



# Avaya Workplace Mobile App Setup Guide

[Overview](#)

[Downloading the Avaya Workplace mobile app](#)

[Home Screen: Turning Off Top of Mind](#)

[Sign In](#)

[Sign Out](#)

[Place a Call](#)

[Incoming Calls](#)

[Advanced Controls While on a Call](#)

---

## Overview

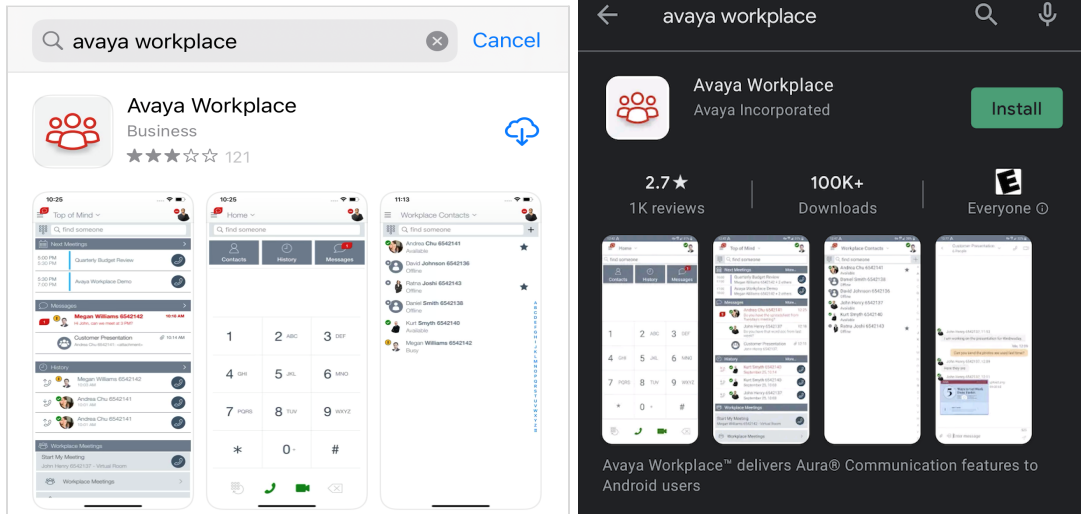
The Avaya Workplace client app, when installed on a mobile device, connects with Smith College's telephone system, allowing you to make and receive calls using your Smith College telephone extension. Your device, typically a smartphone, can be connected to your mobile data network or to a wireless network (Wi-Fi).

When placing calls, the outgoing caller ID will be the same as what is sent from your campus phone. Calls placed to your campus extension will ring on your smartphone, as long as the Avaya Workplace app is open and running in the background on your phone.

## Downloading the Avaya Workplace mobile app

Note the following instructions show screens as they appear on an iPhone/iOS device.

1. On your Smartphone or other mobile device go to the App Store and search for "**Avaya Workplace**". You should see a result that looks like this:



- To download the app, select the cloud with the down arrow. You may need to enter your ID for the app store.

**NOTE: For account configuration, it's necessary to disconnect your device from Wi-Fi and use cellular data. After initial setup, you can use the application for calls when connected to Wi-Fi.**

- When you first access the app, there will be a series of permission requests for access to various functions on your phone.
  - On an iPhone: Access to the **Microphone** is required. We also recommend allowing **Notifications**. Access to the camera, contacts and calendar can be declined.

**"Avaya Workplace" Would Like to Send You Notifications**

Notifications may include alerts, sounds, and icon badges. These can be configured in Settings.

