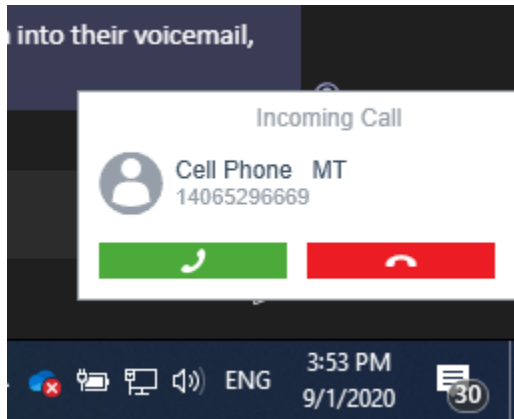


Avaya IX Workplace Desktop Version Quick Guide

Answering a call:

When a call comes into the app, you'll see pop-up in the bottom right hand corner of your screen to let you know the call is coming in. It works like a caller ID and gives you their name and the number coming.



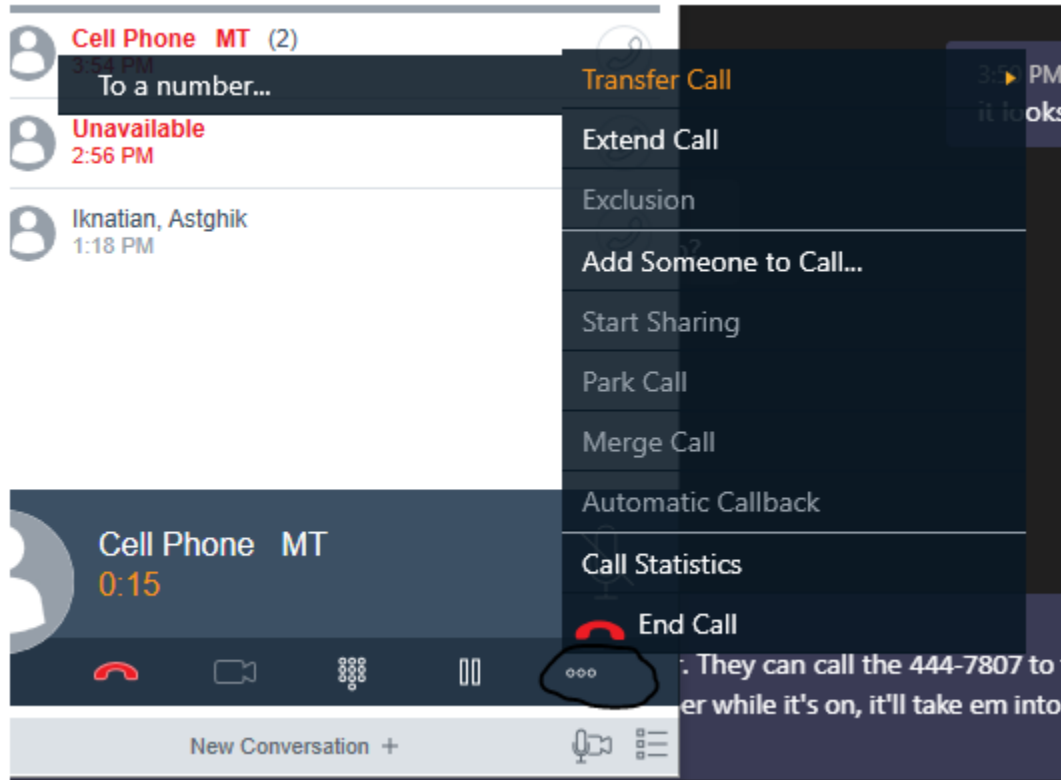
Click on the Green button to answer the call or the Red button to ignore it.

Transferring a call:

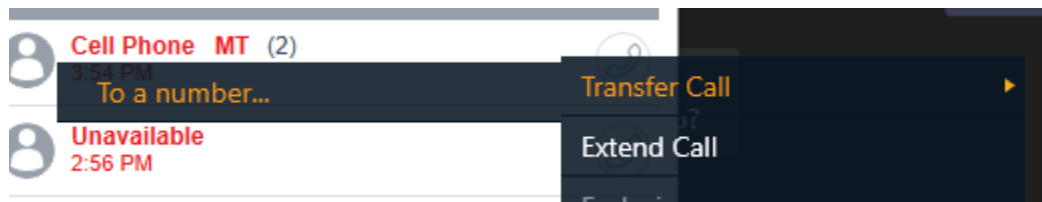
To transfer a call, you must already be on a call in order to see the option to transfer.

While on an active call, have the app open and hit the three lines to the far right of the active call

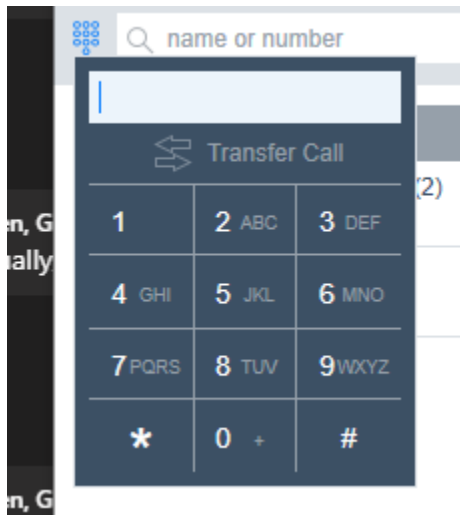
This will open another a menu with the option to transfer the call in there.



