

DISCLAIMER

With the absence of deskphone capabilities in Avaya Workplace currently, please only use this app if you are wanting to make & receive calls on your mobile/landline.

If you intend on using a deskphone, please do so *without* the use of Avaya Workplace.

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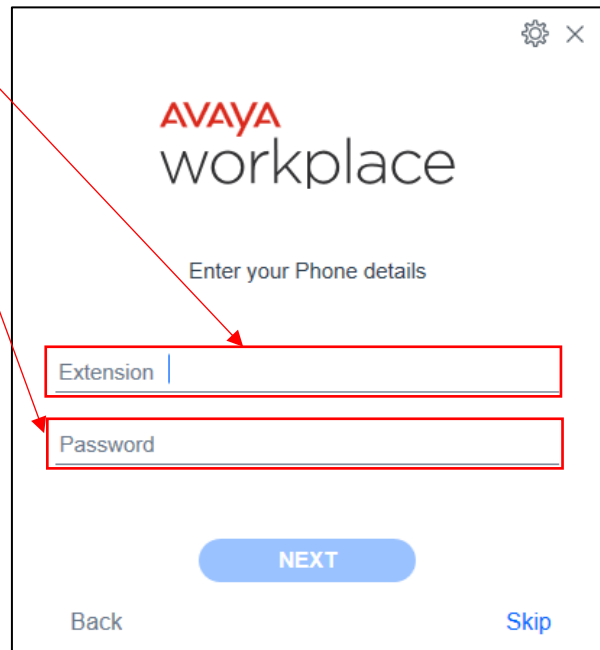
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1. Setup

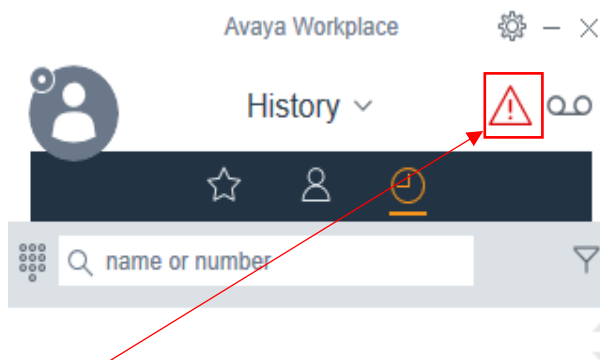
Logging into Avaya Workplace

1. Open the Avaya Workplace application and enter your **4-digit extension number** and **password** in the appropriate boxes.

*NOTE: This is the password you would use to log into a deskphone. By default, your password will be **2000**.*

The image shows the Avaya Workplace login interface. At the top, the 'AVAYA workplace' logo is displayed. Below it, the text 'Enter your Phone details' is shown. There are two input fields: 'Extension' and 'Password'. A red box highlights both fields, with a red arrow pointing from the instruction text to the 'Extension' field. Below the input fields is a blue 'NEXT' button. At the bottom left is a 'Back' link, and at the bottom right is a 'Skip' link. A settings gear icon and a close 'X' icon are in the top right corner.

2. You will now be logged into Avaya Workplace and presented with the main dashboard.




NOTE: Ignore this error that may appear on initial setup

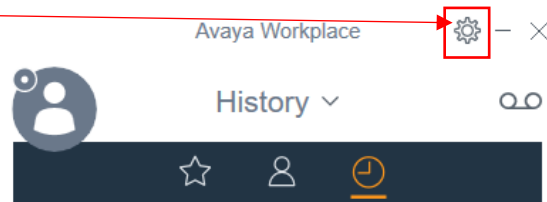
Also click on **dismiss** if this error appears



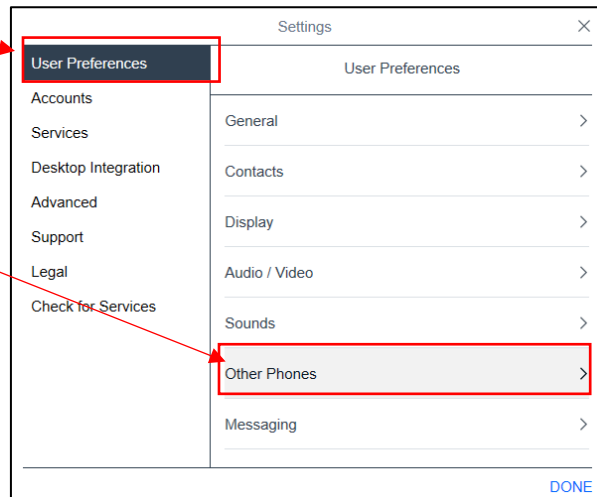
Adding a Mobile Number for Home Working

This shows you how to add a number to divert calls made to your extension to.

