# Using Avaya Workplace Client for IP Office

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# Part 1: Introduction

# Chapter 1: Purpose

This document describes using Avaya Workplace Client with an IP Office communication system. Avaya Workplace Client is a unified communications application supported on Android, iOS, macOS, and Windows.

- Your IP Office system administrator controls who can use Avaya Workplace Client. For some features, they also control whether that feature is available to you.

**Related links**

[Emergency calls](#) on page 11
[Avaya Workplace Client resilience](#) on page 13

## Avaya Workplace Client for IP Office overview

The Avaya Workplace Client is a softphone application that you can use as your telephone extension on the IP Office communications system. You can access the Avaya Workplace Client on the following platforms:

- **Mobile platforms:**
  - **Android:** From a mobile phone, tablet, or an Avaya Vantage™ devices (K155, K175)
  - **iOS:** Supported on iPad and iPhone devices. Not supported on other iOS devices such as iPod Touch.
- **Desktop platforms:**
  - **macOS computers**
  - **Windows computers**

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

**Note:**

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

- Make point-to-point audio and video calls.
- Listen to your voicemail messages.
- Answer calls and send all calls to voicemail.

- View your call history stored locally on the device or on the IP Office.
- Access your IP Office contacts by using IP Office directory.
- Access your local contacts.
- Send instant messages.
- Capture photo, audio, and video files, and send generic file attachments in an instant message conversation.
- Manage your presence status and presence status messages.

Avaya 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.
- Change audio calls to video calls.
- 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.

# Emergency calls

**Warning:**

You must check with your system administrator whether you can use your Avaya Workplace Client to make emergency calls. They will advise you on the actions to take to make such calls.

- All outgoing calls made using the Avaya Workplace Client are routed through the IP Office system. Since the device running your Avaya Workplace Client can be used at locations remote from the IP Office system's location, when used to make emergency calls the call location identified by the emergency services may not be correct.
- **If using an Android or iOS mobile device:**
  - Do not use the Avaya Workplace Client to make emergency calls. Instead use the device's native dialer application to make any emergency calls.
  - Your system administrator can implement "cellular direct". When implemented, for certain numbers dialed in the Avaya Workplace Client, you will be prompted to let the number to be dialed by the device's native dialer instead.

- **If using Avaya Workplace Client on a computer:**
  - If using the Avaya Workplace Client at the same location as the IP Office system, you must still check with your system administrator before using the client to make emergency calls.
  - If using the Avaya Workplace Client from a remote location, do not use the Avaya Workplace Client to make emergency calls. Instead ensure that you have access to an alternate phone to make emergency calls.

**Related links**

Purpose on page 10
Making and handling calls on page 28

# Client modes

When used with IP Office, the Avaya Workplace Client can operate as your phone extensions in either of the following ways:

| Mode | Description |
|---|---|
| **Basic** | In this mode:<br>• You can only use Avaya Workplace Client on Windows and macOS computers.<br>• When logged into the Avaya Workplace Client, you are automatically logged off any other IP Office telephone or softphone if you have one.<br>• In this mode, your Avaya Workplace Client client is limited to basic telephone features and local contacts. |
| **Advanced** | In this mode:<br>• You can use additional Avaya Workplace Client modes such as shared control, other phone and virtual desktop.<br>• The IP Office allows you to be simultaneously logged to multiple softphone applications and also a physical IP Office phone. See Simultaneous mode on page 65.<br>• Logging into Avaya Workplace Client does not automatically log you out from your other phone and/or softphones. |

# Avaya Workplace Client resilience

When the Avaya Workplace Client connects to a IP Office system, it can also be given details of an alternateIP Office system to use if the current system fails.

- When that occurs, after about 3 minutes the Avaya Workplace Client automatically connects to the alternate system. This is called failover.
  - If this occurs whilst the Avaya Workplace Client has a call connected, it will try to continue the call and only failover when the call is ended.
  - Some features, such as switching twinning mode, are not available during resilience.
- During failover, Avaya Workplace Client displays call records for both before and during failover. After failback, call records from during failover are lost.
- Once the original system has been restored, the Avaya Workplace Client reconnects to it. This is called failback.

**Related links**

Purpose on page 10

# Chapter 2: Avaya Workplace Client navigation

**Related links**


Viewing the Avaya Workplace Client tutorial on page 14
The desktop client screen on page 14
The mobile client screen on page 17
Icons on page 20
Shortcut keys for Avaya Workplace Client for Mac and Windows on page 23


## Viewing the Avaya Workplace Client tutorial

**Procedure**

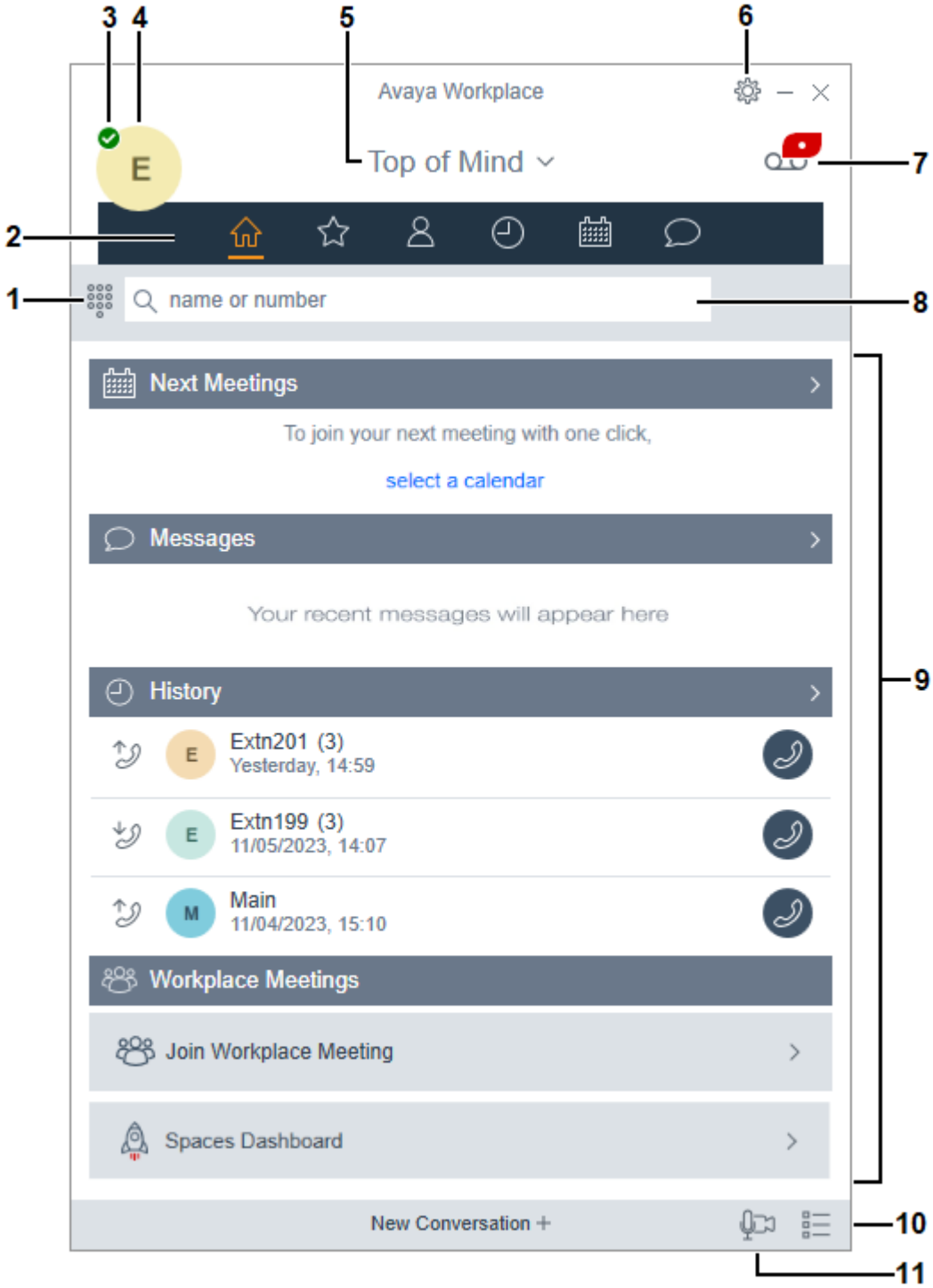
1. In the Avaya Workplace Client settings, select **Support**.
2. Do one of the following:
   - On mobile clients: Select **Tutorial**.
   - On Avaya Workplace Client for Windows: Select **Open Tutorial**.
   - On Avaya Workplace Client for Mac: Select **Show Tutorial**.
3. Select one of the following: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

**Related links**


Avaya Workplace Client navigation on page 14


## The desktop client screen

The following image shows the typical Avaya Workplace Client screen on desktop devices.




| No. | Name | Description |
|---|---|---|
| 1. | **Dialpad** | Display the dial pad for number dialing. |

*Table continues…*

| No. | Name | Description |
|---|---|---|
| 2. | **Menu Bar** | Click the icons to access the different main screens. See **8. Main Screen**. |
| 3. | **Presence** | Your avatar can be overlaid another icon.<br>• Indicates your selected presence. This is seen in other users' clients:<br>- **Available**<br>- **Busy**<br>- **Away**<br>- **Do not disturb**<br>- **Offline**<br>• The icon can also indicate the following, shown only to yourself:<br>- **On a Call** - Shown if you have a call alerting or connected.<br>- **Auto Answer** - Shown if you have auto-answer enabled.<br>- **Send All Calls** - Shown if you have send all calls enabled.<br>- **Call Forward** - Shown if you have call forwarding enabled. |
| 4. | MG **Self-Avatar** | Your avatar. By default it uses your initials but that can change to an avatar image. Click to access the incoming call feature settings and to set your presence. |
| 5. | **Screen Layout** | Access the settings for configuring the layout of the current screen. |
| 6. | **Settings** | Access the settings and options menus. |
| 7. | **Voicemail** | Access your voicemail mailbox to check messages.<br>• An additional icon indicates you have new unread messages. |
| 8. | **Search** | Search contacts and make audio, video and instant messaging calls. |

*Table continues…*

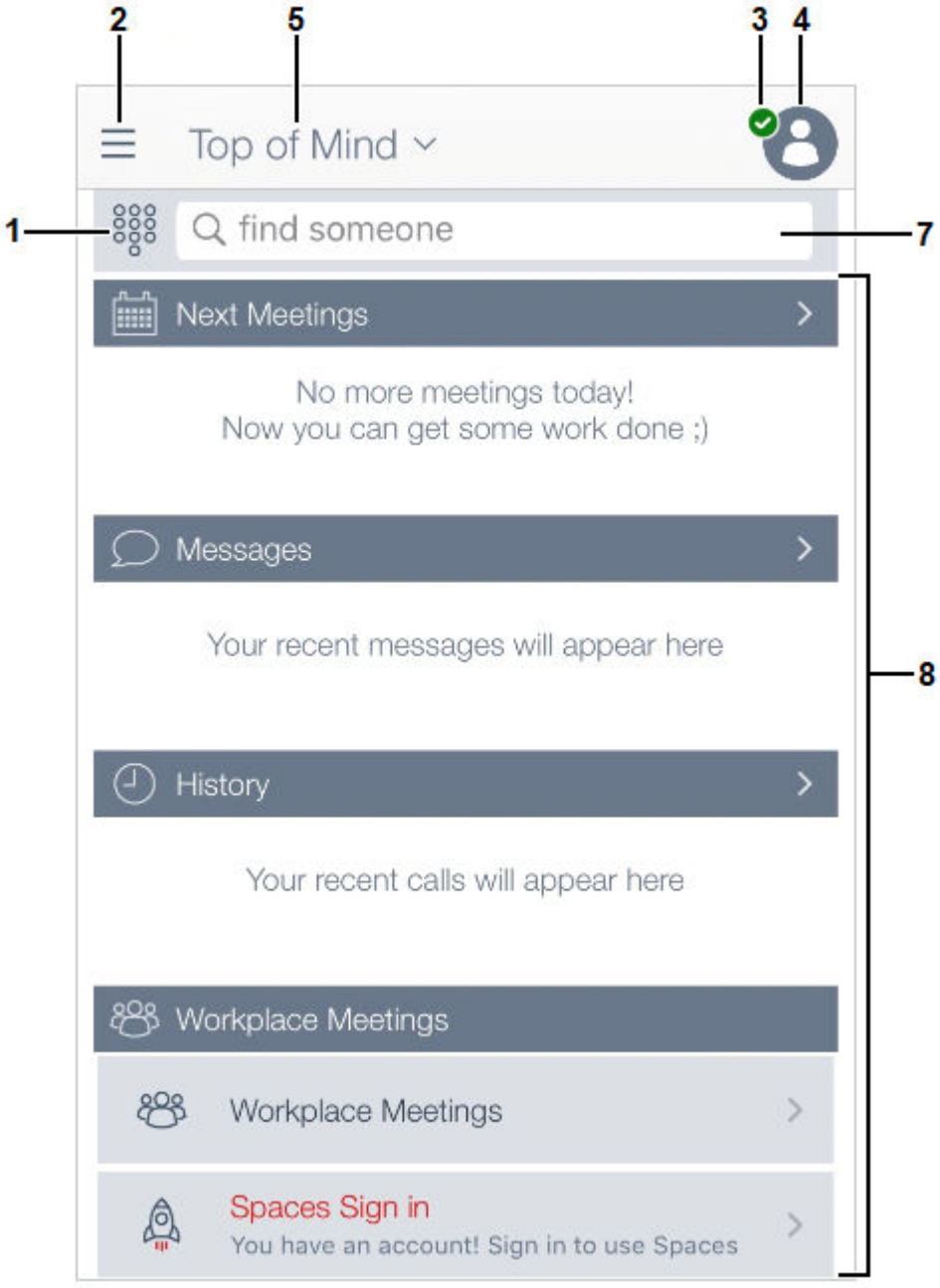
| No. | Name | Description |
|---|---|---|
| 9. | **Main screen** | The contents of this part of the screen vary according to your selection. To do that, click the icons in the menu bar. The screen choices are:<br>• **Top of Mind** - Shows a summary of your upcoming meetings, new messages and recent call history.<br>• **Favorites** - Display those contacts you have set as favorites.<br>• **Contacts** - Search your contacts and display matches. Also add new contacts.<br>• **History** - Display your call history including calls made, received and missed.<br>• **Meetings** - Display your meetings calendar.<br>• **Instant Messages** - Display and manage instant messaging conversations. |
| 10. | **Features** | Display the **Features** menu from which you can select functions such as controlling your hunt group membership. |
| 11. | **Manage audio and video devices** | For desktop client, modify the audio and video settings and select on desktop clients. |
| – | | This icon indicates a potential issue. Click the icon for more information. |
| – | | This icon indicates a problem. Click the icon for more information. If necessary, contact your system administrator. |

**Related links**

Avaya Workplace Client navigation on page 14

# The mobile client screen

The following image shows the typical Avaya Workplace Client screen on mobile devices.




| No. | Name | Description |
|---|---|---|
| 1. | **Dialpad** | Display the dial pad for number dialing. |

*Table continues…*

| No. | Name | Description |
|---|---|---|
| **2.** | **Menu** | Access a range of options:<br>• **Settings** - Access the settings and options menus.<br>• **Voicemail** - Access your voicemail mailbox to check messages.<br>• Select which screen you want displayed in the main areas of the screen. See **8. Main Screen**.<br>• **Features** - Display the **Features** menu from which you can select functions such as controlling your hunt group membership. |
| **3.** | **Presence** | Your avatar can be overlaid another icon.<br>• Indicates your selected presence. This is seen in other users' clients:<br>- **Available**<br>- **Busy**<br>- **Away**<br>- **Do not disturb**<br>- **Offline**<br>• The icon can also indicate the following, shown only to yourself:<br>- **On a Call** - Shown if you have a call alerting or connected.<br>- **Auto Answer** - Shown if you have auto-answer enabled.<br>- **Send All Calls** - Shown if you have send all calls enabled.<br>- **Call Forward** - Shown if you have call forwarding enabled. |
| **4.** | MG **Self-Avatar** | Your avatar. By default it uses your initials but that can change to an avatar image. Click to access the incoming call feature settings and to set your presence. |
| **5.** | **Screen Layout** | Access the settings for configuring the layout of the current screen. |
| **7.** | **Search** | Search contacts and make audio, video and instant messaging calls. |

*Table continues…*

| No. | Name | Description |
|---|---|---|
| 8. | **Main screen** | The contents of this part of the screen vary according to your selection. To do that, click the ☰ **Menu** icon.<br>• **Top of Mind** - Shows a summary of your upcoming meetings, new messages and recent call history.<br>• **Favorites** - Display those contacts you have set as favorites.<br>• **Contacts** - Search your contacts and display matches. Also add new contacts.<br>• **History** - Display your call history including calls made, received and missed.<br>• **Meetings** - Display your meetings calendar. |
| – | | This icon indicates a potential issue. Click the icon for more information. |
| – | | This icon indicates a problem. Click the icon for more information. If necessary, contact your system administrator. |

**Related links**

Avaya Workplace Client navigation on page 14

# Icons

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

## Menu Icons

On mobile clients, these icons are accessed through the ☰ **Menu** icon.

