

# Using Avaya IX<sup>™</sup> Workplace Client for IP Office

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# **Chapter 1: Introduction**

# **Purpose**

This document describes how to set up and use Avaya IX<sup>™</sup> Workplace Client for Android, iOS, Mac, and Windows.

End users can do all the tasks without assistance.

This document only includes IP Office content for Avaya IX<sup>™</sup> Workplace Client. Avaya Aura<sup>®</sup> content for Avaya IX<sup>™</sup> Workplace Client is covered in Avaya Aura<sup>®</sup> documentation.

# **Change history**

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

Date	Summary of changes
October,	Rebranded Avaya Equinox <sup>®</sup> for IP Office to Avaya IX <sup>™</sup> Workplace Client.
2019	These changes take effect with Avaya IX <sup>™</sup> Workplace Client Release 3.7.
	Added new content:
	Hunt Group overview
	Viewing the hunt group list
	Enabling a hunt group manually
	Disabling a hunt group manually
	Enabling mobile twinning for incoming call
	Configuring call forwarding to another extension for desktop clients
	Configuring call forwarding to another extension for mobile clients

Issue	Date	Summary of changes
1, Release	August,	Added content on:
11.0.5	2019	Avaya Cloud Authorization feature
		<ul> <li>Apple Push Notification service (APNs)</li> </ul>
		<ul> <li>USB call control with Avaya IX<sup>™</sup> Workplace Client for Mac and Windows while using Avaya L100 Series Headsets</li> </ul>
1, Release	February	Added information on:
11.0 FP4	2019	- Shared Control feature
		- Avaya IX <sup>™</sup> Workplace Client support on Avaya Vantage <sup>™</sup>
		- Support for Presence and Directory integration on Avaya Vantage <sup>™</sup>
		- Support for Avaya Cloud Services
		- User Interface changes
2, Release 11.0	June 2018	First version of the document.

# Chapter 2: Avaya IX<sup>™</sup> Workplace Client for IP Office overview

The Avaya IX<sup>™</sup> Workplace Client for IP Office is a soft phone application that provides access to Unified Communications (UC) and Over the Top (OTT) services, such as Avaya Equinox<sup>®</sup> Meetings Online. You can access the Avaya IX<sup>™</sup> Workplace Client on the following platforms:

- Mobile platforms:
  - Android: From a mobile phone, tablet, or an Avaya Vantage<sup>™</sup> device
  - iOS: From an iPad, iPhone, or iPod Touch
    - 😵 Note:

In Avaya Vantage<sup>™</sup> Release 2.0.1, the K165 and K175 devices support the Avaya IX<sup>™</sup> Workplace Client. The K155 device does not support the Avaya IX<sup>™</sup> Workplace Client.

- Desktop platforms:
  - Mac
  - Windows

With the Avaya IX<sup>™</sup> Workplace Client, you can use the following functionality:

- · Make point-to-point audio and video calls.
- Listen to your voice mail messages.
- Join and host conference calls with Avaya Equinox<sup>®</sup> Meetings Online.
- Use point-to-point and conference call control functionality. You can also add participants to a conference.
- Answer calls and send all calls to voice mail.
- View your call history that is stored locally on the device.
- Access your IP Office contacts by using IP Office directory.
- Access your local contacts.
- Capture photo, audio, and video files, and send generic file attachments in an instant message conversation.
- Manage your presence status and presence status messages.
- Log in to your extension and answer, and transfer calls across multiple devices if Simultaneous mode is configured.

Simultaneous mode can be used with supported SIP deskphones and an H.323 deskphone.

Avaya IX<sup>™</sup> Workplace Client on Avaya Vantage<sup>™</sup> supports the following features:

- Making outgoing calls.
- Handling incoming calls.
- Putting call on hold and resuming the call.
- Muting and unmuting a call.
- Transferring a call.
- Escalating an audio call to video call and de-escalating video call to audio call.
- Entering DTMF digits using the keypad.
- Access your local contacts
- · Access your IP Office contacts by using IP Office directory.
- Manage your presence status and presence status messages.

#### 😵 Note:

Some Avaya IX<sup>™</sup> Workplace Client features must be configured for your enterprise before you can use them.

Avaya Vantage<sup>™</sup> deskphone supports the following:

- Handset
  - Wired
  - Bluetooth
- Headset
  - 3.5 mm Audio Jack
  - Bluetooth
  - RJ9
- LED indication for incoming calls and message waiting

# Simultaneous mode overview

Avaya IX<sup>™</sup> Workplace Client for IP Office supports Simultaneous mode, where Equinox for IP Office can connect as simultaneous client. You can use your extension with one of the supported devices in parallel with the deskphone.

In Standalone mode, you can use only one of the supported devices at a time. You are logged out of deskphone or any other client if you log in to another Avaya IX<sup>™</sup> Workplace Client device with the same extension. Standalone mode is enabled when the user profile is set to Basic user or Mobile Worker with the "Enable Desktop/Tablet VoIP client" option selected, and Avaya softphone

license is available. Note that Standalone mode does not support the "Enable Mobile VoIP client" option in the user profile.

In Simultaneous mode, you can use more than one devices at a time, along with the deskphone. You are not logged out of deskphone or any other device if you log in to another Avaya IX<sup>™</sup> Workplace Client with the same extension. Simultaneous mode is enabled when the user profile is set to Office, Telecommute, or Power user with the appropriate "Enable Desktop/Tablet VoIP client" or "Enable Mobile VoIP client" option selected.

With Simultaneous mode, you can:

- Hear simultaneous ringing on all the logged-in devices when a call is made to your extension. For example, the deskphone and other simultaneous clients.
- Answer a call from any of the logged-in devices.
- Transfer call to any of your devices.

#### **Device support for Simultaneous mode**

In parallel with your deskphone, you can use your extension with one of the following supported devices:

#### 😵 Note:

When you are logged in to a device from any of the following categories and then you log in to another device within the same category, then the existing device displays a message indicating that you will be logged out from it. At a time, you can remain logged in to only one device of a category.

- Any one of following desktop or tablet VoIP clients:
  - Avaya IX<sup>™</sup> Workplace Client for Windows
  - Avaya IX<sup>™</sup> Workplace Client for Mac
  - Avaya IX<sup>™</sup> Workplace Client for iPad
  - Avaya Communicator for Windows
  - Avaya Communicator for iPad
- Any one of following mobile VoIP clients:
  - Avaya IX<sup>™</sup> Workplace Client for Android
  - Avaya IX<sup>™</sup> Workplace Client for iPhone
  - Avaya one-X® Mobile for iOS
  - Avaya one-X<sup>®</sup> Mobile for Android
- Any one of the following WebRTC-based clients:
  - Avaya Communicator for Web
  - Avaya IP Office Web Client
  - IP Office Web Collaboration for Windows
  - IP Office Contact Center Web User Interface

# Simultaneous mode limitations

#### Support on other devices

- Some devices do not support Simultaneous mode. You might be able to log in to these devices using the same extension that you used to log in to your Avaya IX<sup>™</sup> Workplace Client. However, other Simultaneous mode functionality, such as the ability to answer a new call or join an existing call, might not work properly.
- If you simultaneously subscribe Simultaneous mode devices for Presence Services and publish to the presence state, Presence Services aggregates the presence state across multiple devices.
- Presence states are supported only between Avaya IX<sup>™</sup> Workplace Client only, and not between an Avaya IX<sup>™</sup> Workplace Client and another client type.

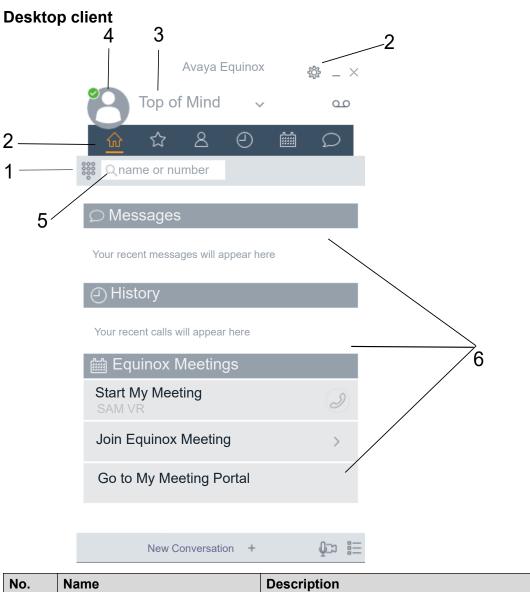
#### Video escalation

- 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.

# Chapter 3: Avaya IX<sup>™</sup> Workplace Client navigation

The following images display the Top of Mind screen of the Avaya IX<sup>™</sup> Workplace Client on mobile and desktop devices. You can access the various settings of Avaya IX<sup>™</sup> Workplace Client through the Top of Mind screen as mentioned in the table following the images.

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	Your	recent r	nessages w	vill appear	here)			/	
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	Your	recent o	calls will app	bear here					1



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

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

#### **Related links**

<u>Viewing the Avaya IX Workplace Client tutorial</u> on page 17 <u>Icons</u> on page 17 <u>Shortcut keys for Avaya IX Workplace Client for Mac and Windows</u> on page 19

# Viewing the Avaya IX<sup>™</sup> Workplace Client tutorial

#### Procedure

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

#### **Related links**

Avaya IX Workplace Client navigation on page 14

# lcons

Avaya IX<sup>™</sup> Workplace Client displays the following icons on the various screens:

#### **Presence status**

Button	Name	Notes
0	Available	
0	Busy	
6	Away	
0	Offline	
•	Do not disturb	

#### **History screen**

Button	Name	Notes
$\bigcirc$	All History	View your complete call history.
$\checkmark$	Incoming Calls	

Button	Name	Notes
×	Missed Calls	
$\uparrow$	Outgoing Calls	
مە	Voicemail	View your voice mail messages.
×	Send All Calls	Send all calls to voice mail.

