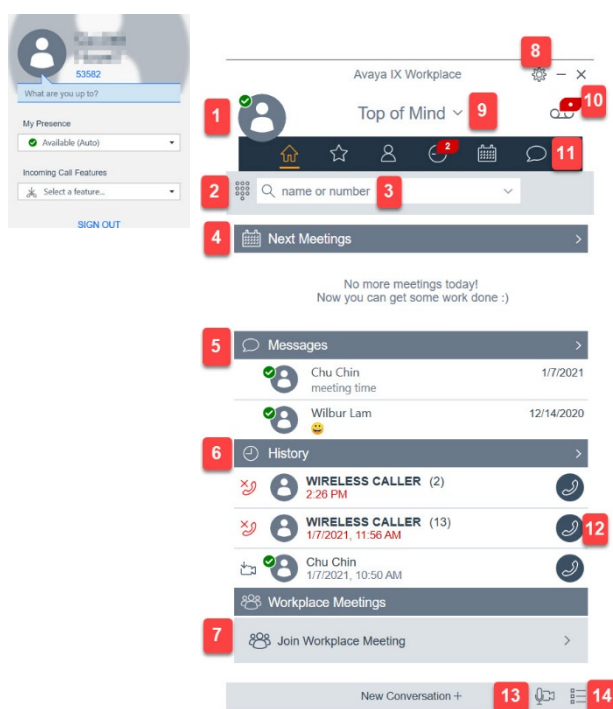


# IX Workplace Guide



QUICK REFERENCE GUIDE		
1	Presence and Incoming Call Features	<ul style="list-style-type: none"> <li>* Select presence feature including Available, Busy, Away, Do not disturb, Out of office, and Offline</li> <li>* Select incoming call features including Call Forwarding, Send all Calls, and EC500 (must be programmed by System Administrator)</li> <li>* Sign out of application</li> </ul>
2	Dial Pad	<ul style="list-style-type: none"> <li>* Manually enter phone number</li> <li>* Make video call (available to other IX Workplace clients only)</li> <li>* Place call using 'Last called' icon</li> </ul>
3	Search Contacts by Name and Number	<ul style="list-style-type: none"> <li>* Can also type phone number and hit enter to place call(desktop application only)</li> </ul>
4	Today's Calendar	<ul style="list-style-type: none"> <li>* Double select the Next Meeting bar to view weekly calendar events</li> </ul>
5	Instant Messaging	<ul style="list-style-type: none"> <li>* Available to other IX Workplace clients only</li> <li>* You must add them as a Contact first</li> </ul>
6	Most recent Call History	<ul style="list-style-type: none"> <li>* Select the History bar to view more</li> </ul>
7	Work Place Meetings	<ul style="list-style-type: none"> <li>* Audio and video meetings (Available to other IX Workplace clients only)</li> </ul>
8	Settings	<ul style="list-style-type: none"> <li>* Changing settings should be left to a campus Avaya expert or as instructed by one</li> </ul>
9	Top of Mind	<ul style="list-style-type: none"> <li>* Allows you to select from an available list of calendars</li> <li>* Allows you to show/hide sections on the main screen of the application</li> </ul>

10	Message Waiting Indicator and Voice Mail Dial-In	*Turns red if there is a new voice message *Select to access voice mail system
11	Menu bar (desktop application) / Menu screen (mobile application)	* Top of Mind - Return to main screen * Favorites List - List of contacts marked as favorites * Contacts List - All contacts/Workplace contacts/Local device contacts * History List <ul style="list-style-type: none"> <li>↓ Incoming Calls</li> <li>✗ Missed Calls</li> <li>↑ Outgoing Calls</li> <li>Voicemail</li> <li>Meetings/Calendar</li> </ul> *Features (mobile application only)
12	Quick call icon for recent calls	* Select to place voice call
13	Audio and Video Devices	* Select microphone and speakers * Adjust volume
14	Feature Manager	* Set up autodial – Name, extension or external number * Team button – Line coverage (must be programmed by System Administrator) * Busy Line Button - Call status indicator (must be programmed by System Administrator)

## Information provided in this document:

- Turning Avaya IX Workplace on and off
- Placing Audio and Video Calls
- Receiving Audio and Video Calls
- Managing Audio and Video Calls
- Working with Call History
- Working with Contacts

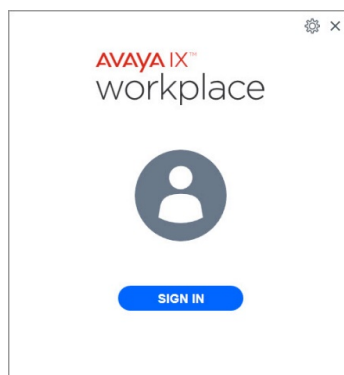
## Turning Avaya IX Workplace on and off