- **Top of Mind** - Shows a summary of your upcoming meetings, new messages and recent call history.
- **Favorites** - Display those contacts you have set as favorites.
- **Contacts** - Search your contacts and display matches. Also add new contacts.
- **History** - Display your call history including calls made, received and missed.
- **Meetings** - Display your meetings calendar.

### Presence status

These icons are shown overlayed onto your avatar to indicate your selected presence. For Windows, the icons are also shown in the Avaya Workplace Client task bar icon.

- **Available**
- **Busy**
- **Away**
- **Do not disturb**
- **Offline**

### Call status icons

These icons are shown overlayed onto your avatar to indicate your current call state.

- **On a Call** - Shown if you have a call alerting or connected.
- **Auto Answer** - Shown if you have auto-answer enabled.
- **Send All Calls** - Shown if you have send all calls enabled.
- **Call Forward** - Shown if you have call forwarding enabled.

### History screen

- **All History**
- **Incoming Calls**
- **Missed Calls**
- **Outgoing Calls**
- **Voicemail**
- **Send All Calls**

### Incoming Calls Features

- **Send All Calls** - Send all calls to voicemail.
- **Forward Calls** - Forward calls to another telephone number of your choice.
- **Forward Calls Busy/No Answer** - Forward calls when you are busy or do not answer.
- **Internal Twinning** - Switch internal twinning on/off
- **Mobile Twinning** - Switch mobile twinning on/off

### Outgoing Calls screen

- **VoIP** - Calls are made using Wi-Fi or your cellular data.
- **My Deskphone** - Calls are made using your desk phone.

### Dialpad icons

- **Dialpad**
- **Redial**
- **Audio Call**
- **Video Call**
- **Clear**

### Conference screen

- **Recording**
- **Lecture Mode** - The audio and video of all participants in the conference is on mute.
- **Entry Tones** - When a participant joins or leaves the conference, Avaya Workplace Client generates a tone.
- **Continuation** - When conference continuation is enabled, the conference remains active after the moderator drops out unless they choose to end the conference for everyone. When conference continuation is disabled, the conference ends automatically two minutes after the moderator leaves.
- **Lock Meeting** - The moderator can lock the conference to prevent new participants from joining the call. However, the moderator can still manually add participants.
- **Mute Everyone**
- **Unmute Everyone**
- **End Meeting**
- **Add participant**
- **Conference Participants**
- **Meeting Controls**

### General icons

- **Settings** - On mobile clients, this icon is accessed through the **Menu** icon.
- **Menu**

- **More**
- **Audio Call**
- **Mute Audio Call**
- **Speaker**
- **Video Call**
- **Stop Video Call**
- **Block camera**
- **Resume Call**
- **Hold Call**
- **Instant Messaging**
- **Email** - Email is sent to a contact using the devices native email application.
- **Add**
- **End Call**
- **Merge Call** - You current call is merged with the held call.
- **Search**
- **Alert**
- **Information**

### Workplace Meetings

- **Join Workplace Meetings**

**Related links**

Avaya Workplace Client navigation on page 14

# Shortcut keys for Avaya Workplace Client for Mac and Windows

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

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

*Table continues…*

| Function | Avaya Workplace Client for Mac | Avaya Workplace Client for Windows | Notes |
|---|---|---|---|
| Hidden Mode On / Off | — | Ctrl + Alt + H | — |
| Show / Hide Dashboard | — | Ctrl + Alt + U | When the application is in focus, minimizes the application.<br>When the application is minimized or not in focus, opens the application and puts the application in focus. |
| Call Voicemail | — | Ctrl + Alt + V | — |
| Open Dialpad | command + D | Ctrl + D | — |
| Select Top of Mind | shift + command + T | Alt + T | — |
| Select Favorites | shift + command + F | Alt + F | — |
| Select Contacts | shift + command + C | Alt + C | — |
| Select History | shift + command + H | Alt + H | — |
| Select Messages | shift + command + I | Alt + I | — |
| Select Meetings | shift + command + M | Alt + M | — |
| Search | F3 | F3 | — |
| Show / Hide Button Module | — | Ctrl + Alt + B | — |
| Zoom in | — | Ctrl + (+) or Ctrl + (=) | — |
| Zoom out | — | Ctrl + (-) | — |
| Reset zoom to default | — | Ctrl + (0) | — |
| Show / Hide Feature Panel | — | Ctrl + Alt + B | — |
| Agent Actions | | | |
| Read Current Agent State | — | Ctrl + Alt + 4 | Invokes narration on the current agent state, including reason code information and state duration if applicable. This shortcut works only with built-in narrators. |
| Agent After Call Work | — | Ctrl + Alt + W | — |
| Agent Ready | — | Ctrl + Alt + R | — |
| Agent Not Ready | — | Ctrl + N | — |
| Select Auto In Mode | — | Ctrl + Alt + L | — |

*Table continues…*

| Function | Avaya Workplace Client for Mac | Avaya Workplace Client for Windows | Notes |
|---|---|---|---|
| Select Manual In Mode | — | `Ctrl` + `Alt` + `M` | — |

### Related links

Avaya Workplace Client navigation on page 14

# Part 2: Call Handling

# Chapter 3: Making and handling calls

Using Avaya Workplace Client, you can:

- Make audio or video calls.
- Access call control functionality, such as mute, hold, resume, or end calls.
- Merge or transfer calls.
- 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.

**Related links**


Emergency calls on page 11
Making an audio or video call on page 29
Answering or declining a call on page 30
Ending a call on page 31
Auto-answering calls on page 31
Recording a call on page 32
Listening to voice mails on page 33
Configuring call forwarding to destination for desktop clients on page 33
Configuring call forwarding to destination for mobile clients on page 34
Viewing the call quality statistics on page 35
Deleting a call history entry on page 35
Deleting all call history on page 36


## Emergency calls

**Warning:**

You must check with your system administrator whether you can use your Avaya Workplace Client to make emergency calls. They will advise you on the actions to take to make such calls.

- All outgoing calls made using the Avaya Workplace Client are routed through the IP Office system. Since the device running your Avaya Workplace Client can be used at

locations remote from the IP Office system's location, when used to make emergency calls the call location identified by the emergency services may not be correct.

- **If using an Android or iOS mobile device:**
  - Do not use the Avaya Workplace Client to make emergency calls. Instead use the device's native dialer application to make any emergency calls.
  - Your system administrator can implement "cellular direct". When implemented, for certain numbers dialed in the Avaya Workplace Client, you will be prompted to let the number to be dialed by the device's native dialer instead.
- **If using Avaya Workplace Client on a computer:**
  - If using the Avaya Workplace Client at the same location as the IP Office system, you must still check with your system administrator before using the client to make emergency calls.
  - If using the Avaya Workplace Client from a remote location, do not use the Avaya Workplace Client to make emergency calls. Instead ensure that you have access to an alternate phone to make emergency calls.

**Related links**

Purpose on page 10
Making and handling calls on page 28

# Making an audio or video call

### About this task

In your Avaya 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 Workplace Client depends on the system configuration. Consult your system administrator for this capability.

### Procedure

1. To make a call from:
   - Click the **Dialpad** icon and enter the number to call.
   - In the **find someone** or **name or number** field, type the number or name.

- On any screen, select the contact person or number.

2. Select one of the following:
   - Click **Audio Call** for an audio call.
   - Click **Video Call** for a video call.

**Related links**

Making and handling calls on page 28

# Answering or declining a call

## About this task

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

- **Android:**
  - If you use another application such as Skype or Viber for VoIP calls, when you use client to answer an incoming call, the client displays an error message if it cannot get audio resources to support the call.
  - When you enable **Battery Optimization**, if the client is in the background and device screen is auto-locked due to inactive, the client is suspended and you will not receive incoming calls. To prevent the client being suspended due to device inactivity, remove the application from Android **Battery Optimizations** settings.
- **iOS:**
  - If CallKit is disabled and you receive a video call when your device is locked, you must unlock the device to answer the call.
  - If CallKit is enabled and you answer a video call, the application pauses the video. You must resume the video using the client.
- To receive the call, select .
- To dismiss the call, select The incoming call is redirected to your mailbox..
  - When you dismiss a call, the call will continue alerting if:
    - If you do not have voicemail enabled.
    - If the call is an automatic recall of a call you previously parked or put on hold.

**Related links**

Making and handling calls on page 28

# Ending a call

## Procedure

While on a call, select .

Avaya Workplace Client ends the call.

**Note:**

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

### Related links

Making and handling calls on page 28

# Auto-answering calls

## About this task

You can set your Avaya Workplace Client to automatically answer any new call whenever you do not already have a call in progress. This can be useful in scenarios such as when you are working in a hunt group where waiting calls are automatically presented to whichever members of the group are available.

- You can use auto-answer when you have **Place and Receive Calls** set to **This Computer** (or **Workplace Client** mode for VDI scenarios). It is not supported in other modes such as **Other Phone**.
- When auto-answer is on, the client displays a icon.
- When enabled, the client auto-answers the incoming audio, video and group calls. Video calls are auto-answered as audio calls until you change the call to video.

Calls are not auto-answered when:

- When using a Avaya Workplace Client mode other than those above, for example **Other Phone** mode.
- When there is already an active call on your Avaya Workplace Client.
- When the system is in locked/inactive/idle state.
- If send-all-calls (do-not-disturb) or Call Forwarding (All Calls) is enabled.

## Procedure

1. Click on your self-avatar at the top of the screen.
2. Do one of the following:
   - On mobile clients: In the **Incoming Call Features** field, slide the **Auto Answer** toggle switch to the on position.

- On desktop clients: In the **Incoming Call Features** field, click **Auto Answer**.

**Related links**

Making and handling calls on page 28

# Recording a call

## About this task

Use this procedure to record a call other than a conference call. The recording is placed into your voicemail mailbox unless your administrator has configured otherwise.

## Procedure

1. On the active call, select **More** ( ).
2. To start the recording, do the following:
   - On mobile clients: Slide the **Recording** button.
   - On desktop clients: Click **Recording**.
   - The client displays and `Recording is on`.
3. **(Optional)** You can also pause, resume, and stop recording.
   - The call initiator can **Pause**, **Resume**, and **Stop** the recording.
   - The call participant can **Pause** and **Resume** the recording.

     On the active call, select **More** ( ).

     - **To pause recording:** Click **Pause** to pause the recording. The client displays and `Recording is paused`.
     - **To resume recording:** Click **Resume** to resume the recording. The client displays and `Recording is on`.
     - **To stop recording:**
       - **On desktop clients:** Click **Stop** to stop the recording.
       - **On mobile clients:** Slide the **Recording** button to stop recording.

## Result

When recording finishes, the Avaya Workplace Client saves the recording in your voicemail mailbox. The icon indicates the recording as a new message.

**Related links**

Making and handling calls on page 28

# 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 Workplace Client displays the unread Message Waiting Indicator (MWI) ( ) icon.

### Procedure

Select the unread MWI ( ) icon.

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

**Related links**

Making and handling calls on page 28

# Configuring call forwarding to destination for desktop clients

### About this task

In Avaya 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. Click on your self-avatar at the top of the screen.
2. In the **Incoming Call Features** field, click **Call Forward**.
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**.

**Related links**

Making and handling calls on page 28

# Configuring call forwarding to destination for mobile clients

## About this task

In Avaya 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. Click on your self-avatar at the top of the screen.
2. In the **Incoming Call Features** field, click Call Forward.
3. On the Call Forward window, do any of the following:
   - To forward all calls, slide the **All Calls** toggle switch to ON position. Type the destination number.
   - To forward when you are busy, slide the **When Busy** toggle switch to the on position. Type the destination number.
   - To forward when you do not want to answer a call, slide the **When No Answer** toggle switch to the on position. 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**.

**Related links**

Making and handling calls on page 28

# 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 ooo and then select **Call Statistics**.

**Related links**

Making and handling calls on page 28

# Deleting a call history entry

### Procedure

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

   Avaya Workplace Client deletes the call history entry.

**Related links**

Making and handling calls on page 28

# Deleting all call history

## Procedure

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

### Related links

Making and handling calls on page 28

# Chapter 4: Hunt Groups

Your IP Office system 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.

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

**Related links**

[Viewing the hunt groups list](#) on page 37
[Enabling a hunt group manually](#) on page 38
[Disabling your hunt group membership](#) on page 38

## Viewing the hunt groups list

### About this task

Avaya 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

1. To view the list of hunt groups, do one of the following:
   - **On mobile clients:** Click **Menu** and then click **Hunt Groups**.
   - **On desktop clients:** Click **Features**.
2. Click **Hunt Groups**.

**Related links**

[Hunt Groups](#) on page 37

# Enabling a hunt group manually

### About this task

Your system administrator can permit you to enable and disable your membership of a particular hunt group. You can then control your hunt group membership using your Avaya Workplace Client.

Use this procedure to manually enable your membership of a hunt group. You will then start receiving calls made to that hunt group.

### Procedure

1. To view the list of hunt groups, do one of the following:
   - **On mobile clients:** Click **Menu** and then click **Hunt Groups**.
   - **On desktop clients:** Click **Features**.
2. Click **Hunt Groups**.
3. Do one of the following to enable a hunt group:
   - On mobile clients: Slide the hunt group toggle switch to the on position.
   - On desktop clients; Select the hunt group check box to enable a hunt group.

**Related links**

Hunt Groups on page 37

# Disabling your hunt group membership

### About this task

Your system administrator can permit you to enable and disable your membership of a particular hunt group. You can then control your hunt group membership using your Avaya Workplace Client.

Use this procedure to manually disable your membership of a hunt group. You will then stop receiving calls to that hunt group.

### Procedure

1. To view the list of hunt groups, do one of the following:
   - **On mobile clients:** Click **Menu** and then click **Hunt Groups**.
   - **On desktop clients:** Click **Features**.
2. Click **Hunt Groups**.
3. Do one of the following to disable a hunt group:
   - On mobile clients: Slide the hunt group toggle switch to the off position.
   - On desktop clients; Clear the hunt group check box to disable a hunt group.

### Result

Avaya Workplace Client disables you from hunt groups and will not be able to receive calls for that hunt group.

**Related links**

Hunt Groups on page 37

# Chapter 5: Managing Calls

You can use the following processes to manage your calls.

**Related links**


Using Avaya Workplace Client as the default application for telephony services on page 40
Sending all calls to voice mail when your presence status is set to “Do not disturb” on page 41
Sending all VoIP calls to voice mail on page 41
Entering digits during a call on page 42
Muting and unmuting a call on page 42
Placing a call on hold and resuming the call on page 42
Pausing and resuming a video call on page 43
Stopping the video transmission in a call on page 43
Escalating an audio call to a video call or an instant message to a call on page 44
Transferring a call on page 44


## Using Avaya Workplace Client as the default application for telephony services

### About this task

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

### Procedure

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

**Related links**


Managing Calls on page 40

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

### About this task

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

### Before you begin

Enable and log in to the VoIP service.

### Procedure

1. In the Avaya Workplace Client settings, select **User Preferences**.
2. **(Optional)** If available on the Avaya Workplace Client platform, select **General**. Otherwise, go to the next step.
3. Select **Activate Send All Calls when Do Not Disturb is set**.

   Avaya Workplace Client sends all your incoming calls to voice mail when your presence status is DND.
4. Save the changes.

**Related links**

Managing Calls on page 40

# Sending all VoIP calls to voice mail

### About this task

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

### Before you begin

- Enable and log in to the VoIP service.
- Ensure that your administrator configured on the server the number to which you can route all calls.

