



Using Avaya IX™ Workplace Client for IP Office

Release 11.0
Issue 6.1.1
July 2020

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Chapter 1: Introduction

Purpose

This document describes how to set up and use Avaya IX™ 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™ Workplace Client. Avaya Aura® content for Avaya IX™ Workplace Client is covered in Avaya Aura® documentation.

Change history

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

Issue	Date	Summary of changes
1, Release 11.0.5.1	October, 2019	Rebranded Avaya Equinox® for IP Office to Avaya IX™ Workplace Client. These changes take effect with Avaya IX™ Workplace Client Release 3.7. Added new content: <ul style="list-style-type: none">• 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

Table continues...

Issue	Date	Summary of changes
1, Release 11.0.5	August, 2019	Added content on: <ul style="list-style-type: none"> • Avaya Cloud Authorization feature • Apple Push Notification service (APNs) • USB call control with Avaya IX™ Workplace Client for Mac and Windows while using Avaya L100 Series Headsets
1, Release 11.0 FP4	February 2019	• Added information on: <ul style="list-style-type: none"> - Shared Control feature - Avaya IX™ Workplace Client support on Avaya Vantage™ - Support for Presence and Directory integration on Avaya Vantage™ - Support for Avaya Cloud Services - User Interface changes
2, Release 11.0	June 2018	First version of the document.

Chapter 2: Avaya IX™ Workplace Client for IP Office overview

The Avaya IX™ 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® Meetings Online. You can access the Avaya IX™ Workplace Client on the following platforms:

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

 **Note:**

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

- Desktop platforms:
 - Mac
 - Windows

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

- Make point-to-point audio and video calls.
- Listen to your voice mail messages.
- Join and host conference calls with Avaya Equinox® Meetings Online.
- Use point-to-point 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.
- Send instant messages using Avaya Spaces direct messaging.
- 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™ Workplace Client on Avaya Vantage™ 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™ Workplace Client features must be configured for your enterprise before you can use them.

Avaya Vantage™ 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™ 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™ 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™ 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™ Workplace Client for Windows
 - Avaya IX™ Workplace Client for Mac
 - Avaya IX™ Workplace Client for iPad
 - Avaya Communicator for Windows
 - Avaya Communicator for iPad
- Any one of following mobile VoIP clients:
 - Avaya IX™ Workplace Client for Android
 - Avaya IX™ Workplace Client for iPhone
 - Avaya one-X® Mobile for iOS
 - Avaya one-X® 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™ 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™ Workplace Client only, and not between an Avaya IX™ Workplace Client and another client type.

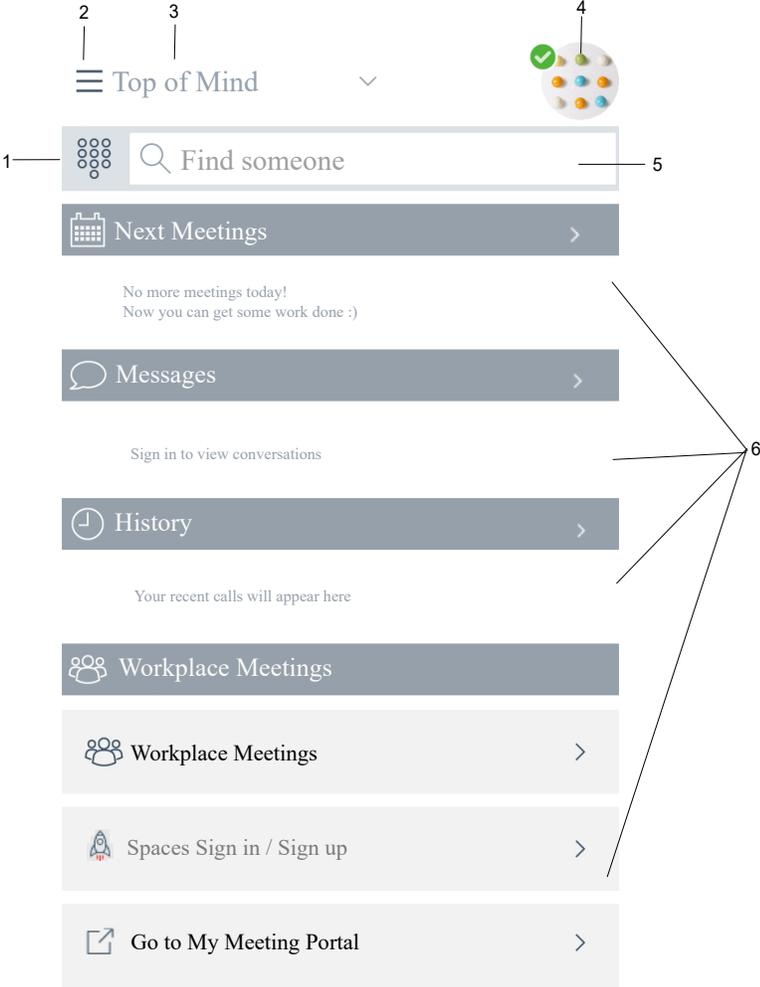
Video escalation

- 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.

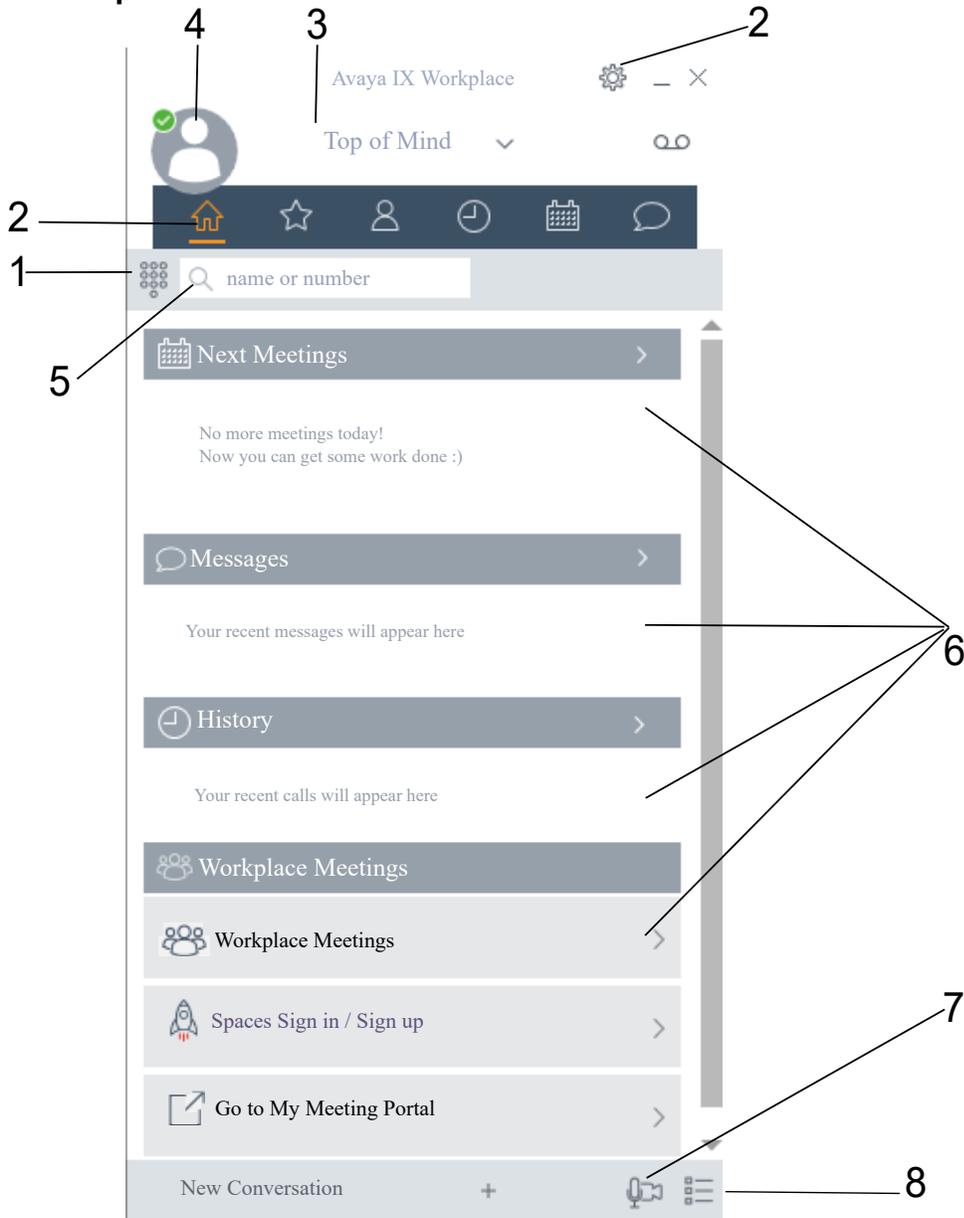
Chapter 3: Avaya IX™ Workplace Client navigation

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

Mobile client



Desktop client



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

Table continues...