#### **Incoming Calls screen**

Button	Name	Notes
$\bowtie$	Send All Calls	Send all calls to voice mail.

# Outgoing Calls screen

Button	Name	Notes
<b></b>	VoIP Call	Calls are made using Wi-Fi or your cellular data.
	My Desk Phone	Calls are made using your desk phone.

#### Dialpad icons

Button	Name	Notes
0000	Dialpad	Opens the Dialpad.
	Redial	
٢	Audio Call	
	Video Call	
$\langle \times \rangle$	Clear	

### **General icons**

Button	Name	Notes
袋	Settings	
Ξ	Menu	
000	More	
J	Audio Call	
<b>(</b>	Mute Audio Call	Audio is muted during the call.

Button	Name	Notes
<b>ロ</b> )))	Speaker	
	Video Call	
	Stop Video Call	Video is stopped during the call.
	Block camera	
00	Resume Call	
	Hold Call	Call is placed on hold.
	Instant Messaging	
$\bowtie$	Email	Email is sent to a contact using the native email application.
+	Add	
	End Call	
1	Merge Call	Active call is merged with the held call.
Q	Search	
	Alert	
(i <mark>)</mark>	Information	

#### **Related links**

Avaya IX Workplace Client navigation on page 14

# Shortcut keys for Avaya IX<sup>™</sup> Workplace Client for Mac and Windows

You can access the following functionality in the desktop clients by using keyboard shortcut keys:

Function	Avaya IX <sup>™</sup> Workplace Client for Mac	Avaya IX <sup>™</sup> Workplace Client for Windows
Open Dialpad	command + D	Ctrl + D
Open Keypad while on a call	command + D	Ctrl + D
Dial from clipboard	option + W	Alt + W
Search for someone	F3	F3

Function	Avaya IX <sup>™</sup> Workplace Client for Mac	Avaya IX <sup>™</sup> Workplace Client for Windows	
Answer a call	option + command + A	Alt + Ctrl + A	
End a call	option + command + E	Alt + Ctrl + E	
Mute toggle	control + M	Ctrl + M	
Hold toggle	shift + control + H	Ctrl + H	
Transfer a call	option + command + T	Ctrl + T	
Navigation			
Select the <b>Top of Mind</b> tab	shift + command + T	Alt + T	
Select the Favorites tab	shift + command + F	Alt + F	
Select the <b>Contacts</b> tab	<pre>shift + command + C</pre>	Alt + C	
Select the <b>History</b> tab	shift + command + H	Alt + H	
Select the <b>Messages</b> tab	shift + command + I	Alt + I	
Select the <b>Meetings</b> tab	shift + command + M	Alt + M	

#### **Related links**

Avaya IX Workplace Client navigation on page 14

# Chapter 4: Managing calls

# Making and handling calls

Using Avaya IX<sup>™</sup> 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.
- Join or answer calls from multiple devices if Simultaneous mode is configured.
- Escalate from an audio call to a video call, a point-to-point call to a conference call, or an instant message session to a call.

# **Call management overview**

With Avaya IX<sup>™</sup> Workplace Client, you can additionally manage calls using the following:

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

#### Call management using the MacBook Pro touch bar

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

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

With the MacBook Pro touch bar, you can:

- Answer an incoming audio or video call, or ignore the call.
- Use the active call functions, such as end call, hold or unhold, block or unblock video, and mute or unmute audio.

- Use the auto-correct and auto-suggest functions while composing text during an instant messaging conversation.
- Use the media playback controls, such as play and pause.

# Call management using Avaya Vantage<sup>™</sup>

Avaya IX<sup>™</sup> Workplace Client on Avaya Vantage<sup>™</sup> supports the Off-hook dialing feature.

You can use a number of audio devices to support calls using Avaya IX<sup>™</sup> Workplace Client on Avaya Vantage<sup>™</sup>. For complete information, see *Using Avaya Vantage<sup>™</sup> Connect*.

# Making a call using Off-hook dialing

#### Procedure

- 1. To activate Off-hook dialing, do one of the following:
  - On the Avaya Vantage<sup>™</sup> device, lift the handset.
  - On Avaya IX<sup>™</sup> Workplace Client on Avaya Vantage<sup>™</sup>, open the Dialpad screen and then tap the Speaker icon.
- 2. Dial a number.

# Call management using an Avaya L100 Series USB headset

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

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

• Answer an incoming call.

You can also answer an incoming call while you are on an active call. Avaya IX<sup>™</sup> 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.

#### 😵 Note:

- Shared control mode and telecommuter mode do not support headset call control functionality.
- If you have other applications, which are also using your headset, then the headset call control functionality such as answer, mute, hold, or end do not work. You can then use the headset only for audio. Avaya IX<sup>™</sup> Workplace Client displays a notification about the

limited call control functionality when Avaya IX<sup>™</sup> Workplace Client chooses the headset either at start-up or when you select the headset in Avaya IX<sup>™</sup> Workplace Client.

#### Call management using a Plantronics headset

You can use a Plantronics headset with Avaya IX<sup>™</sup> Workplace Client for Mac and Avaya IX<sup>™</sup> Workplace Client for Windows to do the following:

- Make calls using the primary line.
- Answer calls on the primary line.

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

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

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

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

You cannot start a dual-registration call, a Meet Me conference call, or an Adhoc conference call.

# Call management using iOS CallKit

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

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

If CallKit is enabled, you can:

- Set Avaya IX<sup>™</sup> Workplace Client for iOS as the default calling application using Mobile Device Management or Apple Configurator.
- Long press the Call button on a contact to override the phone application and use Avaya IX<sup>™</sup> Workplace Client for iOS.
- Use your iOS do-not-disturb setting to suppress incoming calls.

- Notice that blocked iOS calls are blocked.
- Use custom ringtones for a contact.
- Receive the same user experience for VoIP calls as native cellular calls for call alerts and when you answer a call.

😵 Note:

If you answer an incoming video call, the video is paused. You must resume the video by using Avaya IX<sup>™</sup> Workplace Client for iOS application.

- 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 by using a Bluetooth headset.

You can also answer calls by using steering wheel controls.

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

# Disabling CallKit on Avaya IX<sup>™</sup> Workplace Client for iOS

#### About this task

Avaya IX<sup>™</sup> Workplace Client for iOS supports the CallKit framework on iOS 10 and later versions. By default, the CallKit framework is enabled.

#### 😵 Note:

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

#### Procedure

1. In the Avaya IX<sup>™</sup> Workplace Client settings, select **User Preferences > Audio / Video**.

Avaya IX<sup>™</sup> Workplace Client displays the audio and video settings.

- 2. To disable CallKit, select Integrated Calls.
- 3. Save the changes.

#### Call management using Siri

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

Avaya IX<sup>™</sup> 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 Equinox.
- Call <phone number> with Equinox.

- Call my next meeting with Equinox.
- Dial next meeting with Equinox.
- Video call <Local contact> on Equinox.
- Video call my next meeting with Equinox.
- Call my virtual room on Equinox with video.

You can use Siri to call only local contacts by using Avaya IX<sup>™</sup> Workplace Client.

#### Siri functionality

If you have:

- Overlapping meetings in your calendar, Avaya IX<sup>™</sup> Workplace Client calls the first meeting in the meeting list that has the Click to Join button.
- Two contacts with the same first name in the contacts list, Avaya IX<sup>™</sup> 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 Equinox.

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

# Shared control mode overview

With the Shared control mode, you can use your deskphone for audio and the Avaya IX<sup>™</sup> Workplace Client for video. This mode is available on the supported Avaya deskphones that have the Auto-answer feature.

#### Features supported in Shared control mode

You can use the Shared control mode to:

- Make a call
- Answer a call
- Place a call on hold
- · Retrieve a call on hold
- Terminate a call
- Enter DTMF
- Redial
- Make an Attended transfer
- Make a Blind transfer
- Handle multiple calls
- Make Ad-hoc conference
- Make Meet me conference

- Convert Conference calls to P2P calls
- Answer anonymous incoming calls

## Enabling the Shared control mode

#### About this task

Enable the deskphone mode for desktop clients to make and handle calls. By default, the desktop client uses your computer to make and handle calls.

#### Before you begin

Log in to your deskphone and Avaya IX<sup>™</sup> Workplace Client using the same credentials.

#### Procedure

- 1. On the Top of Mind screen, click Manage audio and video devices.
- 2. In the Place and Receive Call Using field, click My Desk Phone.

Avaya IX<sup>™</sup> Workplace Client displays notifications indicating that the deskphone mode is active. The Manage audio and video icon on the Top of Mind screen changes to display a deskphone icon. You can now handle your calls by using the Avaya IX<sup>™</sup> Workplace Client user interface and speak or listen using your deskphone.