### Procedure

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

**Related links**

Managing Calls on page 40

# 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.

**Related links**

Managing Calls on page 40

# Muting and unmuting a call

### Procedure

1. While on a call, to mute the audio, select .

   Avaya Workplace Client mutes the microphone. The mute icon flashes after the configured timeout period if the microphone mute notification feature is enabled.

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

**Related links**

Managing Calls on page 40

# Placing a call on hold and resuming the call

### Procedure

1. To place a call on hold:

   - On mobile clients: Select  and then select .
   - On desktop clients: Select .

   Avaya Workplace Client puts the call on hold.

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

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

**Related links**

Managing Calls on page 40

# Pausing and resuming a video call

### About this task

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

### Procedure

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

   Avaya Workplace Client pauses the video call.
2. To resume transmitting video, select the button again.

   Avaya Workplace Client resumes the video call.

**Related links**

Managing Calls on page 40

# 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.

**Related links**

Managing Calls on page 40

# 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 Workplace Client Conferencing for this feature.

- While on an active audio call, select **Video Call** ( ).

  Avaya Workplace Client starts video on the call.

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

  - **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.

**Related links**

Managing Calls on page 40

# 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 is not supported.

### Procedure

Perform the following steps to perform a blind transfer:

1. On the active 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 Workplace Client transfers the call.

Perform the following steps to perform a consultative transfer:

4. While on a call, do one of the following:
   - On the mobile clients: Go to ToM view (Top of the Mind view) dial the number (from dial pad or choose from history) of the user to whom you want to transfer the call.
   - On the desktop clients: Dial the number of the user to whom you want to transfer the call.
5. On the active call, select **More** ( ).
6. Select **Transfer Call** ( ).
7. To transfer the call, choose the existing held call.

### Related links

Managing Calls on page 40

# Chapter 6: Using the call log

Your call log is stored centrally by the IP Office system. The same centralized call log is shared by your Avaya Workplace Client, any Avaya phone (for example 9600 or J100 Series) you are logged onto, and the IP Office user portal application.

Your call log moves with you if you log on and log off from different phones and applications that support the centralized call log. This includes hot desking within a network.

Depending on the type of IP Office system, your call log contains up to either 60 call records (Server Edition) or 30 call records (IP500 V2). When the maximum number of records is reached, any new call record replaces the oldest call record.

You can use the call log to make calls or to store contacts as a personal speed dial. You can also edit the call log to remove a specific call record or all call records.

The call logs of Workplace Meetings calls from another simultaneously logged-in device are not logged in the records.

In addition to personal calls, your centralized call log can include up to 10 call records for hunt group. The new call record replaces the oldest record when reaches the limit.

### Missed Call Indicator and Missed Call Count

In addition to displaying your centralized call log, Avaya Workplace Client also displays a missed call indicator. The missed call count is updated per user, not per call. The missed call count is the sum of all the missed calls from a user, even if some of those missed calls was reviewed in the call history screen already.

**Note:**

- The Avaya Workplace Client device must have time accurately configured for reliable display of missed call counts.
- On iOS devices, while Avaya Workplace Client is in the background or idle state:
  - The missed calls badge is not synchronized with call log changes made on your other simultaneously logged-in devices.
  - The missed calls badges count is the sum of all the missed calls.
  - The call history screen is updated by bringing the Avaya Workplace Client client application to the foreground.

**Related links**

Centralized call log field descriptions on page 47
Call log call scenarios on page 48

# Centralized call log field descriptions

The following fields is included in each centralized call log record:

| Field | Description |
|---|---|
| **Name** | Specifies the name of the caller or the party called, if available. The name can be up to 31 characters.<br>This text is similar to that shown on the phone display of phones when they receive the call. For example, on forwarded call details of the original target and the caller name are included, Bob > Sue. |
| **Number** | Specifies the number of the call. The number can be up to 31 digits. |
| **Tag** | The text tag associates a text string with a call. The string remains with the call during transfers and forwards. That includes calls across a multi-site network.<br>The text tag can be up to 31 characters. The tag is not shown within the call log display on phones. |
| **Time and Date** | The time and date of the call using the system time. |
| **Duration** | The call duration. For an outgoing and answered calls, this is the call connection time. For missed calls, this is the call ringing time. |
| **Record Type** | The call log records can be **Incoming**, **Outgoing**, or **Missed**. Note that these are calls to or from the user, not the phone; hence, it can include calls handled through a twinned device such as when using mobile call control.<br>• **Incoming**: These are the calls to the user that the user has answered. This includes<br>- The calls that the user answers on a twinned device.<br>- The outgoing calls that are transferred to and answered by the user.<br>• **Outgoing**: These are the calls made by the user.<br>• **Missed**: These are the calls to the user that they did not answer. This includes calls while the user is logged off or in Do Not Disturb state.<br>• Missed call records include an indication of what happened to the missed call. It displays the following options , or<br>- **Answered by Another**<br>- **Answered by Voicemail**<br>- **Lost** (not answered on the system). |
| **Count** | Specifies the number of times a matching call has been logged. A matching call is one with the same name, number and type. Only the latest record is kept for matching calls, with the call count increased by one. |

### Related links

Using the call log on page 46

# Call log call scenarios

This list summarizes how the your call log is used in some common call scenarios.

| Scanrio | User Call Log Notes |
|---|---|
| **Authorization/ Account Codes** | Account and authorization codes used as part of a call. The call logs do not include these codes. |
| **Automatic Callback** | If answered, they will show as an outgoing call to the target. |
| **Application Calls** | Calls made and answered using applications are logged as if you made or answered the call using an extension. |
| **Conference Calls** | Ad-hoc Conference calls are not included in the call log.<br>Meet-me Conference calls are included in the call log. |
| **Hold** | When you hold and then un-hold a call, the call duration includes the time the call was on hold. |
| **Follow-Me** | Calls that still appear in the call log. The follow-me calls do not appear in the call log even if you set Follow-Me. |
| **Forward on Busy** | When answer, it records **Missed-Answered by Other** in the call log. |
| **Forward on No Answer** | When the forwarded to voicemail, call log records **Missed-Answered by Voicemail**. |
| **Forward Unconditional** | When forwarding to another number, there will be no record of forwarded calls in the forwarding users call log.<br>When using the To Voicemail option, the forwarded call will by logged as a Missed - Answered by Voicemail call record. |
| **Page Calls** | Page calls are not included in any of the call logs unless the page is answered (by pressing conference). When answered, the call logs the page as a normal call between the two involved users. |
| **Park** | Retrieving a call from Park (even if you parked the call) is logged as an incoming call. |
| **Short Codes** | Call log records all outgoing and answered calls. Calls made using Break Out are not included in call logs. |
| **Suppressed Digits** | Calls made with digit suppression enabled (AD suppress button) are not included in the call log. |
| **Transfers** | If you answer and accept a supervised transfer, you will have an incoming calls records- one for the transfer inquiry call and one for the transferred call.<br>If you are the target of an unsupervised transfer, you will have an Incoming or Missed call log.<br>The call log records the attended transferred call (originally an outgoing call) as an incoming call. |

*Table continues…*

| Scanrio | User Call Log Notes |
|---|---|
| **Twinning and Mobility** | When you have a twinned device (either internal twinning or mobile twinning), the call log operates regardless of which method you use to make or answer calls.<br>Calls between the twinned devices, that is, the user transferring a call between devices, are not included in their call log.<br>Call log includes calls made using mobile call control or a Avaya one-X® Mobile client. |

### Related links

Using the call log on page 46

# Chapter 7: Call management overview

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

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

**Related links**


Call management using the MacBook Pro touch bar on page 50
Call management using Avaya Vantage on page 51
Making a call using Off-hook dialing on page 51
Call management using an Avaya L100 Series USB headset on page 51
Call management using a Plantronics headset on page 52
Call management using iOS CallKit on page 53
Call management using Siri on page 53


## 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 Workplace Client for Mac supports the MacBook Pro touch bar. While using Avaya 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.

**Related links**


Call management overview on page 50

# Call management using Avaya Vantage™

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

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

**Related links**

Call management overview on page 50

# 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 Workplace Client on Avaya Vantage™, open the Dialpad screen and then tap the Speaker icon.
2. Dial a number.

**Related links**

Call management overview on page 50

# Call management using an Avaya L100 Series USB headset

While using Avaya 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 Workplace Client for Mac or Windows to do the following:

- Answer an incoming call.

  You can also answer an incoming call while you are on an active call. Avaya Workplace Client places the active call on hold.
- Dismiss an incoming call.
- Mute or unmute the call.
- Hold or retrieve the call.
- Swap between the active and most recently held call.

- End the call.

**Note:**

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

**Related links**

Call management overview on page 50

# Call management using a Plantronics headset

You can use a Plantronics headset with Avaya Workplace Client for Mac and Avaya 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.

**Related links**

Call management overview on page 50

# Call management using iOS CallKit

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

With CallKit, you can:

- Set Avaya Workplace Client for iOS as the default calling application using Mobile Device Management or Apple Configurator.
- Long press the Call button on a contact to override the phone application and use Avaya Workplace Client for iOS.
- Use your iOS do-not-disturb setting to suppress incoming calls. If you receive calls from blocked iOS contacts, Callkit suppresses those calls.
- Use custom ringtones for a contact.
- Handle multiple calls with the same user experience as you did while handling multiple cellular calls. Incoming VoIP calls have the same priority as cellular calls.
- Make and answer VoIP calls using a Bluetooth headset.

  You can also answer calls using steering wheel controls.
- Make a call from a number of screens on the iOS device using Avaya Workplace Client for iOS.
- Use Apple CarPlay to view the call appearance on the in-car display with controls for end and mute.
- Receive the same user experience for VoIP calls as native cellular calls for call alerts and when you answer a call.

**Note:**

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

**Related links**

Call management overview on page 50

# 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 Workplace Client for iOS.

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

You can use the following voice commands with Siri:

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

You can use Siri to call only local contacts by using Avaya Workplace Client for iOS.

### Siri functionality

If you have:

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

  To avoid this situation, use the full name or nick name to call a specific contact. For example, Call Brian Smith with Avaya Workplace Client.
- Multiple virtual rooms, Avaya Workplace Client calls your default virtual room.
- A contact with multiple phone numbers, Avaya Workplace Client selects the first number in the list for that contact.

**Related links**

Call management overview on page 50

# Chapter 8: Desk Phone Mode

In Desk Phone mode, you can use your Avaya Workplace Client to make, receive using your desk phone mode. The deskphone provides the audio connection whilst the client is used to control the calls.

This mode is only supported with IP Office deskphones which support auto-answer operation.

### Features supported in Desk phone mode

You can use the Desk phone 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
- Merge two calls to create Ad-hoc conference
- Make Meet-me conference

**Related links**

Enabling the desk phone mode on page 55
Desk phone mode limitations on page 56

## Enabling the desk phone mode

### About this task

Enable the desk phone mode 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 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 Calls Using** field, click **My Desk Phone**.

   Avaya 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 Workplace Client user interface and speak or listen using your deskphone.

**Related links**

Desk Phone Mode on page 55

# Desk phone mode limitations

Avaya Workplace Client in the desk phone mode does not support:

- Avaya J129 IP Phone, Avaya B179, B199, Avaya Vantage™, H175 SIP Deskphone, D100 Series DECT SIP Phones.

On mobile user interfaces, the following is not supported:

- Muting and unmuting a call
- Video calls. Video calling icons are disabled in the desk phone mode.
- Ignoring a call using the desk phone Avaya Workplace Client does not stop the ringing on the other client.
- Avaya Workplace Client does not display any message when analog phones are connected through the desk phone mode.

On desktop user interfaces the following is not supported:

- Drag and drop the contacts to initiate an ad hoc conference is not supported in desk phone mode.
- Adding a contact to a point-to-point call in desk phone mode is not supported.
- In desk phone mode conference controls are not supported.
- In desk phone mode, Avaya Workplace Client, merging two point-to-point calls to an ad hoc conference, displays conference ID sequentially. For example, the first ad hoc conference displays as **Conf 100**, and the second conference displays as **Conf 200**.

**Related links**

Desk Phone Mode on page 55

# Chapter 9: Using Avaya Workplace Client on a virtual desktop

If allowed by your system administrator, Avaya Workplace Client can be used as a client on virtual desktop environments such as Citrix (XenApps, XenDesktop) or VMware. This is supported for Windows and Google Chromebook users.

Virtual desktop operation is achieved using 2 copies of the Avaya Workplace Client:

- One copy is installed on the virtual desktop. This copy is used for to make and answer calls, display notifications.
- The other copy is installed locally on your PC. This copy is used to provide the audio for calls. It needs to be configured to do this without showing call notifications and other information.

**Note:**

- Avaya Workplace Client for Google Chromebook is supported as a desktop client from IP Office R11.1 FP2 release onwards.
- Go to **Settings** > **User Preferences** > **General** and disable **Desktop mode** to register Avaya Workplace Client for Google Chromebook as a mobile endpoint. When the Workplace for Chromebook client registers as mobility endpoint, the client cannot be controlled by the Avaya Workplace Client in the virtualized deployment.
- The Avaya Workplace Client in a virtualized environment under **Manage audio and video devices**, **Place and Receive Calls Using** does not display the **This Computer** option.

### Installation

- To enable the Desk phone mode see, Enabling the desk phone mode on page 55.
- To enable the Workplace client mode see, Enabling the Workplace client mode on page 58.

Login into the Avaya Workplace Client as VDI to access the Workplace client mode from the Avaya Workplace Client in a virtualized environment.

If the login process is successful for Avaya Workplace Client in a virtualized environment, under **Place and Receive Calls Using** > **Workplace Client** you can use to control Avaya Workplace Client as VDI.

### Supported features

The following call features are available on Avaya Workplace Client in a virtualized environment:

- 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
- Merge two calls to create Ad-hoc conference
- Make Meet-Me conference

It is desired to show no notifications on Avaya Workplace Client as VDI.

- For Avaya Workplace Client for Windows, enable the **Hidden mode** under **Settings** > **User Preferences** > **Display**, turns off the notifications on the Avaya Workplace Client for Windows.
- For Avaya Workplace Client for Google Chromebook, turn off the incoming call UI notifications by selecting the **Make sound** option under **Settings** > **User Preferences** > **Notifications** > **Channel notification Settings** > **Incoming calls** > **Behavior** and minimize the client window.

**Related links**

Enabling the Workplace client mode on page 58
Limitations in Workplace client modes on page 59

# Enabling the Workplace client mode

## About this task

Use this procedure to enable the Workplace client mode on desktop clients to make and receive calls.

## Before you begin

Log in to your Avaya Workplace Client as VDI and Avaya Workplace Client in virtualized environment using the same credentials.

## Procedure

1. Click **Manage audio and video devices**.
2. In the **Place and Receive Calls Using** field, click **Workplace Client**.
   - Avaya Workplace Client displays notifications indicating active Workplace client mode.
   - The Manage audio and video icon on the Top-of-Mind screen changes to display a desktop icon.

- You can now handle your calls by using the Avaya Workplace Client user interface and speak or listen using your desktop client.

**Related links**

Using Avaya Workplace Client on a virtual desktop on page 57

# Limitations in Workplace client modes

In Avaya Workplace Client desktop user interface the following are not supported in Workplace client mode:

- Muting and unmuting a call
- Video calls: Video calling icons are disabled in the Workplace client mode.
- Drag and drop the contacts to initiate an ad hoc conference is not supported in Workplace client mode.
- Adding a contact to a point-to-point call in Workplace client mode is not supported.
- Conference controls are not supported.
- VDI bricks: Avaya Workplace Client as VDI and Avaya Agent for Desktop as VDI endpoints are not supported.
- Logging out from Avaya Workplace Client does not log you out from Avaya Workplace Client as VDI, vice versa.
- In Workplace client mode, merging two point-to-point calls to an ad hoc conference, displays conference ID sequentially. For example, the first ad hoc conference displays as **Conf 100**, and the second conference displays as **Conf 200**.

**Related links**

Using Avaya Workplace Client on a virtual desktop on page 57

# Chapter 10: Other Phone Mode

**Other Phone** mode allows you to make and answer calls using an external phone line for the call audio and the Avaya Workplace Client to control the calls.