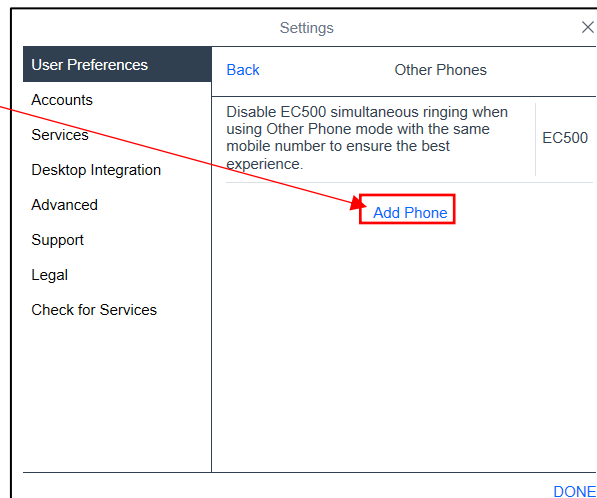
1. Click the **settings cog**  in the top right corner of the application.



2. Navigate to **User Preferences** from the left tabs and then **Other Phones** from the right tabs.



3. Select **Add Phone**.



4. A line will be added to the list. Select the appropriate label for the number you will be adding from the dropdown list currently set by default as **Other**.

Settings

User Preferences Back Other Phones

Accounts

Services Disable EC500 simultaneous ringing when using Other Phone mode with the same mobile number to ensure the best experience. EC500

Desktop Integration

Advanced Other Number Add Phone

Support Home

Legal Mobile

Check for Services ✓ Other

DONE

5. Enter the Telephone number in the **Number** box. Home telephone numbers will require the full area code.

(e.g. 07123456789 for mobile)

(e.g. 01352 765432 for home number)

Settings

User Preferences Back Other Phones

Accounts

Services Disable EC500 simultaneous ringing when using Other Phone mode with the same mobile number to ensure the best experience. EC500

Desktop Integration

Advanced Mobile Number Add Phone

Support

Legal

Check for Services

DONE

6. If you want to add another number, click **Add Phone**, and repeat the above process.

7. Click **DONE** when you are finished.

Settings

User Preferences Back Other Phones

Accounts

Services Disable EC500 simultaneous ringing when using Other Phone mode with the same mobile number to ensure the best experience. EC500

Desktop Integration

Advanced Mobile 07123456789 Add Phone

Support

Legal


Check for Services

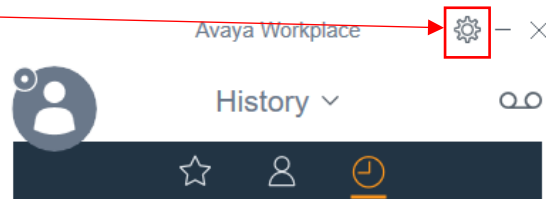
DONE

Troubleshooting

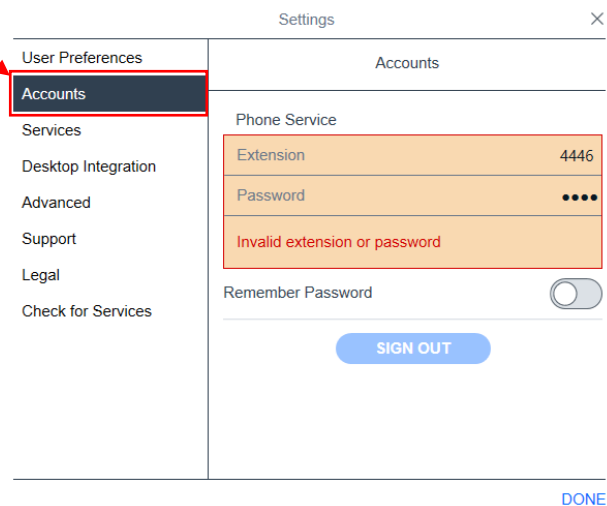
Numbers don't save when adding

This shows a method of resolving a known issue of numbers not saving when following the above process.

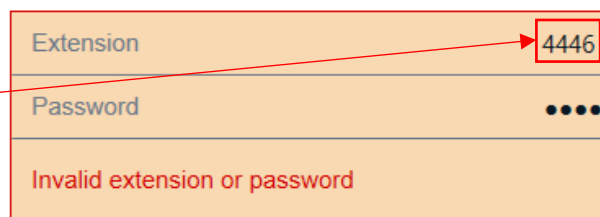
1. Click the **settings cog**  in the top right corner of the application.