No.	Name	Description
2	Menu	<p>Access the following screens from the Avaya IX™ Workplace Client menu:</p> <ul style="list-style-type: none"> • Top of Mind • Favorites • Contacts • History • Messages • Meetings • Features: Only on mobile clients <p>You can also manually configure the settings, access your voice mail messages, and exit from the Avaya IX™ Workplace Client application.</p>
3	Top of Mind	Access the settings for configuring the layout of the Top of Mind screen.
4	Presence status indicator	Access the incoming and outgoing calls settings. You can also configure your presence status and message, and sign out from the Avaya IX™ Workplace Client application.
5	Search	<p>Search for a contact.</p> <p>You can start an instant messaging conversation by typing the messaging address.</p>
6	Next Meetings, Messages, History, and Equinox Meetings	<ul style="list-style-type: none"> • Join Avaya IX™ Workplace Client and Spaces meetings with one touch and view your meeting calendar. <p> Note:</p> <p>You cannot click to join an Avaya IX™ Workplace Client meeting from your calendar. However, if you are using the Avaya IX™ Workplace Client add-in for Microsoft Outlook, you can click to join from the meeting invitation.</p> <ul style="list-style-type: none"> • Respond to the latest messages and view your active conversations. • Return important missed calls and view your call activity. • Start a meeting, join an Avaya IX™ Workplace Client meeting, log in to Spaces or open the Spaces dashboard, and go to your meeting portal. <p>The Workplace Meetings area is applicable if you are using only Avaya IX™ Workplace Client Conferencing.</p>

Related links

[Viewing the Avaya IX Workplace Client tutorial](#) on page 18

[Icons](#) on page 18

[Shortcut keys for Avaya IX Workplace Client for Mac and Windows](#) on page 20

Viewing the Avaya IX™ Workplace Client tutorial

Procedure

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

Related links

[Avaya IX Workplace Client navigation](#) on page 15

Icons

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

Presence status

Button	Name	Notes
	Available	
	Busy	
	Away	
	Offline	
	Do not disturb	

History screen

Button	Name	Notes
	All History	View your complete call history.
	Incoming Calls	
	Missed Calls	
	Outgoing Calls	
	Voicemail	View your voice mail messages.
	Send All Calls	Send all calls to voice mail.

Incoming Calls screen

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

Outgoing Calls screen

Button	Name	Notes
	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
	Dialpad	Opens the Dialpad.
	Redial	
	Audio Call	
	Video Call	
	Clear	

General icons

Button	Name	Notes
	Settings	
	Menu	
	More	

Table continues...

Button	Name	Notes
	Audio Call	
	Mute Audio Call	Audio is muted during the call.
	Speaker	
	Video Call	
	Stop Video Call	Video is stopped during the call.
	Block camera	
	Resume Call	
	Hold Call	Call is placed on hold.
	Instant Messaging	
	Email	Email is sent to a contact using the native email application.
	Add	
	End Call	
	Merge Call	Active call is merged with the held call.
	Search	
	Alert	
	Information	

Related links

[Avaya IX Workplace Client navigation](#) on page 15

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

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

Function	Avaya IX™ Workplace Client for Mac	Avaya IX™ Workplace Client for Windows
Open Dialpad	command + D	Ctrl + D

Table continues...

Function	Avaya IX™ Workplace Client for Mac	Avaya IX™ Workplace Client for Windows
Open Keypad while on a call	command + D	Ctrl + D
Dial from clipboard	option + W	Alt + W
Search for someone	F3	F3
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 Top of Mind tab	shift + command + T	Alt + T
Select the Favorites tab	shift + command + F	Alt + F
Select the Contacts tab	shift + command + C	Alt + C
Select the History tab	shift + command + H	Alt + H
Select the Messages tab	shift + command + I	Alt + I
Select the Meetings tab	shift + command + M	Alt + M

Related links

[Avaya IX Workplace Client navigation](#) on page 15

Chapter 4: Setting up Avaya Equinox®

System requirements and interoperability

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

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

- Headsets
- Cameras
- Display adapters

Mobile clients

Security certificates on mobile devices

Avaya IX™ Workplace Client requires security certificates to establish connections with various servers. If you are using a certificate signed by one of the major certificate authorities such as Verisign, you do not need to install anything. The built-in system certificates are enough. However, the administrator must include the certificate in the private trust store.

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

 **Note:**

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

If you are using Avaya IX™ Workplace Client on Avaya Vantage™, do not install any certificates manually. The certificates are automatically installed when you provide the file server path in **Settings > Wireless & networks > More > File Server** on Avaya Vantage™.

For detailed information about server certificates and security for Avaya IP Office, see *IP Office Platform Security Guidelines* at <https://downloads.avaya.com/css/P8/documents/101039408>.

Installing Avaya IX™ Workplace Client on mobile devices

About this task

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

Note:

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

Procedure

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

Android permissions

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

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

Desktop clients

Security certificates on desktops

Avaya IX™ Workplace Client requires security certificates to establish connections with various servers. If you are using a certificate signed by one of the major certificate authorities such as Verisign, you do not need to install anything. The built-in system certificates are enough. However, the administrator must include the certificate in the private trust store.

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

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

For detailed information about server certificates and security for Avaya IP Office, see *IP Office Platform Security Guidelines* at <https://downloads.avaya.com/css/P8/documents/101039408>.

Installing Avaya IX™ Workplace Client on desktops

About this task

Use this procedure to install Avaya IX™ Workplace Client desktop clients. The administrator can also install Avaya IX™ Workplace Client desktop clients using a command line option.

Before you begin

- Ensure that your Windows or Mac device meets the following minimum hardware requirements:
 - Dual-core processor
 - 2 GB of RAM
 - 1.5 GB free hard disk space
- Get the location of the Avaya IX™ Workplace Client build for Windows or Mac from your administrator.
- Download the build to your desktop.
- For Avaya IX™ Workplace Client for Windows, ensure that:
 - Windows 7 computer, Windows 8 computer, Windows 10 computer, Windows Server 2008, Windows Server 2012, or Windows Server 2016 has Microsoft .NET Framework 4.5 or a later version.
 - Microsoft Visual C++ Redistributable for Visual Studio 2017 package is installed.
- For Avaya IX™ Workplace Client for Mac, ensure that Mac OS is 10.11 or a later version.

Procedure

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

By default, the Windows installer installs Outlook Plugin. Additionally, the Windows installer installs Web Extension on Microsoft Internet Explorer and Mozilla Firefox.

 **Note:**

Outlook Plugin uses the language of the Microsoft Office suite and Web Extension uses the language of the web browser.

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

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

About this task

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

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

- To join a meeting, select **Join a Meeting**.

 **Note:**

To join a meeting, you must be subscribed to the relevant services, such as Avaya Equinox® Meetings Online.

- To configure your account, select **Configure my account**.

Automatic configuration overview

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

If you type your email address and the DNS check:

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

By using Avaya Cloud Services or Avaya Equinox® Meetings Online, if the automatic configuration file is:

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

If the automatic configuration file is found in the web address, the automatic configuration file is downloaded.

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

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

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

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

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

Configuring Avaya IX™ Workplace Client settings automatically

About this task

Use this procedure if you have an Avaya IX™ Workplace Client account and want to sign in to Avaya IX™ Workplace Client. You can configure the Avaya IX™ Workplace Client settings automatically using your email address or the automatic configuration web address. This configuration option is applicable only for IP Office Release 11.0.5 deployments.

For automatic configuration of the Avaya IX™ Workplace Client, the administrator can choose IP Office or any other web server.