In order to use this mode, you need to set the external number. That number is then used by the IP Office system as follows:

- Incoming calls to your IP Office extension number are redirected to your **Other Phone** number. Once you have answered using the phone at that number:
  - The audio for the call uses the other phone.
  - You can control the call using your Avaya Workplace Client.
- When you make a call using the Avaya Workplace Client. When you do this:
  - The IP Office system calls your Other Phone number.
  - When you answer the call using the phone at that number, the IP Office system calls the number you dialed and connects the two calls.
  - You can control the call using your Avaya Workplace Client.

**Related links**


Features supported in Other Phone mode on page 60
Adding an Other Phone mode phone number on page 61
Enabling Other Phone mode on page 61
Answering and declining calls in Other Phone mode on page 62
Disabling Other Phone mode on page 62
Deleting an Other Phone number on page 63
Incoming and outgoing calls in Other phone mode on page 63
Limitations in Other phone mode on page 64


## Features supported in Other Phone mode

When using other phone mode, you can use your Avaya Workplace Client client to do the following:

- Make a call.
- Answer a call.
- Place a call on hold.
- Retrieve a call on hold.
- End a call.
- Park, and retrieve a call using short codes.
- Enter DTMF.
- Redial.
- Make an Attended transfer.
- Make a Blind transfer.
- Handle multiple calls.
- Merge two calls to create an ad-hoc conference.
- Make Meet me conference.

**Related links**

Other Phone Mode on page 60

# Adding an Other Phone mode phone number

## About this task

Use this procedure to add an Other Phone mode phone numbers. After adding a number, you can use your Avaya Workplace Client in Other phone mode (see Enabling Other Phone mode on page 61).

## Procedure

1. In the Avaya Workplace Client settings, select **User Preferences** > **Other Phones**.
2. To add another number, click **Add Phone**.
3. Use the **V** to select the label for the number. The options are **Home**, **Mobile**, and **Other**.
4. Enter the other phone number. The phone number:
   - Must be external.
   - Cannot contain alphabetic or special characters.
5. To finish, click **Done**.

**Related links**

Other Phone Mode on page 60

# Enabling Other Phone mode

## About this task

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

### Before you begin

- Configure a telephone number or numbers for Other Phone mode. See Adding an Other Phone mode phone number on page 61.

### Procedure

1. Click **Manage audio and video devices**.
2. In the **Place and Receive Calls Using** field, click **Other Phone**.
3. Click one of the available phones.

**Related links**

Other Phone Mode on page 60

# Answering and declining calls in Other Phone mode

When you receive a call with Other Phone mode active:

- Both your Avaya Workplace Client and the other phone device alert.
- In your Avaya Workplace Client you can view details about the call in the incoming call notification.
- You can answer the call using the other phone device. The answer button in Avaya Workplace Client is inactive.
- You can use the decline button in Avaya Workplace Client to decline the call. The call stops alerting on both devices.

**Related links**

Other Phone Mode on page 60

# Disabling Other Phone mode

### About this task

Use this procedure to switch off use of Other Phone mode.

### Procedure

1. Click **Manage audio and video devices**.
2. In the **Place and Receive Calls Using** field, click **This Computer**.

**Related links**

Other Phone Mode on page 60

# Deleting an Other Phone number

### About this task

Use this procedure to delete an other phone number.

### Procedure

1. In the Avaya Workplace Client settings, select **User Preferences** > **Other Phones**.
2. To delete a number, click the **X** icon next to the number.
3. To finish, click **Done**.

**Related links**

Other Phone Mode on page 60

# Incoming and outgoing calls in Other phone mode

For an incoming call in the Other Phone mode:

- If the other phone device is on-hook, you can answer the call on the other phone device.
- If the other phone device is off-hook, you can answer the call on the Avaya Workplace Client if it has **Call Waiting** enabled.
- Enabling the **Call Waiting** setting in Avaya Workplace Client, you can answer a second incoming call from the Avaya Workplace Client while on an active call. Avaya Workplace Client places the active call on hold.
- If there are connect calls, logging out of Avaya Workplace Client disconnects all the calls.
- A network failure disconnecting Avaya Workplace Client also disconnects all calls.

### Outgoing calls

When making a call using the Avaya Workplace Client:

- If the other phone is on-hook, then the call rings it, and when answered, the IP Office initiates the call to the dialed number.
- If the other phone is off-hook, then the call is initiated directly to the remote endpoint.
- During an active call, if you start another call, the remote device directly rings, and the active call goes on hold.

**Related links**

Other Phone Mode on page 60

# Limitations in Other phone mode

- Other Phone mode does not support:
  - Video controls for calls.
  - Headset call control functionality.
  - Conference controls.
  - You can not drag multiple contacts to create an ad-hoc conference. The call button is disabled when multiple contacts are dropped in the new conversation area.
  - **Add Someone to call** is not supported in both Avaya Workplace Client and other phone devices.
  - The keypad in the mid-call screen is disabled.
- You can not switch to **My Desk Phone** mode from **Other Phone** mode as in Other phone mode the desk phone is logged off. Teleworker is a form of hot-desking from your desk phone.
- The other phone devices does not support:
  - Hold and un-hold functionalities in an active call.
  - The other phone devices do not support blind transfer functionality in an active call.
- In the Other Phone mode, merging two point-to-point calls displays as **Conf 100**.
- In the Other phone mode, when you abort the outgoing call from the Other phone device, the call rings on the remote endpoint, and upon an answer, the remote endpoint hears the voicemail prompt of the Other phone device.
- Retaining the Other phone mode is not possible when you try to switch to another user account and then re-login as the previous user.
- If there are ongoing calls and the remote or other phone device attempts to initiate or escalate to video, then the calls is audio-only in the Other phone mode.
- The IP Office settings, **Make a Test Call** and **Hold the Line**, are unsupported in the Other phone mode.

**Related links**

Other Phone Mode on page 60

# Chapter 11: Simultaneous mode

Your IP Office system administrator can configure you to be able to use more than one telephone device simultaneously. You can then make and answer calls on any of your simultaneous devices, including on your Avaya Workplace Client.

When using simultaneous devices, you can:

- Hear ringing on all your logged-in devices when called. For example, your deskphone and Avaya Workplace Client.
- Answer and make calls from any of the your devices.

When using simultaneous devices, your Avaya Workplace Client provides controls for moving a call you have answer on one of your devices to and from the client.

**Related links**

Simultaneous Mode Devices on page 65
Retrieving a call from your other phone on page 66
Moving a call to your other phone on page 66
Simultaneous mode limitations on page 67

## Simultaneous Mode Devices

An IP Office user can be logged in simultaneously on one of each of the following types of telephone devices:

| Telephony Client | Notes |
|---|---|
| **A physical desk phone** | A physical phone, including a SIP, H.323 or DECT extension. This also includes clients running on a Vantage phone. |
| **A desktop (PC) VoIP client:** | • Avaya Workplace Client for Windows<br>• Avaya Workplace Client for macOS |
| **A mobile VoIP client:** | • Avaya Workplace Client for Android<br>• Avaya Workplace Client for iOS |
| **A WebRTC client:** | • Spaces Calling using the Chrome extension. |

**Related links**

Simultaneous mode on page 65

# Retrieving a call from your other phone

### About this task

You can move a call from one of your other phones to your Avaya Workplace Client. You can do this when you are using twinning or simultaneous phones.

- For video calls, this process changes the call back to an audio-only call.
- The Avaya Workplace Client displays the **Retrieve Call** option even if there is no call to retrieve. In this scenario, clicking **Retrieve Call** results in a false call on your Avaya Workplace Client.

### Procedure

1. If using a mobile client, click the **Menu** icon.
2. Click **Features**.
3. Click **Retrieve Call**.
4. The call moves to your Avaya Workplace Client:
   - If using a desktop client, it automatically answers the call unless you already have another call connected.
   - If using a mobile client, the call rings on the client.
   - If the call was originally a video call, it will have changed back to an audio call. You can change it back to a video call, see Escalating an audio call to a video call or an instant message to a call on page 44

**Related links**

Simultaneous mode on page 65

# Moving a call to your other phone

### About this task

You can move a call on your Avaya Workplace Client, to one of your twinned or simultaneous phones.

- For video calls, this process changes the call back to an audio call.

### Procedure

1. On the active call, select **More** ( ).
2. Click **Move Call**. The call will ring on your other simultaneous devices.
   - The Avaya Workplace Client uses your extension number as the caller ID for the call.
3. Answer the call on whichever of your other phones you want to use for the call.

**Related links**

Simultaneous mode on page 65

# Simultaneous mode limitations

### Support on other devices

- Some telephony devices do not support simultaneous usage. You may be able to log in to these devices using the same extension that you used to log in to your Avaya Workplace Client. However, simultaneous mode functionality, such as the ability to answer a new call or join an existing call may not work.
- If you simultaneously use devices that support presence, the presence service aggregates your presence state across multiple devices.
- Presence states are supported between Avaya Workplace Client only. Not between Avaya Workplace Client and another client type.
- It is possible to control the making and answering of calls from another non-telephony application such as SoftConsole, Avaya one-X® Portal for IP Office or ACCS. When that is the case, if using simultaneous mode it is not possible to predict which telephony device or application is used for the audio of each call. Therefore, when using another non-telephony application to control calls, you should only login on one telephony device or application.

### 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.

**Related links**

Simultaneous mode on page 65

# Chapter 12: Twinning

Your IP Office system administrator can configure you with a twinned phone. The IP Office system supports 2 types of twinning:

- **Internal Twinning** - This type of twinning twins your Avaya Workplace Client with another internal extension. You can make and answer calls on either.
- **Mobile Twinning** - This type of twinning twins your Avaya Workplace Client with an external telephone number. You can answer incoming calls on either.

**Related links**

Enabling mobile twinning on page 68
Switching between twinning modes on page 68
Retrieving a twinned call on page 69
Moving a twinned call on page 70

## Enabling mobile twinning

### About this task

If your IP Office system administrator has configured just mobile twinning for you, you can use your Avaya Workplace Client to switch it on or off. When on, incoming calls ring on both your Avaya Workplace Client and at the number set as your mobile twinning number.

Your system administrator sets your mobile twinning number. This is an external number.

### Procedure

1. Click on your self-avatar at the top of the screen.
2. In the **Incoming Call Features** field, click **Mobile Twinning** to toggle the feature on or off.

**Related links**

Twinning on page 68

## Switching between twinning modes

If your IP Office system administrator has configured both internal and mobile twinning for you, you can use your Avaya Workplace Client to select which type of twinning is active.

### Procedure

1. Click on your self-avatar at the top of the screen.
2. In the **Incoming Call Features** field, click either **Mobile Twinning** or **Internal Twinning** to select the mode you want used.

**Related links**

Twinning on page 68

# Retrieving a twinned call

### About this task

You can move a call from one of your other phones to your Avaya Workplace Client. You can do this when you are using twinning or simultaneous phones.

- For video calls, this process changes the call back to an audio-only call.
- The Avaya Workplace Client displays the **Retrieve Call** option even if there is no call to retrieve. In this scenario, clicking **Retrieve Call** results in a false call on your Avaya Workplace Client.

### Procedure

1. If using a mobile client, click the **Menu** icon.
2. Click **Features**.
3. Click **Retrieve Call**.
4. The call moves to your Avaya Workplace Client:
   - If using a desktop client, it automatically answers the call unless you already have another call connected.
   - If using a mobile client, the call rings on the client.
   - If the call was originally a video call, it will have changed back to an audio call. You can change it back to a video call, see Escalating an audio call to a video call or an instant message to a call on page 44

**Related links**

Twinning on page 68

# Moving a twinned call

### About this task

You can move a call on your Avaya Workplace Client, to one of your twinned or simultaneous phones.

- For video calls, this process changes the call back to an audio call.

### Procedure

1. On the active call, select **More** ( ).
2. Click **Move Call**. The call will ring on your other simultaneous devices.
   - The Avaya Workplace Client uses your extension number as the caller ID for the call.
3. Answer the call on whichever of your other phones you want to use for the call.

**Related links**

Twinning on page 68

# Part 3: IP Office Conferencing

# Chapter 13: Meet-Me Conference overview

Meet-Me Conference refers to features that allow a user or a caller to join a specific conference by using the conference ID number. These are still conferences that are using resources from the host system's conference capacity.

**Related links**


Meet-Me Conference states on page 72
Meet-Me Conference ID on page 73
Meet-Me Conference moderator and participant controls on page 73
Viewing the list of participants and other controls on page 74
Mute everyone in Meet-Me Conference on page 75
Unmute everyone in Meet-Me Conference on page 76
Muting a single participant on page 76
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Disconnecting a participant from Meet-Me Conference on page 78
Adding a participant in Meet-Me Conference on page 78
Ending conference for everyone on page 79
Recording a meeting in Meet-Me conference on page 80
Enabling lecture mode in Meet-Me Conference on page 81
Disabling lecture mode in Meet-Me Conference on page 81
Enabling entry tone in Meet-Me Conference on page 82
Disabling entry tones in Meet-Me Conference on page 83
Enabling continuation Meet-Me Conference on page 84
Disabling continuation in Meet-Me Conference on page 84
Enabling lock meeting in Meet-Me Conference on page 85
Disabling lock meeting in Meet-Me Conference on page 86
Leaving the Meet-Me Conference on page 86


## Meet-Me Conference states

A Meet-Me Conference has four states:

- Conference inactive: Currently, there are no callers in the conference.

- Conference not started: Participants have arrived, but the moderator has not joined the conference. In this phase, participants wait on hold and cannot speak to one another.
- Conference in progress: The moderator enters the conference. An entry tone is heared when individual participants joins into the conference in the order in which they dialed into the conference. Participants can now speak to each other, subject to mute and other moderator functions.

  During the conference, the status displays the elapsed time of the conference (in minutes) and the number of participants. New participants can join the conference unless the moderator locks the conference. See Enabling lock meeting in Meet-Me Conference on page 85.
- Conference terminated/ended: A conference ends after the last person hangs up.
  - By default, the conference ends as soon as the moderator leaves the conference.
  - When the **Conference Continuation** option is enabled, conferences continue after the moderator leaves the conference.

**Related links**

Meet-Me Conference overview on page 72

# Meet-Me Conference ID

### Conference ID Numbers

By default, meet-me conferences are assigned numbers starting from 1 for the first conference in progress.

- For desktop clients the conference ID is assigned as **Conference 1**, **Conference 2** and so on.
- For mobile clients the conference ID is assigned as **Meeting 1**, **Meeting 2** and so on.

**Related links**

Meet-Me Conference overview on page 72

# Meet-Me Conference moderator and participant controls

As a moderator, you have the following controls as soon as you enter the Meet-Me Conference:

- View the participants list.
- Mute or unmute all participants.
- Mute or unmute a single participant.
- Add or drop a single participant.

- End meeting for everyone.
- Enable and disable Lecture mode.
- Enable and disable Entry Tones.
- Enable and disable Continuation.
- Enable and disable Lock Meeting.

As a participant, you have the following controls as soon as you enter the Meet-Me Conference :

- View the participants list.
- Leave the conference.

**Note:**

In Desk Phone mode Meet-Me Conference controls are not supported.

**Related links**

Meet-Me Conference overview on page 72

# Viewing the list of participants and other controls

## About this task

Moderators and participants can view the list of participants at the conference. Only the moderator will have control to selectively mute or disconnect each conference participant.

## Procedure

1. In the dial pad, type the short code to join the Meet-Me Conference and click **Call**.

   The Meet-Me Conference displays a list of participants.

2. Do one of the following:

   - **For desktop clients:** Click on the icon.
   - **For mobile clients:** Click on the icon.

3. You can view the moderator or participant controls. If you have joined the conference as a moderator, the following moderator controls are displayed:

   - **Conference Feature**
   - **Add Someone to call**
   - **Call Statistics**
   - **Mute Everyone**
   - **Unmute Everyone**
   - **Lecture mode**

- **Entry Tones**
- **Continuation**
- **Lock Meeting**
- **End Meeting for everyone**

If you have joined the conference as a participant, the following is displayed.

- **Conference Feature**
- **Call Statistics**

**Tip:**

Click on **More options** to view the **Conference Feature** for moderator or participants.

**Related links**

Meet-Me Conference overview on page 72

# Mute everyone in Meet-Me Conference

## About this task

When the moderator enables the **Mute**, and it mutes all participants in the conference. The participants can listen and unmute their audio when needed.

The **Mute** mode is used:

- To restore order to an unruly conversation by silencing all speakers.
- When meetings require the uninterrupted delivery of an announcement.

