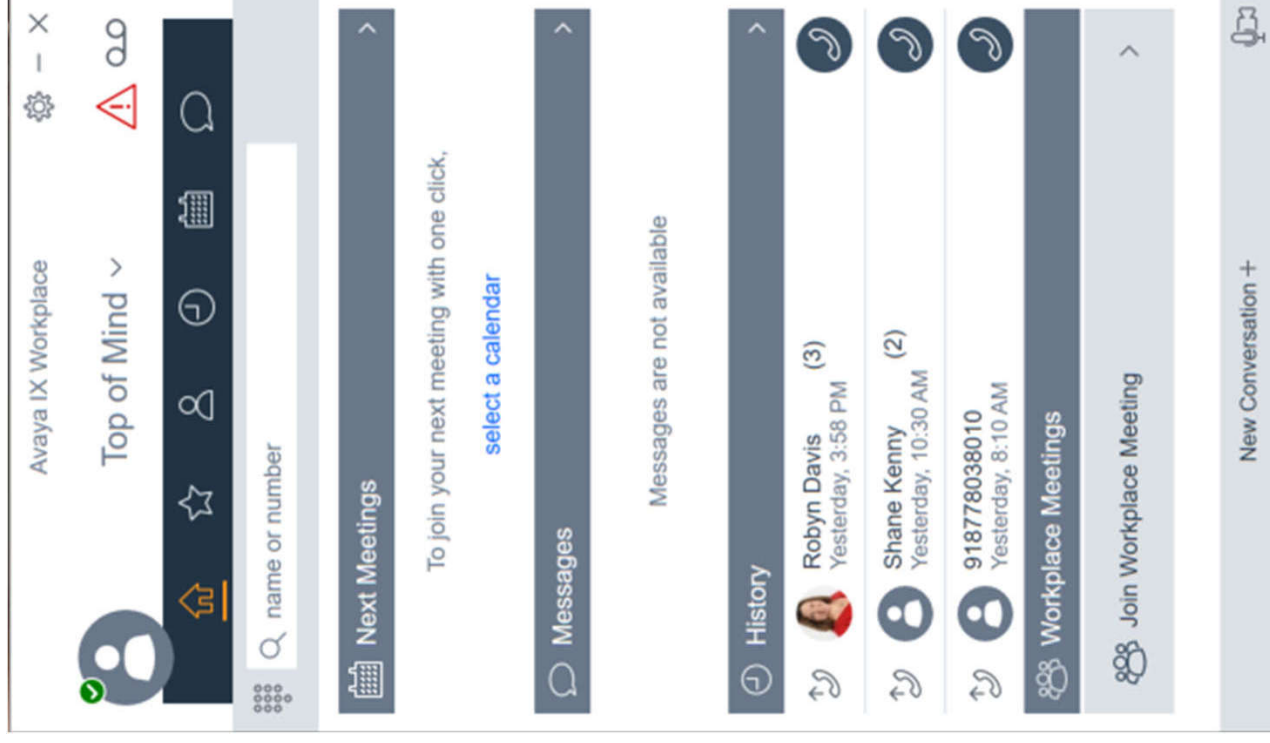# Welcome to your new softphone system

**Avaya**

When you turn on your computer, Avaya will open automatically. You will already be connected and ready to go.