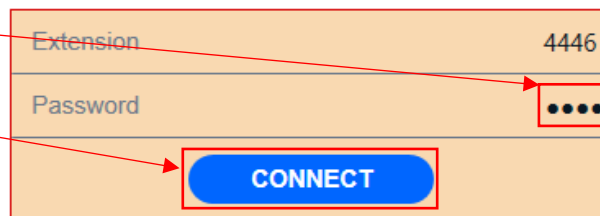
2. Navigate to **Accounts** from the left tabs. You may notice that the extension or password is invalid.



3. Ensure that the extension you have entered is correct. If not, simply retype the correct **4-digit extension number**.



4. Retype your **password** to confirm correct entry, and then click **CONNECT**.




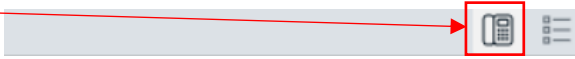
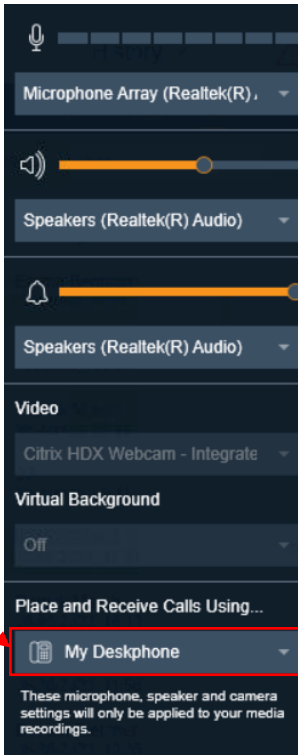
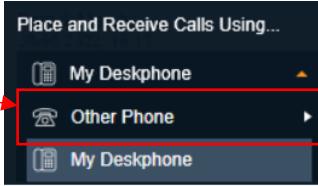

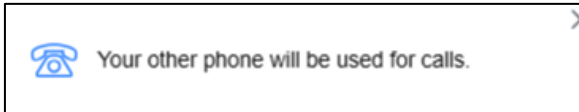
NOTE: If the password you enter still does not work, please ensure to try password **2000**, and if that does not work try password **3000**.

This should allow you to save numbers to Avaya Workplace. If the problem persists, please log a call using the TopDesk self-service portal in regards to the issue.

2. Using a Mobile/Landline

Receiving extension calls using your mobile/landline.

This is where you have the option to have calls diverted to a mobile, home landline etc.

1. Click the  **manage audio and video devices** icon in the bottom right corner of the application. 
2. This will open the device management window. Select the bottom dropdown menu labelled **Place and Receive Calls Using...** 
3. Hover over **Other Phone**. 
4. Select the desired **number** from the list. 
5. You will now be receiving calls via your mobile/landline. 

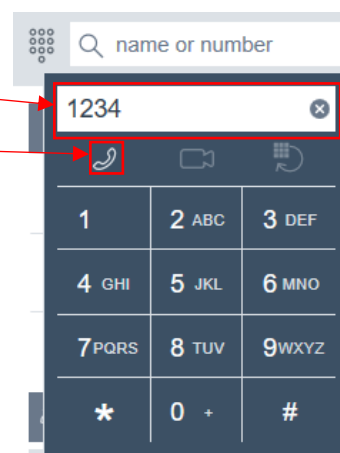
Making extension calls using your mobile/landline.

When making extension calls via the Avaya Workplace app, this will ring your mobile/landline, and when you answer it will begin a call to the number you have dialed. The recipient (*if internal*) will see the call coming from your extension number, not your personal number. (*External recipients will receive a No Caller ID*).



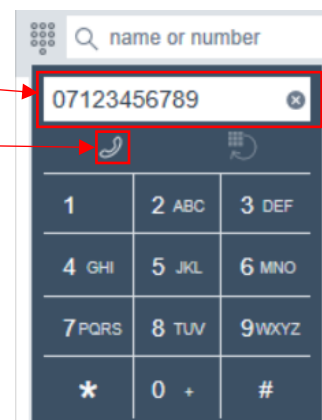
INTERNAL CALLS

2a. Enter the **4-digit extension number** of who you would like to call and click the **call** button.



EXTERNAL CALLS

2b. Enter the **full number** of who you would like to call and click the **call** button.




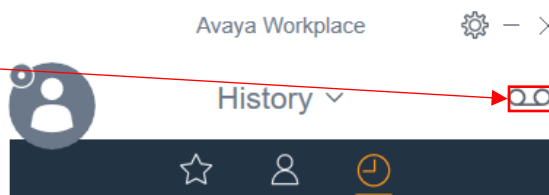
3. Additional

Accessing your Voicemail via the Avaya Workplace app.