#### Shared control mode limitations

Avaya IX<sup>™</sup> Workplace Client in the Shared control mode does not support:

- Avaya Equinox<sup>®</sup> VDI
- E129 SIP Deskphone
- Avaya J129 IP Phone
- Avaya B179
- Avaya Vantage<sup>™</sup>
- Avaya H175 SIP Deskphone
- D100 Series DECT SIP Phones
- The Shared control feature on Avaya IX<sup>™</sup> Workplace Client mobile user interfaces
- Muting and unmuting a call
- Video calls. Video calling icons are disabled in the Shared control mode.
- Ignoring a call using the deskphone. Avaya IX<sup>™</sup> Workplace Client does not stop the ringing on the other client.
- Avaya IX<sup>™</sup> Workplace Client does not display any message when analog phones are connected through the Shared control mode.

# Making an audio or video call

## About this task

In your Avaya IX<sup>™</sup> Workplace Client, you can make an audio or video call from:

- The dialpad
- A contact card
- An enterprise search card, which searches IP Office Corporate or Internal System directories
- A call history record card
- An instant message card



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

#### Procedure

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

# Answering or ignoring a call

#### About this task

If you are already on a call, Avaya IX<sup>™</sup> Workplace Client alerts you with a beep for waiting calls.

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

You might use applications such as Skype or Viber for VoIP calls. If you are on such a VoIP call and use Avaya IX<sup>™</sup> Workplace Client to answer an incoming call, Avaya IX<sup>™</sup> Workplace Client

might display an error message. You see the error message when Avaya IX<sup>™</sup> Workplace Client cannot get audio resources to support the incoming call.

#### 😵 Note:

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

- To receive the call, select 🤳 🤳
- To dismiss the call, select
- (Optional) If the administrator hides the Caller ID for the Team Button feature, to view the Caller ID, select ④.

# Managing calls

# Using Avaya IX<sup>™</sup> Workplace Client as the default application for telephony services

#### About this task

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

#### Procedure

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

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

#### About this task

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

#### Before you begin

Enable and log in to the VoIP service.

#### Procedure

- 1. In the Avaya IX<sup>™</sup> Workplace Client settings, select **User Preferences**.
- 2. **(Optional)** If available on the Avaya IX<sup>™</sup> Workplace Client platform, select **General**. Otherwise, go to the next step.

#### 3. Select Activate SAC When DND Is Set.

Avaya IX<sup>™</sup> Workplace Client sends all your incoming calls to voice mail when your presence status is DND.

4. Save the changes.

#### Sending all calls to voice mail

#### About this task

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

#### Before you begin

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

#### Procedure

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

## 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 **N**.

Avaya IX<sup>™</sup> Workplace Client mutes the microphone.

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

# Placing a call on hold and resuming the call Procedure

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

Avaya IX<sup>™</sup> Workplace Client puts the call on hold.

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

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

### Pausing and resuming a video call

#### About this task

When you pause a video call, Avaya IX<sup>™</sup> 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 of and then select of.
  - On desktop clients: Select .

Avaya IX<sup>™</sup> Workplace Client pauses the video call.

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

Avaya IX<sup>™</sup> 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 Stop Video.
- On desktop clients: Select o.

The video transmission stops and the Video area closes.

#### 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:

You must use Avaya IX<sup>™</sup> Workplace Client Conferencing for this feature.

• While on an active audio call, select Video Call (

Avaya IX<sup>™</sup> 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:
  - Audio Call (2)
  - Video Call ( 🗆 )

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:
  - Audio Call ( ) and then Start a Voice Conference
  - Video Call ( ) 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.

#### **Transferring a call**

#### About this task

Use this procedure to transfer a call. Call transfers are of the following types:

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

Note:

Transferring video calls are not supported.

#### Procedure

Perform the following steps to perform a blind transfer:

- 1. While on a call, select **More** (....).
- 2. Select Transfer Call (S).
- 3. To transfer the call, choose:
  - A contact: Only on mobile clients
  - · From history: Only on mobile clients
  - A number to enter

Avaya IX<sup>™</sup> Workplace Client transfers the call.

Perform the following steps to perform a consultative transfer:

- 4. While on a call, dial the number of the user to whom you want to transfer the call.
- 5. Select More (....).
- 6. Select Transfer Call (S).
- 7. To transfer the call, choose the existing held call.

Avaya IX<sup>™</sup> Workplace Client transfers the call.

## Parking or retrieving a parked call

You can use the Call Park feature to retrieve a call that is on hold from any other telephone within the system. For example, you can answer a call on one extension, park the call, and then retrieve the call from another extension.

#### 😵 Note:

You can park or unpark calls only on desktop clients, and not on mobile clients.

In Avaya IX<sup>™</sup> Workplace Client IP Office, the Call Park feature is supported using short codes. To use this feature, your administrator must configure short codes in IP Office Web Manager or IP Office Manager. For information about short codes, see *Administering Avaya IP Office*<sup>™</sup> *Platform with Web Manager* or *Administering Avaya IP Office*<sup>™</sup> *Platform with Manager*.

# 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**.

# Deleting a call history entry

#### Procedure

- 1. Go to the History screen.
- 2. Do one of the following:
  - On Avaya IX<sup>™</sup> Workplace Client for Android: Press and hold the call entry and then select **Delete**.

- On Avaya IX<sup>™</sup> Workplace Client for iOS: Swipe the call entry and then select **Delete**.
- On Avaya IX<sup>™</sup> Workplace Client for Windows and Mac: Select the entry, select <u>...</u>, and then select **Remove from call history**.

Avaya IX<sup>™</sup> Workplace Client deletes the call history entry.

## **Deleting all call history**

#### Procedure

- 1. Go to the History screen.
- 2. Filter the call history and select Delete All History.
- 3. (**Optional**) If available on the Avaya IX<sup>™</sup> 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.

If you have unread voice mails, Avaya IX<sup>™</sup> Workplace Client displays the unread Message Waiting Indicator (MWI) () icon.

#### Before you begin

The administrator must configure the Voicemail number field in IP Office Manager.

#### Procedure

Select the unread MWI (100) icon.

Avaya IX<sup>™</sup> Workplace Client dials the voice mail access number and you can listen to your voice mails.

# Ending a call

#### Procedure

While on a call, select *m*.

Avaya IX<sup>™</sup> Workplace Client ends the call.

# **Emergency calls**

Do not use Avaya IX<sup>™</sup> Workplace Client to make emergency calls on mobile devices. Avaya recommends that you check the product documentation that accompanies your mobile device to learn about the emergency calling features available on your mobile device. However, you can make emergency calls on non-mobile devices, such as the deskphone.

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

# Hunt Groups overview

Avaya IX<sup>™</sup> Workplace Client for IP Office supports the hunt group feature. A hunt group is a collection of users handling similar types of calls, for example, a sales department.

The administrator can set up a hunt group of extensions that can handle calls for a department. For every incoming call, IP Office hunts for the suitable available extension in the hunt group and presents the call to that extension.

You can enable or disable a particular hunt group on your extension to accept or reject calls for that hunt group on your extension.

Your administrator must configure hunt group in IP Office Web Manager or IP Office Manager.

After the administrator configures the hunt group, you can view the list of hunt groups that you are a member of.

If the administrator enables the **can change huntgroup membership** option, you can enable and disable a particular hunt group.

# Viewing the hunt groups list

#### About this task

Avaya IX<sup>™</sup> Workplace Client for IP Office displays the list of hunt groups configured by the administrator for you. The administrator configures the default status of the hunt groups.

#### Before you begin

Ensure that the administrator has added your extension number in the hunt groups.

#### Procedure

To view the list of hunt groups, do one of the following:

- On mobile clients, on the Top of Mind screen, tap $\equiv$ .
- On desktop clients, on the home screen, click E.

#### Result

Avaya IX<sup>™</sup> Workplace Client displays the list of hunt groups that you are member of.

# Enabling a hunt group manually

#### About this task

Use this procedure to manually enable a hunt group.

#### Before you begin

Ensure that the administrator has configured the hunt group feature for your extension.

#### Procedure

- 1. Do one of the following:
  - On mobile clients, on the Top of Mind screen, tap  $\equiv$ .
  - On desktop clients, on the home screen, click  $\blacksquare$ .

Avaya IX<sup>™</sup> Workplace Client displays the list of hunt groups configured by the administrator for you.

- 2. Do one of the following to enable a hunt group:
  - On mobile clients, slide the hunt group toggle switch to ON position to enable a hunt group.
  - On desktop clients, select the hunt group check box to enable a hunt group.

#### Result

Avaya IX<sup>™</sup> Workplace Client enables you to receive calls for that hunt group.

# Disabling a hunt group manually

#### About this task

Use this procedure to manually disable a hunt group.

#### Before you begin

Ensure that the administrator has configured the hunt group feature for your extension.

#### Procedure

- 1. Do one of the following:
  - On mobile clients, on the Top of Mind screen,  $tap \equiv$ .
  - On desktop clients, on the home screen, click  $\equiv$ .

Avaya IX<sup>™</sup> Workplace Client displays the list of hunt groups configured by the administrator for you.

- 2. Do one of the following to disable a hunt group:
  - On mobile clients, slide the hunt group toggle switch to OFF position to disable a hunt group.
  - On desktop clients, clear the hunt group check box to disable a hunt group.

#### Result

Avaya IX<sup>™</sup> Workplace Client disables you from hunt groups and will not be able to receive calls for that hunt group.

