If you use an Android or iOS device, ensure that Avaya Workplace Client is open and you are logged in.

Procedure

1. In the Avaya Call for Government application, go to the **Avaya Contacts** tab.
2. **Optional** On mobile clients, select .
3. Select one of the following:
 - **Favorites**
 - **Avaya Contacts**
 - **Office 365 Contacts**

Favorites and Avaya Contacts are unavailable on iOS.

4. Locate the contact to call.
5. **Optional** On mobile clients, open the contact card for the contact.
6. Select one of the following:

- 
- 

Avaya Call for Government application uses Avaya Workplace Client to initiate a call to the contact.

Making an audio or video call using the Dialpad of the Avaya Call for Government application

Before you begin

- Log in to Avaya Workplace Client and the Avaya Call for Government application.

- If you are using an Android or iOS device, ensure that Avaya Workplace Client is open and you log in.

Procedure

1. In the Avaya Call for Government application, go to the **Avaya Contacts** tab.
2. **Optional** On mobile clients, select .
3. In the **number** field of the Dialpad area, enter the number to call.
 is active only if a number you previously enter is cached and available.
4. Select one of the following:

- 
- 

Avaya Call for Government application uses Avaya Workplace Client to initiate a call to the number.

Sending an email to a contact in the Avaya Call for Government application

About this task

Tip:

To open the contact card on desktop clients, you can select the display picture, contact name, or the  icon. You can then send an email to the appropriate email address.

Before you begin

Log in to Avaya Workplace Client and the Avaya Call for Government application.

Procedure

1. In the Avaya Call for Government application, go to the **Avaya Contacts** tab.
2. **Optional** On mobile clients, select .
3. Select one of the following:
 - **Favorites**
 - **Avaya Contacts**

- **Office 365 Contacts**

Favorites and Avaya Contacts are unavailable on iOS.

4. Locate the contact to send an email.
5. **Optional** On mobile clients, open the contact card for the contact.
6. Select .
7. **Optional** Select the native application to use and proceed.
The application you select displays the email address of the contact in the To field.
8. Enter the details in the subject, email body, and send the email.

Composing a message to a contact in the Avaya Call for Government application

Before you begin

Log in to Avaya Workplace Client and the Avaya Call for Government application.

Procedure

1. In the Avaya Call for Government application, go to the **Avaya Contacts** tab.
 2. **Optional** On mobile clients, select .
 3. Select one of the following:
 - **Favorites**
 - **Avaya Contacts**
 - **Office 365 Contacts**Favorites and Avaya Contacts are unavailable on iOS.
 4. Locate the contact to compose a message.
 5. **Optional** On mobile clients, open the contact card for the contact.
 6. Select .
- Microsoft Teams opens a new chat window with your selected contact.

Adding an enterprise contact and favorite in the Avaya Call for Government application

About this task

Use this procedure to add an enterprise contact to Avaya Contacts and Favorites.

Note:

Favorites and Avaya Contacts are unavailable on iOS.

Before you begin

Log in to Avaya Workplace Client and the Avaya Call for Government application.

Procedure

1. In the Avaya Call for Government application, do one of the following:
 - On mobile clients: Go to **Avaya Contacts** >  > **Avaya Contacts**.
 - On desktop clients: Go to **Avaya Contacts** > **Avaya Contacts**.
2. In the **name or number** field, type the name or contact number to search.
Type a minimum of three characters to perform an enterprise search.
Avaya Call for Government application displays the enterprise contacts that match the search criteria in the Enterprise Directory area.
3. Locate the enterprise contact to add to Avaya Contacts.
4. Do one of the following:
 - Select .
 - To open the contact card, select the display picture, contact name, or the  icon and click **Add to Contacts**.
Avaya Call for Government application adds the contact to Avaya Contacts.
5. In the **name or number** field, type the name or contact number to search.
Type a minimum of three characters to perform an enterprise search.
Avaya Call for Government application displays the enterprise contacts that match the search criteria in the Enterprise Directory area.
6. Locate the enterprise contact to add to Favorites.
7. Do one of the following:
 - Select .
 - To open the contact card, select the display picture, contact name, or the  icon and select .

Avaya Call for Government application adds the contact to Favorites. Avaya Call for Government application also adds the contact to Avaya Contacts if you did not add it previously.

Removing an enterprise contact from the Avaya Call for Government application

About this task

Use this procedure to remove an enterprise contact from Avaya Contacts and Favorites.

 **Note:**

Favorites and Avaya Contacts are unavailable on iOS.

Before you begin

Log in to Avaya Workplace Client and the Avaya Call for Government application.

Procedure

1. In the Avaya Call for Government application, do one of the following:
 - On mobile clients: Go to **Avaya Contacts** >  > **Favorites**.
 - On mobile clients: Go to **Avaya Contacts** >  > **Avaya Contacts**.
 - On desktop clients: Go to **Avaya Contacts** > **Favorites**.
 - On desktop clients: Go to **Avaya Contacts** > **Avaya Contacts**.
2. Locate the contact to remove from Avaya Contacts and Favorites.
3. To open the contact card, select the display picture, contact name, or the  icon.
4. Select **Remove Contact**.

Avaya Call for Government application removes the contact from Avaya Contacts and Favorites.

Adding a contact to your favorites in the Avaya Call for Government application

About this task

Use this procedure only on the Android and desktop platforms.

 **Note:**

Favorites and Avaya Contacts are unavailable on iOS.

Before you begin

Log in to Avaya Workplace Client and the Avaya Call for Government application.

Procedure

1. In the Avaya Call for Government application, do one of the following:
 - On mobile clients: Go to **Avaya Contacts** >  > **Avaya Contacts**.
 - On desktop clients: Go to **Avaya Contacts** > **Avaya Contacts**.
 2. Locate the contact to add as your favorite.
 3. **Optional** On mobile clients, open the contact card for the contact.
 4. Select .
- The icon changes to  and the Avaya Call for Government application adds the contact to Favorites. Avaya Workplace Client displays the same favorites as the Avaya Call for Government application.

Removing a contact from your favorites in the Avaya Call for Government application

About this task

Use this procedure only on the Android and desktop platforms.

 **Note:**

Favorites and Avaya Contacts are unavailable on iOS.

Before you begin

Log in to Avaya Workplace Client and the Avaya Call for Government application.

Procedure

1. In the Avaya Call for Government application, do one of the following:
 - On mobile clients: Go to **Avaya Contacts** >  > **Favorites**.
 - On mobile clients: Go to **Avaya Contacts** >  > **Avaya Contacts**.
 - On desktop clients: Go to **Avaya Contacts** > **Favorites**.
 - On desktop clients: Go to **Avaya Contacts** > **Avaya Contacts**.
2. Locate the contact to remove from your favorites.
3. **Optional** On mobile clients, open the contact card for the contact.
4. Select .
The icon changes to  and the Avaya Call for Government application removes the contact from your Favorites. Avaya Workplace Client displays the same favorites as the Avaya Call for Government application.