You can resize this to whatever size works best. You can also minimize it and find it on your taskbar at the bottom of your monitor.
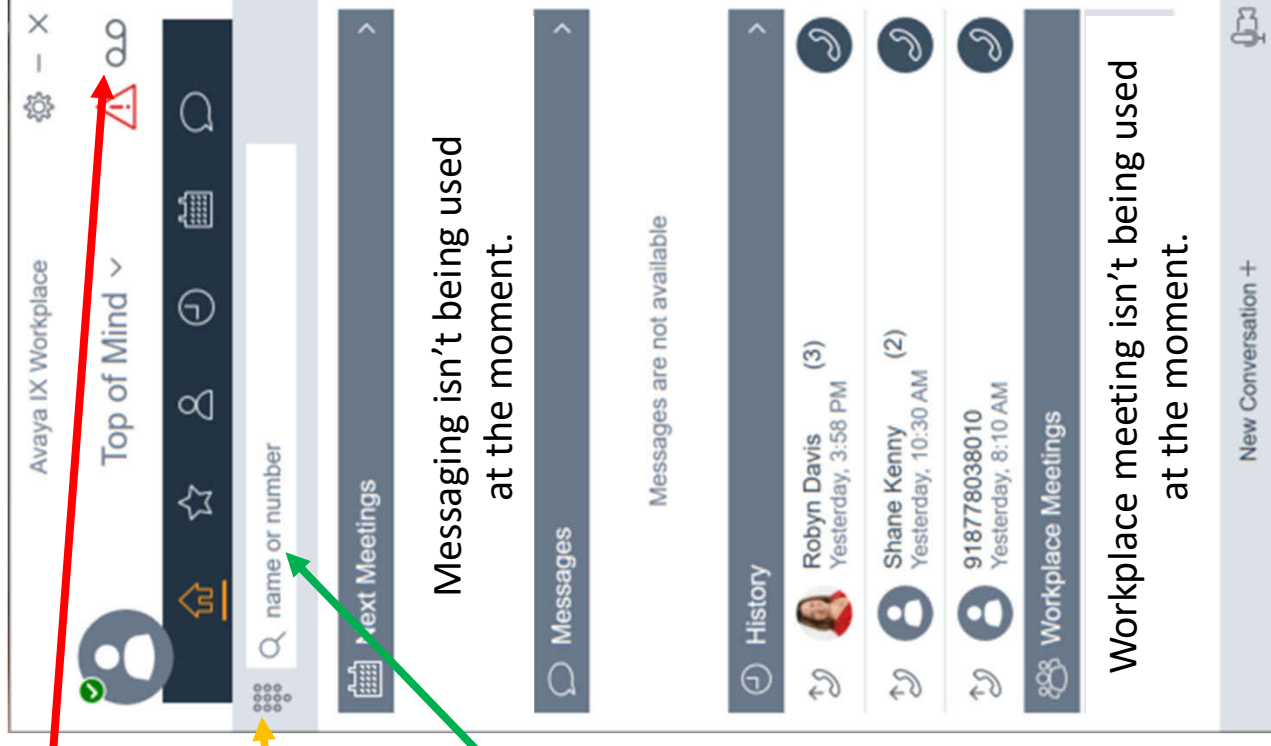
This is the Home Screen. From here you can

- **View Voicemails** – If you have voicemails this icon will be surrounded by a red circle. Just click to access voicemail menu. Headset is needed.

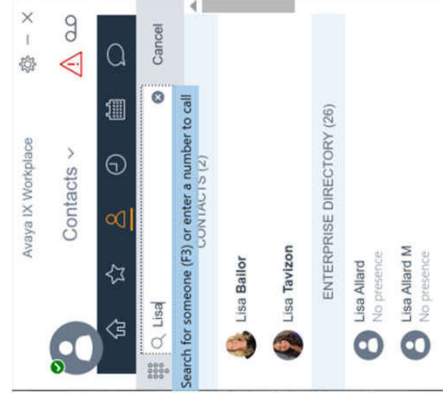- **Open the keypad** – You can use your keyboard to type numbers in
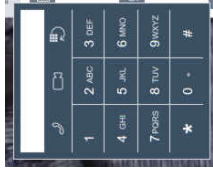
- **Name or number** – Just type the phone in the box and hit enter to dial or persons name to look them up.
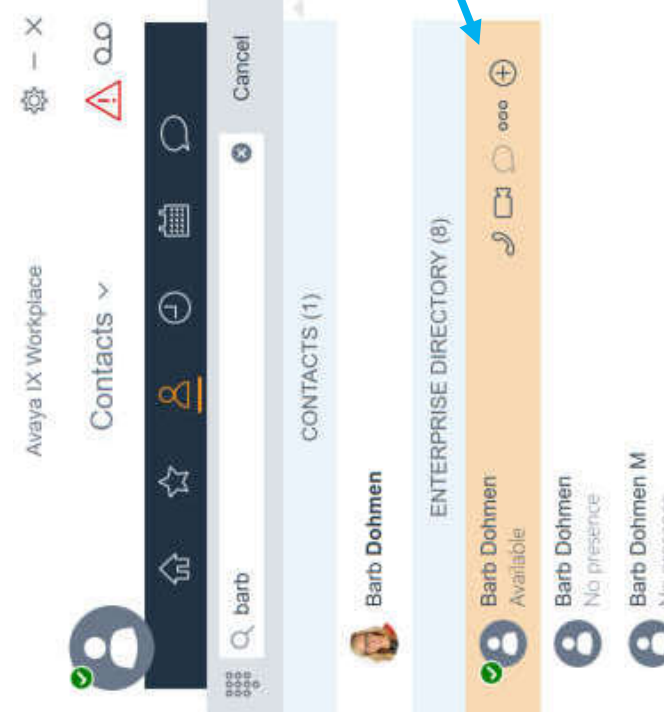
- **View History**