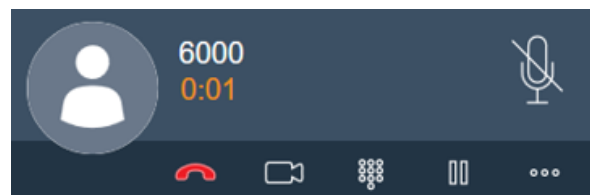
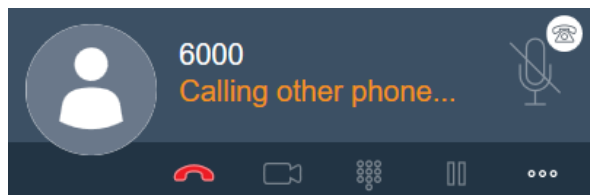
NOTE: If you do not have voicemail set up on your extension, this will not apply to you.

This shows you how to access your voicemail box. **When receiving extension calls using your mobile/landline**, this will ring your mobile/landline, and when you answer you will be connected to the Flintshire voicemail system.

1. Click the **voicemail**  icon near the top right of the application.



2. This will then start a call to your mobile. Answering the call will present you with your voicemail box and prompt you for your voicemail password.
3. Enter your **voicemail password followed by the hash key (#)** on your mobile/landline keypad. This will then allow you access to your voicemail box.



(e.g. 112200#)

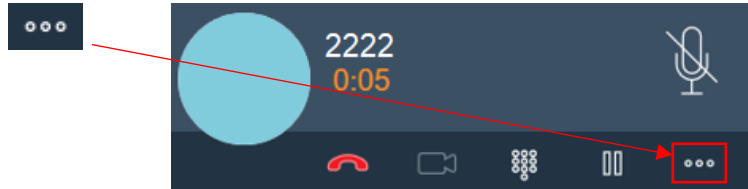
NOTE: Your voicemail password will NOT have changed because of the new Workplace app. If you have forgotten your password, please request a ***Voicemail Password Reset*** request on TopDesk.

Transferring a Call / Blind Transfer

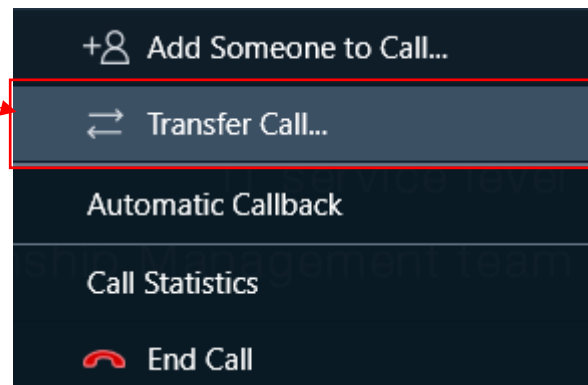
This shows you how to transfer a user you are on a call with to another extension number.

NOTE: This method will be a blind transfer, meaning you will not be able to introduce the call to the person you are transferring to as you will no longer be a part of the call.

1. Whilst on a call, click the **icon**.

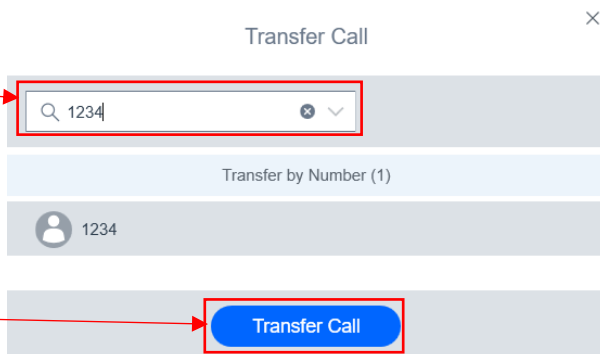


2. Click **Transfer Call...**



3. Enter the **4-digit extension number** of the user you would like to transfer the call to.

(e.g. 1234)



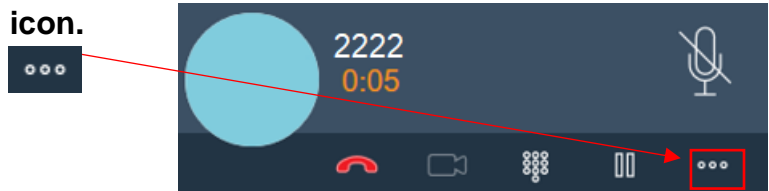
4. Click **Transfer Call**.