Changing the order of your favorites in the Avaya Call for Government application

About this task

Use this procedure only on the Android and desktop platforms.

 **Note:**

Favorites and Avaya Contacts are unavailable on iOS.

Before you begin

Log in to Avaya Workplace Client and the Avaya Call for Government application.

Procedure

1. In the Avaya Call for Government application, do one of the following:
 - On mobile clients: Go to **Avaya Contacts** >  > **Favorites**.
 - On desktop clients: Go to **Avaya Contacts** > **Favorites**.

2. Drag a contact up or down.

Sending logs to support

About this task

If you face an issue with the Avaya Call for Government application, you might be required to send the logs to Avaya support for troubleshooting the issue.

Before you begin

Get the support email address from your administrator.

Procedure

1. In the Avaya Call for Government application, select .
2. Select **Report a Problem**.
3. Select **Copy logs to clipboard**.
Avaya Call for Government application displays a message after the logs are successfully copied to the clipboard.
4. Select **Send e-mail**.
Your native email client opens and displays a new email window.
5. In the body of the email, right-click and select paste so that the logs you copied in step 3 are pasted as email content.
6. Enter the details in the To and Subjects fields.
7. Select **Send**.

Checking the version number of Avaya Call for Government

Procedure

1. In the Avaya Call for Government application, select .
2. Select **Report a Problem**.
3. In the text that Avaya Call for Government displays, check `currentVersion`.

You can view the version number of Avaya Call for Government that you are using.

Signing out of the Avaya Call for Government application

Procedure

1. In the Avaya Call for Government application, select .
2. Select **Sign Out**.

You are signed out of the Avaya Call for Government application.

Uninstalling the Avaya Call for Government application

About this task

Use this procedure to uninstall the Avaya Call for Government application from desktop platforms.

On mobile platforms, the Avaya Call for Government application is automatically uninstalled after you uninstall from desktop platforms.

Procedure

1. In the left pane of Microsoft Teams, right-click the Avaya Call for Government application icon and click **Uninstall**.

-
2. In the confirmation dialog, click **Uninstall**.
3. Log out of Microsoft Teams to complete the cleanup process.

Configuring Avaya Workplace Client Add-in for Microsoft Outlook

Avaya Workplace Client add-in for Microsoft Outlook

Avaya 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 Workplace Client for Windows.

Additionally:

- You can add meeting invites on behalf of someone who has given you delegate access to their Exchange Calendar.
- You can automatically configure the meeting information for Avaya Workplace Client.
- 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 Workplace Client contacts.

 **Note:**

Microsoft Outlook add-in for web mail does not support calendar delegation and IM provider.

The Outlook add-in includes support for Avaya Spaces. Besides the existing capabilities, the Outlook add-in integrates the workflow from the existing Avaya Spaces Outlook add-in. You need to sign in to Avaya Spaces on Avaya Workplace Client to enable Avaya Spaces in the Outlook add-in.

By integrating with Avaya 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.

- Internet access must be available because portions of the add-in are hosted on the Internet as a part of the new Avaya Workplace Client add-in for Microsoft Outlook architecture.
- To use the Delegate feature, you must be provided with delegate access to the calendars that you wish to access. Contact your IT department for assistance.

Avaya Workplace Client for Windows add-in for Microsoft Outlook installation

The Outlook add-in is installed by default during the Avaya Workplace Client installation.

To prevent the default installation on Avaya 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.

Avaya Workplace Client for Mac add-in for Microsoft Outlook installation

The Outlook add-in is not installed by default during the Avaya Workplace Client for Mac installation.

To add the Outlook add-in to Microsoft Outlook, you must authenticate Exchange Web Services and the Unified Portal in Avaya Workplace Client for Mac. You must restart Microsoft Outlook to view the Outlook add-in in your Microsoft Outlook.

 **Note:**

Your administrator must enable the Outlook add-in for your account.

Functionality differences between the Outlook native and web-based add-in

Microsoft Outlook add-in for Avaya 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 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 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.
- Delegate support to create meeting invites on behalf of another user
This native functionality is unavailable in the web-based add-in.
- Options to reserve the meeting and synchronize shared calendars
This functionality is unavailable in the web-based add-in.

Scheduling a meeting

Scheduling a meeting using the Avaya Workplace Client Add-in for Microsoft Outlook

About this task

Use this procedure to schedule an Avaya Workplace Client or Spaces meeting.

Before you begin

- Ensure that the Avaya Workplace Client Add-in for Microsoft Outlook is enabled by default.
- Log in to Spaces on Avaya Workplace Client and Microsoft Outlook.

Procedure

1. In Microsoft Outlook, select **New Items > Meeting**.
 2. **Optional** To create a meeting on behalf of another user, select the calendar of the other user before creating a new item.
 3. In the **Title** field, type a meeting name.
 4. In the **Required** and **Optional** fields, specify the participant names.
 5. 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.
 6. **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 Workplace Client meetings, if any, first followed by the Spaces meetings.
 7. **Optional** If multiple bridges are configured, do the following:
 - a. In the side panel, select the bridge whose details you want to add to the message body.
 - b. Click **Add Details**.

The system populates the message body with the meeting details.
 - c. **Optional** To reserve the meeting, select the **Reserve the meeting** check box.
 - d. **Optional** To enable shared calendar synchronization for reserved meetings, select the **Sync shared calendars** check box.

Shared calendars for reserved meetings are synchronized the next time you start Microsoft Outlook.

The **Sync shared calendars** option is useful for users such as executive assistants, secretaries. For example, executive assistants need to schedule meetings for executives and also synchronize the shared executive calendar into Avaya Equinox® Conferencing.
 8. **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 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
 - Avaya Spaces Conferencing
-  **Note:**
- You cannot reserve resources while scheduling a conference.
9. Edit the scheduled time with the frequency at which the meeting is repeated.
 10. Click **Send**.

 **Note:**

If you create a meeting invite in Outlook without including details other than your meeting telephone number in the Signature, ensure that the telephone number has at least ten digits. Avaya Workplace Client ignores the telephone number when calling if it is in the Signature and is less than ten digits.

Scheduling a meeting using Microsoft Outlook Web Access

About this task

Use this procedure to schedule an Avaya Workplace Client or Spaces meeting.

Before you begin

- Ensure that the Avaya Workplace Client Add-in for Microsoft Outlook is enabled by default.
- Log in to Spaces on Avaya Workplace Client and Microsoft Outlook Web Access (OWA).

Procedure

1. In Microsoft OWA, select **Calendar > New event**.
2. In the **Add a title** field, type a meeting name.
3. In the **Invite attendees** field, specify the participant names.
4. Click **More options > Avaya Meeting Scheduler > 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 Workplace Client meetings, if any, first followed by the Spaces meetings.
6. **Optional** If multiple bridges are configured, do the following:
 - a. In the side panel, select the bridge whose details you want to add to the message body.
 - b. 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 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
- Avaya Spaces Conferencing

 **Note:**

You cannot reserve resources while scheduling a conference.