# Enabling mobile twinning for incoming call

#### About this task

In Avaya IX<sup>™</sup> Workplace Client for IP Office, you can enable mobile twinning to receive calls to the twinned destination. After you enable mobile twinning, all incoming calls ring simultaneously

in the Avaya IX<sup>™</sup> Workplace Client for IP Office and your twinned destination configured by the administrator.

The twinned destination can be a mobile number or any external number; the user can dial normally. It should include any prefix if necessary.

#### 😵 Note:

The mobile twinned destination rings for all incoming calls. If you are in an active call and you receive another call you will hear a beep tone simultaneously in the Avaya IX<sup>™</sup> Workplace Client for IP Office and your twinned destination.

- You can press \*\* to switch from the active call and accept the incoming call.
- You can configure to route the incoming call to Interactive Voice Response (IVR) or to forward the incoming call when the twinned destination is busy.

#### Before you begin

Ensure that the administrator has configured mobile twinning and added your mobile twinning destination number.

#### Procedure

- 1. On the Top of Mind screen, select the presence status indicator.
- 2. Do one of the following:
  - On mobile clients, in the **Incoming Call Features** field, slide the **Mobile Twinning** toggle switch to ON position.
  - On desktop clients, in the Incoming Call Features field, click Mobile Twinning.

#### Result

All your incoming calls ring simultaneously in the Avaya IX<sup>™</sup> Workplace Client for IP Office and on your twinned destination.

# Configuring call forwarding to destination for desktop clients

#### About this task

In Avaya IX<sup>™</sup> Workplace Client for IP Office, you can configure to forward calls to destination. You can select and set the destination number for the following call forwarding options:

- Forward All Calls
- · Forward calls when you are busy
- · Forward calls when you do not answer a call

#### Procedure

- 1. On the Top of Mind screen, select the presence status indicator.
- 2. In the Incoming Call Features field, click Call Forward.

Avaya IX<sup>™</sup> Workplace Client for IP Office displays the Call Forward window.

- 3. On the Call Forward window, do any of the following:
  - To forward all calls, select the **All Calls** check box and in the **Number** field, type the destination number
  - To forward calls when you are busy, select the **When Busy** check box and in the **Number** field, type the destination number.
  - To forward calls when you do not answer a call, select the **When No Answer** check box and in the **Number** field, type the destination number.

#### 😵 Note:

When you enable **All Calls**, all calls are forwarded to destination number, irrespective of whether both **When Busy** and **When No Answer** options are enabled.

Both **When Busy** and **When No Answer** call forwarding options use the same destination number to forward the calls.

4. Click OK.

#### Result

Incoming calls to the Avaya IX<sup>™</sup> Workplace Client for IP Office is forwarded to the set destination number.

## Configuring call forwarding to destination for mobile clients

#### About this task

In Avaya IX<sup>™</sup> Workplace Client for IP Office, you can configure to forward calls to destination. You can select and set the destination number for the following call forwarding options:

- Forward All Calls
- · Forward calls when you are busy
- Forward calls when you do not answer a call

#### Procedure

- 1. On the Top of Mind screen, select the presence status indicator.
- 2. In the Incoming Call Features field, click Call Forward.

Avaya IX<sup>™</sup> Workplace Client for IP Office displays the Call Forward window.

- 3. On the Call Forward window, do any of the following:
  - To forward all calls, slide the **All Calls** toggle switch to ON position.

Avaya IX<sup>™</sup> Workplace Client for IP Office displays the **Forward all incoming calls to** dialog box. Type the destination number

• To forward when you are busy, slide the **When Busy** toggle switch to ON position.

Avaya  $IX^{M}$  Workplace Client for IP Office displays the **Forward all incoming calls only** when i'm busy to dialog box. Type the destination number.

• To forward when you do not want to answer a call, slide the **When No Answer** toggle switch to ON position.

Avaya IX<sup>™</sup> Workplace Client for IP Office displays the **Forward all incoming calls only** when I don't answer to dialog box. Type the destination number.

#### Note:

When you enable **All Calls**, all calls are forwarded to destination number, irrespective of whether both **When Busy** and **When No Answer** options are enabled.

Both **When Busy** and **When No Answer** call forwarding options use the same destination number to forward the calls.

#### 4. Click OK.

#### Result

Incoming calls to the Avaya IX<sup>™</sup> Workplace Client for IP Office is forwarded to the set destination number.

# Chapter 5: Conferencing using Avaya Equinox<sup>®</sup> Conferencing

## Avaya Equinox<sup>®</sup> Conferencing overview

Avaya Equinox<sup>®</sup> 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.

The Avaya IX<sup>™</sup> Workplace Client accesses Avaya Equinox<sup>®</sup> Meetings Online using HTTPS, from within the Equinox Meetings tab of the client. The Avaya IX<sup>™</sup> Workplace Client can access local on-premise Avaya Equinox<sup>®</sup> Conferencing in the same way using HTTPS, that is, if the access URL is configured under Equinox Meetings. However, if the Avaya IX<sup>™</sup> Workplace Client accesses local on-premise Avaya Equinox<sup>®</sup> Conferencing through SIP trunks, audio and video will be available but not sharing or conference roster. The same applies for accessing Scopia over SIP trunks too. Even when Avaya IX<sup>™</sup> Workplace Client accesses local on-premise IP Office Meet Me Conferencing, audio will be available but not sharing or conference roster.

## Download and installation of Avaya Equinox<sup>®</sup> Conferencing client

The Avaya Equinox<sup>®</sup> Conferencing portal detects whether you have installed Avaya IX<sup>™</sup> Workplace Client.

- If Avaya IX<sup>™</sup> Workplace Client is installed, Avaya IX<sup>™</sup> Workplace Client is used to join a conference.
- If Avaya IX<sup>™</sup> Workplace Client is not installed, the portal prompts users to use the WebRTC browser client only on desktops. Otherwise, you must install Avaya IX<sup>™</sup> Workplace Client to join the conference.
- If Avaya IX<sup>™</sup> Workplace Client is installed but not logged-in, you can join the conference without configuring your account.

The portal provides a mechanism to detect the version of the installed client and install any required update, linking to the app store as appropriate for mobile clients.

## **User types**

You can log in using your authorized credentials or log in as guest users.

Users with authorized credentials can be of the following types:

- UC Users: These users use Avaya IX<sup>™</sup> Workplace Client as a primary client for voice and video calls, voice workflow features, audio conferences, and instant messaging and presence. A UC user can be a host or guest of any conference.
- OTT Hosts: These users do not use Avaya IX<sup>™</sup> Workplace Client as a primary client, but need to host audio conferences and present content. These users have a virtual room and associated features, such as content library, recording resources, minutes, and notes. In this context, OTT means that clients join the conference using HTTP-based protocols, not SIP.

Guest users can be of the following types:

- OTT guests: These users do not use Avaya IX<sup>™</sup> Workplace Client as a primary client, but need to join audio conferences as a guest. They might need to present using screen sharing.
- Outbound guest: An outbound guest is a user of the Avaya UC or OTT deployment who joins an Avaya IX<sup>™</sup> Workplace Client conference hosted by an external party. For example, an Avaya Equinox<sup>®</sup> Conferencing user of XYZ Corp joins an Avaya Equinox<sup>®</sup> Conferencing 9.0 conference hosted by a user at ABC Corp.
- Inbound guest: An inbound guest is a user from an external company, such as a partner, supplier customer, or prospect who joins a conference hosted by a user of the Avaya UC or OTT deployment.

Avaya IX<sup>™</sup> Workplace Client for Windows supports Integrated Windows Authentication (IWA) for logging into an Avaya IX<sup>™</sup> Workplace Client conference. If IWA is enabled, you can use your Windows login credentials to log in to the conference.

## **Moderator role**

Moderator role is determined automatically in the UC environment when you join from Avaya IX<sup>™</sup> Workplace Client. If you go to the conference portal first, the moderator role is determined based on the login status of the portal.

When you join a conference, the **Place participants in a 'waiting room' until the moderator joins** option might be selected by default. In this case, you are assigned the participant role automatically and placed in a waiting room state. To become a moderator, you must make a request and enter the moderator PIN. You can then start the conference.

## Starting a meeting

- 1. Do one of the following:
  - If you are logged in to Avaya IX<sup>™</sup> Workplace Client, on the Top of Mind screen, select **Start My Meeting**.

- If you are not logged in to Avaya IX<sup>™</sup> Workplace Client, on the Join Meeting screen, enter the details to start a meeting.
- 2. (Optional) To use Avaya IX<sup>™</sup> Workplace Client for audio and video during the meeting, ensure that **Use Workplace for Audio + Video** is enabled by default.
- 3. **(Optional)** To call back your number, disable **Use Workplace for Audio + Video** and do one of the following:
  - On mobile clients: Select Call Me Back and enter your number.
  - On desktop clients: Select Callback my video number and enter your number.
- 4. **(Optional)** To view only the presentation, disable **Use Workplace for Audio + Video** and do one of the following:
  - On mobile clients: Clear Call Me Back.
  - On desktop clients: Clear Callback my video number.
- 5. Do one of the following:
  - On mobile clients and Avaya IX<sup>™</sup> Workplace Client for Windows: Select **Join**.
  - On Avaya IX<sup>™</sup> Workplace Client for Mac: **Join Meeting**.

## Starting a conference by adding contacts to an existing call

#### About this task

Use this procedure to start an audio or video conference call using Avaya Equinox<sup>®</sup> Conferencing.