You cannot use this procedure on Avaya IX™ Workplace Client on Avaya Vantage™ because the Avaya IX™ Workplace Client settings are automatically configured when you provide the file server path in **Settings > Wireless & networks > More > File Server**.

Before you begin

- Ensure that Avaya Cloud Authorization service is enabled in IP Office Web Manager.
- Ensure that a unique identity is configured for the user in IP Office Web Manager.
- Ensure that the user has a valid Avaya Cloud Services account.
- If the administrator has set up the correct DNS records, you can automatically configure Avaya IX™ Workplace Client using your email address. Else, you can get the automatic configuration web address from the administrator.

Procedure

1. On the Avaya IX™ Workplace Client select **Configure my account**

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

2. **(Optional)** To use your work email address for auto discovery:
 - a. In the **Email** field, type your email address and select **Next**.
 - b. Choose the enterprise environment that you want to use and select **Next**.
3. **(Optional)** To use the automatic configuration web address for auto discovery:
 - a. Select **Options and Settings** (⚙️).
 - b. Select **Use a web address**.
 - c. In the **Web Address** field, type the web address and select **Next**.

Avaya IX™ Workplace Client displays the Avaya Cloud Services login screen.

4. Depending on what the screen displays, do one or more of the following:
 - If the automatic configuration file includes support for OAuth and if your Avaya Cloud account exists, type your credentials for Avaya Cloud Services and select Sign In. However, if you close the page without performing OAuth authentication, Avaya IX™ Workplace Client displays the login screen to enter your extension and password.
 - If you have an account on Google, Office365, Salesforce, or Avaya, select the corresponding icon to log in to Avaya Cloud Services with your account credentials.
 - If the automatic configuration file does not include Avaya Cloud Authorization configuration for the various services, manually enter your credentials to log in to each service.
5. Select **Next**.

Avaya IX™ Workplace Client configures the settings automatically.

Using the Avaya IX™ Workplace Client menu

Procedure

1. On mobile clients, on the Top of Mind screen, select ☰.

2. To view a screen, select the corresponding option:

- **Top of Mind**
- **Join Meeting**
- **Favorites**
- **Contacts**
- **History**
- **Messages**
- **Meetings**
- **Features:** Only on mobile clients
- **Exit:** Only on Avaya IX™ Workplace Client for Android

Avaya IX™ Workplace Client on Avaya Vantage™ does not display this option.

Manual configuration of Avaya IX™ Workplace Client settings

You must configure the Avaya IX™ Workplace Client settings in the Services screen manually if you are not using automatic configuration. For more information, see [Services settings](#) on page 39.

The following sections describe how to manually configure and update all client settings. You might need to restart Avaya Equinox® after you manually configure or update the client settings.

Avaya IX™ Workplace Client Top of Mind screen

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

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

*** Note:**

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

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

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

Configuring the layout of the Top of Mind screen

About this task

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

Procedure

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

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

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

Using the Top of Mind screen

About this task

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

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

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

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

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

You can join a meeting using this option only if the conference bridge number is in the Tel: URL format. For example, tel:+16135959132. You must include this format in the Location field or the Body area of the email.
 - : To join the Spaces meeting by using the Spaces application only on mobile devices or the default browser.

For best experience, the default browser must be WebRTC compliant.
- In the Messages area, you can select the following:
 - >: To view all your active conversations.
 - A conversation: To view more information about the conversation.
- In the History area, you can select the following:
 - >: To view the complete call history.
 - A call: To view more information about the call.
 -  or : To call the number.
- In the My Meeting Room area, you can select the following:
 - **Start My Meeting**: To start your meeting.
 - **Workplace Meetings**: To join a meeting. By default, Avaya IX™ Workplace Client saves the details of your last meeting.
 - **Spaces Dashboard**: To open the Spaces dashboard.

If you are not logged in to Avaya Cloud Services, you must sign in to Spaces. If you do not have an account, you must sign up for Spaces.
 - **Go to My Meeting Portal**: To view the portal where you can configure your virtual room and other settings.

Configuring the display preferences

About this task

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

Procedure

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

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

About this task

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

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

Procedure

1. In the Avaya IX™ Workplace Client settings, tap **User Preferences**.
2. Tap **Contacts**.
3. In the Display Preferences area, tap **Name Display Preferences**.
4. Tap one of the following:
 - **First Name First**
 - **Last Name First**
5. In the Display Preferences area, tap **Name Sort Preferences**.
6. Tap one of the following:
 - **First Name**
 - **Last Name**
7. Save the changes.

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

Configuring the contact search settings on desktop clients

About this task

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

 **Note:**

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

Procedure

1. In the Avaya IX™ Workplace Client settings, click **User Preferences**.
2. Click **Contacts**.
3. In the Name Display Preferences area, click one of the following:
 - **First, Last**
 - **Last, First**
4. In the Name Sort Preferences area, click one of the following:
 - **First Name**
 - **Last Name**
5. To view local contacts, click **Show Local Contacts**.
6. Save the changes.

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

Modifying contact settings

About this task

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

 **Note:**

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

Procedure

1. In the Avaya IX™ Workplace Client settings, select **User Preferences**.
2. **(Optional)** If available on the Avaya IX™ Workplace Client platform, select **Contacts**. Else, go to the next step.

3. Select **Messaging Address Validation**.
4. Save the changes.

Modifying audio and video settings on mobile clients

About this task

Use this procedure only on mobile clients.

Note:

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

Procedure

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

Avaya IX™ Workplace Client displays the audio and video settings.

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

2. Select **Ringtone**.
3. Select the new ringtone, and save the changes.

On all mobile clients, do the following:

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

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

7. **(Optional)** To configure the microphone and camera settings when you join an Avaya Equinox® Conferencing meeting, do the following:

- To mute your microphone, select **Mute my Microphone when Joining Meeting**.
- To block your camera, select **Block my Camera when Joining Meeting**.

If the administrator hides or locks one or both of these settings, you might not be able to change the microphone and camera settings.

8. Save the changes.

VoIP calls

The administrator can configure the following values for the VOIPCALLINGENABLED attribute in the settings file:

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

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

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

The Avaya IX™ Workplace Client logic depends on both the administrative setting in the settings file and the user preference in Avaya IX™ Workplace Client.

Variable	Use VoIP for calls = Never	Use VoIP for calls = Prefer Wi-Fi	Use VoIP for calls = Wi-Fi only	Use VoIP for calls = Prefer cellular data
VOIPCALLINGENABLED = 0	Avaya IX™ Workplace Client displays this option as selected by the administrator. The user cannot edit the setting.	The user cannot select this option.	The user cannot select this option.	The user cannot select this option.

Table continues...

Variable	Use VoIP for calls = Never	Use VoIP for calls = Prefer Wi-Fi	Use VoIP for calls = Wi-Fi only	Use VoIP for calls = Prefer cellular data
VOIPCALLINGENABLED = 1	The user can select this option. The Avaya IX™ Workplace Client logic depends on the user setting.	Avaya IX™ Workplace Client displays this option as selected by the administrator. The user can select this option. The Avaya IX™ Workplace Client logic depends on the user setting.	The user can select this option. The Avaya IX™ Workplace Client logic depends on the user setting.	The user cannot select this option.
VOIPCALLINGENABLED = 2	The user can select this option. The Avaya IX™ Workplace Client logic depends on the user setting.	The user cannot select this option.	Avaya IX™ Workplace Client displays this option as selected by the administrator. The user can select this option. The Avaya IX™ Workplace Client logic depends on the user setting.	The user cannot select this option.
VOIPCALLINGENABLED = 3	The user can select this option. The Avaya IX™ Workplace Client logic depends on the user setting.	The user cannot select this option.	The user cannot select this option.	Avaya IX™ Workplace Client displays this option as selected by the administrator. The user can select this option. The Avaya IX™ Workplace Client logic depends on the user setting.

The Wi-Fi network's DNS resolves the domain name when both Wi-Fi and mobile data are enabled on the OS. To resolve the connection to the Avaya SBCE IP addresses, you must correctly map the domain names on the DNS server. If the DNS mapping is incorrect, Avaya IX™ Workplace Client cannot register to Avaya SBCE with the Prefer cellular data option.