8. Edit the scheduled time with the frequency at which the meeting is repeated.
9. Click **Send**.

Joining or hosting a meeting

Joining or hosting a meeting using the Avaya Workplace Client Add-in for Microsoft Outlook

About this task

Use this procedure to join or host an Avaya 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 conference
 - **Join:** To join the conference.

Hosting a meeting using Microsoft OWA

About this task

Use this procedure to host an Avaya 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 **Avaya 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 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 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.

Making an Avaya Workplace Client call from a browser

About this task

Use this procedure to make calls from the highlighted numbers on Google Chrome and Microsoft Edge Chromium browsers.

Procedure

1. Hover the cursor over the highlighted number that you want to call.
2. Click the number.

Manual configuration of Avaya Workplace Client settings

You must configure the Avaya Workplace Client settings on the Services screen manually if you are not using automatic configuration. For more information, see [Services settings](#).

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

Configuring the display preferences on desktop clients

About this task

Use this procedure to configure the functionality of the Avaya Workplace Client main window when you click X on the main window. You can choose to minimize the application or exit and shut down the application.

You can configure Avaya Workplace Client for Windows to always display on top of other applications. This functionality is useful if you use Avaya Workplace Client as your primary application.

Procedure

1. In the Avaya Workplace Client settings, click **User Preferences**.
2. Click **Display**.
3. **Optional** On Avaya Workplace Client for Windows, click **Always Display the Main Window on Top**.
4. In **Main Window X Preferences**, click one of the following:
 - **Minimize to the taskbar**
 - **Exit application**
 - **Minimize to the notification area**: Only on Avaya Workplace Client for Windows
5. Save the changes.

Configuring the language preference on Windows clients

About this task

You can set a language of your preference for Avaya Workplace Client.

Procedure

1. In the Avaya 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.

Configuring contact color scheme

About this task

You can choose a color scheme for the initials of the contact on Avaya Workplace Client.

Note:

The generated avatar uses the contact's initials and an algorithm for selecting avatar background and foreground colors based on the contact's full name. The full name must include characters from the Latin character set.

Before you begin

Your administrator must enable the contact color scheme option on Avaya Workplace Client.

Procedure

1. In the Avaya Workplace Client settings, select **User Preferences**.
2. Do one of the following:
 - On mobile clients: Select **Contacts**.
 - On desktop clients: Select **Display**.
3. In **Contact Color Scheme**, select one of the following:
 - **None**
 - **Muted**
 - **Vibrant**

- **Monochrome**
4. Save the changes.
 5. Do one of the following:
 - On Android: Select **Sign Out**.
 - On Windows: Select **Relogin**.

Configuring the application color scheme on Windows clients

About this task

You can choose a color scheme on Avaya Workplace Client for Windows. The dark color scheme improves visibility at night or in a low-light environment. Use light mode during the day.

Procedure

1. In the Avaya Workplace Client settings, click **User Preferences**.
2. Click **Display**.
3. In the **Application Color Scheme** drop-down, click one of the following:
 - **Light**: Avaya Workplace Client ignores the default color settings on Windows and changes the color to light.
 - **Dark**: Avaya Workplace Client ignores the default color settings on Windows and changes the color to dark.
 - **Use system setting**: Avaya Workplace Client uses the default color settings on Windows.
4. Save the changes.

Hidden mode

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

In the hidden mode:

- Avaya Workplace Client is minimized to the notification area.

- Notifications, dialogs, and pop-ups are not shown on the screen.
- All Avaya 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 Workplace Client icon in the Notification area.
 - Login.
- You receive audio notifications for incoming calls.

Configuring the hidden mode on Avaya 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 Workplace Client for Windows supports the hidden mode. While using your deskphone for calls, Avaya Workplace Client for Windows is not visible on your computer. This prevents unwanted interaction with screen readers.

 **Tip:**

You can also enable the hidden mode by right-clicking the Avaya Workplace Client icon in the Notification area 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.

Procedure

1. In the Avaya 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.

Narrator

If you enable the narrator in Avaya Workplace Client for Windows, you can hear audio narrations through the configured playback device on your Windows system. If you want to hear audio narrations through another device, you must configure the playback device manually from the Windows system settings.

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.

Configuring the narrator on Avaya Workplace Client for Windows

Procedure

1. In the Avaya Workplace Client settings, click **User Preferences > Audio / Video**.
Avaya Workplace Client displays the audio and video settings.
2. Click **Narrator**.
Avaya 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.

Configuring keyboard shortcuts on Avaya Workplace Client for Windows

About this task

Use this procedure to configure keyboard shortcuts on Avaya 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 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.

Configuring the contact search settings on Avaya Workplace Client for Android

About this task

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

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

Procedure

1. In the Avaya 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 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 Workplace Client arranges and displays the list of names by first name or last name. You can also configure Avaya Workplace Client for Windows to display the middle name of a local contact.

 **Note:**

Avaya Workplace Client does not sort contacts on the Favorites screen according to your configuration in the Name Sort Preferences area. However, you can arrange your favorite contacts by dragging and dropping the contacts according to your preference.

Procedure

1. In the Avaya 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. On Avaya Workplace Client for Windows, to view the middle name of a local contact, click **Local Contacts Middle Name**.
7. Save the changes.

Avaya 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 Workplace Client to access your Contacts list.

For example, before you send an instant message, Avaya 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 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 Workplace Client settings, select **User Preferences**.
2. **Optional** If available on the Avaya 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 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 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

1. In the Avaya Workplace Client settings, tap **User Preferences > Audio / Video**.
Avaya Workplace Client displays the audio and video settings.

On Avaya Workplace Client for Android, do the following:

2. Tap **Ringtone**.
3. Tap the new ringtone, and save the changes.

On all mobile clients, do the following:

4. Tap **Use VoIP for calls** and then tap one of the following:
 - **Never**: Avaya 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 Workplace Client displays the VoIP option on the Outgoing Calls screen. If not, Avaya 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, tap **Video Calling**.
6. **Optional** To have video on a call only over the cellular data network, tap **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, tap **Mute my Microphone when Joining Meeting**.
- To block your camera, tap **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.

VoIP calls

Avaya 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
VOIPCALLINGENABLED = 0	Avaya 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.
VOIPCALLINGENABLED = 1	The user can select this option.	Avaya Workplace Client displays this option as selected by the administrator. The user can select this option.	The user can select this option.	The user cannot select this option.
VOIPCALLINGENABLED = 2	The user can select this option.	The user cannot select this option.	Avaya Workplace Client displays this option as selected by the administrator. The user can select this option.	The user cannot select this option.

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
VOIPCALLINGENABLED = 3	The user can select this option.	The user cannot select this option.	The user cannot select this option.	Avaya 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 Workplace Client settings, click **User Preferences > Audio / Video**.
Avaya Workplace Client displays the audio and video settings.
2. Do the following:
 - Click the microphone, speaker, and camera that you want to use.
 - Enable the **Automatic Microphone Sensitivity** switch to automatically set the microphone volume during an active call.
 - To decrease or increase the volume of the speakers, move the sliders to the left or right.
You can view the energy level meter for microphone volume, which dynamically displays your microphone input. Avaya Workplace Client for Mac ensures that your speaker, microphone, and ringer volumes are synchronized with your Mac OS.