#### Before you begin

Remove the adhoc conference URI, that is, the value from the **Adhoc Conference Address** or **Server Address** field.

#### Note:

You cannot configure the **Adhoc Conference Address** settings on Avaya IX<sup>™</sup> Workplace Client for Android on Avaya Vantage<sup>™</sup>.

- 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. Select one of the following:
  - Audio Call (): To start an audio call.
  - Video Call ( :: To start a video call.
- 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.

#### b. Select Merge.

Avaya IX<sup>™</sup> Workplace Client starts the conference call.

- 4. Start a conference call from the New Conversation screen by doing the following:
  - a. Select New conversation.
  - b. In the New Conversation screen, drag and drop contacts.

You can add one Contact to the New conversation for making a call. Adding more than one contact disables the Call icons.

c. Select Audio Call (৶) or Video Call (□).

Avaya IX<sup>™</sup> 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 IX<sup>™</sup> Workplace Client platform, confirm whether you want to merge the calls. Otherwise, go to the next step.

Avaya IX<sup>™</sup> Workplace Client creates a conference.

3. Resume the held call.

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

#### About this task

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

#### Procedure

- 1. For the active call, select and then select **Merge** and then select the conference call.
- 2. **(Optional)** If available on the Avaya IX<sup>™</sup> Workplace Client platform, confirm whether you want to merge the calls. Otherwise, go to the next step.

Avaya IX<sup>™</sup> 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 IX<sup>™</sup> 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 IX<sup>™</sup> Workplace Client.
- 2. On the Top of Mind screen, select Workplace Meetings.

Avaya IX<sup>™</sup> Workplace Client displays the Workplace Meetings screen.

- 3. In the Your Name field, type the name that you want to display during the meeting.
- 4. In the Meeting ID field, type the meeting ID of the virtual room.
- 5. In the **Meeting Address** field, type the conference address.
- 6. (**Optional**) To use Avaya IX<sup>™</sup> 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 IX<sup>™</sup> Workplace Client for Windows: Select **Join**.
  - On Avaya IX<sup>™</sup> Workplace Client for Mac: Join Meeting.

## Joining a meeting as a guest user

#### Procedure

- 1. Open Avaya IX<sup>™</sup> Workplace Client.
- 2. To join a meeting, select **Join a Meeting**.

Avaya IX<sup>™</sup> Workplace Client displays the Join Meeting screen.

- 3. In the **Your Name** field, type the name that you want to display during the meeting.
- 4. In the **Meeting ID** field, type the meeting ID of the virtual room.
- 5. In the **Meeting Address** field, type the conference address.
- 6. (**Optional**) To use Avaya IX<sup>™</sup> Workplace Client for audio and video during the meeting, ensure that **Use Workplace for Audio + Video** is enabled by default.
- 7. **(Optional)** To call back your number, disable **Use Workplace for Audio + Video** and do one of the following:
  - On mobile clients: Select Call Me Back and enter your number.
  - On desktop clients: Select Callback my video number and enter your number.
- 8. **(Optional)** To view only the presentation, disable **Use Workplace for Audio + Video** and do one of the following:
  - On mobile clients: Clear Call Me Back.
  - On desktop clients: Clear Callback my video number.
- 9. Do one of the following:
  - On mobile clients and Avaya IX<sup>™</sup> Workplace Client for Windows: Select **Join**.
  - On Avaya IX<sup>™</sup> Workplace Client for Mac: **Join Meeting**.

#### Joining a meeting by signing in

#### Before you begin

Obtain login credentials from the conference administrator. The conference might be configured so that only authenticated users can participate in meetings, access webcasts, or watch recordings.

#### Procedure

- 1. Open Avaya IX<sup>™</sup> Workplace Client.
- 2. To join a meeting, select Join a Meeting.

Avaya IX<sup>™</sup> 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

#### Joining a meeting using a supported browser without signing in

#### About this task

Use this procedure to join a meeting only on desktops by using a supported browser.

#### Procedure

- 1. Open the conference link in a supported browser.
- 2. In the Your Name field, type the name that you want to display during the meeting.
- 3. In the **Meeting ID** field, type the meeting ID of the virtual room.
- 4. Select **Join** and click one of the following:
  - Audio/Video + Presentation: To join a meeting with audio and video, and share or view data.
  - Presentation Only: To join a meeting and only share or view data.

## Joining a meeting using a supported browser by signing in

#### About this task

Use this procedure to join a meeting only on desktops by using a supported browser.

#### 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 the conference link in a supported browser.
- 2. Select Sign In.
- 3. Enter your login credentials.
- 4. **(Optional)** To enable the browser to store your login credentials, select **Keep me signed in**.
- 5. Select Sign In.
- 6. Do one of the following:
  - In the Join a Meeting area, in the **Meeting ID** field, type the meeting ID of the virtual room.
  - In the My Meeting area, ensure that your meeting address is auto-populated.
- 7. Select **Join** and click one of the following:
  - Audio/Video + Presentation: To join a meeting with audio and video, and share or view data.
  - Presentation Only: To join a meeting and only share or view data.

If you are hosting the meeting, your computer does not send video or audio. However, you can view the participant list and moderate, chat, and share content.

## Adding a participant to a meeting

#### About this task

Use this procedure to invite participants to an ongoing Avaya IX<sup>™</sup> 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<sup>®</sup> Conferencing, you can invite participants by using:

- The participant's name from the organization's directory.
- The number of the room system or the dedicated endpoint.
- The phone number, E.164 address, IP address, or SIP address of the room system or dedicated endpoint.

You must have moderator's rights to invite participants. By default, any participant in a video conference can be a moderator, unless a virtual room is protected by its owner. You still might be able to invite other users to a video conference if the owner of the video conference shares the moderator PIN with you.

#### Procedure

On mobile clients, do the following:

- 1. On the Conference screen, do one of the following:
  - Select More ( ) and then select Add participant ( ).
  - On the Participants screen, select Add participant (+).
- 2. In the Add participant to the meeting area, select one of the following:
  - Choose a Contact or Terminal
  - Enter a Number or Address
- 3. Select the contact or terminal from your contacts list or dial a number or address.

Avaya IX<sup>™</sup> Workplace Client adds the participant to the meeting.

On desktop clients, do one of the following:

4. 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.

Avaya IX<sup>™</sup> Workplace Client adds the participant to the meeting.

- 5. From the Conference screen, dial the number of a person or terminal that you want to add to the conference:
  - a. Select Meeting controls (A) or More (....).
  - b. Select Add Someone to Call.
  - c. Dial the telephone number or address.
  - d. Select Add to Meeting.

Avaya IX<sup>™</sup> 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.

## Inviting participants to a meeting

#### About this task

Use this procedure to invite participants to your meeting by email or by using the meeting address.

#### Before you begin

Log in to your meeting portal.

#### Procedure

- 1. In the My Meeting area, select **Share** (<).
- 2. Select one of the following:
  - E-mail invite: To use your email application.
  - Copy link: To copy the meeting address and paste it into an instant message.

## Scheduling a meeting

- 1. Log in to your meeting portal.
- 2. (Optional) On mobile clients, open the menu.

- 3. Select Schedule.
- 4. Select Add New Schedule (+).
- 5. On the Schedule a Meeting screen, enter the details.
- 6. To send an email to the recipients of the meeting, select **Send**.

## Schedule a Meeting field descriptions

Name	Description	
То	The names of the participants in the meeting.	
Subject	The subject line of the meeting.	
Start Time	The date and time of the meeting.	
Duration	The duration of the meeting.	
Recurring	To indicate whether the meeting is recurring.	
Repeats	The frequency at which the meeting is repeated.	
Every	The number of days after which the meeting is repeated.	
Start Time	The start date and time of the recurring meeting.	
End Date	The end date of the recurring meeting.	
Location	The virtual room of the meeting.	
Message	The details of the meeting.	
Endpoints	The endpoints for the meeting.	
Broadcast		
Broadcast this meeting (live stream)	To broadcast this meeting.	
Broadcast PIN	The PIN to broadcast this meeting.	
Same as meeting PIN	To indicate that the broadcast PIN is same as the meeting PIN.	
Add an image to help viewers identify this broadcast	The image to help viewers identify the broadcast.	
Enter a description of the broadcast	The description for the broadcast.	
Direct URL	The direct URL to access the broadcast.	
Recording and broadcast profile	The value for the recording and broadcast profile:	
	• Default	
	• 360p	
	• 720p	
	• 1080p	
Broadcast can be accessed by	The broadcast can be accessed by all users or only authenticated users.	
Show broadcast in list of public events	To indicate that the broadcast is displayed in the list of public events.	

Table continues...

Name	Description
Automatically record broadcast	To automatically record the broadcast.
Enable Q&A chat with viewers	To enable chat with viewers.
Meeting Option	
Meeting PIN	The PIN that participants must enter to join your meeting.
Meeting Host	The name of the meeting host.
Moderator PIN	The PIN that moderators can use to perform specific actions in the virtual room.
Place participants in a 'waiting room' until the moderator joins	To let other participants enter your virtual room only after the moderator joins the video conference.
Record this meeting	To record the meeting.
Terminate at scheduled time and alert in advance (minutes)	To end the meeting at the scheduled time and to specify the alert time in advance in minutes.
Terminate after all participants left the meeting (minutes)	To specify the meeting end time in minutes after all participants leave the meeting.
Reserved Ports	
Full High Definition	The port reserved for full high definition.
	Endpoints must support resolutions of 1080p and lower.
High Definition	The port reserved for high definition.
	Endpoints support resolutions of 720p and lower.
Standard Definition	The port reserved for standard definition.
	Endpoints support resolutions of 352p and lower.
Endpoint options	
Endpoint options	To select an endpoint.
Auto-Dial	To select auto-dial.
On Master MCU	To select on master MCU.