## Before you begin

You must join the Meet-Me Conference as a moderator.

## Procedure

1. Do one of the following:
   - **For desktop clients:** Click on the icon.
   - **For mobile clients:** Click on the icon.
2. Do one of the following:
   - **For desktop clients:** Click **Meeting Controls** > **Mute Everyone**.
   - **For mobile clients:** Click **Mute Everyone**.

## Result

- Except for the moderator, the microphones of all the participants are immediately muted.

- The participants receives a notification when the moderator mutes everyone.

  In desktop clients, under **Meeting Controls** > **Mute Everyone** gets a checkmark to notify the moderator.

**Related links**

Meet-Me Conference overview on page 72

# Unmute everyone in Meet-Me Conference

## About this task

Only the moderator has control to unmute the participants in the Meet-Me Conference.

The participants can listen and un-mute their audio when needed.

## Before you begin

- You must join the Meet-Me Conference as a moderator.
- All the participants are in mute.

## Procedure

1. Do one of the following:
   - **For desktop clients:** Click on the icon.
   - **For mobile clients:** Click on the icon.
2. Do one of the following:
   - **On desktop client:** Click **Meeting Controls** > **Unmute Everyone**.
   - **On mobile client:** Click **Unmute Everyone**.

## Result

- Unmutes the microphones of all the participants.
- The participants receives a notification when the moderator unmutes everyone.
- In desktop clients, under **Meeting Controls** > **Unmute Everyone** gets a checkmark to notify the moderator.

**Related links**

Meet-Me Conference overview on page 72

# Muting a single participant

## About this task

While viewing conference participants, the moderator can mute the currently viewed participant.

### Before you begin

You must join the Meet-Me Conference as a moderator.

### Procedure

1. Do one of the following:
   - **For desktop clients:** In the list of participants, hover over the name of the participant.
   - **For mobile clients:** In the list of participants, tap on the name of the participant.
2. Do one of the following:
   - **For desktop clients:** click and click **Mute**.
   - **For mobile clients:** Click on the participant name and click **Mute Participant**.

### Result

- Mutes the participant.
- The participants receives a notification that they are in mute and who muted them.

**Related links**

Meet-Me Conference overview on page 72

# Unmuting a single participant

### About this task

The moderator has control to unmute the participants in the Meet-Me Conference.

The participant can listen and un-mute their audio when needed.

### Procedure

1. Do one of the following:
   - **For desktop clients:** In the list of participants, hover over the name of the participant.
   - **For mobile clients:** In the list of participants, tap on the name of the participant.
2. Do one of the following:
   - On desktop client, click more options and click **Unmute**.
   - On mobile client, tap the participant name and click **Unmute Participant**.

### Result

- Un-mutes the participant.
- The participants receives a notification that they are in unmute and who unmuted them.

**Related links**

Meet-Me Conference overview on page 72

# Disconnecting a participant from Meet-Me Conference

### About this task

While viewing conference participants, the moderator can disconnect the currently viewed participant. Avaya Workplace Client disconnects the participant and removes the participant from the viewing list.

### Before you begin

You must join the Meet-Me Conference as a moderator.

### Procedure

1. Do one of the following:
   - **For desktop clients:** In the list of participants, hover over the name of the participant.
   - **For mobile clients:** In the list of participants, tap on the name of the participant.
2. Do one of the following:
   - On desktop client, click **Drop from call**.
   - On mobile client, tap on the participant and click **Drop from Meeting**.

   A notification displays to confirm to drop the selected participant from the conference call.
3. Do one of the following:
   - On desktop client, click **Drop** to disconnect the participant.
   - On mobile client, tap **Drop from Meeting** displaying in red to disconnect the participant.

### Result

The participant is disconnected from the conference.

**Related links**

Meet-Me Conference overview on page 72

# Adding a participant in Meet-Me Conference

### About this task

While viewing conference participants, the moderator can add a participant to the current conference.

You, as a moderator, can invite participants by using:

- The participant name from the organization directory.
- Enter by dialing the phone number.

The moderator and participants of the conference can view the newly added participant in the participant list.

### Before you begin

You must join the Meet-Me Conference as a moderator.

### Procedure

1. Do one of the following:
   - On desktop client, click the icon and click **Add Someone to call**.
   - On mobile client, tap the icon to view the participant and tap . Then tap **Choose a Contact or Terminal Enter a Number or Address**.

   **Tip:**

   On desktop clients, click on **More options** and click **Add Someone to call**.
2. In dial pad, type the participant's number or type the name or contact number in **name or number**.
3. Click **Call**.

### Result

The new participant receives a meeting invite call. On attending the call:

- The participant joins the conference.
- The participant list displays that the new participant joined the conference.

**Related links**

Meet-Me Conference overview on page 72

# Ending conference for everyone

### About this task

You can end the conference for everyone at once.

### Before you begin

You must join the Meet-Me Conference as a moderator.

### Procedure

1. Do one of the following:
   - **For desktop clients:** Click on the icon.
   - **For mobile clients:** Click on the icon.
2. Do one of the following:
   - On desktop client, click **Meeting Controls** > **End Meeting for everyone**.
   - On mobile client, tap **End Meeting for everyone**.

A notification is displayed to end the meeting.

3. Do one the following:
   - On desktop client, click **End**.
   - On mobile client, tap **End Call**.

### Result

The conference ends for everyone, and the conference bridge closes.

**Related links**

Meet-Me Conference overview on page 72

# Recording a meeting in Meet-Me conference

### About this task

Use this procedure to record a meeting in the Meet-Me conference. You can do this only if you are a moderator for the conference.

### Procedure

1. On the Conference screen, click ⋯.
2. To start recording, select **Recording**.

   You can also start the recording from:

   - On desktop clients: In calling screen click ⋯.

     On the participant list click the icon.
   - On mobile clients: tap ⋯.
   - The client displays and `Meeting is being recorded`.
3. You can also pause, resume, and stop the recording.

   On the active conference, select ⋯.

   - **To pause recording:** Click **Pause** to pause the recording. The client displays and `Recording is paused`.
   - **To resume recording:** Click **Resume** to resume the recording. The client displays and `Recording is on`.
   - **To stop recording:**
     - **On desktop clients:** Click **Stop** to stop the recording.
     - **On mobile clients:** Slide the **Recording** button to stop recording.

**Related links**

Meet-Me Conference overview on page 72

# Enabling lecture mode in Meet-Me Conference

## About this task

Enabling the lecture mode by the moderator mutes all the participants. The participants cannot unmute until the the moderator disables the lecture mode.

## Before you begin

You must join the Meet-Me Conference as a moderator.

## Procedure

1. Do one of the following:
   - **For desktop clients:** Click on the icon.
   - **For mobile clients:** Click on the icon.
2. Do one of the following:
   - **For desktop clients:** Click **Meeting Controls** > **Lecture mode**.
   - **For mobile clients:** Slide **Lecture mode**.

## Result

- Except for the moderator, the microphones of all the participants are immediately muted.
- The participant receives a notification when the moderator enables the lecture mode.
- In desktop clients, under **Meeting Controls** > **Lecture mode** displays a checkmark to notify the moderator.

**Related links**

Meet-Me Conference overview on page 72

# Disabling lecture mode in Meet-Me Conference

## About this task

Disabling the lecture mode by the moderator allows all the participants to unmute themselves when needed.

## Before you begin

You must join the Meet-Me Conference as a moderator.

The **Lecture mode** option should be enabled.

### Procedure

1. Do one of the following:
   - **For desktop clients:** Click on the icon.
   - **For mobile clients:** Click on the icon.
2. Do one of the following:
   - **For desktop clients:** Click **Meeting Controls** > **Lecture mode**.
   - **For mobile clients:** Slide **Lecture mode**.

### Result

- Allows the participants to unmute themselves when needed.
- The participants receive a notification when the moderator disables lecture mode.
- In desktop client, under **Meeting Controls** > **Lecture mode** becomes cleared.

**Related links**

Meet-Me Conference overview on page 72

# Enabling entry tone in Meet-Me Conference

### About this task

Enabling the entry tone by the moderator notifies all the participants with a tone, when a moderator or participant joins or leaves a conference.

### Before you begin

You must join the Meet-Me Conference as a moderator.

### Procedure

1. Do one of the following:
   - **For desktop clients:** Click on the icon.
   - **For mobile clients:** Click on the icon.
2. Do one of the following:
   - **For desktop clients:** Click **Meeting Controls** > **Entry Tones**.
   - **For mobile clients:** Slide **Entry Tones**.

### Result

All the participants and the moderator receive the notification.

All the participants and moderator hear tones when:

- A moderator or participant joins or leaves a conference.

- Another participant joins or leaves the conference.
- In desktop clients, under **Meeting Controls** > **Entry Tones** displays a checkmark to notify the moderator.

**Related links**

Meet-Me Conference overview on page 72

# Disabling entry tones in Meet-Me Conference

## About this task

Disabling the entry tone by the moderator does not notify with a tone, when a moderator or participant joins or leaves a conference.

## Before you begin

You must join the Meet-Me Conference as a moderator.

## Procedure

1. Do one of the following:
   - **For desktop clients:** Click on the icon.
   - **For mobile clients:** Click on the icon.
2. Do one of the following:
   - **For desktop clients:** Click **Meeting Controls** > **Entry Tones**.
   - **For mobile clients:** Slide **Entry Tones**.

## Result

All the participants and the moderator receive the notification.

All the participants and moderator do not hear tones anymore, even when:

- When a moderator or participant joins or leaves a conference.
- Another participant joins or leaves the conference.
- In desktop clients, under **Meeting Controls** > **Entry Tones** becomes clear to notify the moderator.

**Related links**

Meet-Me Conference overview on page 72

# Enabling continuation Meet-Me Conference

### About this task

By default, when the moderator leaves the conference, an entry tone with hold music is heard to notify the participants end the of conference, and the participants cannot continue the conference.

Enabling the continuation by a moderator allows the participants to continue the Meet-Me Conference even after the moderator leaves.

### Before you begin

You must join the Meet-Me Conference as a moderator.

### Procedure

1. Do one of the following:
   - **For desktop clients:** Click on the icon.
   - **For mobile clients:** Click on the icon.
2. Do one of the following:
   - **For desktop clients:** Click **Meeting Controls** > **Continuation**.
   - **For mobile clients:** Slide **Continuation**.

### Result

- All the participants and the moderator receive the notification.
- The participants do not hear any entry tone or hold music and can continue in the conference.
- In desktop clients, under **Meeting Controls** > **Continuation** displays a checkmark to notify the moderator.

**Related links**

Meet-Me Conference overview on page 72

# Disabling continuation in Meet-Me Conference

### About this task

Disabling the continuation by a moderator does not allow the participants to continue the Meet-Me Conference as soon as the moderator leaves the conference.

### Before you begin

You must join the Meet-Me Conference as a moderator.

### Procedure

1. Do one of the following:
   - **For desktop clients:** Click on the icon.
   - **For mobile clients:** Click on the icon.
2. Do one of the following:
   - **For desktop clients:** Click **Meeting Controls** > **Continuation**.
   - **For mobile clients:** Slide **Continuation**.

### Result

- All the participants and the moderator receive the notification.
- The participants hear an entry tone or hold music and cannot talk during the conference.
- In desktop clients, under **Meeting Controls** > **Continuation** becomes clear to notify the moderator.

**Related links**

Meet-Me Conference overview on page 72

# Enabling lock meeting in Meet-Me 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.

### Before you begin

You must join the Meet-Me Conference as a moderator.

### Procedure

1. Do one of the following:
   - **For desktop clients:** Click on the icon.
   - **For mobile clients:** Click on the icon.
2. Do one of the following
   - **For desktop clients:** Click **Meeting Controls** > **Lock Meeting**.
   - **For mobile clients:** Slide **Lock Meeting**.

### Result

- All the participants and the moderator receive the notification.
- The participant cannot join in the conference.

- In desktop clients, under **Meeting Controls** > **Lock Meeting** displays a checkmark to notify the moderator.

**Related links**

Meet-Me Conference overview on page 72

# Disabling lock meeting in Meet-Me Conference

### About this task

Disabling the lock meeting does not lock the conference. The participant can join the conference.

### Before you begin

You must join the Meet-Me Conference as a moderator.

### Procedure

1. Do one of the following:
   - **For desktop clients:** Click on the icon.
   - **For mobile clients:** Click on the icon.
2. Do one of the following
   - **For desktop clients:** Click **Meeting Controls** > **Lock Meeting**.
   - **For mobile clients:** Slide **Lock Meeting**.

### Result

- All the participants and the moderator receive the notification.
- The participant can join the conference.
- In desktop clients, under **Meeting Controls** > **Lock Meeting** becomes clear to notify the moderator.

**Related links**

Meet-Me Conference overview on page 72

# Leaving the Meet-Me Conference

### About this task

As a participant, you can leave the Meet-Me Conference anytime.

### Before you begin

You must join the Meet-Me Conference as a participant.

### Procedure

Click on to leave the conference.

### Result

- When the moderator and other participants leaves the conference the name is removed from the participant list.
- The moderator and other participants hear the exit tone if enabled by the moderator when the participant leaves the conference.

**Related links**

Meet-Me Conference overview on page 72

# Chapter 14: Ad hoc conference for Avaya Workplace Client overview

In an ad hoc conference, a user calls the different participants and then sets the call on a conference mode. The initiator of the ad hoc conference call is the conference host.

The maximum number of participants including the host allowed in ad hoc conference is 64.

In desktop clients, in an ad hoc conference for Avaya Workplace Client, you can do the following:

- Drag and drop multiple contacts to a new conversation and start an audio ad hoc conference.
- Add another contact to an ongoing call or conference by dragging and dropping the contact or using **Add Someone to call** option.

In mobile clients, in an ad hoc conference for Avaya Workplace Client, you can add another contact with an ongoing call or meeting by using **Add contact** icon.

**Note:**

If you call a wrong participant by mistake using the **Add Someone to call** or the **Add contact** option in desktop and mobile client respectively, you cannot cancel the call until it ends.

In Avaya Workplace Client conferences are assigned numbers starting from 1 for the first conference in progress.

- For desktop clients the conference ID is assigned as **Conference 1**, **Conference 2** and so on.
- For mobile clients the conference ID is assigned as **Meeting 1**, **Meeting 2** and so on.

The following conference controls are enabled in ad hoc conferences.

- View the list of conference participants.
- All the participants can mute or unmute other individual participants in conference.
- All the participants can mute all or unmute all in conference.
- All the participants can drop other individual participants in confernce

While viewing the participants' list, the icon is displayed to recognize the conference host. The ad hoc conference controls for the host, and participant remains the same.

**Note:**

- Drag and drop the contacts to initiate an ad hoc conference is not supported in desk phone mode.

- Adding a contact to a point-to-point call in desk phone mode is not supported.
- In desk phone mode conference controls are not supported.
- In desk phone mode, Avaya Workplace Client, merging two point-to-point calls to an ad hoc conference, displays conference ID sequentially. For example, the first ad hoc conference displays as **Conf 100**, and the second conference displays as **Conf 200**.
- In Ad hoc conference, the recording feature is supported only in Desk phone and Other phone modes and not supported in My Computer mode.

**Related links**

[Starting an ad hoc conference in desktop clients](#) on page 89
[Adding contacts to an existing call for ad hoc conference in desktop clients](#) on page 90
[Merging two point-to-point calls to create an ad hoc conference call in desktop clients](#) on page 90
[Adding contacts to an existing call for ad hoc conference in mobile clients](#) on page 91
[Viewing the list of participants and conference controls](#) on page 92
[Mute everyone in ad hoc conference](#) on page 93
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[Muting a single participant](#) on page 94
[Unmuting a single participant](#) on page 95
[Disconnecting a participant from ad hoc conference](#) on page 95
[Leaving the ad hoc conference](#) on page 96

# Starting an ad hoc conference in desktop clients

## Procedure

1. Select New Conversation.
2. In the New Conversation screen, drag and drop multiple contacts.
3. Select **Audio Call**.

## Result

Avaya Workplace Client adds the participant and starts the conference call.

**Related links**

[Ad hoc conference for Avaya Workplace Client overview](#) on page 88

# Adding contacts to an existing call for ad hoc conference in desktop clients

### Procedure

1. 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 multiple contacts.
   c. Select **Audio Call**.
2. Add more participants to an ongoing Avaya Workplace Client audio conference by doing the following:
   a. Select a participant from the Contacts, History, or Messages screen.
   b. Drag the contact card you want to include in the conference, and drop it over the existing call.
   c. Select **Merge**.