 **Note:**

In Release 3.26, Avaya Workplace Client for Windows added the feature that synchronizes your speaker, microphone, and ringer volumes with your Windows OS. In Release 3.28, Avaya Workplace Client for Windows has removed this feature.

- To have a video on a call, click **Video Calling**.
- To mute your microphone when you join an Avaya Equinox® Conferencing conference, click **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, click **Block my Camera when Joining Meeting**.

If your administrator hides or locks this setting, you cannot change the camera setting.

3. On Windows clients, you can change the virtual background during video calls. In the **Virtual Background** field, click one of the following:

- **Off**: Avaya Workplace Client displays the actual background during video calls.
- **Blur**: Avaya Workplace Client displays a blurred background during video calls.
- **Image**: Avaya Workplace Client displays a virtual background during video calls if your administrator configures a virtual background image. Avaya Workplace Client blurs the background during video calls if you click this option and the virtual background image is unavailable.



Tip:

If you are on a video call, you can also change your virtual background from the **Virtual Background** field by clicking

If your administrator hides or locks this setting, you cannot change the virtual background setting.

4. Save the changes.

Assigning a ringtone on Avaya Workplace Client

About this task

Use this procedure to assign a ringtone to different event types on Avaya Workplace Client.

If you are already on a call and receive another call, Avaya Workplace Client plays the selected ringtone to alert you.

Avaya Workplace Client cannot identify between internal or external calls when connected to IP Office, as call identification is not supported by IP Office. Therefore, when Avaya Workplace Client is connected to IP Office, it plays the default ringtones (on desktops) or primary ringtones (on mobile devices) for internal and external calls. Hence, **User preferences > Sounds** is hidden when connected to IP Office.

Procedure

1. In the Avaya Workplace Client settings, select **User Preferences**.
2. Select **Sounds**.

Do one of the following:

3. On Avaya Workplace Client for Windows, do the following:
 - a. In the Sound dialog box, go to the **Sounds** tab.
 - b. In the Program Events area, go to Avaya Workplace and select an event type.
For example, **Group Pickup Call**.
 - c. In the **Sounds** field, select a ringtone.
 - d. To hear the selected ringtone, select **Test**.
 - e. To apply the changes and close the Sound dialog box, select **OK**.
4. On Avaya Workplace Client for Mac, do the following:
 - a. On the Sounds screen, select an event type.
For example, **Group Pickup Call**.
 - b. In the **Ringtone** field, select a ringtone.
Avaya Workplace Client plays the ringtone.
 - c. To apply the changes, select **Done**.
 - d. **Optional** To reset all ringtones to their default values, select **Reset all ringtones to default** and then select **Reset**.
5. On Avaya Workplace Client for Android and iOS, do the following:
 - a. On the Sounds screen, select an event type.
For example, **Group Pickup Call**.
 - b. Select a ringtone.
Avaya Workplace Client plays the ringtone.
 - c. To apply the changes, select **OK**.
 - d. **Optional** To reset all ringtones to their default values, select **Reset all sounds to default** and then select **OK**.
 - e. Select **Done**.

Configuring the video resolution

About this task

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

Procedure

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

Modifying the voice quality setting

About this task

Use this procedure only on Avaya 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 tap Acoustic Echo Cancellation (AEC).

Procedure

1. In the Avaya Workplace Client settings, tap **Advanced**.
2. Tap **Echo Cancellation**.
3. In the Echo Cancellation dialog box, tap one of the following:
 - **AECM**
 - **AEC**
 - **Off**

For Bluetooth audio outputs, Avaya 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 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 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 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 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*.

Importing a client identity certificate in the Current User store or Local Machine store

About this task

Use this procedure only on Avaya Workplace Client on desktop platforms.

Avaya Workplace Client displays the imported certificate in the **Select from the system certificate store** or **Select from the keychain** field on the **Identity Certificate** screen.

Before you begin

Ensure that the client identity certificate is available on your local machine.

Procedure

1. Double-click the certificate.
2. On the Certificate Import Wizard screen, in the Store Location area, click one of the following:
 - **Current User**
 - **Local Machine**
3. Click **Next**.
The certificate path is automatically populated in the **File name** field.
4. Click **Next**.
5. In **Password**, type your private key password.
6. Click **Next**.
7. Click **Automatically select the certificate store based on the type of certificate**.
8. Click **Next**.
9. On the Completing the Certificate Import Wizard page, click **Finish**.
 - For the Current User store, you can find the imported certificate at: Current User\Personal\Certificates
 - For the Local Machine store, you can find the imported certificate at: Local Computer\Personal\Certificates

Installing a client identity certificate from the system certificate store

About this task

Use this procedure only on Avaya Workplace Client on desktop platforms.

Before you begin

Import the client identity certificate in the Current User store or Local Machine store.

Procedure

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

Installing a client identity certificate from a file

About this task

Use this procedure only on Avaya Workplace Client for Android and desktop platforms.

 **Note:**

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

Before you begin

Ensure that the client identity certificate is available on your device.

Procedure

1. In the Avaya Workplace Client settings, select **Advanced**.
2. Do one of the following:
 - On Avaya Workplace Client for Android: Select **Client Certificate > Other options**.
 - On desktop clients: Select **Identity Certificate**.
3. Select **select from a file**.
4. Select the certificate file that you want to install.
5. In the confirmation dialog box, confirm the action.

6. In the password prompt dialog box, type the password for the certificate and then select **Next**.
In the Installed certificate area, Avaya Workplace Client displays the client identity certificate that you installed.
7. Save the changes.

On desktop clients, do the following:

8. Restart Avaya Workplace Client.

Removing a client identity certificate

Procedure

1. In the Avaya Workplace Client settings, select **Advanced**.

On Avaya Workplace Client for Android and desktop platforms:

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

On all clients:

3. Do one of the following:
 - On Avaya Workplace Client for Android: In the Installed certificate area, select the X icon next to a certificate.
 - On Avaya 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 Workplace Client removes the selected client identity certificate.
5. Save the changes.

On desktop clients, do the following:

6. Restart Avaya Workplace Client.

Services settings

If you do not use automatic configuration, you can manually configure the settings for the following services in Avaya Workplace Client:

- 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
- Callback Service: Only on mobile clients
- Voicemail
- Exchange Calendar or Calendar Service
- 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 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 Workplace Client does not display the Sign In Service option if all services are disabled.
- Avaya Workplace Client displays the Avaya Authorization option only if you perform automatic configuration using Avaya Aura® Device Services.

Procedure

1. In the Avaya 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 Workplace Client.

Procedure

1. In the Avaya 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 Workplace Client must register.
8. To use a secure connection to the VoIP server, select **Use TLS**.
By default, Avaya 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. **Optional** On Avaya Workplace Client for Android, to automatically answer a call, select **Auto Answer**.
Your administrator must also enable you to auto-answer calls when setting up automatic configuration.
11. Save the changes.