5. You will then be disconnected from the call.

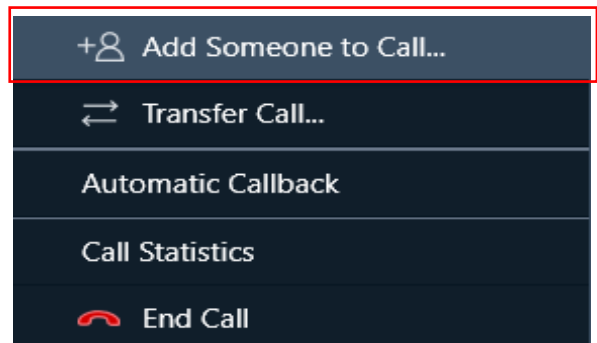
Transferring a call / Attended Transfer / Conferencing

NOTE: This method can be considered an attended transfer, meaning you will be able to introduce the call to the person you are transferring to.

1. Whilst on a call, click the **icon**.

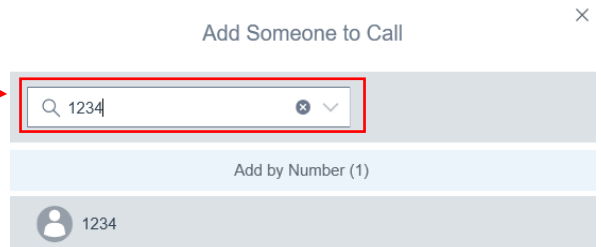


2. Click **Add Someone to Call...**

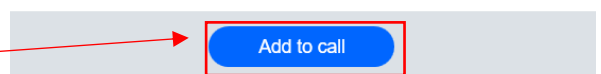


3. Enter the **4-digit extension number** of the user you would like to add to the call.

(e.g. 1234)

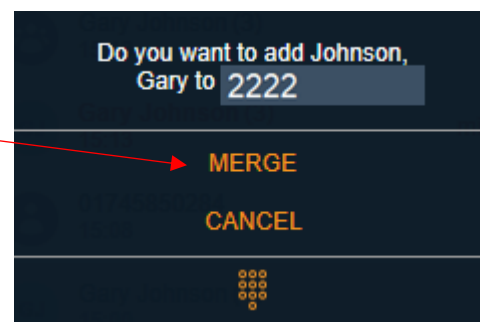



4. Click **Add to call**. This will then add a user to the call.

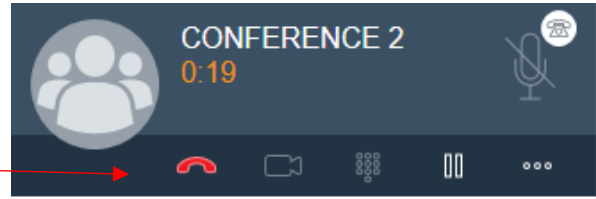


(At this point only yourself and the extn you have called are in conversation, the incoming caller is placed on hold)

5. Click **merge** and you will now be in a 3 way conversation, ie all parties connected.



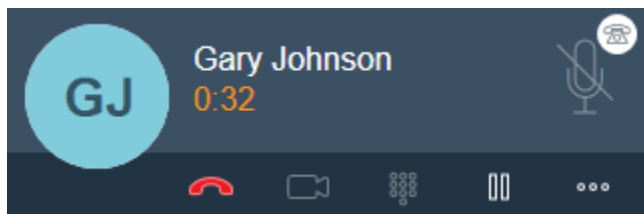
6. To leave the call, click the
end call  **icon.**



NOTE: Although you leave the call, the other 2 users will remain in conversation.

Alternative method of transferring calls / call handling

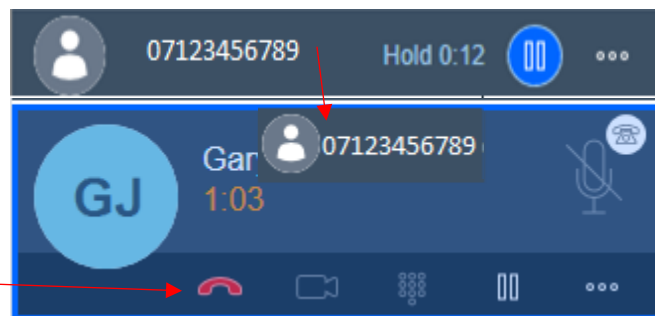
1. Answer the incoming call



2. Dial the extn of the where call is to be transferred on your laptop and press enter, Or select the extn from your saved contact list. The incoming call is automatically placed on hold