# To make a phone call

Type your customers name or number in the box.
If it's a number, just hit enter to dial.
Don't forget to add 9 for outside calls
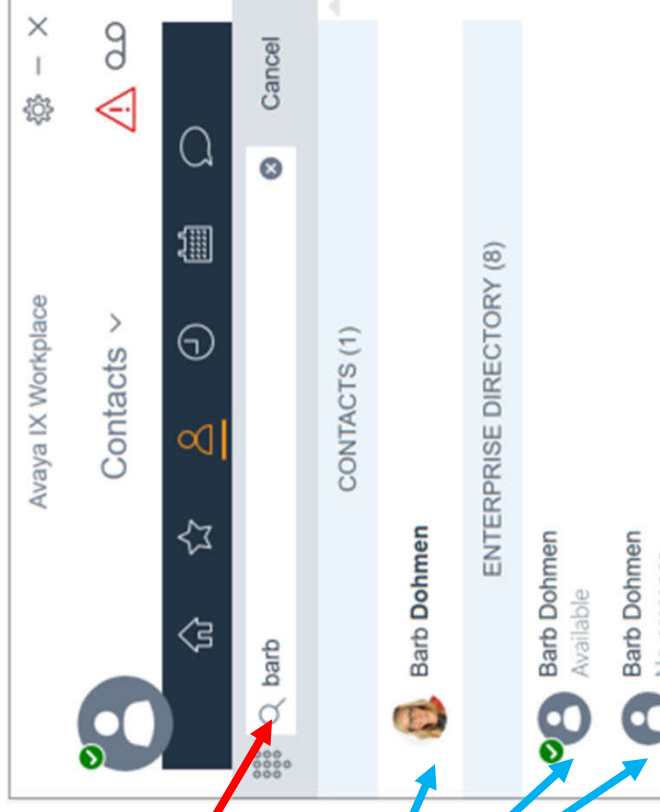
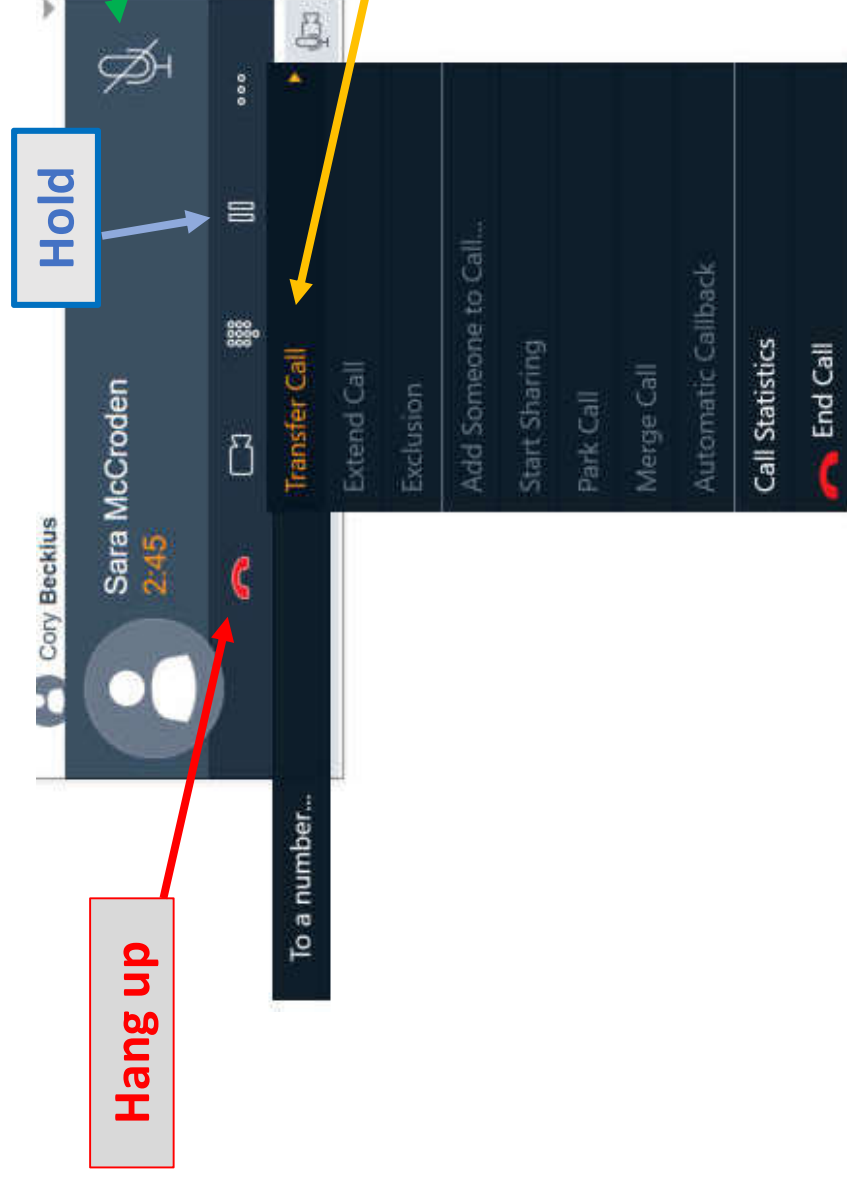Any entries with that name will show

