

Avaya IX Workplace Soft Phone Instructions

Date of Current Revision: March 2020

Primary Responsible Officer: AVP for MIS



1. PURPOSE

The purpose of this procedure is to define the process and uses of Avaya IX Workplace Soft Phone at Fayetteville Technical Community College (FTCC). With Avaya IX Workplace Client, you can use the soft phone to make audio calls, listen to voice mail messaging, answer calls and send all calls to voice mail, view your call history that is stored locally on the device, access your contacts by using the campus directory and local contacts, log in to your extension, and answer and transfer calls.

This document will assist you with the uses of your soft phone. If after using this document you still have issues, please contact the FTCC Help Desk at 910-678-8502.

2. SCOPE

This procedure applies to all College staff members of the College community. This procedure applies to all information collected, stored or used by or on behalf of any operational unit, department and person within the community in connection with College operations. In the event that any particular information at FTCC is governed by more specific requirements under other College policies or procedures the more specific requirements shall take precedence over this procedure to the extent there is any conflict.

3. ACRONYMS / DEFINITIONS

Avaya IX Workplace Client. Is a soft phone application that provides users with access to unified communications (UC) services associated with their **Avaya** infrastructure.

MIS. Management Information Services.

VPN. A virtual private network, or **VPN**, is an encrypted connection over the Internet from a device to a network. It is useful for corporate traffic over the Internet.

4. PROCEDURES

This document will provide the basic uses of Avaya IX Workplace Soft Phone.

*** NOTE – For this application to function like your physical office phone you must connect to VPN first, then launch the application.**

*** NOTE – To access this tutorial, see screen shot below.**

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A screenshot of the Avaya IX Workplace application interface. The interface is divided into a left sidebar and a main content area. The sidebar contains a search bar, a "Next Meetings" section with a link to "select a calendar", a "History" section, and a "Workplace Meetings" section with a "Join Workplace Meeting" button. The main content area shows a "Settings" window with a left-hand menu and a right-hand pane. The left-hand menu includes "User Preferences", "Accounts", "Services", "Desktop Integration", "Advanced", "Support", and "Check for Services". The "Support" option is highlighted with a red circle and the number "2". The right-hand pane shows the "Support" section with options like "About", "Enable Diagnostics", "Quality Improvement", "Report a Problem", "Emergency Disclaimer", and "Legal". At the bottom of the "Support" pane, there are links for "Open Tutorial" and "Reset Application", with "Open Tutorial" highlighted by a red circle and the number "3". A "DONE" button is located at the bottom right of the "Settings" window. A red circle with the number "1" is placed over the settings gear icon in the top right of the application window. At the bottom of the sidebar, there is a "New Conversation +" button with a video call icon.

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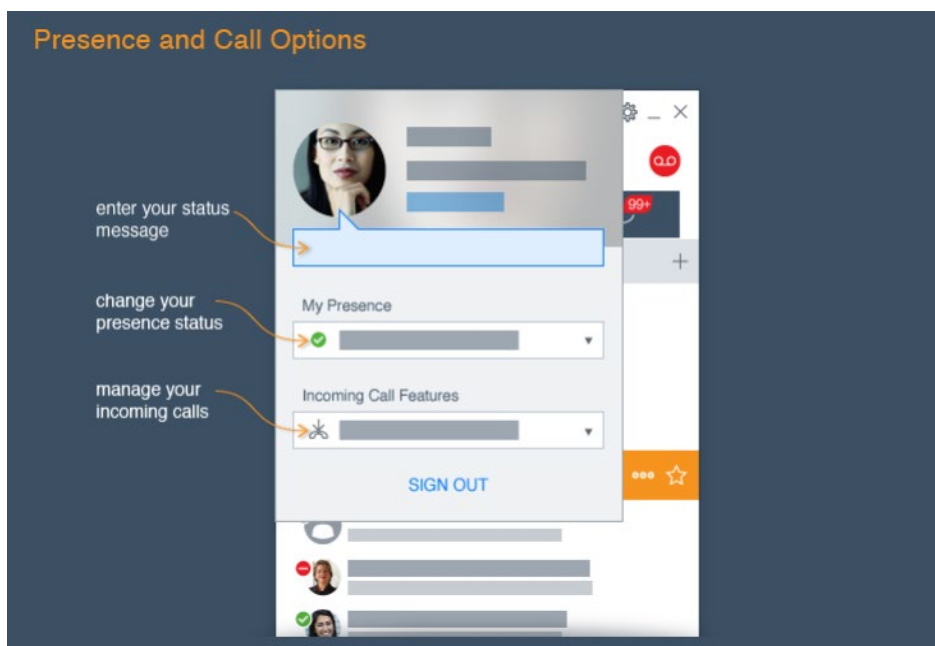
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4.1 WELCOME TO AVAYA IX WORKPLACE!