Modifying messaging settings

About this task

Use this procedure to enable Avaya Multimedia Messaging interoperability with Avaya Workplace Client.

 **Note:**

If your administrator enables the messaging service and then disables the service, you must reset and reconfigure Avaya Workplace Client for the changes to take effect.

Procedure

1. In the Avaya 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 Workplace Client and the Avaya Multimedia Messaging server.
The default value is Continuous. Information between Avaya 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 Workplace Client. If you enable Avaya Cloud Services, Avaya Spaces integrates with Avaya Workplace Client.

Procedure

1. In the Avaya 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 Workplace Client.

Procedure

1. In the Avaya 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 Workplace Client.

Procedure

1. In the Avaya Workplace Client settings, tap **Services**.
2. **Optional** Tap **Service Details**.
3. Tap **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 Avaya Workplace Client for Android: Tap **CES**.
 - On Avaya Workplace Client for iOS: Tap **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. Tap **Calls to My Phones**, and tap 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 Callback Service settings

About this task

Use this procedure on mobile clients to enable Callback Service interoperability using Communication Manager with Avaya Workplace Client.

Procedure

1. In the Avaya Workplace Client settings, tap **Services**.
2. **Optional** Tap **Service Details**.
3. Tap **Callback Service**.
4. **Optional** If the Callback Service switch is in the disabled state, tap **Callback Service**.
5. Save the changes.

Modifying Exchange Calendar or Calendar Service settings

About this task

Use this procedure to enable Microsoft Exchange Calendar interoperability with Avaya 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 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.

On Windows, you can also enable Google calendar. However, you can enable the Google or Microsoft Exchange Calendar, but not both simultaneously.

Procedure

1. In the Avaya 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. **Optional** Do one of the following:
 - On mobile clients and Mac: Select **Exchange Calendar**.
 - On Windows: Select **Calendar Service**.

4. 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 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. To access Google calendar on Windows, select **Google Calendar**.
8. Save the changes.

Modifying conference settings

About this task

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

Procedure

1. In the Avaya 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 Workplace Client support
My Meeting Room	To enable or disable your meeting room. This is applicable only to Avaya Equinox® Conferencing.	Available on all platforms

Name	Description	Avaya Workplace Client support
Meeting Address	<p>The conference portal address. This parameter is used to:</p> <ul style="list-style-type: none"> • Populate the meeting invitation location field with the URL for participants to join the meeting. • Connect to portal to retrieve meeting invitation template. 	Available on all platforms
Conference Access Number	<p>The primary conference access number.</p> <p>This parameter is only used by the Avaya 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.</p>	Available on desktop clients
Moderator Code	<p>The code needed to host a conference.</p> <p>This is applicable only to Avaya Aura® Conferencing.</p>	Available on all platforms
Participant Code	<p>The code needed to participate in a conference.</p> <p>This is applicable only to Avaya Aura® Conferencing.</p>	Available on all platforms
Participant URL	<p>This parameter is used to populate the meeting template and the location field with the URL to join the meeting.</p> <p>This is applicable only to Avaya Aura® Conferencing and is</p>	Available on all platforms

Name	Description	Avaya Workplace Client support
	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 Workplace Client.

Procedure

1. In the Avaya 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 Workplace Client on mobile platforms.

You can configure the following EC500 settings using Avaya 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 Workplace Client.

Configuring the EC500 settings manually

About this task

Use this procedure only on mobile clients.

Procedure

1. In the Avaya Workplace Client settings, tap **Services**.
2. **Optional** Tap **Service Details**.
3. Tap **EC500 Calling**.
4. **Optional** If the EC500 calling switch is in the disabled state, tap **EC500 Calling**. Otherwise, go to the next step.
5. To configure or update the required EC500 setting, tap 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 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 Workplace Client.

Before you begin

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

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

Procedure

1. In the Avaya 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 **Voicemail**.
4. **Optional** If available on the Avaya Workplace Client platform, select **System Number**. Otherwise, go to the next step.
 - a. Change the voice mail number.
 - b. If available on the Avaya Workplace Client platform, select **Save**. Otherwise, go to the next step. Avaya Workplace Client verifies and saves the setting.

5. Select **PIN**.
6. Change the voice mail PIN.
7. **Optional** If available on the Avaya Workplace Client platform, select **Save**. Otherwise, go to the next step. Avaya Workplace Client verifies and saves the setting.
8. Select **Voicemail SMS Notification**.

On Avaya 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 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 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.

Procedure

1. In the Avaya Workplace Client settings, tap **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 Workplace Client menu, tap **Features > EC500 Features**.
2. To enable or disable a specific EC500 feature, tap that feature.
Avaya Workplace Client makes a cellular call. You can then hear the confirmation tone.

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.

Procedure

1. In the Avaya Workplace Client settings, tap **Advanced**.
2. Tap **FNE Setup Delay**.
3. In the FNE Setup Delay dialog box, tap one of the following:
 - **3 Seconds**
 - **6 Seconds**
 - **9 Seconds**
 - **12 Seconds**
 - **15 Seconds**

Avaya Workplace Client displays the new value.

4. Save the changes.

Configuring the Avaya Workplace Client add-in for Microsoft Outlook setting

About this task

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

Before you begin

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

Procedure

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

Pausing iTunes during calls

About this task

Use this procedure only on Avaya Workplace Client for Mac.

Procedure

1. In the Avaya 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

1. On the Avaya Workplace Client menu, tap **Features**.
Avaya 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, tap 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 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. 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 Workplace Client settings, select **Support > About**.

Viewing the certificates that Avaya Workplace Client uses

About this task

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

Procedure

1. In the Avaya Workplace Client settings, tap **Advanced**.
2. **Optional** On Avaya 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 Workplace Client for Windows: Select **Certificates**.
 - On Avaya 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 data privacy information, End User License Agreement (EULA), and third-party licensing for Avaya Workplace Client.

Procedure

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

Rating the application

About this task

Use this procedure only on mobile platforms to rate and review Avaya 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 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 Workplace Client services

About this task

Use this procedure to view all your Avaya Workplace Client services and the accounts that you use to authenticate each service. If you enable the following:

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

Note:

- If you do not know or have forgotten your credentials, contact your local administrator or IT department for assistance.
- If your administrator has set a password for mobile clients, you cannot sign out of Avaya Workplace Client without entering the password.
- The maximum character limit for the SIP extension and password for Avaya Workplace Client is 20 and 31, respectively. If you exceed this limit when adding these parameters to the configuration file, their values are reset automatically. If you type these values, Avaya Workplace Client restricts you from exceeding this limit. For more information, you can hover over the  icon.
- When you type the username for the Avaya Workplace Client account for Windows, iOS, and Android the entered text is masked by default. Use the eye icon to see the entered username.