Move your pointer over any contact and it will turn orange and the options to call, video, chat and more will show up. Click on the phone icon and the primary number will be called.

Click on the [ ooo ] and you'll have more numbers pop up. Click the phone icon next to the number you'd like to call. The number with the dot is the primary number

**MOBILE** 402.741.0850
**WORK** 402.934.4753

Open Contact Details
Remove Contact

ENTERPRISE DIRECTORY (8)

Barb Dohmen

Cancel

Contacts

The bottom of your Avaya app will show who you are on a call with and the options you have.

Cory Beckius

Sara McCroden
2:45

**Mute your mic**

**Hold**

**Hang up**

Transfer Call
Extend Call
Exclusion
Add Someone to Call...
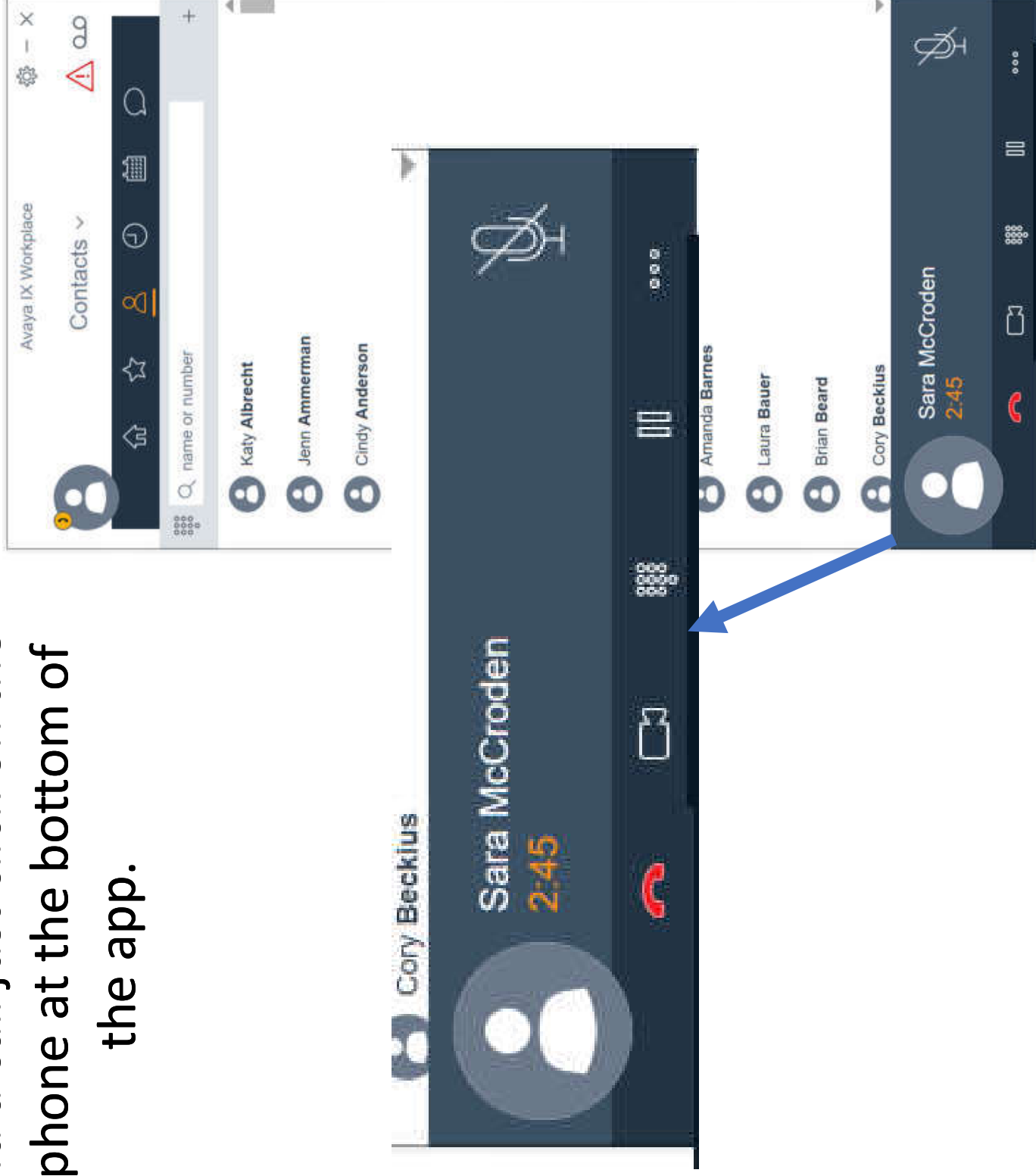Start Sharing
Park Call
Merge Call
Automatic Callback
Call Statistics
End Call

To a number...

More Options – transferring call

Select to a number and type the number you're transferring to. Can be an extension or a phone number (please remember to add 9) Hit enter to transfer.

To end a call just click on the red phone at the bottom of the app.

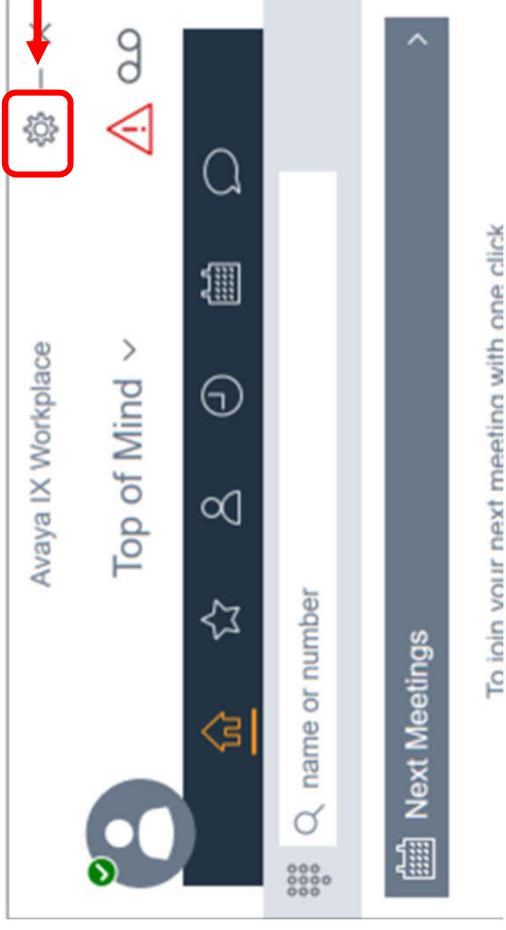# Shortcuts!

