

Phone Option Information

If you work from an office with an AVAYA Red phone, we have some options to make and receive work calls.

Option 1

1. Install the **Avaya IX Workplace** app from the app store of your choice from **any** mobile device (State or Personal).
 - This option will make the calls appear like they are coming from your desk phone (masking included)
2. Call 444-9500 to get the setup started.
3. There is no additional cost for this option.

Option 2

1. Request that **EC-500** be connected between your work phone and your state or personal phone (including landlines)
 - a. This option only shows your work phone number if you are calling within the state network. Calls outside the state network show the actual phone #
2. Call 444-9500 to get the setup started.
3. There is no additional cost for this option.

Note: if you only need to receive calls you can use the call forwarding function on the phone.

If you need further assistance:

- Call or email [DPHHS Technology Services Center](#) at 444-9500
- Check out the [DPHHS Self-Service Portal](#)
 - [SharePoint Video on how to submit a ticket](#)