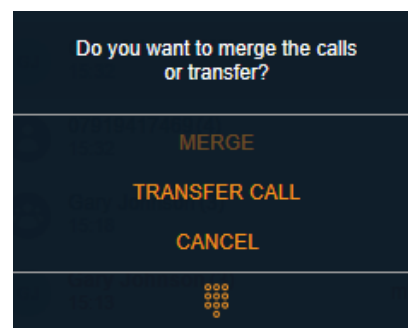


3. Introduce the call then drag and drop the held top call to the bottom call to join the calls together.

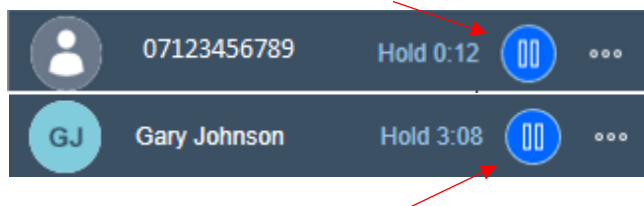


4. If you want to cancel this call and transfer to someone else just hang up and dial again.

5. Then select Transfer call



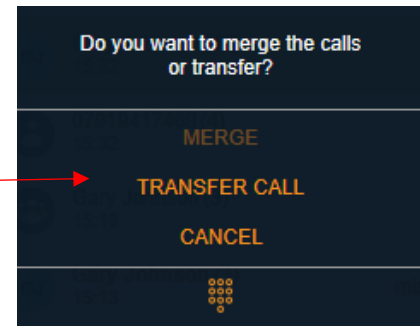
6. Or switch between calls if required by pressing the associated hold button



7. Then drag and drop the top call to the bottom call to join the 2 calls together.



8. Select transfer call

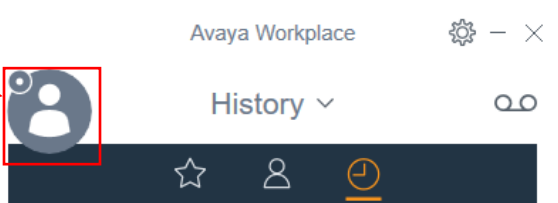
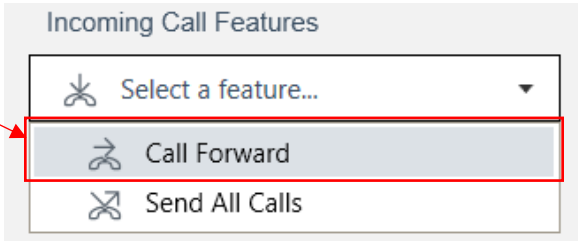
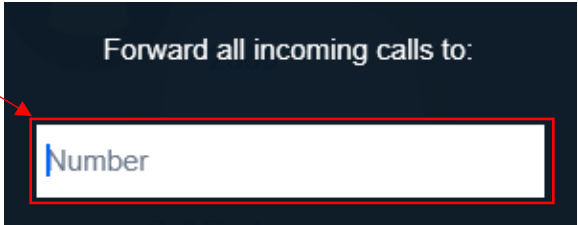
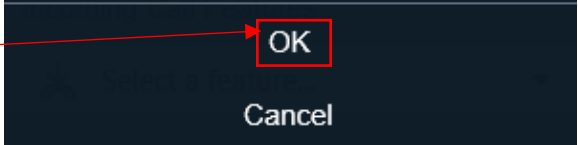


Enabling Call Forwarding

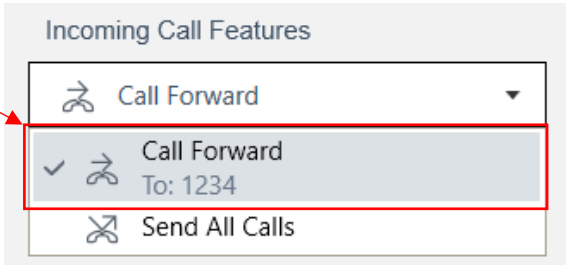
This shows you how to set up call forwarding on your extension such that calls made to your extension are forwarded to another user's extension or an external number.

NOTE: Call Forwarding may compromise any calls that you receive as part of a hunt group.

Also, any Call Forwarding will prevent calls being received via the Workplace App.

1. Click the **profile** icon near the top left of the application.
2. Click the **Select a feature...** drop down menu. Then select **Call Forward**.
3. Enter the **4-digit extension number** that you would like to have calls forwarded to.
(e.g. 1234)
4. Click **OK** to confirm.