On Avaya IX™ Workplace Client for iOS, consider a situation where you configure the VOIPCALLINGENABLED parameter with the value 3 and the user selects the Prefer cellular data option. In this case, if the user selects Wi-Fi when the mobile data, 3G, or 4G is enabled, only the SIP traffic uses mobile data, 3G, or 4G. The other Avaya IX™ Workplace Client for iOS traffic,

which is HTTPS, uses Wi-Fi only, including PPM. Enterprises must configure their Wi-Fi networks to allow the ports and traffic to register to Avaya SBCE.

On Avaya IX™ Workplace Client for Android, if the user selects the Prefer cellular data option, both SIP and HTTPS traffic use mobile data, 3G, or 4G.

Modifying audio and video settings on desktop clients

About this task

Use this procedure only on desktop clients.

Caution:

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

Procedure

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

Avaya IX™ Workplace Client displays the audio and video settings.

2. Do the following:

- Select the microphone, speaker, and camera that you want to use.
- To decrease or increase the volume of the microphone and speakers, move the sliders to the left or right.
- To have video on a call, select **Video Calling**.
- To mute your microphone when you join an Avaya Equinox® Conferencing conference, select **Mute my Microphone when Joining Meeting**.

If the administrator hides or locks this setting, you might not be able to change the microphone setting.

- To block your camera when you join an Avaya Equinox® Conferencing conference, select **Block my Camera when Joining Meeting**.

If the administrator hides or locks this setting, you might not be able to change the camera setting.

3. Save the changes.

Configuring the video resolution

About this task

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

Procedure

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

Installing a client identity certificate from the system certificate store

About this task

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

Procedure

1. In the Avaya IX™ Workplace Client settings, select **Advanced**.
2. Select **Identity Certificate**.
3. In the Install new certificate area, do one of the following:
 - On Avaya IX™ Workplace Client for Mac: In the **Select from the keychain** field, select a certificate.
 - On Avaya IX™ Workplace Client for Windows: In the **Select from the system certificate store** field, select a certificate.
4. In the confirmation dialog box, confirm the action.

In the Installed certificate area, Avaya IX™ Workplace Client displays the client identity certificate that you installed.
5. Save the changes.
6. Restart Avaya IX™ Workplace Client.

Installing a client identity certificate from a file

About this task

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

 **Note:**

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

Procedure

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

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

3. Select **Other options**.

On all clients, do the following:

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

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

8. Save the changes.

On desktop clients, do the following:

9. Restart Avaya IX™ Workplace Client.

Removing a client identity certificate

Procedure

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

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

2. Do one of the following:
 - On Avaya IX™ Workplace Client for Android: Select **Client Certificate**.

- On desktop clients: Select **Identity Certificate**.

On all clients:

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

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

5. Save the changes.

On desktop clients, do the following:

6. Restart Avaya IX™ Workplace Client.

Services settings

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

- VoIP
- Avaya Cloud Services
- Exchange Calendar
- Voice mail
- Meetings

Modifying VoIP settings

About this task

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

Procedure

1. In the Avaya IX™ Workplace Client settings, select **Services**.
2. **(Optional)** Do one of the following:
 - On mobile clients: Select **Service Details**.
 - On desktop clients: Select **Show Details**.
3. Select **Phone Service**.
4. **(Optional)** If the Phone Service switch is disabled, select **Phone Service**. Otherwise, go to the next step.

5. In the **Server Address** field, type the IP address or the FQDN of the VoIP server.
6. In the **Server Port** field, type the VoIP server port number.
7. In the **Domain** field, type the SIP domain to which Avaya IX™ Workplace Client must register.
8. To use a secure connection to the VoIP server, select **Use TLS**.

By default, Avaya IX™ Workplace Client supports TLS and the port number for it is 5061. If you clear this setting, the default port value changes to 5060. You can also manually configure the port value.

9. In the **Adhoc Conference Address** field, type the URL that defines the adhoc conference resource to be used by the endpoint.
10. Save the changes.

Modifying Avaya Cloud Services settings

About this task

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

Procedure

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

Modifying voice mail settings

About this task

Use this procedure to change the voice mail number setting in Avaya IX™ Workplace Client. On desktop clients, you can only change the voice mail number.

Note:

You cannot use this procedure on Avaya IX™ Workplace Client on Avaya Vantage™.

Procedure

1. In the Avaya IX™ Workplace Client settings, select **Services**.
2. Do one of the following:
 - On mobile clients: Select Service Details.

- On desktop clients: Select Show Details.
3. Select **Voicemail**.
 4. **(Optional)** If available through VMPro on IP Office, select **System Number**.
 - a. Change the voice mail number.
 - b. If available through VMPro on IP Office, select **Save**.

Result

Avaya IX™ Workplace Client verifies and saves the setting.

Modifying Exchange Calendar settings

About this task

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

Procedure

1. In the Avaya IX™ Workplace Client settings, select **Services**.
2. **(Optional)** Do one of the following:
 - On mobile clients: Select **Service Details**.
 - On desktop clients: Select **Show Details**.
3. Select **Exchange Calendar**.
4. **(Optional)** If the Exchange Calendar switch is disabled, select **Exchange Calendar**. Otherwise, go to the next step.
5. In the **Domain** field, type the Exchange server domain to which Avaya IX™ Workplace Client must register.
For example, `avaya.com`.
6. In the **Server Address** field, type the IP address or the FQDN of the Exchange server.
For example, `usmail.avaya.com`.
7. Save the changes.

Modifying enterprise directory settings

About this task

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

Procedure

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

Configuring the dialing rules manually

About this task

Avaya IX™ Workplace Client populates the dialing rules when you use automatic configuration. However, to manually configure or update the following dial rules, use this procedure after consulting your system administrator:

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

Procedure

1. In the Avaya IX™ Workplace Client settings, select **Advanced**.
2. Select **Dialing Rules**.
3. Select **Dialing Rules**.

4. Configure or update the required dialing rules setting.
5. Save the changes.

Pausing iTunes during calls

About this task

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

Procedure

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

Viewing release and version information

Procedure

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

Viewing the certificates that Avaya IX™ Workplace Client uses

About this task

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

Procedure

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

Viewing licensing information

Procedure

1. In the Avaya IX™ Workplace Client settings, select **Support**.

2. Select **Legal**.
3. Select one of the following:
 - **EULA**
 - **Third Party Licensing**

Logging in and out of the Avaya IX™ Workplace Client phone service

About this task

Use this procedure to log in and out of the IP Office phone service on Avaya IX™ Workplace Client.

Note:

- You must not use passwords that include diacritic symbols.

Procedure

1. In the Avaya IX™ Workplace Client settings, select **Accounts**.
Avaya IX™ Workplace Client displays the Accounts screen.
2. Log in to the IP Office Phone Service using your credentials.
3. Do one of the following:
 - On mobile clients: Select **Connect**.
 - On desktop clients: Select **Done**.
4. To log out of the phone service on Avaya IX™ Workplace Client, select **Sign Out**.
You can also log out from Avaya IX™ Workplace Client by selecting the presence status indicator and then selecting **Sign Out**.

Maximizing the battery life of the device

About this task

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

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

Procedure

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

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

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

About this task

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

Note:

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

Before you begin

On the Accounts screen, do one of the following :

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

Procedure

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

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

About this task

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

Before you begin

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

Procedure

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

7. Restart Microsoft Outlook.

Configuring the browser add-in setting

About this task

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

Before you begin

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

Procedure

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

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

Enabling the Avaya IX™ Workplace Client Google Chrome browser extension

About this task

Google indicates that you must install browser extensions by using the enterprise policy. Use this procedure to enable the Google Chrome browser extension for Avaya IX™ Workplace Client.

For information about using the on-premise tools to set Google Chrome policies in an enterprise, see <https://support.google.com/chrome/a/answer/187202?hl=en>.

Before you begin

Install Avaya IX™ Workplace Client.

Procedure

1. To download the Chrome policy templates for Windows and to install them, configure the registry values by using the enterprise policy:
 - a. Open your Group Policy Management console.
 - b. Go to `User Configuration\Administrative Templates\Google\Google Chrome\Extensions`.