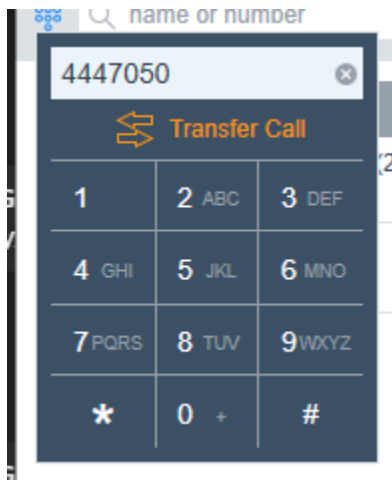
Hover over “Transfer Call” and then move to highlight “To a number...”



This will pop up the dial pad so you can dial the person you want to transfer the call to.



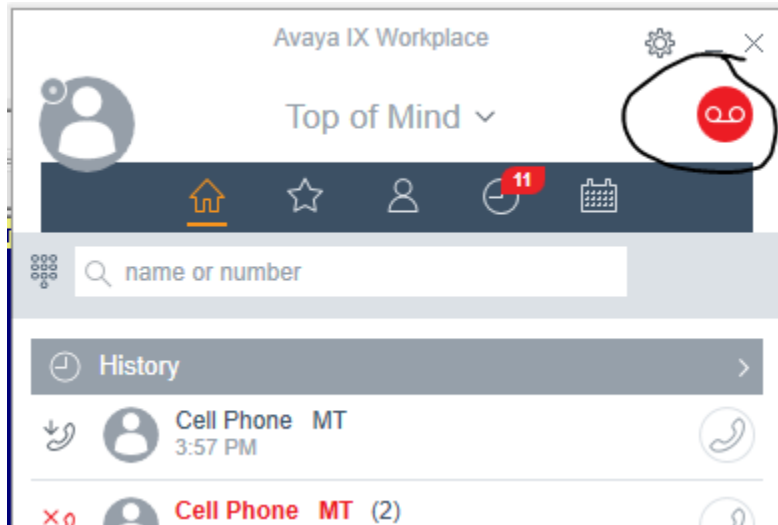
Enter the number you want to transfer to and click on “Transfer Call” to send it.



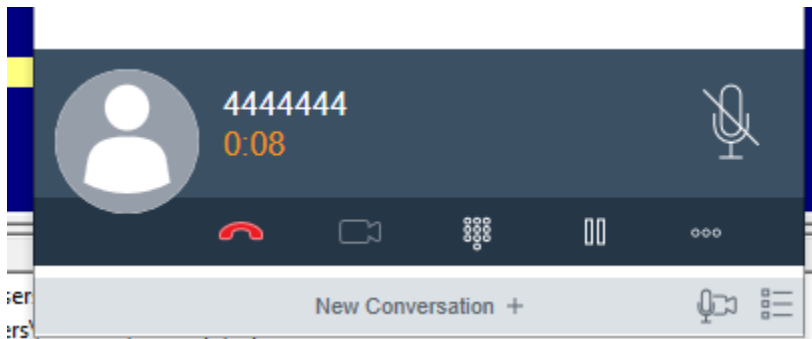
Once the call is sent, it will end the call on your end and the person on the line will ring through to who you sent them to.

Checking voicemail:

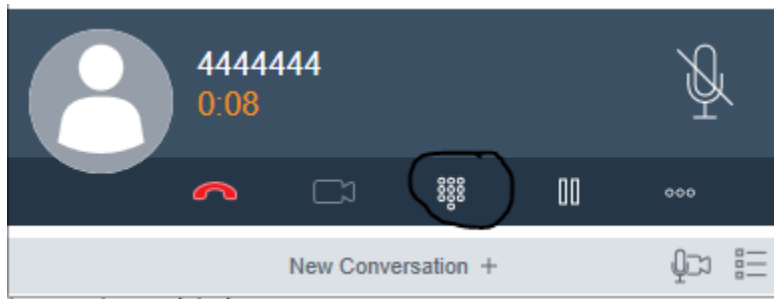
Voicemail button is located in the top right corner of the screen. The button will be red if you have a message waiting. Click on the button and it will take you into your voicemail box, just like clicking the envelope key on your desk phone.



The active call will open up at the bottom of the IX Workplace window.

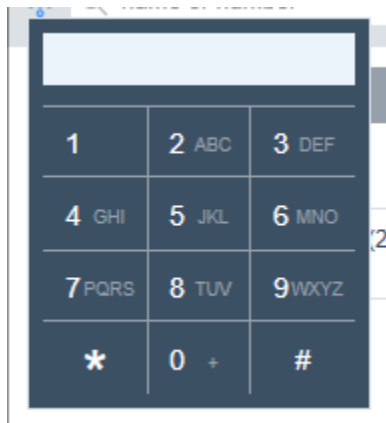


Click on the circles in the active call.



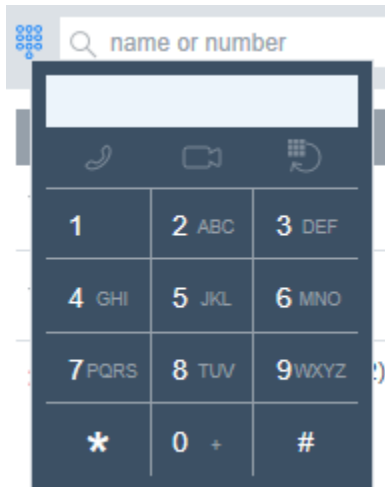
This will open the dial pad, so you can enter your voicemail password.