4.2 PRESENCE AND CALL OPTIONS



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4.3 TOP OF MIND

Top of Mind

Your next meetings, latest messages, and recent calls are shown here.

start or join this meeting

badge shows how many conversations have new messages

click to see the full list

4.4 CUSTOMIZE YOUR TOP OF MIND

Customize your Top of Mind

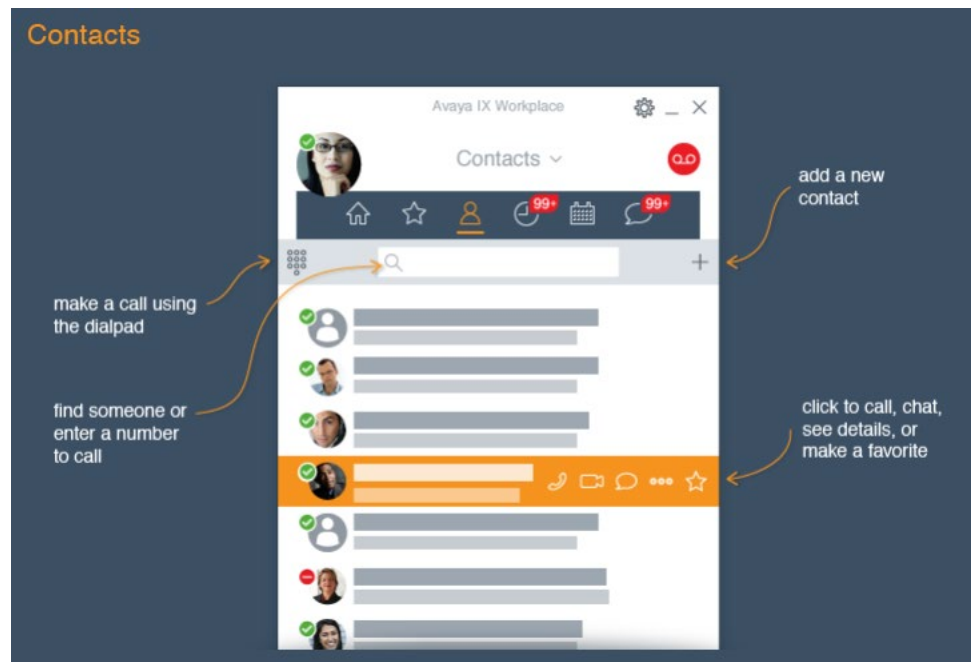
drag and drop to change the order

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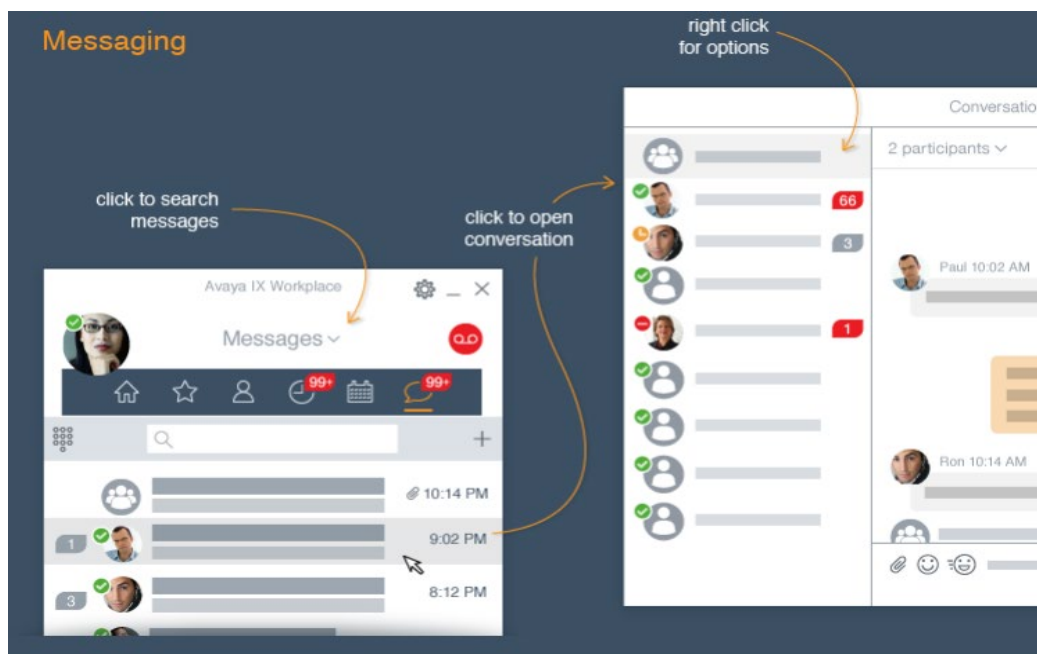
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4.5 CONTACTS



4.6 MESSAGING



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5. EXCLUSIONS / EXCEPTIONS

No approved exceptions exist at this time.

6. RELATED COLLEGE DOCUMENTS, FORMS, AND TOOLS

7. DOCUMENT ADMINISTRATION

7.1. DOCUMENT OWNER

This document is owned by Management Information Services Office which is responsible for its content and maintenance. For questions or comments, please email help@faytechcc.edu.

7.2. DOCUMENT REVIEW

This document is subject to periodic review to validate the content remains relevant and up-to-date. Significant or material changes to this document must be submitted to the AVP for MIS and ISE for review and comment prior to adoption.

7.3. CHANGE HISTORY

Version	Description	Author	Date
1.0	Initial publication	PLS	3/17/2020

7.4. APPROVAL HISTORY

Version	Name	Title	Date
1.0	Pamela Scully	AVP for MIS	3/17/2020

8. APPENDIX

N/A