- c. Go to the **Configure the list of force-installed apps and extensions** setting.
 - d. Set the value to:


```
ildhoddlaaaneelljhohbndmjbjbfqcl;file:///C:/Program%20Files%20(x86)/Avaya/Avaya%20IX%20Workplace/fTarget/accs_crx_update_manifest.xml
```
 - e. Save the changes.
 - f. Go to the **Configure extension, app, and user script install sources** setting.
 - g. Set the value to:


```
file:///C:/Program%20Files%20(x86)/Avaya/Avaya%20IX%20Workplace/fTarget/*
```
 - h. Save the changes.
2. Apply group policy for the users.
 3. Restart the Google Chrome browser.
 4. Open Google Chrome and enter `chrome://extensions` in the address bar.
The system displays the Avaya IX™ Workplace Client add-in for the Chrome browser, which works properly on Google Chrome.

Uninstalling the Avaya IX™ Workplace Client Google Chrome browser extension

Before you begin

Exit the Google Chrome browser.

Procedure

1. Delete the group policy:
 - a. Open your Group Policy Management console.
 - b. Go to `User Configuration\Administrative Templates\Google\Google Chrome\Extensions`.
 - c. Go to the **Configure the list of force-installed apps and extensions** setting.
 - d. Delete:


```
ildhoddlaaaneelljhohbndmjbjbfqcl;file:///C:/Program%20Files%20(x86)/Avaya/Avaya%20IX%20Workplace/fTarget/accs_crx_update_manifest.xml
```
 - e. Save the changes.
 - f. Go to the **Configure extension, app, and user script install sources** setting.

g. Delete:

```
file:///C:/Program%20Files%20(x86)/Avaya/Avaya%20IX%20Workplace/fTarget/*
```

h. Save the changes.

2. Apply group policy for the users.
3. Restart the Google Chrome browser.
4. Open Google Chrome and enter `chrome://extensions` in the address bar.

The system does not display the Avaya IX™ Workplace Client add-in for the Chrome browser.

iOS notifications

Apple Push Notification service (APNs) is a platform notification service created by Apple Inc. With this service, third-party application developers can send notification events to applications installed on Apple devices when the application is idle in the background or is in quit state. This iOS notification feature is available with IP Office Release 11.0.5 deployments.

For example, the notification event might be for an incoming call or incoming voicemail message to Avaya IX™ Workplace Client for iOS. Apple devices display these notifications through an iOS notification, such as an incoming call screen for incoming calls and notification for voicemails. The APNs feature is supported only on one iOS device at any given time. If you are using multiple iOS devices with the same user credentials, the push notifications are delivered to the latest registered device in IP Office.

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

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

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

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

Chapter 5: Managing calls

Making and handling calls

Using Avaya IX™ Workplace Client, you can:

- Make audio or video calls.
- Access call control functionality, such as mute, hold, resume, or end calls.
- Merge or transfer calls.
- 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™ Workplace Client, you can additionally manage calls using the following:

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

Call management using the MacBook Pro touch bar

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

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

With the MacBook Pro touch bar, you can:

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

- Use the 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™

Avaya IX™ Workplace Client on Avaya Vantage™ supports the Off-hook dialing feature.

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

Making a call using Off-hook dialing

Procedure

1. To activate Off-hook dialing, do one of the following:
 - On the Avaya Vantage™ device, lift the handset.
 - On Avaya IX™ Workplace Client on Avaya Vantage™, 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™ Workplace Client for Mac or Windows, the actions that you perform using your desktop device and the Avaya L100 Series headset are synchronized.

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

- Answer an incoming call.

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

- Dismiss an incoming call.
- Mute or unmute the call.
- Hold or retrieve the call.
- Swap between the active and most recently held call.
- End the call.

Note:

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

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

Call management using a Plantronics headset

You can use a Plantronics headset with Avaya IX™ Workplace Client for Mac and Avaya IX™ 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™ Workplace Client for iOS, were available only as simple local notifications. With CallKit, incoming calls are displayed fully using the native phone UI.

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

If CallKit is enabled, you can:

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

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

*** Note:**

If you answer an incoming video call, the video is paused. You must resume the video by using Avaya IX™ 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™ Workplace Client for iOS.
- Use Apple CarPlay to view the call appearance on the in-car display with controls for end and mute.

Disabling CallKit on Avaya IX™ Workplace Client for iOS

About this task

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

Call management using Siri

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

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

You can use the following voice commands with Siri:

- Call <Local contact> with 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™ Workplace Client.

Siri functionality

If you have:

- Overlapping meetings in your calendar, Avaya IX™ Workplace Client calls the first meeting in the meeting list that has the Click to Join button.
- Two contacts with the same first name in the contacts list, Avaya IX™ Workplace Client calls the contact that you created first.
To avoid this situation, use the full name or nick name to call a specific contact. For example, Call Brian Smith with Equinox.
- Multiple virtual rooms, Avaya IX™ Workplace Client calls your default virtual room.
- A contact with multiple phone numbers, Avaya IX™ Workplace Client selects the first number in the list for that contact.

Shared control mode overview

With the Shared control mode, you can use your deskphone for audio and the Avaya IX™ 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™ 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™ 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™ Workplace Client user interface and speak or listen using your deskphone.

Shared control mode limitations

Avaya IX™ Workplace Client in the Shared control mode does not support:

- Avaya Equinox® VDI
- E129 SIP Deskphone
- Avaya J129 IP Phone
- Avaya B179
- Avaya Vantage™
- Avaya H175 SIP Deskphone
- D100 Series DECT SIP Phones
- The Shared control feature on Avaya IX™ 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™ Workplace Client does not stop the ringing on the other client.
- Avaya IX™ 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™ 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

 **Note:**

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

Procedure

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

Answering or ignoring a call

About this task

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

If 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™ Workplace Client to answer an incoming call, Avaya IX™ Workplace Client might display an error message. You see the error message when Avaya IX™ Workplace Client cannot get audio resources to support the incoming call.

*** Note:**

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

Managing calls

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

About this task

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

Procedure

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

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

About this task

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

Before you begin

Enable and log in to the VoIP service.

Procedure

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

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

4. Save the changes.

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 .

Avaya IX™ Workplace Client mutes the microphone.
2. To unmute the audio, select the button again.

Placing a call on hold and resuming the call

Procedure

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

Avaya IX™ Workplace Client puts the call on hold.

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

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

Pausing and resuming a video call

About this task

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

Procedure

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

Avaya IX™ Workplace Client pauses the video call.

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

Avaya IX™ Workplace Client resumes the video call.

Stopping the video transmission in a call

About this task

Use this procedure to stop the video transmission during a call. The call becomes audio-only.

Stopping video during a call does not disconnect the call.

Procedure

Do one of the following:

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

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™ Workplace Client Conferencing for this feature.

- While on an active audio call, select **Video Call** (📺).
- Avaya IX™ Workplace Client starts video on the call.
- While in a point-to-point instant messaging conversation, select one of the following from the conversation window:
 - **Audio Call** (📞)
 - **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** (■).
3. To transfer the call, choose:
 - A contact: Only on mobile clients
 - From history: Only on mobile clients
 - A number to enter

Avaya IX™ 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** (■).
7. To transfer the call, choose the existing held call.

Avaya IX™ 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™ 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™ Platform with Web Manager* or *Administering Avaya IP Office™ 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™ Workplace Client for Android: Press and hold the call entry and then select **Delete**.
 - On Avaya IX™ Workplace Client for iOS: Swipe the call entry and then select **Delete**.
 - On Avaya IX™ Workplace Client for Windows and Mac: Select the entry, select , and then select **Remove from call history**.

Avaya IX™ Workplace Client deletes the call history entry.

Deleting all call history

Procedure

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

Listening to voice mails

About this task

Use this procedure to listen to voice mails in VoIP deployments.

If you have unread voice mails, Avaya IX™ 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 () icon.

Avaya IX™ 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 .

Avaya IX™ Workplace Client ends the call.

Emergency calls

Do not use Avaya IX™ 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™ 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™ 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 ☰.
- On desktop clients, on the home screen, click ☰.

Result

Avaya IX™ 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 ☰.
- On desktop clients, on the home screen, click ☰.

Avaya IX™ 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™ 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 .
- On desktop clients, on the home screen, click .

Avaya IX™ 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™ 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™ 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™ 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™ 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™ Workplace Client for IP Office and on your twinned destination.