Hit # after your password like you normally would and it will take you into your mailbox to hear your messages.

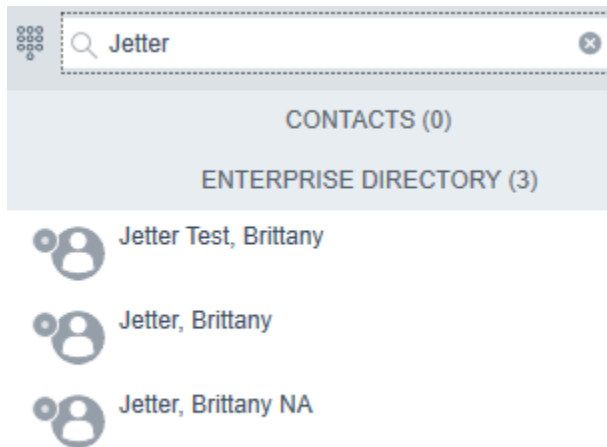


Making a call:

There are two ways to make a call. You can open the dial pad by clicking on the group of circles on the left-hand side:

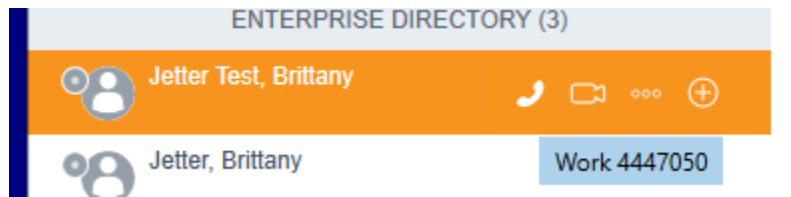


Or you can type their name or number in the search bar located to the right of the group of circles:



It does take a minute for the "Enterprise Directory" to search. That directory is similar to the outlook address book and will search for anyone who works for the state's phone number.

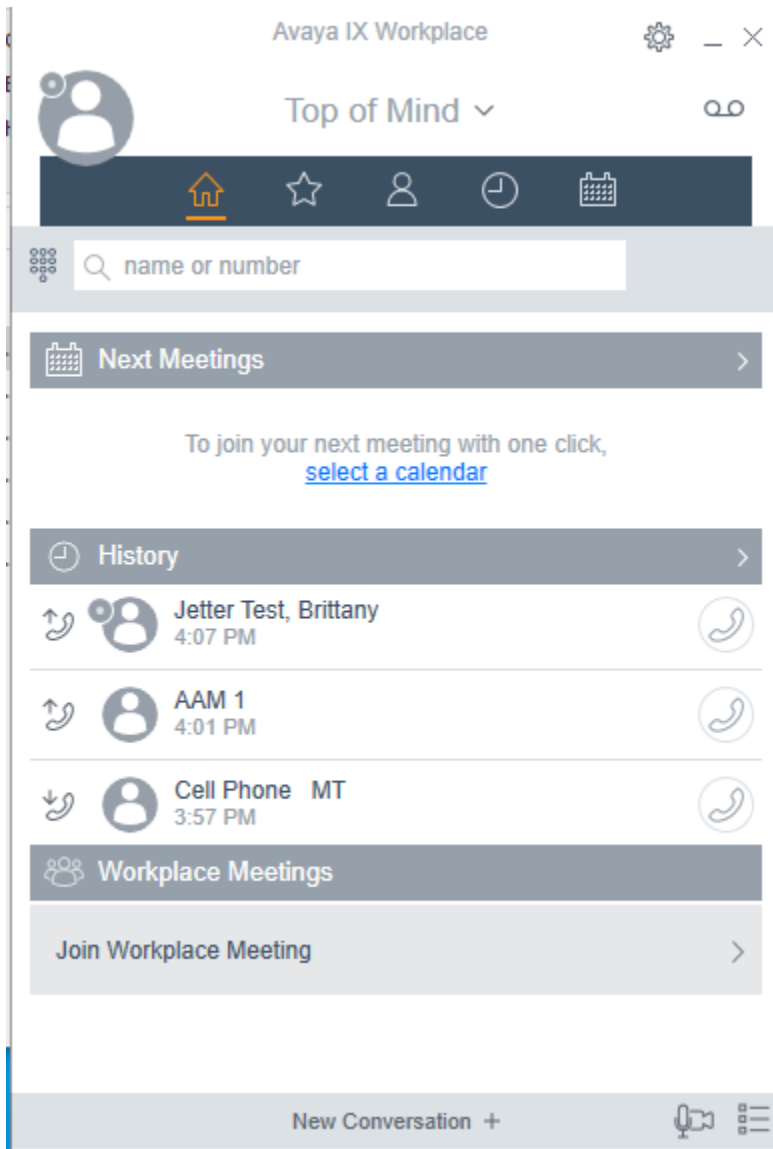
Hover over the person's name to highlight options. The phone receiver will show you their phone number:



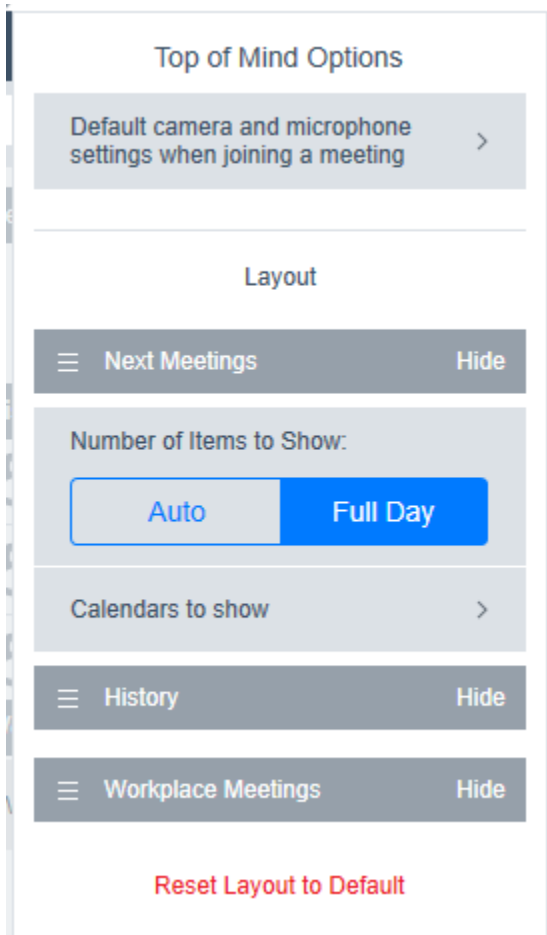
If you click on the receiver, it will open an active call at the bottom of the IX Workplace window and call the person.

Main Menu Overview:

When you first open your app and get signed in, your main screen should look like this:

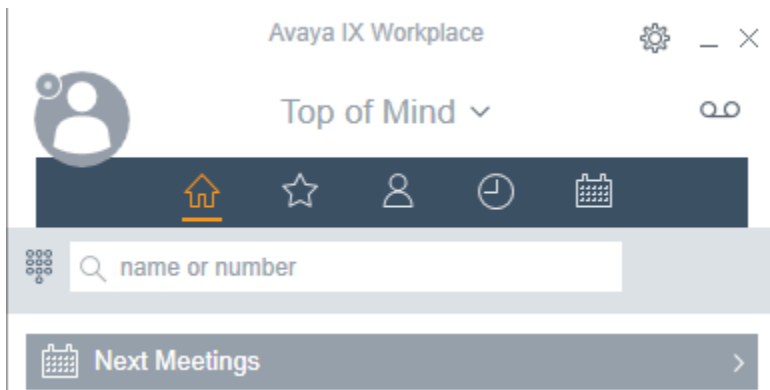


You can adjust the layout by clicking “Top of Mind”

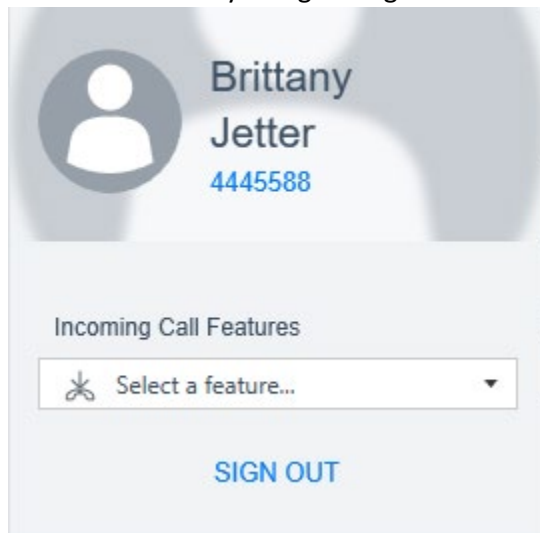


If you get lost, you can always “Reset Layout to Default”

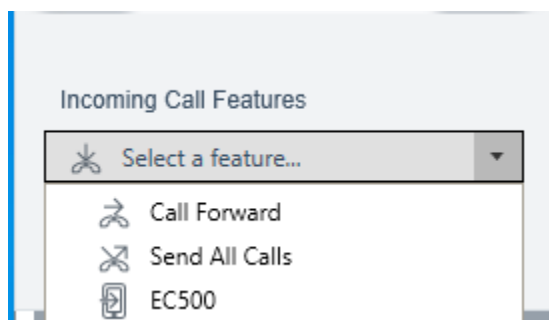
Button overview: From the right to left:




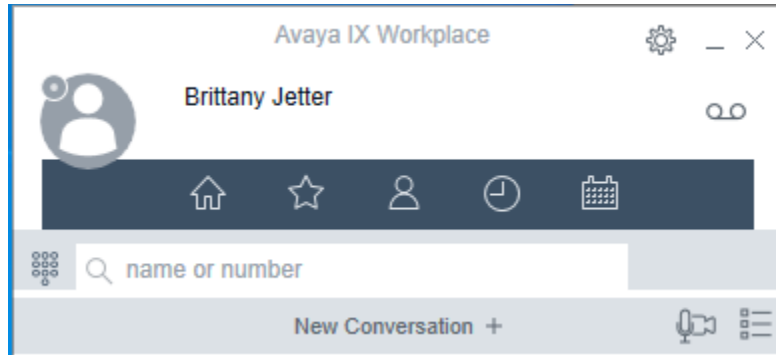
1. Clicking the person icon to the far-left will show you the available feature options and is also where you'll go to sign out of the app.