   Or

   a. From the Conference screen, select **More**.
   b. Select **Add Someone to Call**.

      **Note:**

      If you call a wrong participant by mistake using the **Add Someone to call** option, you cannot cancel the call until it ends.

   c. Dial the telephone number or address.

### Result

Avaya Workplace Client adds the participant and starts the Conference.

**Related links**

Ad hoc conference for Avaya Workplace Client overview on page 88

# Merging two point-to-point calls to create an ad hoc conference call in desktop clients

### About this task

- For desktop clients the conference ID is assigned as **Conference 1**, **Conference 2** and so on.
- For mobile clients the conference ID is assigned as **Meeting 1**, **Meeting 2** and so on.

### Before you begin

You must have multiple calls in progress.

### Procedure

Merge an active point-to-point calls with another point to point call by doing the the following:

a. In the active point to point call screen, select **More**.
b. Click **Merge Call** > **with contact or extension number**.

Or

a. Drag the call on hold and drop into another ongoing point to point call screen.
b. Click **Merge**.

### Result

Avaya Workplace Client adds the two-point to point calls into an ad hoc conference.

**Related links**

Ad hoc conference for Avaya Workplace Client overview on page 88

# Adding contacts to an existing call for ad hoc conference in mobile clients

### Procedure

1. Select a participant from the **Contacts**, **History**, or **Favorites** screen.
2. Tap on **Audio Call** ( )
3. Add more participants to an ongoing Avaya Workplace Client audio conference by doing the following :
   a. On an active call, tap on
      More options are displayed.
   b. Tap on **Add Contact**.

      **Note:**

      If you call a wrong participant by mistake using the **Add contact** option, you cannot cancel the call until it ends.

   c. Tap **Choose a contact** or **Enter a number**.
   d. Choose the contact from **Contacts**, **History**, or **Favorites** screen or dial the telephone number.

**Note:**

You can use this procedure on Avaya Workplace Client for iOS.

a. Select a participant from the **Contacts** or **Favorites** screen.

b. Drag the contact card you want to include in the conference and move it to ☰ **Menu**, and drop it over the existing call.

c. Select **Add**.

### Result

Avaya Workplace Client adds the participant and starts the **Meeting**.

**Related links**

Ad hoc conference for Avaya Workplace Client overview on page 88

# Viewing the list of participants and conference controls

### About this task

All the participants can view the list of participants at the conference.

### Procedure

1. Initiate an ad hoc conference by performing any of the following:
   - Adding contacts to an existing call
   - Merging two point-to-point calls

   Avaya Workplace Client adds the participants and starts ad hoc conference. The ad hoc conference displays a list of participants.
2. Do one of the following:
   - **For desktop clients:** Click on the icon.
   - **For mobile clients:** Click on the icon.
3. The **Add Someone to call** setting is displayed:
4. On the participant window, click on **More options** to view the **Meeting Controls**.

   The following conference controls are displayed:
   - **Mute Everyone**
   - **Unmute Everyone**

**Related links**

Ad hoc conference for Avaya Workplace Client overview on page 88

# Mute everyone in ad hoc conference

### About this task

When the host enables the **Mute** setting, it mutes all participants in the conference. The participants can still listen and unmute their audio when needed.

The **Mute** mode is used:

- To restore order to an unruly conversation by silencing all speakers.
- When meetings require the uninterrupted delivery of an announcement.

### Procedure

1. Do one of the following:
   - **For desktop clients:** Click on the icon.
   - **For mobile clients:** Click on the icon.
2. Do one of the following:
   - On desktop client, click **Meeting Controls** > **Mute Everyone**.
   - On mobile client, tap **Mute Everyone**.

### Result

- Except for the host, the microphones of all the participants are immediately muted.
- The participants receives a notification when the host mutes everyone.

  In desktop clients, under **Meeting Controls** > **Mute Everyone** gets a checkmark to notify the host or participant who enabled **Mute Everyone** setting.

**Related links**

Ad hoc conference for Avaya Workplace Client overview on page 88

# Unmute everyone in ad hoc conference

### About this task

All the participants including host can listen and un-mute their audio when needed.

### Before you begin

All the participants must be in mute.

### Procedure

1. Do one of the following:
   - **For desktop clients:** Click on the icon.
   - **For mobile clients:** Click on the icon.

2. Do one of the following:
   - On desktop client, click **Meeting Controls** > **Unmute Everyone**.
   - On mobile client, tap **Unmute Everyone**.

### Result

- Unmutes the microphones of the host and participants who are muted.
- The host and participants receive a notification when the host or participant unmutes everyone.
- In desktop clients, under **Meeting Controls** > **Unmute Everyone** gets a check mark to notify the participant or host who enabled **Unmute Everyone** setting.

**Related links**

Ad hoc conference for Avaya Workplace Client overview on page 88

# Muting a single participant

### About this task

Both the host and participants can mute the participants in the conference.

### Procedure

1. Do one of the following:
   - On desktop client, in the list of participants, hover over the name of the participant to mute.
   - On mobile client, in the list of participants, tap on the name of the participant to mute.
2. Do one of the following:
   - On desktop client, click more options and click **Mute**.
   - On mobile client, tap on the participant name and click **Mute Participant**.

### Result

- Mutes the participant.
- The participants receives a notification that they are in mute and who muted them.

**Related links**

Ad hoc conference for Avaya Workplace Client overview on page 88

# Unmuting a single participant

### About this task

The host and participants of ad hoc conference have control to unmute other participants in an ad hoc conference.

The host and participants can listen and un-mute their audio when needed.

### Procedure

1. Do one of the following:
   - On desktop client, in the list of participants, hover over the name of the participant to unmute.
   - On mobile client, in the list of participants, tap the name of the participant to unmute.
2. Do one of the following:
   - On desktop client, click more options and click **Unmute**.
   - On mobile client, tap the participant name and click **Unmute Participant**.

### Result

- Un-mutes the participant.
- The participants receives a notification that they are in unmute and who unmuted them.

**Related links**

Ad hoc conference for Avaya Workplace Client overview on page 88

# Disconnecting a participant from ad hoc conference

### About this task

While viewing conference participants, the host and participant can disconnect the currently viewed participant. Avaya Workplace Client disconnects the participant and removes the participant from the viewing list.

Dropping from the conference as a host:

- If there are only two participants in the ad hoc conference, then the ad hoc conference becomes a P2P call.

  **Conference1** changes into user name.
- If there are more than two participants in the ad hoc conference, then the ad hoc conference remains as **Conference1**.

Dropping from the conference as a participant:

- The **Conference1** continues as the host is available in the ad hoc conference.

### Procedure

1. Do one of the following:
   - On desktop client, in the list of participants, hover over the name of the participant.
   - On mobile client, in the list of participants, tap the name of the participant.
2. Do one of the following:
   - On desktop client, click **Drop from call**.
   - On mobile client, tap on the participant and click **Drop from Meeting**.

   A notification displays to confirm to drop the selected participant from the conference call.
3. Do one of the following:
   - On desktop client, click **Drop** to disconnect the participant.
   - On mobile client, tap **Drop from Meeting** displaying in red to disconnect the participant.

### Result

The participant is disconnected from the conference.

**Related links**

Ad hoc conference for Avaya Workplace Client overview on page 88

# Leaving the ad hoc conference

### About this task

You can leave the ad hoc conference anytime.

### Procedure

Click on to leave the conference.

**Related links**

Ad hoc conference for Avaya Workplace Client overview on page 88

# Part 4: Managing Contacts

# Chapter 15: 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 stored locally on the device, but are available during contact search.
- Avaya 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 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.
- Send an email to any contact using the default or configured email application installed on your device.

You can access local contacts in Avaya Workplace Client if:

- Contact accounts, such as SIM, Google, and Phone, are available in your address book
- Contact groups, such as Friends and Family, are available in your address book
- Contacts are listed in the default Contacts folder and sub-folders of Contacts folder in Microsoft Outlook

**Note:**

The presence is not available for the personal directory contacts which do not match the IP Office extension numbers.

## Viewing the self-contact information

### About this task

Avaya 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

1. Click on your self-avatar at the top of the screen.
2. Avaya Workplace Client displays your contact information.

# Searching for a contact

### About this task

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

**Note:**

The presence is not available for the personal directory contacts which do not match the IP Office extension numbers.

### 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 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 Workplace Client adds the contact to your Workplace Contacts list.

### Procedure

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

3. Select **New Contact**.
4. Enter the appropriate values in the fields.
   - Enter the first name and last name.
   - Enter an email address or a phone number or both.
   - Enter only one work email address.
5. Save the changes.

# Deleting a contact

## About this task

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

**Note:**

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

## Procedure

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

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

# Chapter 16: Contact avatars

By default, the avatar images for each contact uses the contact's initials. That includes your avatar (called your self-avatar). Whilst you cannot set or change avatar images from within your Avaya Workplace Client, they can be replaced with an avatar image.

If also using Avaya Spaces, your Avaya Workplace Client uses the other contacts avatars from Avaya Cloud Services rather than their initials.

**Related links**

Your self-avatar on page 101

## Your self-avatar

By default, Avaya Workplace Client uses your initials as your avatar. However, your system administrator can configure it to be replaced with an avatar picture.

- If you log in using Avaya Cloud Services or an SSO account (Gmail, Office365, Salesforce), it uses the avatar image from that account.
- For Avaya Workplace Client on Windows, if configured for contacts from Microsoft Exchange using EWS, it can use your avatar image from Microsoft Exchange.
- You cannot change the avatar image from within your Avaya Workplace Client. You need to update it through the source from which it is being obtained.
  - If using Avaya Cloud Services, you can change your avatar at https://accounts.avayacloud.com/#/user. Note that the avatar shown in Avaya Workplace Client only updates after signing out of Avaya Workplace Client and back in again.

**Related links**

Contact avatars on page 101

# Part 5: Messaging and Presence

# Chapter 17: Presence

There are two types of presence used by the Avaya Workplace Client:

| Presence | Description |
|---|---|
| **Personal Presence** | When connected to an IP Office system that also has a presence service (Avaya one-X® Portal for IP Office or Avaya Cloud Services), your Avaya Workplace Client allows you to see the personal presence of other users and to set your personal presence.<br>You can:<br>• Change your presence status to one of the following states:<br>- **Available**<br>- **Busy**<br>- **Away**<br>- **Do not disturb**<br>- **Offline**<br>• Change your custom presence note. This note is only visible while you are logged in to Avaya Workplace Client. |
| **Telephone Status** | Addition icons can appear to indicate your telephone status:<br>• **On a Call** - Shown if you have a call alerting or connected.<br>• **Auto Answer** - Shown if you have auto-answer enabled.<br>• **Send All Calls** - Shown if you have send all calls enabled.<br>• **Call Forward** - Shown if you have call forwarding enabled. |

Your presence status is share with other IP Office clients that support presence.

- Your presence icon is overlaid on your self-avatar to remind you of your current selection.
- For Windows users, your personal presence also appears on the task bar icon.

**Related links**

[Setting your personal presence status](#) on page 104
[Changing your presence note](#) on page 105

# Setting your personal presence status

### About this task

The Avaya Workplace Client can set your personal status automatically. Hoever, you can also set your presence status manually.

### Procedure

1. Click on your avatar icon at the top of the screen.
2. Use My Presence to select the presence you want shown:
   - **Available**
   - **Busy**
   - **Away**
   - **Do not disturb**
   - **Offline**

**Related links**

Presence on page 103

# Management of incoming calls and instant messages during DND

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

### Incoming calls

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

You can make outgoing calls as usual.

### Instant messages

You receive IMs without any notifications.

# Changing your presence 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 Workplace Client.

**Related links**

Presence on page 103

# Chapter 18: Instant messaging

Using Avaya Workplace Client you can exchange text messages with other users.

- The messaging features available depend on how your IP Office system administrator has configured the system to provide instant messaging, see below. If unsure which method your IP Office system is using, contact your system administrator.

| Instant Messaging Provider | Description |
|---|---|
| one-X Portal | Using the one-X Portal messaging service, you can use Avaya Workplace Client to:<br>• Send text and international characters.<br>• Send static and animated emojis in an instant messaging conversation.<br>See Instant message using one-X Portal messaging on page 111. |
| Avaya Cloud Services | Using the Avaya Cloud Services messaging service, you can use Avaya Workplace Client to:<br>• Exchange text-based instant messages with other Avaya Cloud Services users.<br>• You can receive image, audio, video, and other file attachments<br>• Desktop users can send file attachments. Mobile users with enhance privileges can also do this.<br>• Users with enhanced privileges can use their Avaya Workplace Client to record and attach audio, video, and still image files. |

**Related links**

Instant messaging using Avaya Cloud Services Direct Messaging on page 107
Instant message using one-X Portal messaging on page 111

# Instant messaging using Avaya Cloud Services Direct Messaging

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

- When you configure Avaya Spaces, the Messages screen retrieves the latest 20 active Avaya Cloud Services Direct Messaging conversations.
- The Avaya 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 Avaya Cloud Services Direct Messaging conversation.
- You can hold a Avaya Cloud Services Direct Messaging conversation only with members of Avaya Cloud Services.
- Avaya Workplace Client does not support the following options when connected to Avaya Cloud Services Direct Messaging:
  - **Edit Subject**
  - **Mark all as read**
  - **Leave Conversation**

**Related links**

Instant messaging on page 106
Starting an Avaya Cloud Services instant message conversation on page 107
Copying and pasting an instant message on page 108
Configuring the notification sound for instant messages on page 108
Making an audio or video call from instant message card on page 109
Adding attachments to an instant message on page 109
Viewing attachments on page 110

# Starting an Avaya Cloud Services instant message conversation

## About this task

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

## Procedure

1. On a mobile client, go to the Messages screen. On desktop clients this is optional.
2. Select **New conversation**.
   - On a mobile client:
     a. Select the contact with whom you want to start the conversation.

b. Select **Next**.

c. Select **Add**.

- On a desktop client:

a. Drag and drop a contact with whom you want to start the conversation.

b. Click the **Instant Messaging** icon.

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

**Related links**

Instant messaging using Avaya Cloud Services Direct Messaging on page 107

# Copying and pasting an instant message

## About this task

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

## Before you begin

You must have an active conversation.

## Procedure

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

**Related links**

Instant messaging using Avaya Cloud Services Direct Messaging on page 107

# Configuring the notification sound for instant messages

## About this task

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

## Procedure

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

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

4. Enable message notifications.

**Related links**

Instant messaging using Avaya Cloud Services Direct Messaging on page 107

# Making an audio or video call from instant message card

## About this task

In Avaya Workplace Client, you can make an audio or video call from an instant message card from multiple devices.

The **Audio Call** and **Video Call** icons disables in the following scenarios:

- The network quality indicates 0 bars, that is no network is available.
- Your contact does not have a phone number.

The **Video Call** icon disables if Avaya Workplace Client configuration does not have video capability.

## Procedure

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

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

2. Click the contact name.
3. Click **Instant Messaging**.
4. Select one of the following:
   - **Audio Call**
   - **Video Call**

**Related links**

Instant messaging using Avaya Cloud Services Direct Messaging on page 107

# 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 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 Workplace Client conversation, you can select the share option to view Avaya Workplace Client. On selecting Avaya Workplace Client, you can add the attachment to a conversation.

### Before you begin

You must have an active conversation.

### 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 Workplace Client sends the attachment to the participant.

**Related links**

Instant messaging using Avaya Cloud Services Direct Messaging on page 107

## Viewing attachments

### About this task

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

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

### Before you begin

You must have an active conversation.

### Procedure

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

**Related links**

Instant messaging using Avaya Cloud Services Direct Messaging on page 107

# Instant message using one-X Portal messaging

With Avaya Workplace Client, you can exchange instant messages with other users by using one-X Portal messaging service.

When you configure one-X Portal, the Messages screen retrieves the latest active messaging conversations. Avaya Workplace Client displays unread messages in bold text. However, Avaya Workplace Client marks the instant messages received during signed out state as read.

The Contact Details screen displays the icon to start the one-X Portal messaging conversation.

You can perform the conversation only with members of the one-X Portal. You cannot invite non-members to join you on the one-X Portal using Avaya Workplace Client. You will receive an error message if your contact does not have a valid messaging address.