Configuring call forwarding to destination for desktop clients

About this task

In Avaya IX™ 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™ 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™ 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™ 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™ 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™ 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™ 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™ 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™ Workplace Client for IP Office is forwarded to the set destination number.

Chapter 6: Conferencing using Avaya Equinox[®] Conferencing

Avaya Equinox[®] Conferencing overview

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

- Meeting participation extended to include the WebRTC participant. You do not need any plug-in to participate.
- An integrated portal that detects the browser or device you are on and connects you to the meeting. This is possible using WebRTC or the native application.
- Audio participation extended to thousands.
- Automatic cloud provisioning for room systems.

The Avaya IX[™] Workplace Client accesses Avaya Equinox[®] Meetings Online using HTTPS, from within the Equinox Meetings tab of the client. The Avaya IX[™] Workplace Client can access local on-premise Avaya Equinox[®] Conferencing in the same way using HTTPS, that is, if the access URL is configured under Equinox Meetings. However, if the Avaya IX[™] Workplace Client accesses local on-premise Avaya Equinox[®] 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[™] 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[®] Conferencing client

The Avaya Equinox[®] Conferencing portal detects whether you have installed Avaya IX[™] Workplace Client.

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

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

User types

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

Users with authorized credentials can be of the following types:

- UC Users: These users use Avaya IX™ Workplace Client as a primary client for voice and video calls, voice workflow features, audio 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™ 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™ 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™ Workplace Client conference hosted by an external party. For example, an Avaya Equinox® Conferencing user of XYZ Corp joins an Avaya Equinox® 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™ Workplace Client for Windows supports Integrated Windows Authentication (IWA) for logging into an Avaya IX™ 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™ 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

Procedure

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

Starting 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® 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™ Workplace Client for Android on Avaya Vantage™.

Procedure

1. Start a call by doing one of the following:
 - On the Contacts, History, or Messages screen, search for a contact.

- Dial the telephone number.
2. 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™ 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** (📞) or **Video Call** (📺).

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

Avaya IX™ Workplace Client creates a conference.

3. Resume the held call.

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

About this task

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

Procedure

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

Avaya IX™ Workplace Client merges the active call to the conference call.

3. Resume the held call.

Joining a meeting

Joining a meeting from the Top of Mind screen

About this task

You can use Avaya IX™ Workplace Client to join a conference as a signed-in user or as a guest user.

Before you begin

If you join a conference as a signed-in user, you must obtain login credentials from the conference administrator. The conference might be configured so that only authenticated users can participate in meetings, access webcasts, or watch recordings.

Procedure

1. Open Avaya IX™ Workplace Client.
2. On the Top of Mind screen, select **Workplace Meetings**.
Avaya IX™ Workplace Client displays the Workplace Meetings screen.
3. In the **Your Name** field, type the name that you want to display during the meeting.
4. In the **Meeting ID** field, type the meeting ID of the virtual room.
5. In the **Meeting Address** field, type the conference address.
6. **(Optional)** To use Avaya IX™ Workplace Client for audio and video during the meeting, ensure that **Use Workplace for Audio + Video** is enabled.
7. **(Optional)** To call back your number, disable **Use Workplace for Audio + Video** and do one of the following:
 - On mobile clients: Select **Call Me Back** and enter your number.
 - On desktop clients: Select **Callback my video number** and enter your number.
8. **(Optional)** To view only the presentation, disable **Use Workplace for Audio + Video** and do one of the following:
 - On mobile clients: Clear **Call Me Back**.
 - On desktop clients: Clear **Callback my video number**.

9. Do one of the following:
 - On mobile clients and Avaya IX™ Workplace Client for Windows: Select **Join**.
 - On Avaya IX™ Workplace Client for Mac: **Join Meeting**.

Joining a meeting as a guest user

Procedure

1. Open Avaya IX™ Workplace Client.
2. To join a meeting, select **Join a Meeting**.

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

Joining a meeting by signing in

Before you begin

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

Procedure

1. Open Avaya IX™ Workplace Client.
2. To join a meeting, select **Join a Meeting**.

Avaya IX™ Workplace Client displays the Join Meeting screen.
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™ Workplace Client video conference from any endpoint. You can invite both individual users and people in meeting rooms equipped with room systems. With Avaya Equinox® Conferencing, you can invite participants 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™ 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™ 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** (🔊) or **More** (☰).
 - b. Select **Add Someone to Call**.
 - c. Dial the telephone number or address.
 - d. Select **Add to Meeting**.

Avaya IX™ Workplace Client adds the participant to the meeting.

Requesting access to join a meeting

About this task

Use this procedure to request access to a meeting that is locked. The moderator can accept or deny your request.

Procedure

1. Enter the participant code to enter the meeting.

The moderator receives a notification and you can view a message stating that you are requesting access.
2. Do one of the following:
 - Wait for the moderator to allow you to join the meeting.
 - **End Call**: Disconnect the call without joining the meeting.

Accessing your meeting portal

About this task

Use this procedure to access your meeting portal. You can use the meeting portal to access recordings, schedule your meetings, and configure the virtual room settings.

Procedure

On the Top of Mind screen, select **Go to My Meeting Portal**.

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

Procedure

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
To	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.

Table continues...

Name	Description
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: <ul style="list-style-type: none"> • 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.
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	

Table continues...

Name	Description
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® 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.

Table continues...

Name	Description
Meeting Type	<p>To select the meeting type that Avaya IX™ Workplace Client Conferencing uses.</p> <p>Meeting types, also known as MCU services, are meeting templates that determine the core characteristics of a meeting.</p> <p>Consult your video network administrator before changing this setting.</p>
Moderator PIN	<p>To set the moderator PIN so that only users with the PIN can perform moderator actions in your virtual room.</p> <p>Leave this field blank to allow everyone in your meetings to use moderator controls.</p>
Protect meeting with a PIN	<p>To protect your meeting with a PIN.</p> <p>Only authorized users can join your meeting.</p>
Permanent PIN	<p>To set the access PIN for all video conferences held in your virtual room.</p>
Use one-time PIN for each meeting	<p>To use a new access PIN at the beginning of every video conference that you create in your virtual room.</p> <p>Participants must enter this PIN to join your meetings.</p>
Default Room	<p>To use this virtual room as the default room for all video conferences.</p>
Allow requests to join locked meetings	<p>To provide a message prompt to users who try to enter a locked meeting.</p> <p>Users can then send a joining request to the video conference moderator.</p>
Turn on recordings automatically at the start of meetings	<p>To automatically record all video conferences in your virtual room.</p> <p>You must set the moderator PIN before you select this feature.</p>
Place participants in a 'waiting room' until the moderator joins	<p>To let other participants enter your virtual room only after you join the video conference.</p> <p>You must set the moderator PIN before you select this feature.</p>
Advanced	
Max Participants	<p>To specify the maximum number of participants who can join the video conference.</p>
Search Endpoints	<p>To search for endpoints.</p>

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.
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.

Table continues...

Name	Description
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

Procedure

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  and then select **Call Statistics**.
- On desktop clients: On the Conference screen, select  and then select **Call Statistics**.

Viewing the link quality indicator

About this task

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

Procedure

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

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

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

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

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™ 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 .
 - On Avaya IX™ Workplace Client for Mac: Select **Moderator Controls**.
 - On Avaya IX™ Workplace Client for Windows: Select **Conference Features**.
3. Select **Become Moderator**.
4. Use the keypad to enter the moderator code.

You become the conference moderator.

Managing the conference as a moderator

Recording a meeting

About this task

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

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

Procedure

1. On the Conference screen, do one of the following:
 - On mobile and desktop clients: Select .
 - On desktop clients: Select .
2. Do one of the following:
 - On mobile clients: Select .
 - On Avaya IX™ Workplace Client for Mac: Select **Moderator Controls**.
 - On Avaya IX™ Workplace Client for Windows: Select **Conference Features**.
3. To start recording, select **Recording**.
4. Add an appropriate name and description to identify the recording.
Avaya IX™ Workplace Client starts recording the meeting.
5. **(Optional)** You can pause and resume the recording.
6. To stop recording, select **Recording**.
Avaya Equinox® Conferencing saves the recording on the Conferencing server.