If you click on the "Incoming Call Features" drop down menu, you'll find the feature buttons.

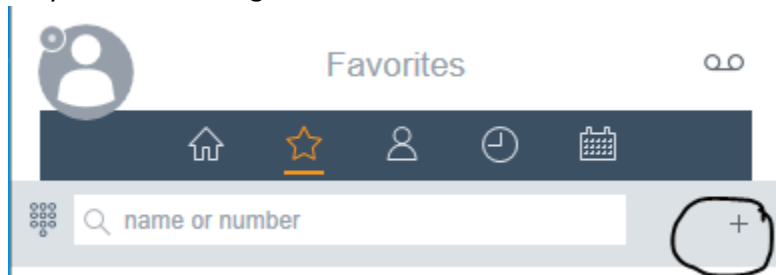


2.  The house icon will take you back to the home screen. Clicking on it while you're already at the home screen will put the app in a minimized mode:




Clicking on it again will put it back to full mode.

3.  The Star icon takes you to the favorites page. You can easily add contacts here if you want by click on the + sign.



Cancel New Contact Add Contact

At least first name AND last name are required.



First Name ★

Last Name

(Nickname)

Company

Building, office number

Address

City State/Province Country

Zip/Postal Code

Manager: Manager

Dept: Department

At least phone number OR email address is required.

+ Make a Call

⊗
WORK
▼
Number is required

+ Send a Message



⊗
WORK
▼
Address

+ Send an Email


⊗
WORK
▼
Address is required

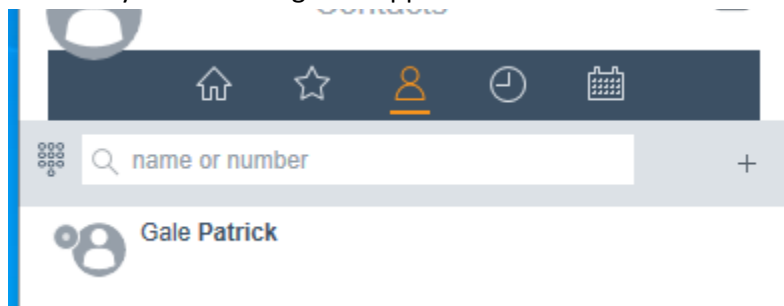
Notes


New Conversation +

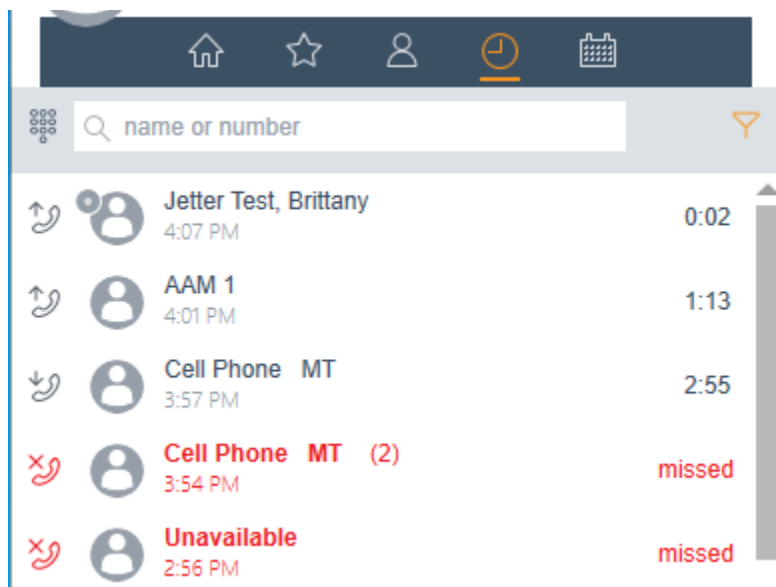




Click on the Star next to their name will add them to your favorites list.

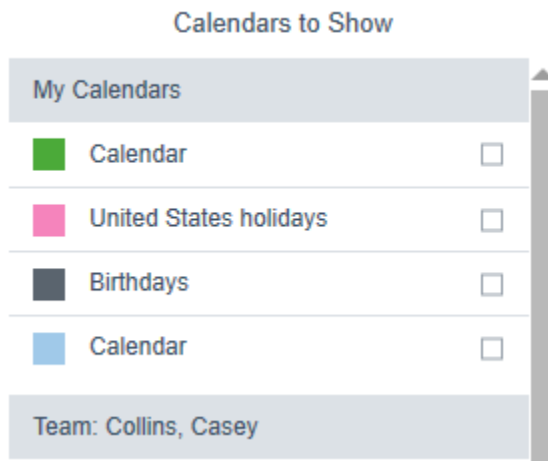
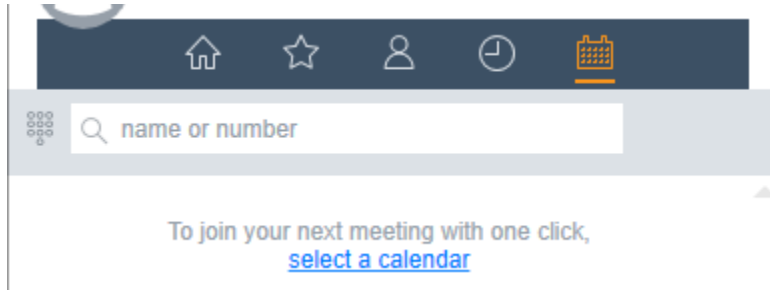
4.  The smaller person icon will list any contacts you've added to your desk phone or any new ones you add through the app.