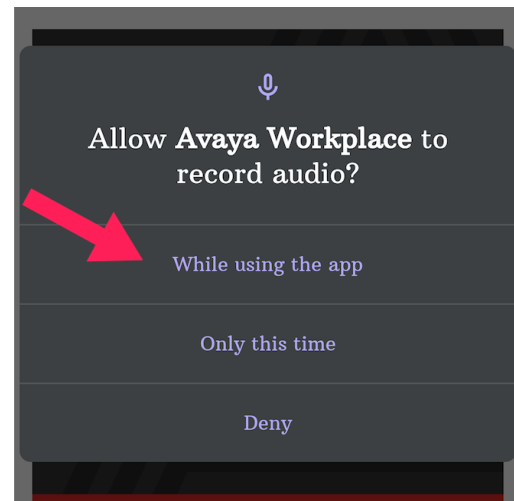
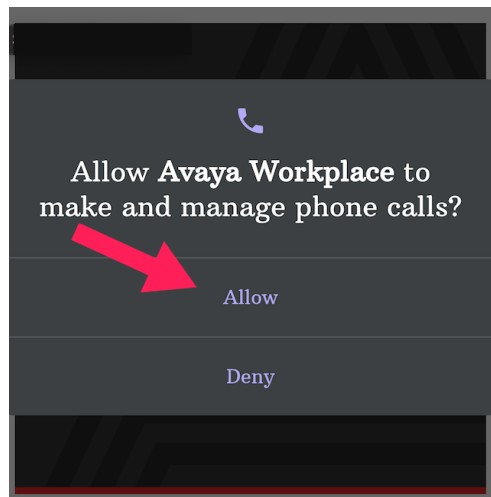
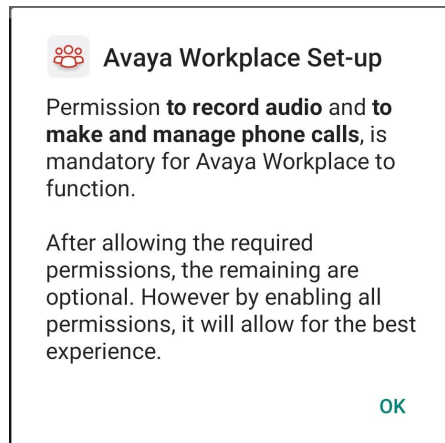
Don't Allow
Allow

**"Avaya Workplace" Would Like to Access the Microphone**

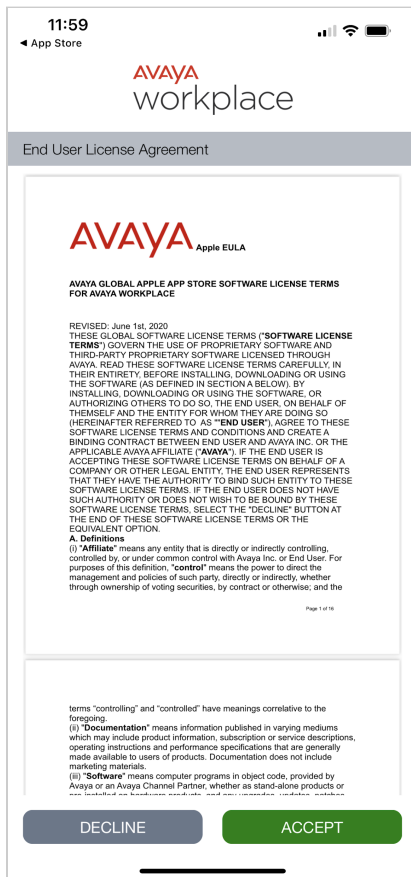
The microphone will be used for audio calls.

Don't Allow
OK

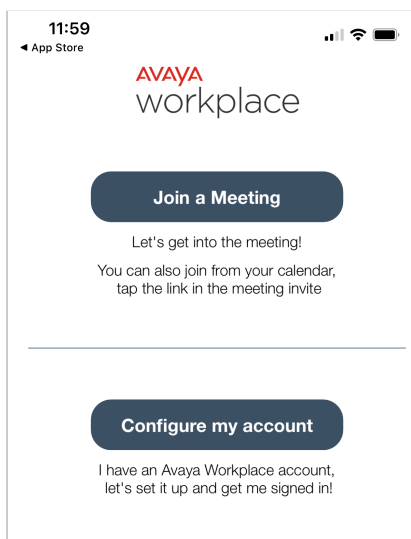
- b. On an Android device: The required permissions are to **record audio** (which provides access to the microphone) and to **make and manage phone calls**. Note: Access to the camera, contacts and calendar can be denied.