Procedure

1. In the Avaya Workplace Client settings, select **Accounts**.
Avaya Workplace Client displays the Accounts screen.
2. Log in to the services that you need with the appropriate credentials.
3. Do one of the following:
 - On mobile clients: Select **Connect**.
 - On desktop clients: Select **Done**.
4. To log out of Avaya Workplace Client, select **Sign Out**.
You can also log out from Avaya Workplace Client by selecting the presence status indicator and then selecting **Sign Out**.

5. **Optional** If you receive a prompt to enter the password on mobile clients, enter the administrator password.

Maximizing the battery life of the device

About this task

Use this procedure only on Avaya 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 Workplace Client outside business hours, you can exit Avaya Workplace Client to maximize the battery life.

Procedure

Go to the Avaya Workplace Client menu and then tap **Exit**.

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

Configuring the setting to automatically start and log in to Avaya Workplace Client

About this task

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

 **Note:**

- You cannot use this procedure on Avaya 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 Workplace Client settings, select **User Preferences**.
2. Select **General > Auto Start/Login**.
3. Save the changes.

Refreshing the configuration

Procedure

1. In the Avaya Workplace Client settings, select **Services > Auto Configure**.
2. Select **Refresh Auto Configuration**.
Avaya Workplace Client checks for configuration updates.
3. In the confirmation dialog box, select **OK**.

Uninstalling and upgrading Avaya Workplace Client

Mobile clients

Upgrading Avaya Workplace Client on mobile devices

About this task

If a new version of Avaya 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. Tap the upgrade notification for Avaya Workplace Client.
3. Accept the default values to complete the upgrade process.
4. **Optional** Configure the latest settings for Avaya Workplace Client using the automatic configuration process.

Removing data from mobile clients

About this task

Use this procedure on mobile clients to permanently remove information from Avaya Workplace Client, such as account information, settings, and application data.

If your administrator has set a password, you cannot reset Avaya Workplace Client without entering the password.

Procedure

1. In the Avaya Workplace Client settings, tap **Support**.
2. Tap **Reset Application**.
3. **Optional** If you receive a prompt to enter the password, enter the administrator password.
4. In the confirmation dialog box, confirm the change.

Uninstalling Avaya Workplace Client from mobile devices

Before you begin

Ensure that Avaya 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 Workplace Client.
- On iOS devices: Press and hold the Avaya Workplace Client icon, tap the X icon in the upper-left corner of the Avaya Workplace Client icon, and tap **Delete**.

Desktop clients

Upgrading Avaya Workplace Client on desktops

About this task

 **Note:**

Web deployments of Avaya Workplace Client require administrative privileges. Hence, to upgrade Avaya Workplace Client, you need the same privileges.

Procedure

To upgrade to the latest build on:

- Avaya Workplace Client for Mac: On the Mac menu bar, click **Avaya Workplace > Check for Updates**.
- Avaya Workplace Client for Windows: In the Avaya Workplace Client settings, click **Support > Check for Updates**.

Removing data from desktop clients

About this task

Use this procedure on desktops to permanently remove information from Avaya Workplace Client, such as account information, settings, and application data.

Procedure

1. In the Avaya Workplace Client settings, click **Support**.
2. Click **Reset Application**.
3. In the confirmation dialog box, confirm the change.

Uninstalling Avaya Workplace Client on desktops

Before you begin

Ensure that Avaya Workplace Client is not running.

Procedure

- On Windows desktops, open Control Panel and do the following:
 1. Click **Uninstall a program**.

Uninstalling and upgrading Avaya Workplace Client

2. In the Uninstall or change a program window, select Avaya 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 Workplace Client no longer shows in the Uninstall or change a program window.
- On Mac desktops, do the following:
 1. Double-click the Avaya Workplace–XX.dmg file.
 2. Double-click **Uninstall**.
 3. In the confirmation dialog box, click **Yes**.
After Avaya Workplace Client is uninstalled, the system displays a message.

Troubleshooting

Support, alerts, and log files

Capturing detailed log information

About this task

Use this procedure so that Avaya Workplace Client can capture detailed logs for use by support personnel.

Procedure

1. In the Avaya 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 Workplace Client settings, select **Support**.
2. Select **Quality Improvement**.
Avaya 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 Workplace Client for Android to configure the support email address. Avaya Workplace Client sends log files to this email address.

Before you begin

Get the email address from your administrator.

Procedure

1. In the Avaya 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 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.

 **Note:**

On Avaya Workplace Client for Android, when you send logs using an email address, Avaya Workplace Client passes the email address string, unaltered, to your chosen email application. Avaya Workplace Client does not format or validate email addresses. The email application formats and validates email addresses.

Before you begin

- On Avaya Workplace Client for Android, configure the support email address.
- On Google Chromebook, install the Gmail application from Play Store.
The default Gmail application on Chromebook is only a browser extension.

Procedure

1. Do one of the following:
 - On Avaya Workplace Client for Android: Tap **Support > Report a Problem > Send Logs**.
 - On desktop clients and Avaya 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 Workplace Client displays an Alert icon if the configuration is incorrect or Avaya Workplace Client cannot connect to a server.

 **Note:**

Avaya Workplace Client displays an Information icon if the issue is not service impacting, not urgent, or only informative.

Procedure

1. On the Top of Mind screen, select .
Avaya 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.

Procedure

- 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

Enhanced conference control functionality is unavailable

Condition

After switching an Avaya 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

Procedure

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 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

Procedure

Join the meeting using the correct meeting URL and ID.

Contact issues

Cannot access local contacts on Avaya Workplace Client

Cause

When you initially logged in to Avaya Workplace Client, you did not configure access to local contacts.

Solution

Procedure

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 Workplace Client.
- On iOS devices: In the settings of the device operating system, set **Privacy > Contacts** to **On** for Avaya Workplace Client.

- On desktop clients: In the Avaya Workplace Client settings, select **User Preferences > Contacts** and enable **Show Local Contacts**.

Telephony issues

Receive two calls for an incoming call

Condition

Avaya Workplace Client for mobile platforms displays two calls for an incoming call. One call is through Avaya Workplace Client, and the other call is over your cellular network.

Solution

Procedure

On Communication Manager, your administrator must:

- Configure the **Extend Call** button to enable the delaying of the cellular call. You then receive only a single incoming call on your mobile device.
- Enable the EC500 status for the station.

Avaya 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 Workplace Client simultaneously. B logs in only in Avaya Workplace Client for Windows.

1. B calls A.

A answers the incoming call on Avaya Workplace Client for Mac.

2. A bridges in the call on Avaya Workplace Client for iOS and hangs up the call on Avaya Workplace Client for Mac.

3. B ends the outgoing call.
4. A checks the call log on Avaya 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

Procedure

Avaya confirms that this functionality is as intended.

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

Procedure

Avaya confirms that this functionality is as intended.

Avaya Workplace Client for Android does not display the incoming VoIP call

Condition

If you are on an active cellular call and receive a VoIP call, Avaya Workplace Client for Android does not display the incoming VoIP call.