Disabling the mute option for all participants in a conference

About this task

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

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

Procedure

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

Locking or unlocking the conference

About this task

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

Procedure

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

Muting or unmuting all participants in a conference

About this task

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

Procedure

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

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

Procedure

1. On the Conference screen, do one of the following:
 - On mobile and desktop clients: Select .
 - On desktop clients: Select .
2. **(Optional)** On mobile clients, select .
3. Select **Dial-in Information**.

You can view the dial-in information.

Approving or declining a participant request to join a locked meeting

About this task

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

Before you begin

A participant must request access to join the locked meeting.

Procedure

1. On the Conference screen, in the Participants area, select the notification request.
2. In the Requesting Admission area, do one of the following:
 - Select the participant name and then select **Admit to Meeting** or **Refuse Admittance**.
 - **Admit All**.
 - **Refuse All**.

Extending the meeting end time

About this task

Use this procedure to extend the scheduled or adhoc meeting if the meeting policy has a specified end time. You can only do this task if you are a moderator.

Before you begin

- A meeting must be in progress.
- The meeting is scheduled for a particular duration.

Procedure

1. On the Conference screen, do one of the following:
 - On mobile and desktop clients: Select .
 - On desktop clients: Select .
2. **(Optional)** On mobile clients, select .
3. Select **Extend Meeting**.
4. Select one of the following:
 - **15 minutes**
 - **30 minutes**
 - **60 minutes**

All participants in the conference receive an audible message that states that the meeting is extended.

Managing conference participants

Selecting a participant as a lecturer

About this task

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

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

Procedure

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

Avaya IX™ Workplace Client promotes the participant to a lecturer.

Demoting a lecturer to a participant

About this task

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

Before you begin

Ensure that the Lecture mode is active.

Procedure

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

Avaya IX™ Workplace Client demotes the lecturer to a participant.

Muting or unmuting a participant in a conference

About this task

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

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

Procedure

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

Blocking or unblocking the video of a participant in a conference

About this task

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

Procedure

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

Promoting a participant to moderator or presenter

Procedure

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

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

Dropping a participant from a conference

About this task

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

Procedure

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

Viewing the participants in a conference

Procedure

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

Viewing the recent speakers in the conference

Procedure

1. On the Conference screen, in the Participants area, select .
2. Select **Recent Talkers**.

Viewing the web collaboration participants

Procedure

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

Viewing the participants who dropped from a conference

Procedure

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

Viewing participants with raised hands

About this task

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

Procedure

1. On the Conference screen, in the Participants area, select .
2. Select **Raised Hands**.

Sorting the participants in the conference

About this task

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

Procedure

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

- **Alphabetic - Descending**
- **Most Recent First**
- **Most Recent Last**

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

On desktop clients, do the following:

3. Select one of the following:

- **Alphabetically**
- **Reverse alphabetically**
- **Order of arrival**
- **Reverse order of arrival**

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

Ending a conference

About this task

If you are a conference owner or PIN-protected moderator and use  on desktop clients to end the conference, you can view the following options:

- **End for Me:** If you select this option, the meeting continues without you.
- **End for Everyone:** If you select this option, all participants receive an audio alert that the meeting is ending and then the meeting ends for everyone.

Procedure

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

Chapter 7: 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™ 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™ 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™ 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™ 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™ 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™ Workplace Client performs a search for that contact in the IP Office directories. On some Avaya IX™ 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™ 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™ Workplace Client adds the contact to your Workplace Contacts list.

Procedure

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

On desktop clients:

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

4. Enter the appropriate values in the fields.

- Enter the first name and last name.
- Enter an email address or a phone number or both.
- Enter only one work email address.

5. Save the changes.

6. **(Optional)** To update the contact details, select the contact, select **Edit**, and perform the changes.

Deleting a contact

About this task

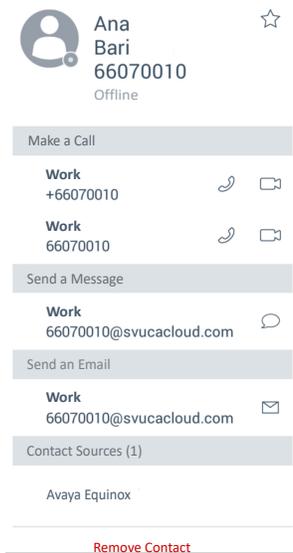
Use this procedure to delete a contact from your Workplace Contacts list. When you delete a contact, Avaya IX™ Workplace Client removes the contact from the associated contact groups.

*** Note:**

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

Procedure

1. Go to the Contacts screen.
2. Filter the contacts using the **Workplace Contacts** option.
3. Locate the contact that you want to delete.
4. Select the contact.
5. Do one of the following:
 - On mobile clients: On the Contact Details screen, select **Remove Contact**.



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

Avaya IX™ Workplace Client removes the contact from your Workplace Contacts list.

Contact avatars

Avaya Spaces for Avaya IX™ Workplace Client manage avatar support for the users. in IP Office The self-avatar is not supported.

The directory service of Avaya IX™ Workplace Client does not support avatars. Therefore, avatars are not available in Avaya IX™ Workplace Client for mobile and desktop clients.

Chapter 8: Using Avaya Spaces

Avaya Spaces overview

Avaya Spaces is a cloud-based team collaboration and meeting application. It seamlessly integrates voice, video, tasks, sharing, and more into your browser or the Spaces application.

You can use the Spaces area in the dashboard to start a new conversation. In fact, the first time you start using Avaya Spaces, you can view the option to create your own Space. You can invite participants to your Space by entering their email addresses. You can set different permissions for each participant based on the type of actions you want them to be able to take within your Space. If you have many Spaces, you can categorize the frequently used ones as favorites.

You can privately share documents and even escalate your chat with audio or video. The Posts area includes all the documents and files that you or your teammates shared. You can click on any of the posts to make comments, download the file, or attach more items, perhaps a revised version if you are editing a document.

You can assign tasks to other members of your space. Tasks are simply things that need to get done. You can also set due dates and post additional comments.

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

- To exchange instant messages with other users by using Avaya Spaces Direct Messaging.
- To join a Spaces meeting.

Signing up for Avaya Spaces from Avaya IX™ Workplace Client

Before you begin

Enable Avaya Cloud Services.

Procedure

1. On the Top of Mind screen, in the Workplace Meetings area, select **Spaces Sign in / Sign up**.

The Spaces URL opens in the default browser.

2. Type your work email address.

Alternatively, if you have an account on Google, Office365, Salesforce, or Avaya, you can select the corresponding icon to log in to Spaces with your account credentials.

3. Select **Yes, sign me up!**.

You receive an email to confirm your email address.

4. Follow the steps in the email to complete your account.

Logging in to Avaya Spaces

About this task

Use this procedure to log in to Spaces from Avaya IX™ Workplace Client.

Before you begin

Ensure that you have an account on Spaces.

Procedure

1. On the Top of Mind screen, in the Workplace Meetings area, select **Spaces Sign in / Sign up**.

The Spaces URL opens in the default browser.

2. Enter your email address.

Alternatively, if you have an account on Google, Office365, Salesforce, or Avaya, you can select the corresponding icon to log in to Spaces with your account credentials.

3. In the **Password** field, type your password.

4. **(Optional)** To enable the application or browser to store your login credentials, select **Keep me Signed in**.

5. Select **Sign In**.

Opening Avaya Spaces from within Avaya IX™ Workplace Client

Before you begin

Log in to Avaya Cloud Services.

Procedure

On the Top of Mind screen, in the Workplace Meetings area, select **Spaces Dashboard**.

The dashboard opens in one of the following:

- The Spaces application if the application is installed on your mobile device.
- The default browser if the application is not installed.

If the browser is already open, the dashboard opens in a new window.

Chapter 9: Using presence and instant messaging

Presence and instant messaging

Presence Services is an application that indicates the availability or presence of a person by states. From the Avaya IX™ Workplace 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.

*** Note:**

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

*** Note:**

In iOS devices, the Presence status changes to Offline when Avaya IX™ Workplace Client goes to the background or not visible state.

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.

Instant messaging: With the integration of Avaya Spaces in IP Office, you can exchange text-based instant messages with users. You can receive image, audio, video, and generic attachments in an Instant Messaging (IM) conversation. Users with enhanced privileges can send generic attachments and use the built-in recording feature of Avaya IX™ Workplace Client to attach

audio, video, or image files. Note that the desktop clients do not need enhanced privileges to send generic attachments.