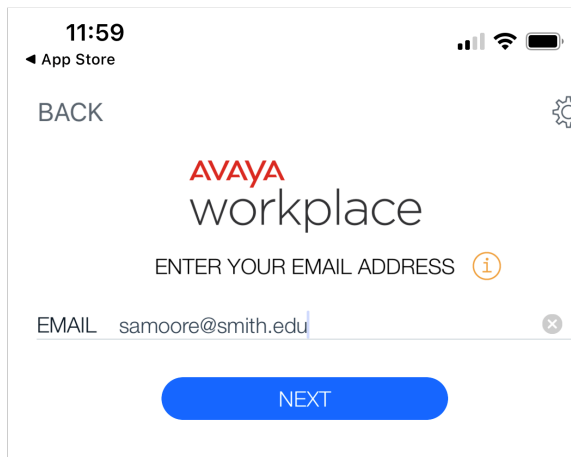
4. Select **Accept** to accept the End User License Agreement



5. The App main screen shown below should open. Select **Configure my account**.

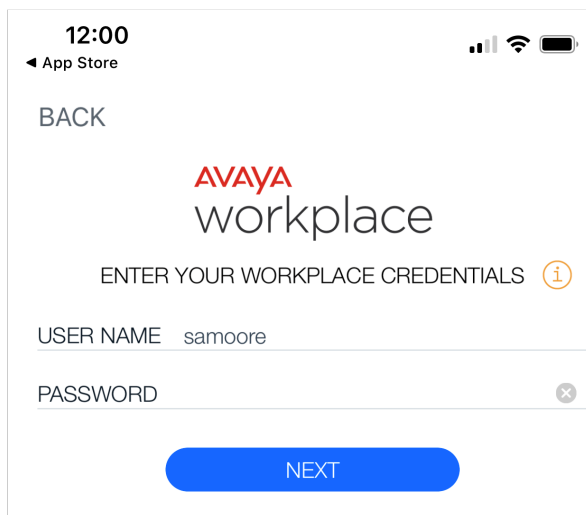


6. Enter your Smith College email address and select **Next**.



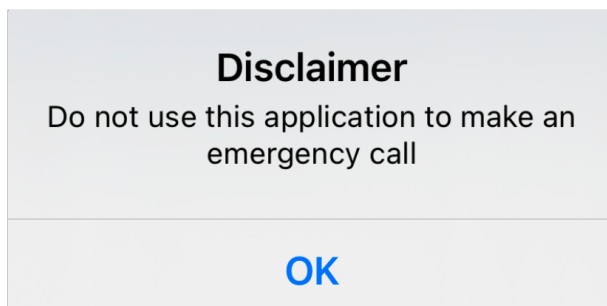
The screenshot shows the AVAYA workplace app registration screen. At the top, the time is 11:59 and the status bar shows signal strength, Wi-Fi, and battery. The screen has a 'BACK' button and a settings gear icon. The AVAYA workplace logo is centered. Below the logo, it says 'ENTER YOUR EMAIL ADDRESS' with an information icon. An email input field contains 'samoore@smith.edu'. At the bottom, there is a blue 'NEXT' button.

7. Enter your Smith College username and password and select **Next**.  
*NOTE: Your username is your email username without @smith.edu.*



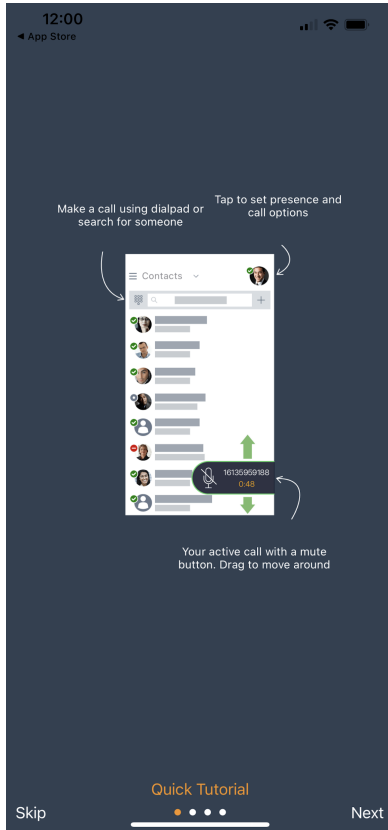
The screenshot shows the AVAYA workplace app registration screen. At the top, the time is 12:00 and the status bar shows signal strength, Wi-Fi, and battery. The screen has a 'BACK' button and a settings gear icon. The AVAYA workplace logo is centered. Below the logo, it says 'ENTER YOUR WORKPLACE CREDENTIALS' with an information icon. There are two input fields: 'USER NAME' containing 'samoore' and 'PASSWORD'. At the bottom, there is a blue 'NEXT' button.