With one-X Portal messaging, you can:

- Send text and international characters.
- Send static and animated emojis in an instant messaging conversation.

  Emojis are icons that you can use to express an idea or emotion.
- Start an instant message (IM) conversation with a contact during an active call or a conference call.
- Start instant messaging conversations with multiple contacts simultaneously using separate IM sessions.
- Log in from various devices simultaneously. Your sent messages show up on twinned clients when you have simultaneously logged in from multiple clients.
- When you log in to Avaya Workplace Client, you can view the existing conversation messages in the **Messages** tab.

  one-X Portal server limits the count of existing conversation messages to 3200 bytes.
- Send a message of up to maximum 800 characters at a time.

**Related links**

Instant messaging on page 106
Starting an instant message conversation on page 111
Status of sent instant messages on page 113

# Starting an instant message conversation

### About this task

Use this procedure to start an instant message conversation using one-X Portal messaging.

**Note:**

Avaya Workplace Client has the following limitations when connected to one-X Portal messaging.

- You can send messages only upto maximum size supported by the one-X Portal. The **Send** icon is disabled.

  The maximum length is 800 characters.
- You cannot add a subject to a message.
- You cannot send attachments.
- You cannot search for messages, but you can view the existing messages in the **Message** tab.
- Conversations can be only with a single participant per instant message session.

### Before you begin

Ensure that you have configured IP Office and Avaya Workplace Client in your clients.

Ensure that you have logged into IP Office and Avaya Workplace Client using your credentials.

Ensure your clients have the required security certificates installed.

### Procedure

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

   Avaya Workplace Client displays the contacts that match the search text. Avaya Workplace Client additionally displays the audio and video call buttons in the **name or number** field if you entered a number.
2. **(Optional)** In the Avaya Workplace Client settings, click **User Preferences** and then click **Contacts**.
3. Click the contact name.
4. **(Optional)** On mobile clients, in **Send a Message**, tap **One-X Portal**.
5. Click **Instant Messaging** .

On all clients, do the following:

6. In the **Enter message** field, type your message.
7. Click **Send** .

   Avaya Workplace Client starts a new conversation.

**Related links**

Instant message using one-X Portal messaging on page 111

# Status of sent instant messages

Avaya Workplace Client provides support for the following instant messaging indications with one-X Portal messaging for IP Office 11.1.FP1 and later:

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

The badge count on the receiving client indicates how many new and unread messages are in that conversation.

For the instant messages that you send in a conversation, Avaya Workplace Client displays the following status:

- `Delivered`: Avaya Workplace Client displays this status if the message gets delivered.
- `Read`: Avaya Workplace Client displays this status along with the timestamp when the recipient reads your message. Avaya Workplace Client marks the message status as `Read`, only after the recipient opens the conversation and reads your message.

**Note:**

- Avaya Workplace Client does not display the `Delivered` status for messages delivered when Avaya Workplace Client is offline.
- Avaya Workplace Client does not display the `Read` status for messages delivered when recipient Avaya Workplace Client is logged out without reading messages.

**Related links**

Instant message using one-X Portal messaging on page 111

# Part 6: Other Tools

# Chapter 19: Avaya calling for a Microsoft Teams overview

Avaya Calling for Microsoft Teams is an application that seamlessly integrates with Avaya Calling for Microsoft Teams for call control and call handling.

You can view the **Office 365 Contacts** in the **Avaya Contacts** tab of the Avaya Calling for Microsoft Teams application.

You can perform the following actions from the **Avaya Contacts** tab:

- Make an audio or video call using Avaya Workplace Client. You must install, configure, and log in to Avaya Workplace Client to make calls.
- Send an email using the native application.
- Compose a message using Microsoft Teams.

**Related links**


Installing the Avaya Calling for Microsoft Teams application on page 116
Logging into the Avaya Calling for Microsoft Teams application on page 117
Finding a contact in the Avaya Calling for Microsoft Teams applications on page 117
Making an audio or video call to a contact in the Avaya Calling for Microsoft Teams application on page 118
Making an audio or video call using the Dialpad of the Avaya Calling for Microsoft Teams application on page 119
Sending an email to a contact in the Avaya Calling for Microsoft Teams application on page 119
Composing a message to a contact in the Avaya Calling for Microsoft Teams application on page 120
Sending logs to support on page 120
Signing out of the Avaya Calling for Microsoft Teams application on page 121
Uninstalling the Avaya Calling for Microsoft Teams application on page 121

# Installing the Avaya Calling for Microsoft Teams application

## About this task

Use this procedure to install the Avaya Calling for Microsoft Teams application on desktop platforms.

On mobile platforms, the Avaya Calling for Microsoft Teams application is automatically installed and populated after you install it on desktop platforms.

## Before you begin

- Download and install Microsoft Teams for mobile and desktop platforms from https://www.microsoft.com/en-in/microsoft-teams/download-app.
- Log in to Microsoft Teams.
- Download the Avaya Calling for Microsoft Teams manifest file to your desktop device. You can get the manifest file location from your administrator.

## Procedure

On desktop platforms if you have do not have manifest file, then do the following

1. Open Microsoft Teams.
2. Go to **Apps** > **Upload a custom app** and select the downloaded manifest file.

On desktop platforms if you already have manifest file, then do the following

3. Open Microsoft Teams.
4. Go to **Apps** > **Built for your org**.

   **Note:**

   If this option is not shown, consult your system administrator. Avaya Calling for Microsoft Teams is only supported with licensed deployments of Microsoft Teams. It is not supported with the free version of Microsoft Teams.

5. Click **Avaya Call**.
6. Click **Add**.

   In the left pane of Microsoft Teams, you can view the Avaya Calling for Microsoft Teams application icon.

   **Tip:**

   For quick access, right-click the Avaya Calling for Microsoft Teams application icon and click **Pin**.

On mobile platforms:

7. Open Microsoft Teams.
8. Select **More** > **Avaya Call**.

**Related links**

Avaya calling for a Microsoft Teams overview on page 115

# Logging into the Avaya Calling for Microsoft Teams application

### Before you begin

This process is only supported with licensed deployments of Microsoft Teams. If you are unsure, consult your system administrator. It is not supported with the free version of Microsoft Teams.

- Log in to Microsoft Teams.
- Install the Avaya Calling for Microsoft Teams application.

### Procedure

1. Select the Avaya Calling for Microsoft Teams application icon.
2. Choose your environment, and select **Next**.
3. Choose the authorization type:
   - In a deployment where the authorization is required to retrieve the settings and OAuth is enabled, in the OAuth credential page, enter your login credentials and select **Submit**.
   - In a deployment where the authorization is required to retrieve the settings and OAuth is disabled, in the Avaya Calling for Microsoft Teams credential page, enter your login credentials and select **Sign In**.
   - In a deployment where the authorization is not required to retrieve the settings, you are signed in to the Avaya Calling for Microsoft Teams application.

**Related links**

Avaya calling for a Microsoft Teams overview on page 115

# Finding a contact in the Avaya Calling for Microsoft Teams applications

### About this task

Use this procedure to find a contact in your contacts list. You cannot search for enterprise contacts.

### Before you begin

Log in to Avaya Workplace Client and the Avaya Calling for Microsoft Teams application.

### Procedure

1. In the Avaya Calling for Microsoft Teams application, go to the **Avaya Contacts** tab.
2. On mobile clients, select ...
3. Select **Office 365 Contacts**.
4. In the **name or number** field, type the display name or the contact number to search.

### Result

Avaya Calling for Microsoft Teams application displays the contacts that match the search criteria.

**Related links**

Avaya calling for a Microsoft Teams overview on page 115

# Making an audio or video call to a contact in the Avaya Calling for Microsoft Teams application

### Before you begin

- Log in to Avaya Workplace Client and the Avaya Calling for Microsoft Teams application.
- If you are using an Android or iOS device, ensure that Avaya Workplace Client is open and you are logged in.

### Procedure

1. In the Avaya Calling for Microsoft Teams application, go to the **Avaya Contacts** tab.
2. On mobile clients, select ...
3. Select **Office 365 Contacts**.
4. Locate the contact to call.
5. **(Optional)** On mobile clients, open the contact card for the contact.
6. Select one of the following:
   - **Audio Call**
   - **Video Call**

### Result

Avaya Calling for Microsoft Teams application uses Avaya Workplace Client to initiate a call to the contact.

**Related links**

Avaya calling for a Microsoft Teams overview on page 115

# Making an audio or video call using the Dialpad of the Avaya Calling for Microsoft Teams application

### Before you begin

- Log in to Avaya Workplace Client and the Avaya Calling for Microsoft Teams application.
- If you are using an Android or iOS device, ensure that Avaya Workplace Client is open and you log in.

### Procedure

1. In the Avaya Calling for Microsoft Teams application, go to the **Avaya Contacts** tab.
2. **(Optional)** On mobile clients, select .
3. In the **number** field of the Dialpad area, enter the number to call.

   is active only if a number you previously enter is cached and available.
4. Select one of the following:

   - 
   - 

   Avaya Calling for Microsoft Teams application uses Avaya Workplace Client to initiate a call to the number.

### Related links

Avaya calling for a Microsoft Teams overview on page 115

# Sending an email to a contact in the Avaya Calling for Microsoft Teams application

### Before you begin

Log in to Avaya Workplace Client and the Avaya Calling for Microsoft Teams application.

### Procedure

1. In the Avaya Calling for Microsoft Teams application, go to the **Avaya Contacts** tab.
2. On mobile clients, select 
3. Select **Office 365 Contacts**.
4. Locate the contact to send an email.
5. **(Optional)** On mobile clients, open the contact card for the contact.
6. Select .

7. **(Optional)** Select the native application to use and proceed.

   The application you select displays the email address of the contact in the **To** field.

8. Enter the details in the subject, email body, and send the email.

**Related links**

Avaya calling for a Microsoft Teams overview on page 115

# Composing a message to a contact in the Avaya Calling for Microsoft Teams application

### Before you begin

Log in to Avaya Workplace Client and the Avaya Calling for Microsoft Teams application.

### Procedure

1. In the Avaya Calling for Microsoft Teams application, go to the **Avaya Contacts** tab.
2. On mobile clients, select ...
3. Select **Office 365 Contacts**.
4. Locate the contact to compose a message.
5. **(Optional)** On mobile clients, open the contact card for the contact.
6. Select 💬.

### Result

Microsoft Teams opens a new chat window with your selected contact.

**Related links**

Avaya calling for a Microsoft Teams overview on page 115

# Sending logs to support

### About this task

If you face an issue with the Avaya Calling for Microsoft Teams application, you might be required to send the logs to Avaya support for troubleshooting the issue.

### Before you begin

Get the support email address from your administrator.

### Procedure

1. In the Avaya Calling for Microsoft Teams application, select ⚙.

2. Select **Report a Problem**.
3. Select **Copy logs to clipboard**.

   Avaya Calling for Microsoft Teams application displays a message after the logs are successfully copied to the clipboard.
4. Select **Send e-mail**.

   Your native email client opens and displays a new email window.
5. In the body of the email, right-click and select paste so that the logs you copied in step 3 are pasted as email content.
6. Enter the details in the To and Subjects fields.
7. Select **Send**.

**Related links**

Avaya calling for a Microsoft Teams overview on page 115

# Signing out of the Avaya Calling for Microsoft Teams application

### Procedure

1. In the Avaya Calling for Microsoft Teams application, select ⚙.
2. Select **Sign Out**.

   You are signed out of the Avaya Calling for Microsoft Teams application.

**Related links**

Avaya calling for a Microsoft Teams overview on page 115

# Uninstalling the Avaya Calling for Microsoft Teams application

### About this task

Use this procedure to uninstall the Avaya Calling for Microsoft Teams application from desktop platforms.

On mobile platforms, the Avaya Calling for Microsoft Teams application is automatically uninstalled after you uninstall from desktop platforms.

### Procedure

1. In the left pane of Microsoft Teams, right-click the Avaya Calling for Microsoft Teams application icon and click **Uninstall**.
2. In the confirmation dialog, click **Uninstall**.
3. Log out of Microsoft Teams to complete the cleanup process.

**Related links**

Avaya calling for a Microsoft Teams overview on page 115

# Chapter 20: Avaya Workplace Client add-in for Outlook

Avaya 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 Workplace Client.
- The optional Microsoft Windows IM Provider integration allows click-to-IM and presence in Outlook for Avaya Workplace Client contacts.

**Note:**

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

**Related links**

Microsoft Outlook requirements on page 123
Avaya Workplace Client for Windows add-in for Microsoft Outlook installation on page 124
Joining a meeting by using the Avaya Workplace Client Add-in for Outlook on page 124
Making an Avaya Workplace Client call from within Microsoft Outlook on page 124
Making an Avaya Workplace Client call from a browser on page 125

## Microsoft Outlook requirements

- Microsoft Outlook add-in for Windows is supported on Exchange Server 2010 SP1 and later versions, including Office 365.
- Microsoft Outlook add-in for Mac and web mail is supported on Exchange Server 2013 and later versions, including Office 365.
- Internet access must be available because portions of the add-in are hosted on the Internet as a part of the new Avaya Workplace Client add-in for Microsoft Outlook architecture.
- To use the Delegate feature, you must be provided with delegate access to the calendars that you wish to access. Contact your IT department for assistance.

**Related links**

Avaya Workplace Client add-in for Outlook on page 123

# Avaya Workplace Client for Windows add-in for Microsoft Outlook installation

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

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

**Related links**

Avaya Workplace Client add-in for Outlook on page 123

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

### About this task

Use this procedure to join a 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.

**Related links**

Avaya Workplace Client add-in for Outlook on page 123

# Making an Avaya Workplace Client call from within Microsoft Outlook

### Before you begin

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

### Procedure

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

**Note:**

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

**Related links**

Avaya Workplace Client add-in for Outlook on page 123

# Making an Avaya Workplace Client call from a browser

### About this task

Use this procedure to make calls from the highlighted numbers on Google Chrome and Microsoft Edge Chromium browsers.

### Procedure

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

**Related links**

Avaya Workplace Client add-in for Outlook on page 123

# Part 7: Installation and Configuration

# Chapter 21: Manual Configuration

Most configuration of Avaya Workplace Client is automatic, done using settings in files requested by the client when it first connects to the IP Office system. The following processes are used to manually change settings.

**Related links**


Manual configuration of Avaya Workplace Client settings on page 127
Avaya Workplace Client Top of Mind screen on page 128
Configuring the display preferences on desktop clients on page 130
Configuring the contact search settings on Avaya Workplace Client for Android on page 131
Configuring the contact search settings on desktop clients on page 132
Modifying contact settings on page 132
Modifying audio and video settings on mobile clients on page 133
Modifying audio and video settings on desktop clients on page 135
Configuring the video resolution on page 137
Managing Certificates on page 137
Services settings on page 140
Configuring dialing rules manually on page 143
Pausing iTunes during calls on page 143
Viewing licensing information on page 144
Logging in and out of the Avaya Workplace Client phone service on page 144
Maximizing the battery life of the device on page 145
Configuring the setting to automatically start and log in to Avaya Workplace Client on page 145
Configuring the Avaya Workplace Client add-in for Microsoft Outlook setting on page 146


## Manual configuration of Avaya Workplace Client settings

You must configure the Avaya Workplace Client settings in the Services screen manually if you are not using automatic configuration. For more information, see Services settings on page 140.

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

# Avaya Workplace Client Top of Mind screen

Avaya Workplace Client displays the Top of Mind screen as the home screen. It combines a summary of information from other screens.

**Related links**

Manual Configuration on page 127
Configuring the layout of the Top of Mind screen on page 128
Using the Top Of Mind screen on page 129

# Configuring the layout of the Top of Mind screen

## About this task

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

## Procedure

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

     If you select **Auto**, the number of meetings displayed depends on the Avaya Workplace Client logic. If you select **Full Day**, Avaya Workplace Client displays the meetings for the current day.
   - To configure the calendars that you want to display, select **Calendars to show** and select the option for the corresponding account.
   - To hide your messages, in the Messages area, select **Hide**.
   - To hide your call history, in the History area, select **Hide**.
   - To hide your meeting room details, in the Workplace Meetings area, select **Hide**.
   - To view the default layout on the Top of Mind screen, select **Reset Layout to Default**.