## Customizing your virtual room

#### About this task

In Avaya Equinox<sup>®</sup> Conferencing, a virtual room, also known as a meeting room, offers a virtual meeting place for adhoc or scheduled conferences. Administrators can configure multiple virtual rooms for a user.

Most people use the default settings of their virtual rooms. This procedure explains how to customize your virtual room for an optimal conferencing experience.

#### Before you begin

To make changes, ensure that your virtual room is not in a meeting.

#### Procedure

1. Log in to your meeting portal.

- 2. (Optional) On mobile clients, open the menu.
- 3. Select **Settings**.
- 4. Select Virtual Room.
- 5. Update the virtual room details.
- 6. Select **OK**.

## **Virtual Room field descriptions**

Name	Description
Virtual Room Number	To select your virtual room number if you have another virtual room.
Virtual Room Name	To set the name of your virtual room that appears in the title bar of the Virtual Room window.
Description	To describe your virtual room.
Meeting Type	To select the meeting type that Avaya IX <sup>™</sup> Workplace Client Conferencing uses.
	Meeting types, also known as MCU services, are meeting templates that determine the core characteristics of a meeting.
	Consult your video network administrator before changing this setting.
Moderator PIN	To set the moderator PIN so that only users with the PIN can perform moderator actions in your virtual room.
	Leave this field blank to allow everyone in your meetings to use moderator controls.
Protect meeting with a PIN	To protect your meeting with a PIN.
	Only authorized users can join your meeting.
Permanent PIN	To set the access PIN for all video conferences held in your virtual room.
Use one-time PIN for each meeting	To use a new access PIN at the beginning of every video conference that you create in your virtual room.
	Participants must enter this PIN to join your meetings.
Default Room	To use this virtual room as the default room for all video conferences.
Allow requests to join locked meetings	To provide a message prompt to users who try to enter a locked meeting.
	Users can then send a joining request to the video conference moderator.

Table continues...

Name	Description	
Turn on recordings automatically at the start of meetings	To automatically record all video conferences in your virtual room.	
	You must set the moderator PIN before you select this feature.	
Place participants in a 'waiting room' until the moderator joins	To let other participants enter your virtual room only after you join the video conference.	
	You must set the moderator PIN before you select this feature.	
Advanced		
Max Participants	To specify the maximum number of participants who can join the video conference.	
Search Endpoints	To search for endpoints.	

## Accessing the recordings and events

#### Procedure

- 1. Log in to your meeting portal.
- 2. (Optional) On mobile clients, open the menu.
- 3. Select Recordings + Events.
- 4. Select one of the following:
  - Recommended: To view the recently added and most viewed recordings.

You can view the details of a recording, copy the recording link, share the recording link by email, and download the recording.

- Events: To view any live events.
- My Recordings: To view your recordings.

You can view the details of a recording, copy the recording link, share the recording link by email, and download the recording. You cannot view this option as a guest user.

• All Recordings: To view all recordings.

You can view the details of a recording, copy the recording link, share the recording link by email, and download the recording.

• Trash: To view the deleted recordings.

You cannot view this option as a guest user.

• **Search**: To search for a recording.

## **User Settings field descriptions**

Name	Description
Edit Profile Photo	To select a profile picture for your account.

Table continues...

Name	Description	
Time Zone	To select a time zone for your account.	
Location	To select a location for your account.	
	The Automatic option is selected by default.	
Default Virtual Room	To select a default virtual room for your account if you have another virtual room.	

## **General Settings field descriptions**

The following fields are read-only.

Name	Description
User name	The signed-in user name.
Email	The email address of the signed-in user.
First Name	The first name of the signed-in user.
Last Name	The last name of the signed-in user.
Telephone (Office)	The office telephone number of the signed-in user.
Maximum bandwidth allowed	The maximum bandwidth that is allowed during the video conference meeting.
Personal Endpoint	The name of the personal endpoint.
Allow streaming	To indicate whether streaming is enabled or disabled.
Allow recording	To indicate whether recording is enabled or disabled.
Groups	The user group that the signed-in user is a part of.
Schedulable	To indicate whether the meeting is scheduled.
Reservable	To indicate whether the meeting is reserved.

## Changing the meeting portal password

- 1. Log in to your meeting portal.
- 2. (Optional) On mobile clients, open the menu.
- 3. Select Settings > Change Password.
- 4. In the Current Password field, enter your existing password.
- 5. In the New Password field, enter your new password.
- 6. In the **Repeat New Password** field, reenter your existing password.
- 7. Save the changes.

## **Configuring the local settings**

#### Procedure

- 1. Log in to your meeting portal.
- 2. (Optional) On mobile clients, open the menu.
- 3. Select Settings.
- 4. To change to the default settings, select **Reset to default**.
- 5. (Optional) On desktop clients, select Enable Avaya IX Workplace on this PC.
- 6. Save the changes.

## Handling conference calls

## Viewing the call statistics of a conference call

#### About this task

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

#### Procedure

Do one of the following:

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

## Viewing the link quality indicator

#### About this task

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

#### Procedure

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

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

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

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

#### 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 IX<sup>™</sup> 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.

## 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 III.
  - On Avaya IX<sup>™</sup> Workplace Client for Mac: Select Moderator Controls.
  - On Avaya IX<sup>™</sup> Workplace Client for Windows: Select **Conference Features**.

#### 3. Select Become Moderator.

4. Use the keypad to enter the moderator code.

You become the conference moderator.

## Managing the conference as a moderator

## **Recording a meeting**

#### About this task

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

If the meeting recording fails, all participants receive a notification stating that the recording has stopped. Additionally, the moderator gets a failed notification.

#### Procedure

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

Avaya IX<sup>™</sup> Workplace Client starts recording the meeting.

- 5. (Optional) You can pause and resume the recording.
- 6. To stop recording, select Recording.

Avaya Equinox<sup>®</sup> Conferencing saves the recording on the Conferencing server.

#### Disabling the mute option for all participants in a conference

#### About this task

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

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

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

- On Avaya IX<sup>™</sup> Workplace Client for Mac: Select **Moderator Controls**.
- On Avaya IX<sup>™</sup> Workplace Client for Windows: Select **Conference Features**.
- 3. To toggle the Lecture Mode feature on and off, select Lecture Mode.

#### Locking or unlocking the conference

#### About this task

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

#### Procedure

- 1. On the Conference screen, do one of the following:
  - On mobile and desktop clients: Select .....
  - On desktop clients: Select .
- 2. Do one of the following:
  - On mobile clients: Select III.
  - On Avaya IX<sup>™</sup> Workplace Client for Mac: Select **Moderator Controls**.
  - On Avaya IX<sup>™</sup> Workplace Client for Windows: Select **Conference Features**.
- 3. To toggle the Lock Meeting feature on and off, select **Lock Meeting**.

#### Muting or unmuting all participants in a conference

#### About this task

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

- 1. On the Conference screen, do one of the following:

  - On desktop clients: Select .
- 2. Do one of the following:
  - On mobile clients: Select III.
  - On Avaya IX<sup>™</sup> Workplace Client for Mac: Select **Moderator Controls**.
  - On Avaya IX<sup>™</sup> Workplace Client for Windows: Select **Conference Features**.
- 3. To mute all participants in the conference, select Mute Everyone.
- 4. To unmute all participants in the conference, select **Unmute Everyone**.

## Granting permission to a participant to speak in the Lecture mode

#### About this task

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

#### Procedure

- 1. On the Conference screen, in the Participants area, select the contact card of the participant with the raised hand.
- 2. Right-click or press and hold the contact card, and select Lower Hand.
- 3. Unmute the participant.

The unmuted participant receives a notification.

#### Changing the position and zoom of the endpoint's camera

#### About this task

Use the Far End Camera Control feature to change the position and zoom of the endpoint's camera. You can only do this task if you are a moderator.

#### Before you begin

Camera rooms must be present in the meeting.

#### 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 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

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

- On desktop clients: Select **R**.
- 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.

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

## Managing conference participants

#### Selecting a participant as a lecturer

#### About this task

You must have moderator's rights to set yourself or any other participant as a lecturer. In the Lecture mode, all participants are muted except the lecturer, unless the moderator unmutes a participant who requests permission to speak.

This mode is tailored for distance learning, but you can also use it for other purposes such as an executive addressing employees during companywide gatherings.

#### Procedure

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

Avaya IX<sup>™</sup> Workplace Client promotes the participant to a lecturer.

#### Demoting a lecturer to a participant

#### About this task

You must have moderator's rights to demote a lecturer to a participant.

#### Before you begin

Ensure that the Lecture mode is active.

#### Procedure

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

Avaya IX<sup>™</sup> Workplace Client demotes the lecturer to a participant.