One of the best features is that you can create your own shortcuts!

I have already changed my shortcuts so my screenshots may not match what you have.

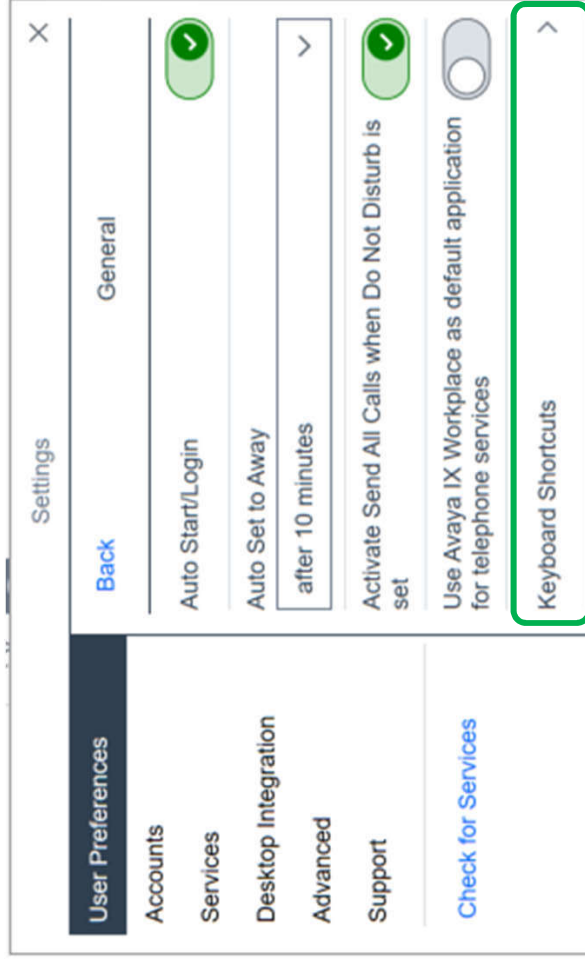Quick Overview (screen shots are on next slides)

1. Open Settings
2. General
3. Keyboard Shortcuts
4. Press the key(s) you'd like for that shortcut
5. Toggle the Global button next to it
6. Click Done.

# 1. Settings



# 2. General

3. Keyboard Shortcuts

4. Click in Shortcut box and press the keys you want to use
(Ex. Hit the F1 Button, do not Type F 1)
*F2 and F3 cannot be used.

5. Check the Global box

6. Click on Done

Settings — General

User Preferences
- Accounts
- Services
- Desktop Integration
- Advanced
- Support

Back

Auto Start/Login

Auto Set to Away
after 10 minutes

Activate Send All Calls when Do Not Disturb is set

Use Avaya IX Workplace as default application for telephone services

Keyboard Shortcuts

Check for Services

Settings — Keyboard Shortcuts

User Preferences
- Accounts
- Services
- Desktop Integration
- Advanced
- Support

Back

Check for Services

| Command | Shortcut | Global |
|---|---|---|
| Answer Incoming Call | F1 | |
| Ignore Incoming Call | F5 | |
| Mute / Unmute | F9 | |
| End Current Call | F4 | |
| Hold / Unhold Current Call | F6 | |
| Transfer Current Call | F7 | |

DONE