Cause

If you are on an active cellular call, Avaya Workplace Client for Android ignores incoming VoIP calls. The call flow is similar to you manually tapping the Red button. Avaya Workplace Client suppresses the ringing. However, you can answer suppressed calls.

Solution

Procedure

Avaya confirms that this functionality is as intended.

Cannot answer Hunt group call on Avaya Workplace Client for iOS

Condition

When you receive a Hunt group call on your iOS device, the **slide to answer** option cannot be used to answer the call through the push notification for the first time on your device.

Cause

This is a limitation of iOS CallKit and Apple Push Notification service (APNs).

Solution

Wait until the second ring, then answer the phone. If you answer the call on the first ring, drag the **slide to answer** option again to answer the call.

Cannot answer a call to team or group call pickup button on Avaya Workplace Client for iOS when device is locked

Condition

When iOS suspends Avaya Workplace Client or your device is locked, and you receive a **Team** button call or **Group pickup** call, you can see a lock screen notification. To answer the call, you must unlock your device and open Avaya Workplace Client.

Cause

This is a limitation of iOS CallKit and Apple Push Notification service (APNs).

Solution

Unlock your device and open Avaya Workplace Client to answer the call.

Disconnect tone plays on the connected Bluetooth device when switching between speaker or handset mode on Avaya Workplace Client for iOS

Condition

When you are on a call on Avaya Workplace Client for iOS and your device is connected to a Bluetooth device, if you switch between speaker or handset mode during a call and the call ends, you can hear the call disconnect tone on your Bluetooth device instead of the speaker or handset.

Cause

This is an iOS behavior.

Solution

A workaround is unavailable.

Microphone mute notifications on Avaya Workplace Client for iOS display on the bottom bar after the mute button on the side bar disappears

Condition

On Avaya Workplace Client for iOS, when you are on a call and mute your microphone, the mute notifications button on the sidebar flashes and disappears. For subsequent notifications, the mute notification button on the bottom bar flashes.

Cause

This is an iOS behavior.

Solution

A workaround is unavailable.

Cannot hear microphone mute notifications on Avaya Workplace Client for iOS when device is on speaker mode

Condition

When you mute your microphone on Avaya Workplace Client for iOS and your device is in speaker mode during a call, you can hear the announcement of microphone mute notifications at a modest volume.

Cause

This is an iOS code limitation.

Solution

A workaround is unavailable.

Video issues

The microphone stops working during a video call

Condition

During a video call, the microphone stops working and Avaya 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

Procedure

Connect the video camera and microphone to the USB ports on the back of your computer.

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 Workplace Client does not close the video window.

For a simple point-to-point video call between Avaya Workplace Client and Avaya one-X® Communicator, Avaya Workplace Client functions differently.

- If Avaya one-X® Communicator SIP drops the video, the Avaya Workplace Client video window closes.
- If Avaya one-X® Communicator H.323 drops the video, the Avaya Workplace Client video window remains open with a black screen.

Solution

Procedure

Close the video window manually.

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 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 Workplace Client.

Solution

Procedure

Drop from the conference and dial in again from Avaya Workplace Client.

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

Procedure

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 Workplace Client for Mac is registered using Session Border Controller.
- BFCP transport is configured as TCP.

Solution

Procedure

Configure BFCP transport as UDP.

Unable to share an application during a conference

Condition

While using Avaya Workplace Client for Mac, you are unable to share an application during a conference.

Cause

Application sharing is possible only when Avaya Workplace Client for Mac has access to the accessibility feature.

Solution

Procedure

1. 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 Workplace Client.

Avaya Calling for Microsoft Teams issues

Cannot view the Avaya Call icon while using Avaya Calling for Microsoft Teams

Cause

This issue occurs when you use Avaya Calling for Microsoft Teams in a web browser.

Solution

Procedure

This is a known issue from Microsoft for any custom application such as Avaya Calling for Microsoft Teams.

Other issues

Poor audio or video quality and slow response time

Condition

The performance of Avaya 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 Workplace Client.

Solution

Procedure

Use a properly engineered private network to achieve best results. Avaya Workplace Client actively monitors audio and video quality and provides feedback if audio and video quality are impaired.

Error while installing Avaya Workplace Client for Windows

Condition

You might receive the following error while installing Avaya 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

Procedure

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 msixexec.exe entries that you see.
5. Attempt the installation once again.

Getting security warnings while using Avaya Workplace Client

Condition

When a program attempts to gain access to your contact information in Outlook, Avaya 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 Workplace Client displays a security warning because of the potential risk that the nontrusted program might use Outlook to spread viruses.

Solution

Procedure

Inform your email administrator to add Avaya Workplace Client to the Trusted add-ins list.

Microsoft Outlook displays a security notification message

Condition

Upon starting Avaya 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

Procedure

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 Workplace Client cannot access email address information. However, Avaya 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 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

Procedure

- 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 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 Workplace Client using the same extension.
- Configures the **Max. Simultaneous Devices** field on System Manager, you cannot exceed the usage limit.

Solution

Procedure

If Avaya Workplace Client displays one of the above error messages, inform your administrator.

Space key on the soft keypad works incorrectly in Avaya Workplace Client for iOS

Condition

If you insert a space in the right aligned text field in Avaya 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

Procedure

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 1.3.

Cause

The Android device is not automatically configured to accept the ActiveSync accounts.

Solution

Procedure

In the Exchange ActiveSync account settings, select the **Accept all SSL certificates** check box.

Certificate issue on Avaya Workplace Client for iOS

Condition

When you manually install a certificate on Avaya Workplace Client for iOS, Avaya 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

Procedure

1. 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 Workplace Client for Windows, touch functionality such as drag and drop, and scroll might not function properly.

Solution

Procedure

Upgrade .NET Framework to 4.8 or a later version.

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

Procedure

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

Procedure

Contact your administrator to set the same media preference setting for the client network and the Avaya Aura® Media Server network.

Avaya Workplace Client for iOS plays the device ringtone for APNs calls

Condition

When you close the Avaya Workplace Client application on an iOS device and lock the device, Avaya Workplace Client plays the device ringtone for Apple Push Notification service (APNs) calls instead of the Avaya Workplace Client ringtone.

Cause

This is a known iOS issue. Apple has confirmed that this issue occurs in iOS 15 and later versions.

Solution

A workaround is unavailable.

Avaya Workplace Client redials the last number when you connect a Plantronics USB headset

Condition

Avaya Workplace Client automatically redials the last dialed number when you connect and use the Plantronics USB headset without Plantronics Hub. This issue is reproducible with a few Plantronics headsets.

Solution

Procedure

Use the Plantronics USB headset with Plantronics Hub and ensure that the Plantronics Hub software is updated to the latest version.

Avaya Workplace Client does not update Bridged Line Appearance (BLA) on controlled or controlling client

Condition

If you log in to Avaya Workplace Client as a controlling client on a remote virtual desktop and another Avaya Workplace Client as a controlled client on a local personal computer, enabling or disabling the BLA button for making an outgoing call from the controlling client does not update the BLA button on the controlled client, or vice versa.