#### Muting or unmuting a participant in a conference

#### About this task

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

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

#### Procedure

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

#### Blocking or unblocking the video of a participant in a conference

#### About this task

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

#### Procedure

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

## Promoting a participant to moderator or presenter Procedure

1. On the Conference screen, in the Participants area, select the contact card of the participant.

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

#### Dropping a participant from a conference

#### About this task

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

#### Procedure

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

#### Viewing the participants in a conference Procedure

- 1. On the Conference screen, in the Participants area, select  $\underline{\nabla}$ .
- 2. Do one of the following:
  - On Avaya IX<sup>™</sup> Workplace Client for iOS: Select **Everyone**.
  - On Avaya IX<sup>™</sup> 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  $\overline{\mathbf{y}}$ .
- 2. Select Recent Talkers.

## Viewing the web collaboration participants

#### Procedure

- 1. On the Conference screen, in the Participants area, select  $\underline{\nabla}$ .
- 2. To view the participants in the web collaboration:
  - On Avaya IX<sup>™</sup> Workplace Client for iOS: Select In Collab.
  - On Avaya IX<sup>™</sup> Workplace Client for Android and desktop platforms: Select In Collaboration.
- 3. To view the participants not currently accessing the web collaboration:
  - On Avaya IX<sup>™</sup> Workplace Client for iOS: Select **Not in Collab**.
  - On Avaya IX<sup>™</sup> 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  $\underline{\nabla}$ .
- 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  $\underline{\nabla}$ .
- 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.

- 1. On the Conference screen, in the Participants area, select un.
- On mobile clients, do the following:
- 2. Select one of the following:
  - Alphabetic Ascending

- Alphabetic Descending
- Most Recent First
- Most Recent Last

Avaya IX<sup>™</sup> Workplace Client sorts the participants on the Conference screen according to your selection.

On desktop clients, do the following:

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

Avaya IX<sup>™</sup> Workplace Client sorts the participants on the Conference screen according to your selection.

## **Ending a conference**

#### About this task

If you are a conference owner or PIN-protected moderator and use *m* 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.

- 1. On the Conference screen, do one of the following:
  - On mobile and desktop clients: Select .....
  - On desktop clients: Select 8.
- 2. Do one of the following:
  - On mobile clients: Select **a** > **End Meeting For Everyone**.
  - On Avaya IX<sup>™</sup> Workplace Client for Mac: Select **Moderator Controls** > **End Meeting For Everyone**.
  - On Avaya IX<sup>™</sup> Workplace Client for Windows: Select **Conference Features > End Meeting For Everyone**.
- 3. In the confirmation dialog box, confirm the action.

## **Chapter 6: Managing contacts**

The Contacts feature provides information about the following:

- Contacts from IP Office Corporate or Internal System directory; IP Office users and hunt groups either for the local node or the whole SCN. The contacts are not store locally on the device, but are available during contact search.
- Avaya IX<sup>™</sup> Workplace Client contacts, which are IP Office Personal directory contacts of the individual user. The contacts are downloaded when you log in and stored locally on the device.
- Favorite contacts. You can favorite only the Avaya IX<sup>™</sup> Workplace Client contacts.
- Local contacts

Use the Contacts feature to:

- · View the details of contacts.
- Create a new contact.
- Make a voice or video call to a contact or a group of contacts.
- Send an email to any contact using the default or configured email application installed on your device.

You can access local contacts in Avaya IX<sup>™</sup> 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

## Viewing the self-contact information

#### About this task

Avaya IX<sup>™</sup> Workplace Client retrieves and displays the self-contact information from the following directories:

- 1. Avaya Cloud Services
- 2. IP Office
- 3. Local

#### Before you begin

Ensure that IP Office or Avaya Cloud Services are configured properly.

#### Procedure

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

Avaya IX<sup>™</sup> Workplace Client displays the self-contact information with your picture.

## Searching for a contact

#### About this task

When you search for a contact, Avaya IX<sup>™</sup> Workplace Client performs a search for that contact in the IP Office directories. On some Avaya IX<sup>™</sup> Workplace Client platforms, you must use the Search key to view the results after you use this procedure.

#### Procedure

- 1. Go to the Contacts screen.
- 2. Start typing the name of the contact or the contact details that you want to look for in the following field:
  - On mobile clients: find someone
  - On desktop clients: name

Avaya IX<sup>™</sup> Workplace Client displays the contacts that match the search text.

## Creating a new contact

#### About this task

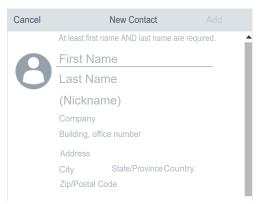
Use this procedure to create a new contact. Avaya IX<sup>™</sup> Workplace Client adds the contact to your Workplace Contacts list.

#### Procedure

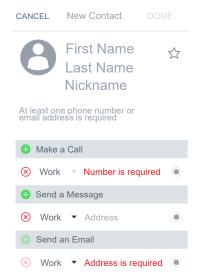
- 1. Go to the Contacts screen.
- 2. Select +.

On desktop clients:

#### Managing contacts



3. (Optional) On mobile clients, select New Contact.



- 4. Enter the appropriate values in the fields.
  - Enter the first name and last name.
  - Enter an email address or a phone number or both.
  - Enter only one work email address.
- 5. Save the changes.
- 6. **(Optional)** To update the contact details, select the contact, select **Edit**, and perform the changes.

## **Deleting a contact**

#### About this task

Use this procedure to delete a contact from your Workplace Contacts list. When you delete a contact, Avaya IX<sup>™</sup> 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.

Ana Bari 66070010 Offline		
Make a Call		
<b>Work</b> +66070010	Ŋ	
<b>Work</b> 66070010	Ŋ	
Send a Message		
Work 66070010@svucacloud.cor	n	Ω
Send an Email		
Work 66070010@svucacloud.cor	n	
Contact Sources (1)		
Avaya Equinox		
Remove Contact		

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

Avaya IX<sup>™</sup> Workplace Client removes the contact from your Workplace Contacts list.

# **Chapter 7: Presence and instant messaging**

Presence Services is an application that indicates the availability or presence of a person by states. From the Avaya IX<sup>™</sup> Workplace Client client, you can:

- Change your presence status to one of the following five supported states: "Available", "Busy", "Away", "Offline", and "Do Not Disturb". The presence status that you set appears simultaneously across supported clients.
- Change your custom presence note.



The presence note is visible and available only when the user is logged in to Avaya IX<sup>™</sup> Workplace Client.

**Presence:** Presence Services supports application and telephony presence information gathered from IP Office and aggregates this information for each user. Presence Services then makes this information available to Avaya IX<sup>™</sup> Workplace Client users.

Application presence is the presence state for non-telephony usage, such as for instant messaging. Telephony presence is the presence for telephony usage, such as when you are on a call.

You need to manually set the application presence while telephony presence is set automatically. For example, there is no "timed inactive" presence state for application presence. For telephony presence, only the "On a Call" state is supported. The "On a Call" state is automatically set when the client is in a call, even if a manual presence state was set. In Simultaneous mode, the "On a Call" state is shown for all the logged-in clients.

## Changing your presence status manually

#### About this task

Use this procedure to update your Avaya IX<sup>™</sup> Workplace Client presence status manually.

- 1. On the Top of Mind screen, select the presence status indicator.
- 2. In the My Presence area, select the presence status.
- 3. Select one of the following presence states to indicate your availability:
  - Available

- Busy
- Away
- Offline
- Do not disturb

The presence status that you set appears simultaneously across supported clients.

# Management of incoming calls and instant messages during DND

The following sections describe how Avaya IX<sup>™</sup> Workplace Client handles incoming calls and instant messages when you set your presence status to "Do not disturb".

#### **Incoming calls**

In the Avaya IX<sup>™</sup> Workplace Client settings, you can enable **Activate SAC When DND Is Set**. Incoming calls are then forwarded to voice mail and do not ring on Avaya IX<sup>™</sup> Workplace Client.

You can make outgoing calls as usual.

#### Instant messages

You receive IMs without any notifications.

## Changing your presence note

#### Procedure

- 1. On the Top of Mind screen, select the presence status indicator.
- 2. In the What are you up to? field, type your presence note.

For example, you can write "Out for a long lunch" or "In a long meeting".



The presence note must not exceed 21 characters. The presence note is visible and available only when the user is logged in to Avaya IX<sup>™</sup> Workplace Client.

## Working with attachments

## Adding attachments to an instant message

#### About this task

Use this procedure to add attachments to an instant message.

If you are on a VoIP call, you must wait for the VoIP call to end before you can use the built-in recording feature of Avaya IX<sup>™</sup> Workplace Client to attach audio, video, or image files.

#### 😵 Note:

If you are using a third-party application and want to share a file in an Avaya IX<sup>™</sup> Workplace Client conversation, you can select the share option to view Avaya IX<sup>™</sup> Workplace Client. On selecting Avaya IX<sup>™</sup> Workplace Client, you can add the attachment to a conversation.

#### Before you begin

You must have a conversation in progress.

#### Procedure

- 1. Select Attachment (⊘).
- 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 Send (</ ) or press Enter.

Avaya IX<sup>™</sup> Workplace Client sends the attachment to the participant.

## **Viewing attachments**

#### About this task

Use this procedure to view the attachments that you receive as part of a conversation. The attachment might be a photo, video, audio file, or generic attachment. The badge count on a conversation indicates how many new and unread messages are in that conversation.

#### Before you begin

You must have a conversation in progress.

- 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.