**Related links**

Avaya Workplace Client Top of Mind screen on page 128

# 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 **name or number** field.

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

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

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

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

    For best experience, the default browser must be WebRTC compliant.
  - : To join the third-party conference meeting. Avaya Workplace Client supports the following third-party conference bridges:
    - BlueJeans
    - Cisco Webex
    - Google Meet
    - GoTo
    - Microsoft Teams
    - Zoom
    - Pexip

    Avaya Workplace Client supports any third-party conference meeting URL as long as the meeting URL is available in the Location field of the calendar meeting.
- In the Messages area, you can select the following:
  - ›: To view all your active conversations.

  - A conversation: To view more information about the conversation.
- In the History area, you can select the following:
  - ›: To view the complete call history.
  - A call: To view more information about the call.
  - or : To call the number.
- In the Workplace Meetings area, you can select the following:
  - **Start My Meeting**: To start your meeting.
  - **Workplace Meetings**: To join a meeting. By default, Avaya Workplace Client saves the details of your last meeting.
  - **Spaces Dashboard**: To open the Spaces dashboard.

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

**Related links**

Avaya Workplace Client Top of Mind screen on page 128

# Configuring the display preferences on desktop clients

## About this task

Use this procedure to configure the functionality of the Avaya Workplace Client main window when you click X on the main window. You can choose to minimize the application or exit and shut down the application.

You can configure Avaya Workplace Client for Windows to always display on top of other applications. This functionality is useful if you use Avaya Workplace Client as your primary application.

## Procedure

1. In the Avaya Workplace Client settings, click **User Preferences**.
2. Click **Display**.
3. **(Optional)** On Avaya Workplace Client for Windows, click **Always Display the Main Window on Top**.
4. In **Main Window X Preferences**, click one of the following:
   - **Minimize to the taskbar**
   - **Exit application**

- **Minimize to the notification area**: Only on Avaya Workplace Client for Windows

5. Save the changes.

**Related links**

Manual Configuration on page 127

# Configuring the contact search settings on Avaya Workplace Client for Android

## About this task

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

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

## Procedure

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

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

**Related links**

Manual Configuration on page 127

# Configuring the contact search settings on desktop clients

### About this task

You can configure the contact search settings so that Avaya Workplace Client arranges and displays the list of names by first name or last name. You can also configure Avaya Workplace Client for Windows to display the middle name of a local contact.

**Note:**

Avaya Workplace Client does not sort contacts on the Favorites screen according to your configuration in the Name Sort Preferences area. However, you can arrange your favorite contacts by dragging and dropping the contacts according to your preference.

### Procedure

1. In the Avaya Workplace Client settings, click **User Preferences**.
2. Click **Contacts**.
3. In the Name Display Preferences area, click one of the following:
   - **First, Last**
   - **Last, First**
4. In the Name Sort Preferences area, click one of the following:
   - **First Name**
   - **Last Name**
5. To view local contacts, click **Show Local Contacts**.
6. On Avaya Workplace Client for Windows, to view the middle name of a local contact, click **Local Contacts Middle Name**.
7. Save the changes.

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

### Related links

Manual Configuration on page 127

# Modifying contact settings

### About this task

Use this procedure to enable Avaya 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 Workplace Client settings, select **User Preferences**.
2. **(Optional)** If available on the Avaya Workplace Client platform, select **Contacts**. Else, go to the next step.
3. Select **Messaging Address Validation**.
4. Save the changes.

**Related links**

Manual Configuration on page 127

# Modifying audio and video settings on mobile clients

### About this task

Use this procedure only on mobile clients.

**Note:**

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

### Procedure

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

   Avaya Workplace Client displays the audio and video settings.

On Avaya Workplace Client for Android, do the following:

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

On all mobile clients, do the following:

4. Tap **Use VoIP for calls** and then tap one of the following:
   - **Never**: Avaya Workplace Client removes the VoIP option from the Outgoing Calls screen.
   - **Prefer Wi-Fi**: You can view the VoIP option on the Outgoing Calls screen if you log in to the VoIP service. This is the default option.

- **Wi-Fi only**: If you are using Wi-Fi and you log in to the VoIP service, Avaya Workplace Client displays the VoIP option on the Outgoing Calls screen. If not, Avaya Workplace Client removes the VoIP option from the Outgoing Calls screen.
- **Prefer cellular data**: You can view the VoIP option on the Outgoing Calls screen if you log in to the VoIP service.

5. **(Optional)** To have video on a call, tap **Video Calling**.
6. **(Optional)** To have video on a call only over the cellular data network, tap **Video calling over cellular**.

   You cannot view the Video calling over cellular option if your administrator configures the VoIP calling parameter with value as Wi-Fi only.
7. **(Optional)** To configure the microphone and camera settings when you join an Avaya Equinox® Conferencing meeting, do the following:
   - To mute your microphone, tap **Mute my Microphone when Joining Meeting**.
   - To block your camera, tap **Block my Camera when Joining Meeting**.

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

**Related links**

Manual Configuration on page 127
VoIP calls on page 134

# VoIP calls

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

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

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

*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. | Avaya Workplace Client displays this option as selected by the administrator.<br>The user can select this option. | The user can select this option. | The user cannot select this option. |
| VOIPCALLINGENABLED = 2 | The user can select this option. | The user cannot select this option. | Avaya Workplace Client displays this option as selected by the administrator.<br>The user can select this option. | The user cannot select this option. |
| VOIPCALLINGENABLED = 3 | The user can select this option. | The user cannot select this option. | The user cannot select this option. | Avaya Workplace Client displays this option as selected by the administrator.<br>The user can select this option. |

**Related links**

Modifying audio and video settings on mobile clients on page 133

# Modifying audio and video settings on desktop clients

## About this task

Use this procedure only on desktop clients.

**Caution:**

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

## Procedure

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

   Avaya Workplace Client displays the audio and video settings.

2. Do the following:
   - Click the microphone, speaker, and camera that you want to use.
   - Enable the **Automatic Microphone Sensitivity** switch to automatically set the microphone volume during an active call.

- To decrease or increase the volume of the speakers, move the sliders to the left or right.

  You can view the energy level meter for microphone volume, which dynamically displays your microphone input. Avaya Workplace Client for Mac ensures that your speaker, microphone, and ringer volumes are synchronized with your Mac OS.

  **Note:**

  In Release 3.26, Avaya Workplace Client for Windows added the feature that synchronizes your speaker, microphone, and ringer volumes with your Windows OS. In Release 3.28, Avaya Workplace Client for Windows has removed this feature.

- To have a video on a call, click **Video Calling**.
- To mute your microphone when you join an Avaya Equinox® Conferencing conference, click **Mute my Microphone when Joining Meeting**.

  If your administrator hides or locks this setting, you cannot change the microphone setting.

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

  If your administrator hides or locks this setting, you cannot change the camera setting.

3. On Windows clients, you can change the virtual background during video calls. In the **Virtual Background** field, click one of the following:
   - **Off**: Avaya Workplace Client displays the actual background during video calls.
   - **Blur**: Avaya Workplace Client displays a blurred background during video calls.
   - **Image**: Avaya Workplace Client displays a virtual background during video calls if your administrator configures a virtual background image. Avaya Workplace Client blurs the background during video calls if you click this option and the virtual background image is unavailable.

   **Tip:**

   If you are on a video call, you can also change your virtual background from the **Virtual Background** field by clicking .

   If your administrator hides or locks this setting, you cannot change the virtual background setting.

4. Save the changes.

**Related links**

Manual Configuration on page 127

# Configuring the video resolution

### About this task

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

### Procedure

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

**Related links**

Manual Configuration on page 127

# Managing Certificates

Only change certificate settings if advised to do so by you system administrator.

**Related links**

Manual Configuration on page 127
Viewing the certificates that Avaya Workplace Client uses on page 137
Installing a client identity certificate from the system certificate store on page 138
Installing a client identity certificate from a file on page 139
Removing a client identity certificate on page 139

# Viewing the certificates that Avaya Workplace Client uses

### About this task

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

### Procedure

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

**Related links**

Managing Certificates on page 137

## Installing a client identity certificate from the system certificate store

### About this task

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

### Before you begin

Import the client identity certificate in the Current User store or Local Machine store.

### Procedure

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

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

**Related links**

Managing Certificates on page 137

# Installing a client identity certificate from a file

## About this task

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

**Note:**

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

## Before you begin

Ensure that the client identity certificate is available on your device.

## Procedure

1. In the Avaya Workplace Client settings, select **Advanced**.
2. Do one of the following:
   - On Avaya Workplace Client for Android: Select **Client Certificate** > **Other options**.
   - On desktop clients: Select **Identity Certificate**.
3. Select **select from a file**.
4. Select the certificate file that you want to install.
5. In the confirmation dialog box, confirm the action.
6. In the password prompt dialog box, type the password for the certificate and then select **Next**.

   In the Installed certificate area, Avaya Workplace Client displays the client identity certificate that you installed.
7. Save the changes.

On desktop clients, do the following:

8. Restart Avaya Workplace Client.

**Related links**

Managing Certificates on page 137

# Removing a client identity certificate

## Procedure

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

On Avaya Workplace Client for Android and desktop platforms:

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

On all clients:

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

   Avaya Workplace Client removes the selected client identity certificate.
5. Save the changes.

On desktop clients, do the following:

6. Restart Avaya Workplace Client.

**Related links**

Managing Certificates on page 137

# Services settings

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

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

**Related links**

Manual Configuration on page 127
Modifying VoIP settings on page 140
Modifying Avaya Cloud Services settings on page 141
Modifying Exchange Calendar or Calendar Service settings on page 142

# Modifying VoIP settings

## About this task

Use this procedure to enable IP Office VoIP interoperability with Avaya Workplace Client.

## Procedure

1. In the Avaya Workplace Client settings, select **Services**.

2. **(Optional)** Do one of the following:
   - On mobile clients: Select **Service Details**.
   - On desktop clients: Select **Show Details**.
3. Select **Phone Service**.
4. **(Optional)** If the Phone Service switch is disabled, select **Phone Service**. Else, go to the next step.
5. In the **Server Address** field, type the IP address or the FQDN of the VoIP server.
6. In the **Server Port** field, type the VoIP server port number.
7. In the **Domain** field, type the SIP domain to which Avaya Workplace Client must register.
8. To use a secure connection to the VoIP server, select **Use TLS**.

   By default, Avaya Workplace Client supports TLS and the port number for it is 5061. If you clear this setting, the default port value changes to 5060. You can also manually configure the port value.
9. In the **Adhoc Conference Address** field, type the URL that defines the adhoc conference resource to be used by the endpoint.
10. Save the changes.

**Related links**

Services settings on page 140

# Modifying Avaya Cloud Services settings

## About this task

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

## Procedure

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

**Related links**

Services settings on page 140

# Modifying Exchange Calendar or Calendar Service settings

## About this task

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

On Windows, you can also enable Google calendar. However, you can enable the Google or Microsoft Exchange Calendar, but not both simultaneously.

## Procedure

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

   For example, `avaya.com`.
6. In the **Server Address** field, type the IP address or the FQDN of the Exchange server.

   For example, `usmail.avaya.com`.
7. To access Google calendar on Windows, select **Google Calendar**.
8. Save the changes.

**Related links**

Services settings on page 140

# Configuring dialing rules manually

### About this task

Avaya Workplace Client populates the following dialing rules when you use automatic configuration:

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

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

### Procedure

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

**Related links**

Manual Configuration on page 127

# Pausing iTunes during calls

### About this task

Use this procedure only on Avaya Workplace Client for Mac.

### Procedure

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

**Related links**

Manual Configuration on page 127

# Viewing release and version information

## Procedure

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

# Viewing licensing information

## Procedure

1. In the Avaya Workplace Client settings, select **Support**.
2. Select **Legal**.
3. Select one of the following:
   - **EULA**
   - **Third Party Licensing**

**Related links**

Manual Configuration on page 127

# Logging in and out of the Avaya Workplace Client phone service

## About this task

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

**Note:**

- You must not use passwords that include diacritic symbols.

## Procedure

1. In the Avaya Workplace Client settings, select **Accounts**.

   Avaya 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 Workplace Client, select **Sign Out**.

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

**Related links**

Manual Configuration on page 127

# Maximizing the battery life of the device

## About this task

Use this procedure only on Avaya Workplace Client for Android.

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

## Procedure

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

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

**Related links**

Manual Configuration on page 127

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

## About this task

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

**Note:**

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

### Before you begin

On the Accounts screen, do one of the following :

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

### Procedure

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

**Related links**

Manual Configuration on page 127

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

### About this task

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

### Before you begin

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

### Procedure

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

**Related links**

Manual Configuration on page 127

# Chapter 22: Uninstalling Workplace

The following processes cover the uninstalling of the Avaya Workplace Client

**Related links**

Removing data from mobile clients on page 147
Uninstalling Avaya Workplace Client from mobile devices on page 147
Removing data from desktop clients on page 148
Uninstalling Avaya Workplace Client on desktops on page 148

## Removing data from mobile clients

### About this task

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

If your administrator has set a password, you cannot reset Avaya Workplace Client without entering the password.

### Procedure

1. In the Avaya Workplace Client settings, tap **Support**.
2. Tap **Reset Application**.
3. **(Optional)** If you receive a prompt to enter the password, enter the administrator password.
4. In the confirmation dialog box, confirm the change.

**Related links**

Uninstalling Workplace on page 147

## Uninstalling Avaya Workplace Client from mobile devices

### Before you begin

Ensure that Avaya Workplace Client is not running.

### Procedure

Do one of the following:

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

**Related links**

Uninstalling Workplace on page 147

# Removing data from desktop clients

### About this task

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

### Procedure

1. In the Avaya Workplace Client settings, click **Support**.
2. Click **Reset Application**.
3. In the confirmation dialog box, confirm the change.

**Related links**

Uninstalling Workplace on page 147

# Uninstalling Avaya Workplace Client on desktops

### Before you begin

Ensure that Avaya 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 Workplace Client.
  3. Click **Uninstall**.
  4. In the Programs and Features dialog box, click **Yes**.

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

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

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

**Related links**

Uninstalling Workplace on page 147

# Part 8: Further Help

# Chapter 23: Additional Help and Documentation

The following pages provide sources for additional help.

**Related links**

Forgotten Password on page 151
Getting Help on page 151
Additional Documentation on page 152

## Forgotten Password

Some IP Office features require you to enter information such as your username, password, login code (security PIN), voicemail code (mailbox password).

Avaya cannot or reset the values for your passwords and codes. However, your system administrator can reset the values if necessary, either doing it theirself or through a request to your Avaya business partner.

Your system administrator also sets the rules your IP Office system uses for allowable passwords and codes. The same rules are applied to all users.

**Related links**

Additional Help and Documentation on page 151

## Getting Help

Avaya sells IP Office through accredited business partners. Those business partners provide direct support to their customers and escalate issues to Avaya if necessary.

If you require further support, you should first contact your own system administrator. They are able to access the full configuration of the IP Office system, either theirself or through a request to your system's Avaya business partner.

Whilst your system administrator/reseller cannot see your existing passwords, they can reset them in order to allow you to login again and then change the value.

**Related links**

Additional Help and Documentation on page 151

# Additional Documentation

The Avaya Documentation Center website contains user guides and manuals for Avaya products. The links below cover user guides that you may find useful.

### Phone User Guides

- IP Office J100 Series Phone User Guide | IP Office J100 Series Quick Reference
- IP Office 1408/1416 Phone User Guide | IP Office 1408/1416 Telephone Quick Reference Guide
- IP Office 1608/1616 Phone User Guide | IP Office 1608/1616 IP Telephone Quick Reference Guide
- IP Office 9400 Series Phone User Guide | IP Office 9400 Series Quick Reference
- IP Office 9500 Series Phone User Guide | IP Office 9500 Series Quick Reference
- IP Office 9600 Series Phone User Guide | IP Office 9600 Series Quick Reference
- IP Office Analog Phone User Guide

### Application Guides

- Using Avaya Workplace Client for IP Office
- Using the IP Office User Portal
- Using one-X Portal for IP Office
- Using IP Office SoftConsole

### Voicemail Mailbox User Guides

- Using a Voicemail Pro IP Office Mode Mailbox
- Using a Voicemail Pro Intuity Mode Mailbox
- Using IP Office Embedded Voicemail Intuity Mode
- Using IP Office Embedded Voicemail IP Office Mode

**Related links**

Additional Help and Documentation on page 151

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