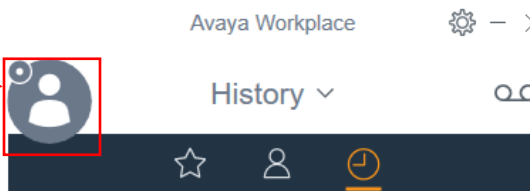
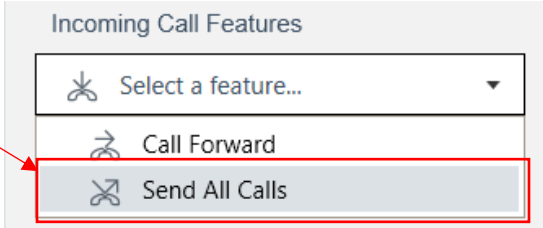
Disabling Call Forwarding

1. To **disable** call forwarding, go back to the dropdown menu above and click the **Call Forwarding** option.

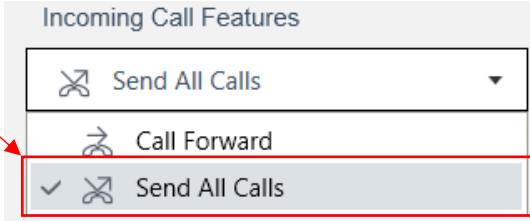
Enabling 'Send All Calls'

This shows you how to enable send all calls on your extension which sends calls straight to your voicemail or to other members of your hunt group (*if applicable*).

NOTE: Enabling Send All Calls will prevent calls being received via the Workplace App.

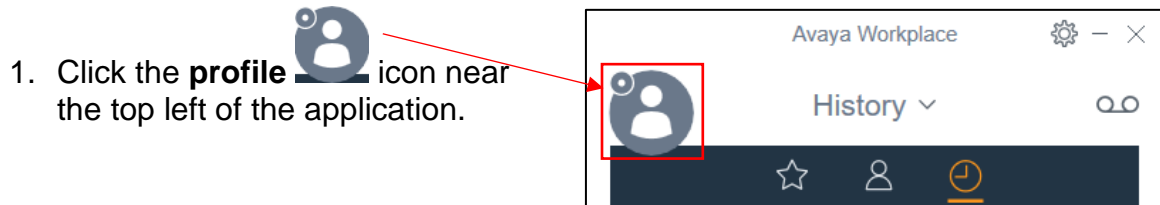
1. Click the **profile**  icon near the top left of the application.
2. Click the **Select a feature...** drop down menu. Then select **Call Forward**.

Disabling Send All Calls

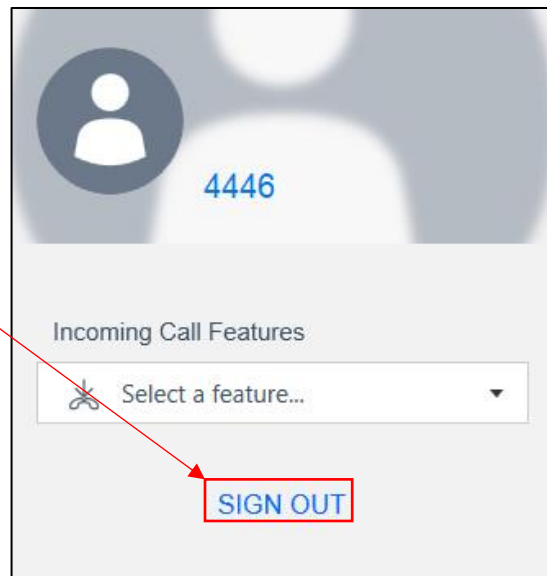
1. To **disable** send all calls, go back to the dropdown menu above and click the **Send All Calls** option.

When finishing work for the day

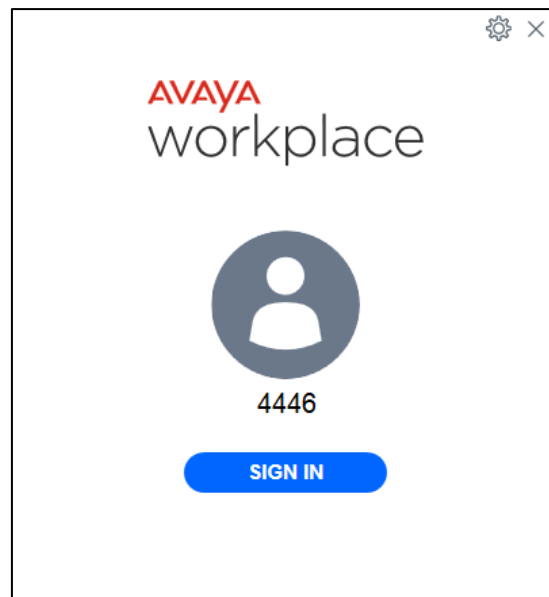
Here is what to do when you are finishing work for the day and no longer want to receive calls.