5.  The clock opens your call history. Outgoing, incoming and missed calls are all shown here.



6.  With the calendar icon you can connect the app to your outlook calendar and meetings will show up on your home screen. Click on “select a calendar” to connect one to the app.



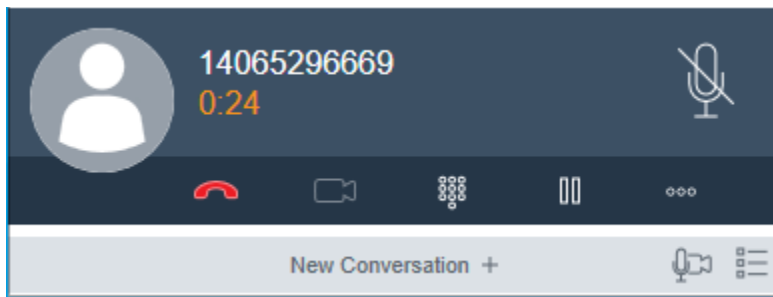
Check the box next to the one you want to connect to. “Calendar” is your personal outlook calendar. After you’ve added the check marks to the one you want, click out of the “Calendars to Show” screen and onto the app. Give it a moment to load and it will show you all of the meetings you have on your outlook calendar.

name or number

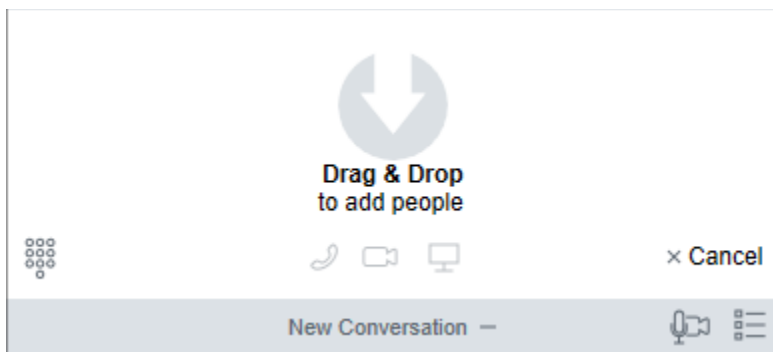
- Tomorrow**
8:30 AM
9:00 AM
NTSB Water Cooler
Collins, Casey + 28 others
- Tomorrow**
9:30 AM
10:00 AM
Daily TEAM Call
Collins, Casey + 10 others
- Tomorrow**
11:00 AM
12:00 PM
Avaya Options
Preskar, Candi + 4 others
- ~~**Tomorrow**~~
~~6:00 PM~~
~~7:00 PM~~
~~**Virtual Happy Hour**~~
~~Temple, James + 22 others~~
- 9/3/2020**
8:30 AM
9:00 AM
NTSB Water Cooler
Collins, Casey + 28 others
- 9/3/2020**
9:30 AM
10:00 AM
Daily TEAM Call
Collins, Casey + 10 others
- 9/4/2020**
8:30 AM
9:00 AM
NTSB Water Cooler
Collins, Casey + 28 others
- 9/4/2020**
10:00 AM
Daily TEAM Call
Collins, Casey + 10 others

A soft Transfer:

While on an active call, click on the “New Conversation +” Button at the bottom of your screen.

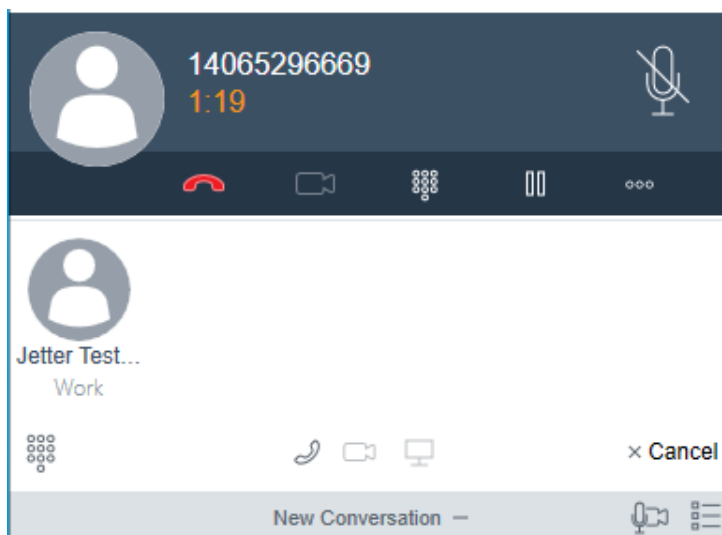


It will open up this section:



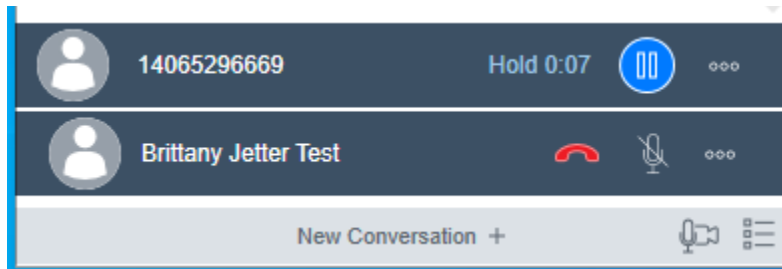
You can search for people to add from the search bar or add them from contacts. Click and drag the person into the section to call them.