# Chapter 8: Configuring Avaya Equinox<sup>®</sup> add-in for Microsoft Outlook

## Avaya IX<sup>™</sup> Workplace Client add-in for Outlook

Avaya IX<sup>™</sup> Workplace Client provides a Microsoft Outlook add-in for Windows that includes the following features:

- Add meeting details to an appointment.
- Join Meet Me conferences from your calendar.
- Start a call from within Outlook to a contact by using Avaya IX<sup>™</sup> Workplace Client.

Additionally:

- Avaya Equinox<sup>®</sup> Conferencing meeting information can be auto-configured.
- Avaya Equinox<sup>®</sup> Conferencingmeeting invite templates are retrieved from the conferencing system.
- Microsoft Windows IM Provider integration, which is optional, allows click-to-IM and presence in Outlook for Avaya IX<sup>™</sup> Workplace Client contacts.

😒 Note:

Microsoft Outlook add-in for web mail does not support calendar delegation, IM provider, and multiple conferencing bridges.

## **Microsoft Outlook requirements**

- Microsoft Outlook add-in for Windows is supported on Exchange Server 2010 SP1 and later versions including Office 365.
- Microsoft Outlook add-in for Mac and web mail is supported on Exchange Server 2013 and later versions including Office 365.
- You must enable Exchange Web Services for the Avaya IX<sup>™</sup> Workplace Client add-in for Microsoft Outlook to work.
- Internet access must be available because portions of the add-in are hosted on the Internet as part of the new Avaya IX<sup>™</sup> Workplace Client add-in for Microsoft Outlook architecture.

If the add-in is hosted internally on the private network with the OUTLOOK\_ADDON\_HOST\_URI configuration parameter, then Internet access is not required.

· You must include Office 365 in the whitelist of Zscaler.

The whitelist stops the blocks from Zscaler and allows the requests to communicate with the various Office 365 based websites. Avaya IX<sup>™</sup> Workplace Client then functions properly.

# Avaya IX<sup>™</sup> Workplace Client add-in for Microsoft Outlook installation

The Outlook add-in is installed by default during the Avaya IX<sup>™</sup> Workplace Client installation.

To prevent the default installation on Avaya IX<sup>™</sup> Workplace Client for Windows, select the **Custom** setup type and disable the Outlook add-in installation. The add-in is also enabled by default for non-guest users.

#### **Related links**

Installing Avaya Communicator on desktops

# Joining a meeting by using the Avaya IX<sup>™</sup> Workplace Client Add-in for Outlook

#### About this task

Use this procedure to join an Avaya IX<sup>™</sup> Workplace Client conference 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:
  - Join: To join the conference.

# Making an Avaya IX<sup>™</sup> Workplace Client call from within Microsoft Outlook

#### Before you begin

Enable the Allow calls from Outlook contacts setting.

#### Procedure

- 1. In Microsoft Outlook, open the Contacts screen.
- 2. Right-click or double-click a contact card and select Call Contact.
- 3. Select the number that you want to call.

#### Note:

Numbers displayed in the Microsoft Outlook view and Call Contact option might differ. For example, if you use this procedure, you might be able to view only one number. However, if you move the cursor over the contact entry or email address, you might view additional phone numbers. These phone numbers might be retrieved from Lync or Skype for Business. This is a known functionality.

#### **Related links**

#unique\_120

## Making an Avaya IX<sup>™</sup> Workplace Client call from a browser

#### About this task

Use this procedure to make calls from the highlighted numbers on Google Chrome, Mozilla Firefox, and Microsoft Internet Explorer browsers.

#### Before you begin

Enable the browser add-in.

#### Procedure

- 1. Hover the cursor over the highlighted number that you want to call.
- 2. Click the number.

#### **Related links**

<u>#unique\_122</u>

# Chapter 9: Uninstalling and upgrading Avaya Equinox

## **Mobile clients**

## Removing data from mobile clients

#### About this task

Use this procedure on mobile clients to permanently remove information from Avaya IX<sup>™</sup> Workplace Client, such as account information, settings, and application data.

#### Procedure

- 1. In the Avaya IX<sup>™</sup> Workplace Client settings, select **Support**.
- 2. Select Reset Application.
- 3. In the confirmation dialog box, confirm the change.

## Uninstalling Avaya IX<sup>™</sup> Workplace Client from mobile devices

#### Before you begin

Ensure that Avaya IX<sup>™</sup> Workplace Client is not running.

#### Procedure

Do one of the following:

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

## **Desktop clients**

## Removing data from desktop clients

#### About this task

Use this procedure on desktops to permanently remove information from Avaya IX<sup>™</sup> Workplace Client, such as account information, settings, and application data.

#### Procedure

- 1. In the Avaya IX<sup>™</sup> Workplace Client settings, select **Support**.
- 2. Select Reset Application.
- 3. In the confirmation dialog box, confirm the change.

## Uninstalling Avaya IX<sup>™</sup> Workplace Client on desktops

#### Before you begin

Ensure that Avaya IX<sup>™</sup> Workplace Client is not running.

- On Windows desktops, open Control Panel and do the following:
  - 1. Click Uninstall a program.
  - 2. In the Uninstall or change a program window, select Avaya IX<sup>™</sup> Workplace Client.
  - 3. Click Uninstall.
  - 4. In the Programs and Features dialog box, click Yes.

A message box displays the status of the uninstall operation. After the software is uninstalled, the system closes the dialog box. Avaya IX<sup>™</sup> Workplace Client no longer shows in the Uninstall or change a program window.

- On Mac desktops, do the following:
  - 1. Double-click the Avaya IX Workplace-XX.dmg file.
  - 2. Double-click Uninstall.
  - 3. In the confirmation dialog box, click Yes.

After Avaya IX<sup>™</sup> Workplace Client is uninstalled, the system displays a message.

## **Chapter 10: Resources**

## **Documentation resources**

For a listing of documentation resources related to IP Office, see Avaya IP Office<sup>™</sup> Platform Start Here First. Download documents from the Avaya Support website at <u>http://support.avaya.com</u>.

IP Office documentation is also available on the IP Office Knowledgebase at <a href="http://marketingtools.avaya.com/knowledgebase/">http://marketingtools.avaya.com/knowledgebase/</a>.

#### **Related links**

Finding documents on the Avaya Support website on page 77

## Finding documents on the Avaya Support website

#### Procedure

- 1. Go to https://support.avaya.com.
- 2. At the top of the screen, type your username and password and click Login.
- 3. Click Support by Product > Documents.
- 4. In **Enter your Product Here**, type the product name and then select the product from the list.
- 5. In **Choose Release**, select the appropriate release number.

The Choose Release field is not available if there is only one release for the product.

6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.

For example, for user guides, click **User Guides** in the **Content Type** filter. The list only displays the documents for the selected category.

7. Click Enter.

#### **Related links**

Documentation resources on page 77

## **Viewing Avaya Mentor videos**

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

#### About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

- To find videos on the Avaya Support website, go to <u>https://support.avaya.com/</u> and do one of the following:
  - In Search, type Avaya Mentor Videos, click Clear All and select Video in the Content Type.
  - In **Search**, type the product name. On the Search Results page, click **Clear All** and select **Video** in the **Content Type**.

The Video content type is displayed only when videos are available for that product.

In the right pane, the page displays a list of available videos.

- To find the Avaya Mentor videos on YouTube, go to <u>www.youtube.com/AvayaMentor</u> and do one of the following:
  - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.
  - Scroll down Playlists, and click a topic name to see the list of videos available for the topic. For example, Contact Centers.

#### 😵 Note:

Videos are not available for all products.

## Support

Go to the Avaya Support website at <u>https://support.avaya.com</u> 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.

#### **Related links**

<u>Using the Avaya InSite Knowledge Base</u> on page 79 <u>Additional IP Office resources</u> on page 79

## Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a web-based search engine that provides:

- · Up-to-date troubleshooting procedures and technical tips
- · Information about service packs
- Access to customer and technical documentation
- Information about training and certification programs
- Links to other pertinent information

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base without extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base for any potential solutions to problems.

- 1. Go to http://www.avaya.com/support.
- 2. Log on to the Avaya website with a valid Avaya user ID and password.

The system displays the Avaya Support page.

- 3. Click Support by Product > Product-specific Support.
- 4. In Enter Product Name, enter the product, and press Enter.
- 5. Select the product from the list, and select a release.
- 6. Click the Technical Solutions tab to see articles.
- 7. Select relevant articles.

#### **Related links**

Support on page 78

## Additional IP Office resources

You can find information at the following additional resource websites.

#### Avaya

<u>http://www.avaya.com</u> is the official Avaya website. The front page also provides access to individual Avaya websites for different countries.

#### **Avaya Sales & Partner Portal**

<u>http://sales.avaya.com</u> is the official website for all Avaya Business Partners. The site requires registration for a user name and password. Once accessed, the portal can be customized for specific products and information types that you wish to see and be notified about by email.

#### Avaya IP Office Knowledge Base

<u>http://marketingtools.avaya.com/knowledgebase</u> provides access to an online, regularly updated version of the IP Office Knowledge Base.

#### Avaya maintenance, lifecycle and warranty information

Avaya support services complement standard Avaya maintenance, lifecycle and warranty policies that are posted on <u>http://support.avaya.com</u>. For more information, send email to <u>support@avaya.com</u>.

#### International Avaya User Group

http://www.iaug.org is the official discussion forum for Avaya product users.

#### **Related links**

Support on page 78

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