2. Click **SIGN OUT**.




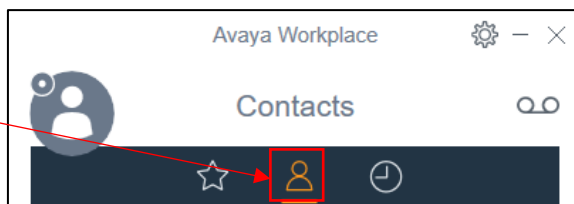
3. Once signed out, you will no longer be receiving calls until you log back in.




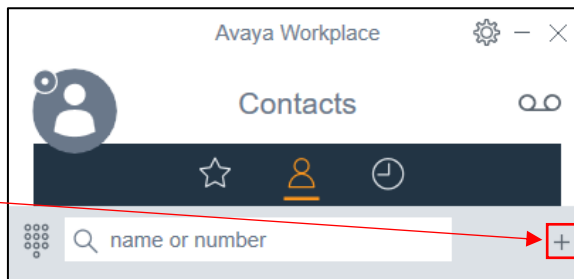
Adding a contact

This shows how you can add a contact to the application for easier calling.

1. Click the **Contacts**  icon near the top of the application.



2. Click **plus**  icon on the right.



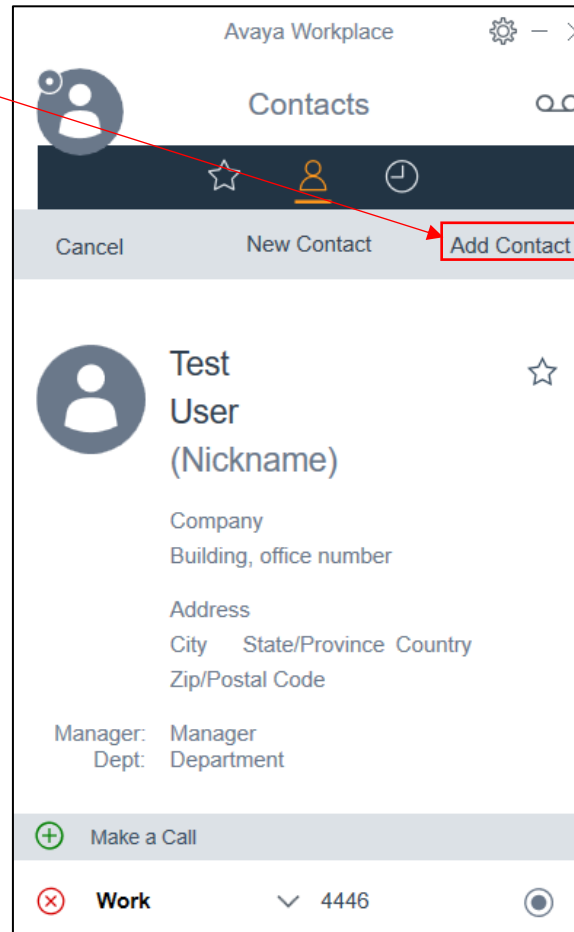
3. Here you will be able to create the contact.

You will be required to enter a:

- **First Name**
- **Last Name**
- **Phone Number**


NOTE: For internal contacts, you can just enter a **4-digit extension** as the phone number.

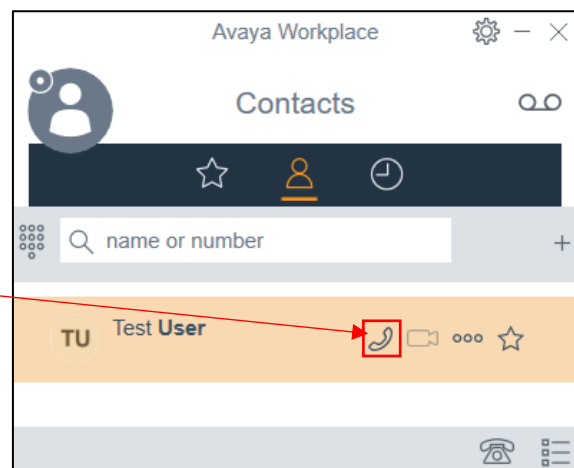
4. Once the details have been entered, click **Add Contact**.



5. The contact will then be added to your contacts.

Calling a contact

1. To call the contact, hover over the contact and select the **call**  icon which will begin a call to the contact.



4. FAQs

Q: What happens to the call if I decline it via the Avaya Workplace app?

A: The user will either be prompted to leave a voicemail (*if you have it on your extension*), be forwarded to another member of your hunt group (*if you are a part of one*), otherwise the call will be dropped.

Q: Why can't I search for colleagues like I could on Skype?

A: That feature has not yet been implemented with Avaya Workplace but will be available in the future.