You can also click on the dial pad to add a number that's not on the state network, like a personal cell phone.

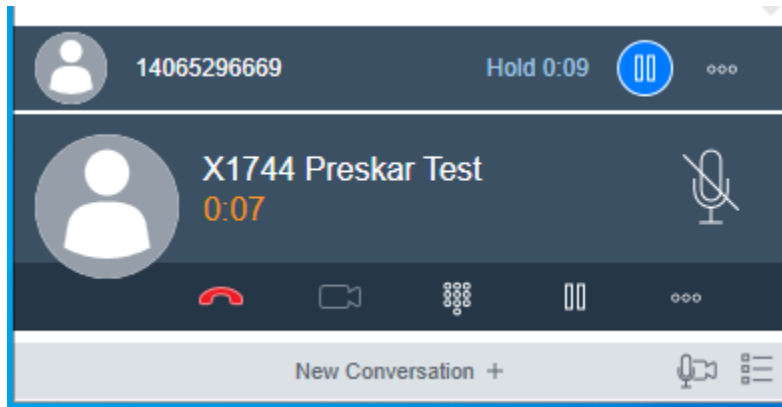


And press the receiver icon again to call the second person.

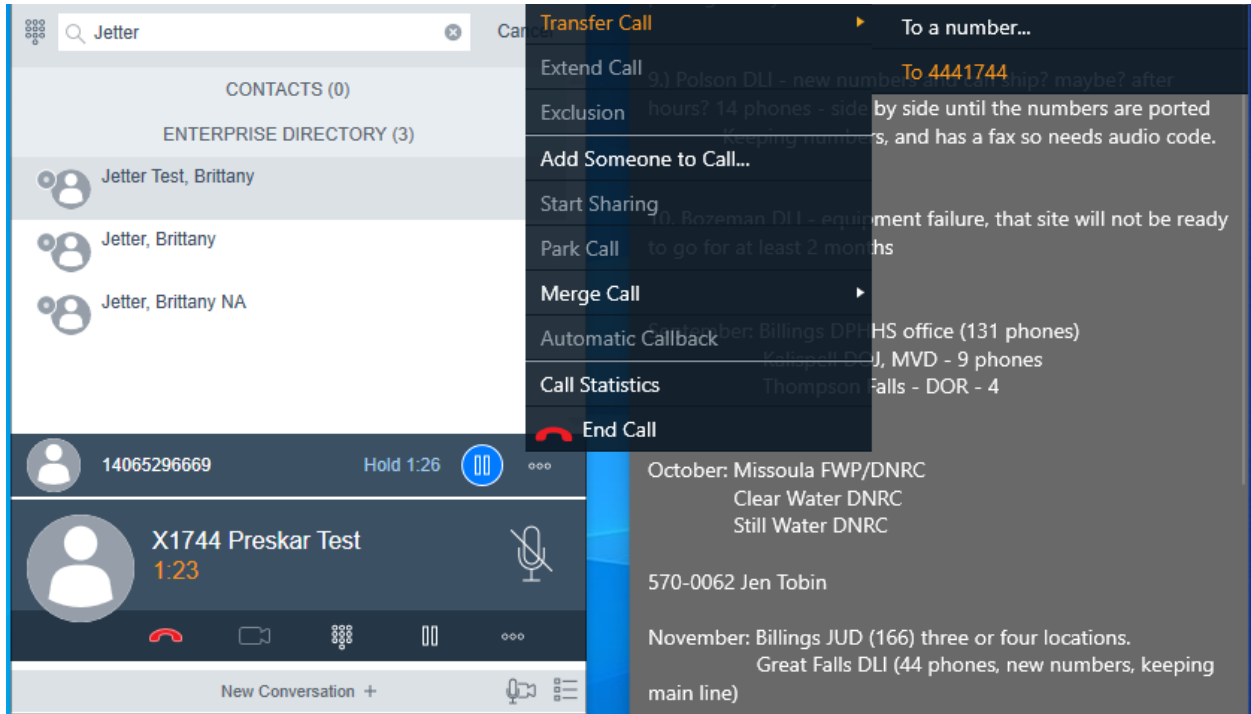
You'll notice that now you have a call on hold and an other call going out:



When the person picks up the phone, it'll look like this:




Once they answer, you can transfer the call by click on the three buttons next to the call on hold to open the menu. Go up to "Transfer Call" and it will pop out another menu. You'll the person you have on old in here, click on their number to transfer the call over.