 **Note:**

Instant messaging is supported only in hybrid deployments where Avaya Spaces is integrated into IP Office.

Changing your presence status manually

About this task

Use this procedure to update your Avaya IX™ Workplace Client presence status manually.

Procedure

1. On the Top of Mind screen, select the presence status indicator.
2. In the My Presence area, select the presence status.
3. Select one of the following presence states to indicate your availability:
 - **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™ Workplace Client handles incoming calls and instant messages when you set your presence status to “Do not disturb”.

Incoming calls

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

You can make outgoing calls as usual.

Instant messages

You receive IMs without any notifications.

Changing your presence 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”.

* Note:

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™ Workplace Client.

Instant messaging using Avaya Spaces Direct Messaging

With Avaya IX™ Workplace Client, you can exchange instant messages with other users by using Avaya Spaces Direct Messaging. You must be logged in to Avaya Spaces to use instant messaging in Avaya IX™ Workplace Client.

When you configure Avaya Spaces, the Messages screen retrieves the latest 20 active Spaces Direct Messaging conversations. The Avaya IX™ Workplace Client displays unread messages in bold text. However, Instant Messages received during signed out state are marked as read.

The Contact Details screen displays the  icon, which is to start a Spaces Direct Messaging conversation.

You can hold a Spaces Direct Messaging conversation only with members of Spaces. You cannot invite non-members to join you on Spaces using Avaya IX™ Workplace Client.

Working with instant messages

Starting an instant message conversation

About this task

Use this procedure to start an instant message conversation using Avaya Spaces Direct Messaging.

Procedure

On mobile clients, do the following:

1. Go to the Messages screen.
2. Select **New conversation** ().

Avaya IX™ Workplace Client displays the Choose contact for your conversation screen.

3. Select the contact with whom you want to start the conversation.
4. Select **Next**.

Avaya IX™ Workplace Client displays the Confirm contact for your conversation screen.

5. Select **Add**.

On desktop clients, do the following:

6. Select **New conversation**.
7. Drag and drop a contact with whom you want to start the conversation.
8. Select **Instant Messaging** ().

On all clients, do the following:

9. **(Optional)** Type a subject and select **Done**.
10. In the **Enter message** text field, type your message.
11. **(Optional)** If you have enhanced privileges, you can send generic attachments and use the built-in recording feature of Avaya IX™ Workplace Client to attach audio, video, or image files.
12. Select **Send** ().

 **Note:**

Avaya IX™ Workplace Client does not support the following options when connected to Avaya Spaces Direct Messaging:

- **Edit Subject**
- **Mark all as read**
- **Leave Conversation**

Avaya IX™ Workplace Client starts a new conversation.

Copying and pasting an instant message

About this task

Use this procedure to copy and paste an instant message in the same conversation or to a different conversation.

Before you begin

You must have a conversation in progress.

Procedure

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

Configuring the notification sound for instant messages

About this task

Use this procedure only on Avaya IX™ Workplace Client for Android and Windows to configure the notification sound when you receive instant messages.

Procedure

1. In the Avaya IX™ Workplace Client settings, select **User Preferences**.
2. Select **Notifications**.
3. To hear a notification sound when you receive instant messages:
 - On Avaya IX™ Workplace Client for Android: Select **Messaging Notification Sound**.
 - On Avaya IX™ Workplace Client for Windows: Select **AMM Notification Sound**.
4. **(Optional)** On Avaya IX™ Workplace Client for Android, select one of the following:
 - **Default**: To use the default notification sound.
 - **Custom**: To select a custom ring tone for the notification sound.
 - **Off**: To turn off the notification sound.

On all clients, do the following:

5. Save the changes.

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™ 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™ Workplace Client conversation, you can select the share option to view Avaya IX™ Workplace Client. On selecting Avaya IX™ 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™ 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.

Procedure

1. Do one of the following:
 - To view a photo, select the photo.
 - To view a video, select the video.
 - To listen to an audio file, select the audio file.
 - To view a generic attachment, select the attachment.
2. Select the application that you want to use to view the file.

Searching for an instant message

About this task

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

Note:

You cannot perform a search for an Avaya Spaces Direct Messaging conversation.

Procedure

1. Go to the Messages screen.
2. Filter the messages and select **Search All Messages**.

3. Start typing the names of participants or the text that you want to look for.

Avaya IX™ Workplace Client displays the messages in your conversations that match the search criteria.

Chapter 10: Configuring Avaya Equinox[®] add-in for Microsoft Outlook

Avaya IX[™] Workplace Client add-in for Outlook

Avaya IX[™] 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[™] Workplace Client.

Additionally:

- Avaya Equinox[®] Conferencing meeting information can be auto-configured.
- Avaya Equinox[®] Conferencing meeting 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[™] Workplace Client contacts.

 **Note:**

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

In Avaya IX[™] Workplace Client Release 3.4, the Outlook add-in includes support for Avaya Spaces. In addition to the existing capabilities, the Outlook add-in integrates the workflow from the existing Avaya Spaces Outlook Add-in.

 **Note:**

You need to sign in to Avaya Spaces on Avaya IX[™] Workplace Client for Windows to enable Avaya Spaces in the Outlook add-in.

By integrating with Avaya Spaces, you can use the Search feature to search for a meeting if multiple meetings are configured.

Microsoft Outlook requirements

- Microsoft Outlook add-in for Windows is supported on Exchange Server 2010 SP1 and later versions including Office 365.
- Microsoft Outlook add-in for Mac and web mail is supported on Exchange Server 2013 and later versions including Office 365.
- You must enable Exchange Web Services for the Avaya IX™ 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™ 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™ Workplace Client then functions properly.

Avaya IX™ Workplace Client add-in for Microsoft Outlook installation

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

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

Related links

[Installing Avaya IX Workplace Client on desktops](#)

Joining a meeting

Joining a meeting by using the Avaya IX™ Workplace Client Add-in for Outlook

About this task

Use this procedure to join an Avaya IX™ Workplace Client or Spaces 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.

Joining a meeting by using Microsoft OWA

About this task

Use this procedure to join an Avaya IX™ Workplace Client or Spaces meeting.

Procedure

1. In Microsoft OWA, open the appointment or meeting that is scheduled at the current time.
2. In the Ribbon area, click **Join**.

Making an Avaya IX™ Workplace Client call from within Microsoft Outlook

Before you begin

Enable the **Allow calls from Outlook contacts** setting.

Procedure

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

 **Note:**

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

Related links

[Configuring the Avaya IX Workplace Client add-in for Microsoft Outlook setting](#) on page 45

Making an Avaya IX™ Workplace Client call from a browser

About this task

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

Before you begin

Enable the browser add-in.

Procedure

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

Related links

[Configuring the browser add-in setting](#) on page 46

Chapter 11: 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™ Workplace Client, such as account information, settings, and application data.

Procedure

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

Uninstalling Avaya IX™ Workplace Client from mobile devices

Before you begin

Ensure that Avaya IX™ Workplace Client is not running.

Procedure

Do one of the following:

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

Desktop clients

Removing data from desktop clients

About this task

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

Procedure

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

Uninstalling Avaya IX™ Workplace Client on desktops

Before you begin

Ensure that Avaya IX™ Workplace Client is not running.

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

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

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

After Avaya IX™ Workplace Client is uninstalled, the system displays a message.

Chapter 12: Resources

Documentation resources

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

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

Related links

[Finding documents on the Avaya Support website](#) on page 113

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 113

Viewing Avaya Mentor videos

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

About this task

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

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

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

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

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

 **Note:**

Videos are not available for all products.

Support

Go to the Avaya Support website at <https://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Related links

[Using the Avaya InSite Knowledge Base](#) on page 115

[Additional IP Office resources](#) on page 115

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 114

Additional IP Office resources

You can find information at the following additional resource websites.

Avaya

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

Avaya Sales & Partner Portal

<http://sales.avaya.com> 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

<http://marketingtools.avaya.com/knowledgebase> 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 <http://support.avaya.com>. For more information, send email to support@avaya.com.

International Avaya User Group

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

Related links

[Support](#) on page 114

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