Solution

Procedure

A workaround is unavailable.

When Avaya Workplace Client for iOS detects multiple devices on the same network, it requests Local Network permission

Condition

When Avaya Workplace Client for iOS detects multiple devices on the same network, it requests Local Network permission on your iOS device to enable you to use multiple devices on the same network. You cannot manually configure the Local Network permission on your iOS device because Apple handles the permissions.

Cause

This is a known iOS issue.

Solution

You must approve the request to use multiple devices on the same network.

Cannot view badges on taskbar icons when using small taskbar buttons on Windows

Condition

When you enable the **Use small taskbar buttons** option in **Taskbar settings**, badge notifications are not displayed on the taskbar icons. This behavior applies to Avaya Workplace Client for Windows and other applications such as Microsoft Teams.

Solution

Disable the **Use small taskbar buttons** option in **Taskbar settings** to view badges on taskbar icons.

Resources

Documentation

See the following related documents for the Avaya Workplace Client and Avaya Multimedia Messaging solution at <http://support.avaya.com>.

Title	Use this document to:	Audience
Overview		
<i>Avaya Workplace Client Overview and Specification for Android, iOS, Mac, and Windows</i>	Understand high-level product functionality, performance specifications, security, and licensing.	Customers and sales, services, and support personnel
<i>Avaya Workplace VDI Overview and Planning</i>	Understand high-level product functionality, security, and licensing. Also, perform deployment planning.	<ul style="list-style-type: none"> • System administrators • Customers and sales, services, and support personnel
Planning		
<i>Planning for and Administering Avaya Workplace Client for Android, iOS, Mac, and Windows</i>	Perform system planning and configuration for: <ul style="list-style-type: none"> • Avaya Workplace Client for Android • Avaya Workplace Client for iOS • Avaya Workplace Client for Mac • Avaya Workplace Client for Windows 	System administrators

Resources

Title	Use this document to:	Audience
<i>Avaya Multimedia Messaging Reference Configuration</i>	Understand technical overview information, system architecture, functional limitations, and capacity and scalability for Avaya Multimedia Messaging.	Customers and sales, services, and support personnel
Implementing		
<i>Deploying Avaya Multimedia Messaging</i>	Install, configure, and administer Avaya Multimedia Messaging.	Implementation personnel
<i>Deploying the Avaya Aura® Web Gateway</i>	Install, configure, and administer the Avaya Aura® Web Gateway.	Implementation personnel
<i>Implementing, administering, and troubleshooting Avaya Workplace VDI</i>	Install, configure, administer, and troubleshoot Avaya Workplace VDI.	Implementation personnel
Administering		
<i>Administering Avaya Multimedia Messaging</i>	Administer and manage Avaya Multimedia Messaging.	Implementation personnel
<i>Administering the Avaya Aura® Web Gateway</i>	Administer, manage, and troubleshoot the Avaya Aura® Web Gateway.	Implementation personnel
Using		
<i>Avaya Workplace Client Quick Reference Guide</i>	View the functionality in Avaya Workplace Client.	Enterprise users

Title	Use this document to:	Audience
<i>Using Avaya Workplace VDI</i>	Set up and use Avaya Workplace VDI.	Enterprise users

Finding documents on the Avaya Support website

Procedure

1. Go to <https://support.avaya.com>.
2. To log in, click **Sign In** at the top of the screen and then enter your login credentials when prompted.
3. Click **Product Support > Documents**.
4. In **Search Product**, start typing the product name and then select the appropriate product from the list displayed.
5. In **Select Release**, select the appropriate release number.
This field is not available if there is only one release for the product.
6. **Optional** In **Enter Keyword**, type keywords for your search.
7. From the **Select Content Type** list, select one or more content types.
For example, if you only want to see user guides, click **User Guides** in the **Select Content Type** list.
8. Click  to display the search results.

Avaya Documentation Center navigation

For many programs, the latest customer documentation is available on the Avaya Documentation Center website at <https://documentation.avaya.com>. Some functionality is only available when you log in to the Avaya Documentation Center. The available functionality depends on your role.

Important:

If the documentation you are looking for is not available on the Avaya Documentation Center, you can find it on the [Avaya Support website](#).

While navigating through the Documentation Center, you can click the **Avaya Documentation Center** logo at the top of the screen to return to the home page anytime. On the Avaya Documentation Center, you can do the following:

- Click **Avaya Links** in the top menu bar to access other Avaya websites, including the Avaya Support website.
- Click **Languages** (🌐) in the top menu bar to change the display language and view localized documents.
- In the **Search Documentation** field, search for keywords and click **Filter** to filter by solution category, product, or user role.
You can select multiple items in each filter category. For example, you can select a product and multiple user roles.
- Click **Library** in the top menu bar to access the complete library of documents. Use the filtering options to refine your results.
- After performing a search or accessing the library, you can sort content on the search results page. When you find the item you want to view, click it to open it.
- Use the table of contents in a document for navigation. You can also click < or > next to the document title to navigate to the previous topic or the next topic.
- Click **Share** (➦) to share a topic by email or copy the URL.
- Download a PDF of the current topic in a document, the topic and its subtopics, or the entire document.
- Print the section you are viewing.
- Add content to a collection by clicking **Add to My Topics** (📁). You can add the topic and its subtopics or add the entire publication.
- View the topics in your collections. To access your collections, click your name in the top menu bar and then click **My Topics**.
You can do the following:
 - Create, rename, and delete a collection.
 - Set a collection as the default or favorite collection.
 - Save a PDF of the selected content in a collection and download it to your computer.
 - Share content in a collection with others through email.
 - Receive collections that others have shared with you.
- Click **Watch** (👁) to add a topic to your watchlist so you are notified when the content is updated or removed.
- View and manage your watchlist by clicking **Watchlist** from the top menu with your name.
You can do the following:
 - Enable **Email notifications** to receive email alerts.
 - Unwatch the selected content or all topics.
- Send feedback for a topic.

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
20391W	Using the Avaya Workplace Client
20381W	Using Avaya Workplace Client for iOS/Android
21511W	Using Avaya Spaces
21551W	Administering Avaya Spaces

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.

Procedure

- 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 **Select Content Type**.
 - In **Search**, type the product name. On the Search Results page, click **Clear All** and select **Video** in the **Select 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 keyword or keywords 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 example, Contact Centers.

 **Note:**

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 <https://support.avaya.com>.
2. To log in, click **Sign In** at the top of the screen and then enter your login credentials when prompted.
3. Click **Product Support > Products**.
4. In **Search Product**, start typing the product name and then select the appropriate product from the list displayed.

Resources

5. Select the release number, if applicable.
6. Click the **Technical Solutions** tab to view articles for resolving technical issues.

Glossary

Communication Manager

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.

FNE

FNE

An extension assigned to a feature within Communication Manager. The system administrator configures a Feature Name Extension (FNE) to correspond to a FAC 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 Workplace Client in a non-Avaya Aura® environment as a conferencing client for users that have a virtual room assigned to them.

System Manager

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.