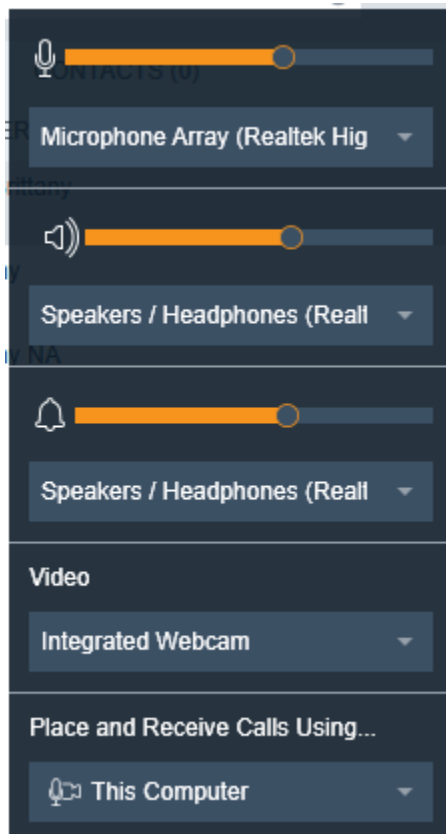



Button overview: At the bottom of the IX Workplace app are a few more options.



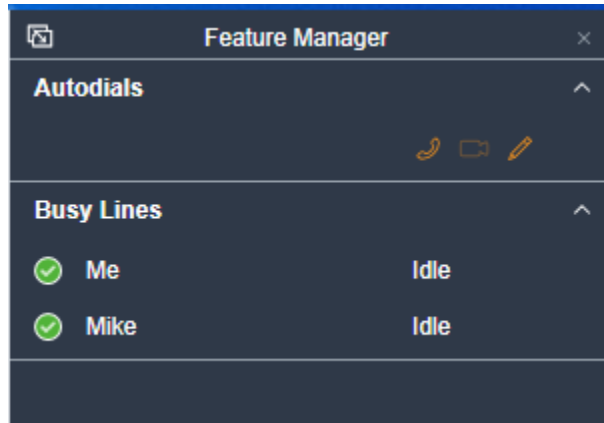
- 1.)  Sound and Audio settings:

Will take you into the settings for audio and video. If your headset isn't working, this is where you'll look to make sure it's selected as active.

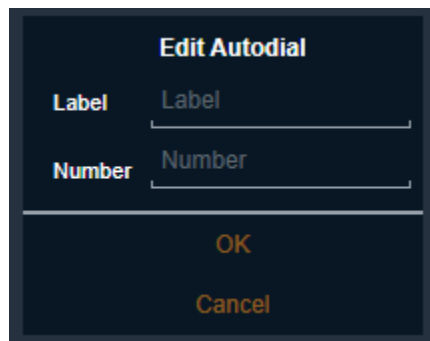


2.)  Feature manager

This is where you'll find your side car contacts if you had a side car/add-on module at your desk.



You can add Autodials to the app by click on the pencil icon.



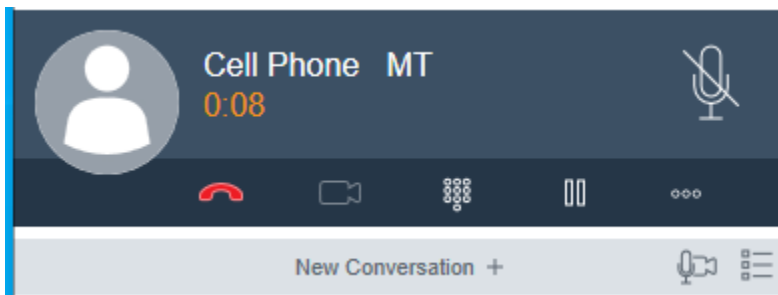
The image shows a dialog box titled 'Edit Autodial'. It has two input fields: 'Label' and 'Number'. The 'Label' field contains the text 'Label' and the 'Number' field contains the text 'Number'. Below the input fields are two buttons: 'OK' and 'Cancel'.

Underneath where it says "Busy Lines" it will have all your contacts on the side car listed. If you hover over one of them, it will highlight and give you the option to call them by pressing the receiver button.



Transfer with Side Car/Audio Dials:

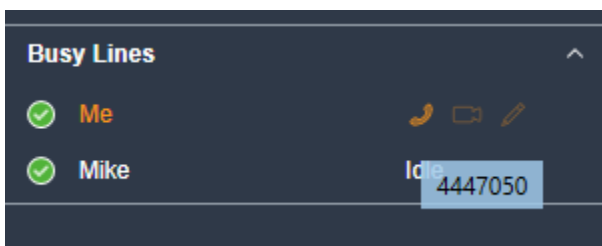
On an active call:



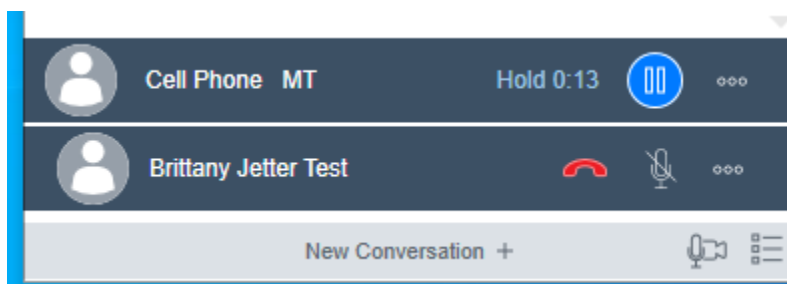
Click on the bullet pointed icon to open the feature manager



Hover over the person you want to transfer to to highlight their name and press the receiver icon to send the call.



Sends the call as a soft transfer, so once the person picks up you can ask them if they want to take the call.



Click on the three dots next to their name to open the menu

Go up to transfer, and then over to the person on hold to complete the transfer.