### Turning on IX Workplace



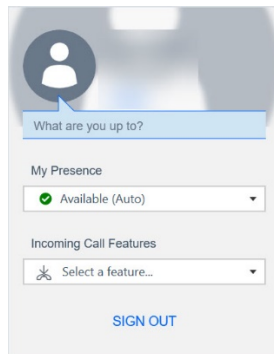
Each time that you plan on using IX Workplace, you must first connect to the SFSU VPN with [GlobalProtect software](#). **Avaya IX Workplace will not work without PaloAlto Networks GlobalProtect.**

After logging into GlobalProtect, the Avaya IX Workplace application will automatically start working unless you have previously signed out of it. To sign back in to the IX Workplace application, open the application and select Sign In.



## Turning off IX Workplace

We recommend that when you want to stop using IX Workplace that you sign out of the application. For those using the mobile application, select the round circle in the top right corner, select My Profile, then select Sign Out. For those using the desktop application, select the round profile icon in the top left and then select Sign Out.



## Making Audio or Video Calls

**IMPORTANT NOTE: If you need to make a 911 call, do so from either a regular phone or from your mobile phone. Do not dial 911 from the Avaya IX Workplace Application.**

In the Avaya IX Workplace Client, you can make an audio or video call from:

- Dial Pad
- Top of Mind
- Contacts and Favorites
- Call History

### How to make an audio or video call

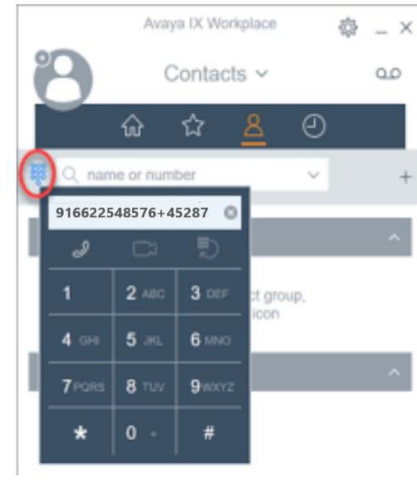
1. To make a call from:
  - The dial pad
    - Enter the number to call.
  - The Top of Mind screen:
    - Desktop application: In the name or number field, type a name and then select the person or a number and hit enter.
    - Mobile application: In the find someone field, type a name and then select the person. The mobile application will not search by number.
  - From your contact or favorites list
    - Select the contact person or number.
  - From call history
    - Select an icon next to the previous call.
2. Select one of the following:
  - Select the phone icon to start an audio call.
  - Select the camera icon to start a video call.

## Entering a phone number

When entering a phone number to call, you will enter the number exactly as you would if you were placing the call from your office desk phone.


To make a call to a phone number on campus, dial the person or department's 5-digit work number.

To make a call to a local or long-distance call, dial 9 and then the full 10-digit phone number.



## Working with Call History

### Viewing call history

1. Go to the History screen.
2. Filter the call history using the following options:
  - All History
  - Missed Calls
  - Outgoing Calls
  - Incoming Calls
  - Voicemail: *Only on mobile clients*
3. To further filter the call history, select the filter icon 
4. Select or clear the following:
  - Your History: To access personal history logs.

### Deleting all call history

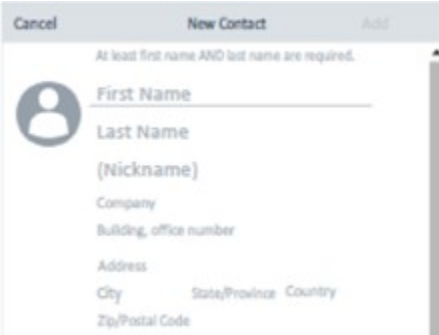
1. Go to the History screen.
2. Filter the call history and select Delete All History.
3. Optional: If available in the confirmation dialog box, select Delete.

## Working with Contacts

### Creating a new contact

Use this procedure to add contacts to your Workplace Contacts list.

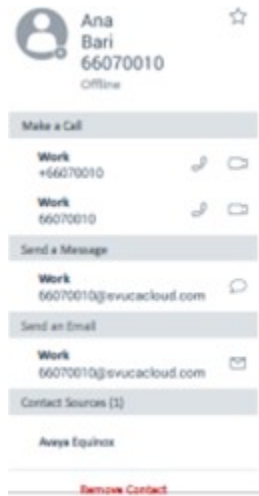
1. Go to the Contacts screen.
2. Select the plus symbol.
  - On desktop clients:




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

### Deleting a contact

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.