8. Select **OK** to accept the disclaimer to not use the app for emergency calls

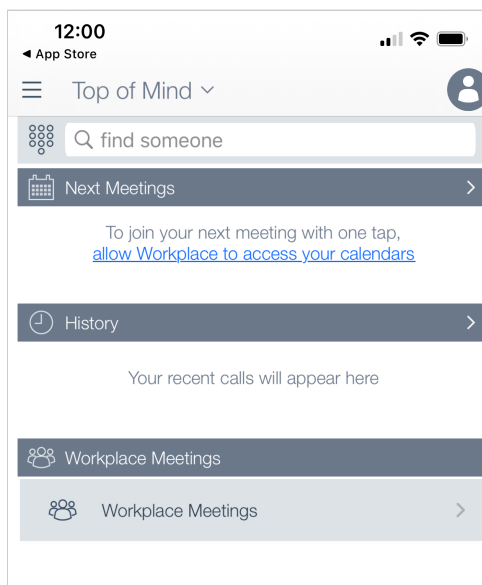


The screenshot shows a disclaimer dialog box with a grey background. The text reads: 'Disclaimer' in bold, followed by 'Do not use this application to make an emergency call'. At the bottom, there is a blue 'OK' button.

9. A tutorial will open; you can select **Skip** in the lower left corner.

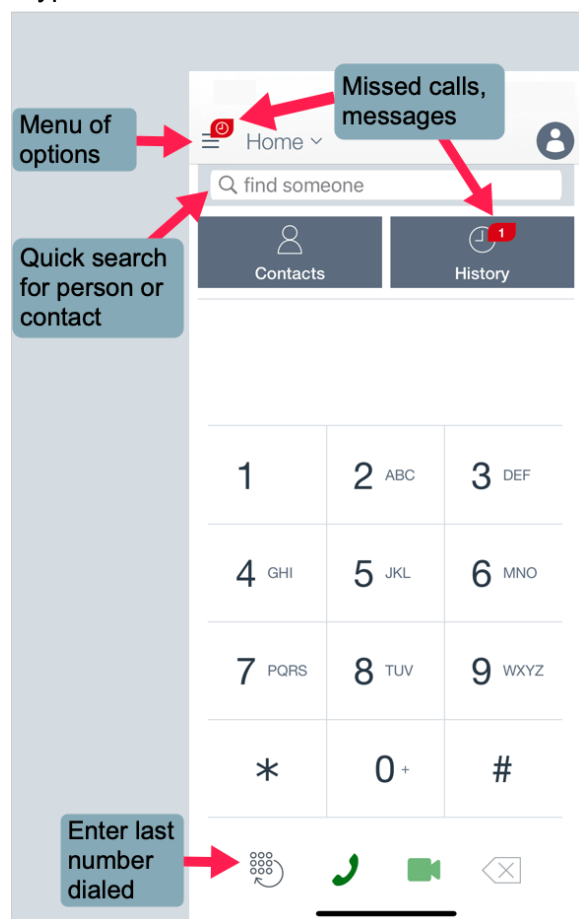


10. After skipping or going through the tutorial, the app should open to the “Top of Mind” home screen. You are now logged into the app.



## Home Screen: Turning Off Top of Mind

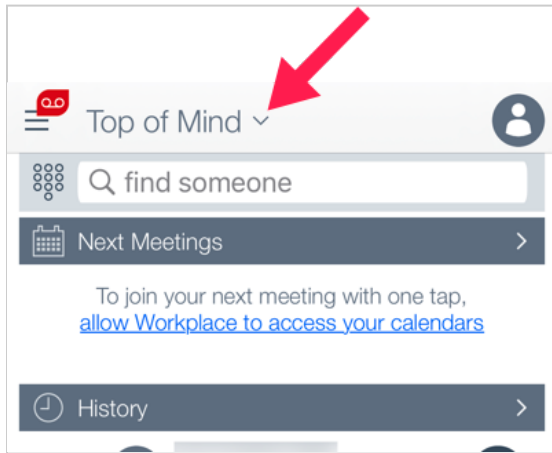
By default, the Home Screen of the Avaya Workplace app is the Top of Mind screen. Because this screen includes features that aren't available to the Smith community, it is recommended that users **turn off** the Top of Mind. When turned off, users will see a Home screen with a numeric keypad and buttons to access Contacts and History:



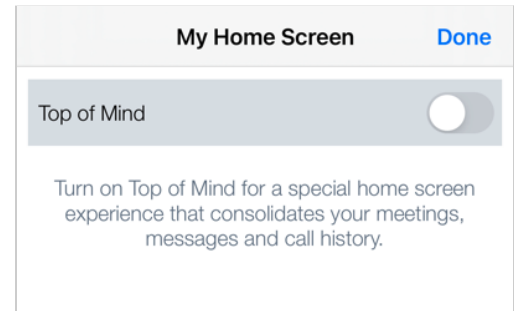
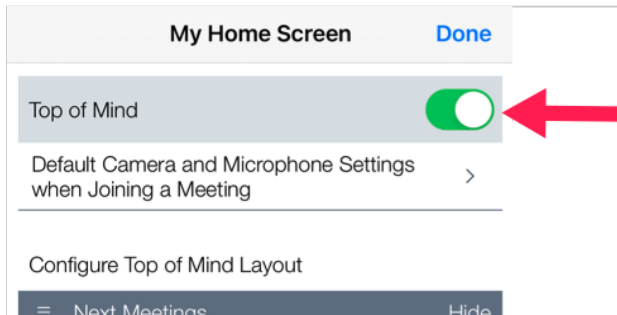
**Fig. 1.** Home screen with Top of Mind turned off.

To turn off the Top of Mind:

1. From the default Home Top of Mind screen, select the down arrow to the right of the Top of Mind heading. My Home Screen settings will display.



2. Move the slider for Top of Mind to the left so that it is no longer green. The main screen will display the simplified Home layout.



## Sign In

When you first install and setup the app, you are signed in to your account. Additionally, you are automatically signed in when you open the app on your phone. By default, you will remain signed in until you sign out or close the app.

To sign in again, open the Avaya Workplace app on your device, the same way you open other apps. You will be automatically signed in and ready to receive and place calls.

## Sign Out


If you no longer wish to receive calls through the app, e.g. at the end of the workday, simply close the app or sign out of the app.

Close the app the same way you close other apps on your device:




1. Locate the Avaya Workplace app that is running, then swipe up to close it.

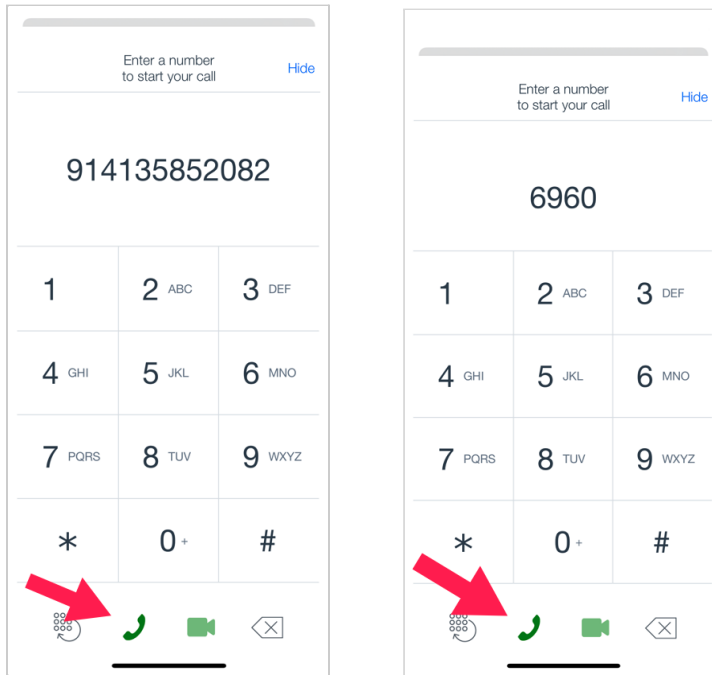
To sign out:

1. Select the profile icon  in the upper right corner of the screen. A new screen with incoming and outgoing call setup information will display.
2. At the bottom of the screen, select SIGN OUT. You will be signed out and redirected to the Avaya Workplace Sign In page.

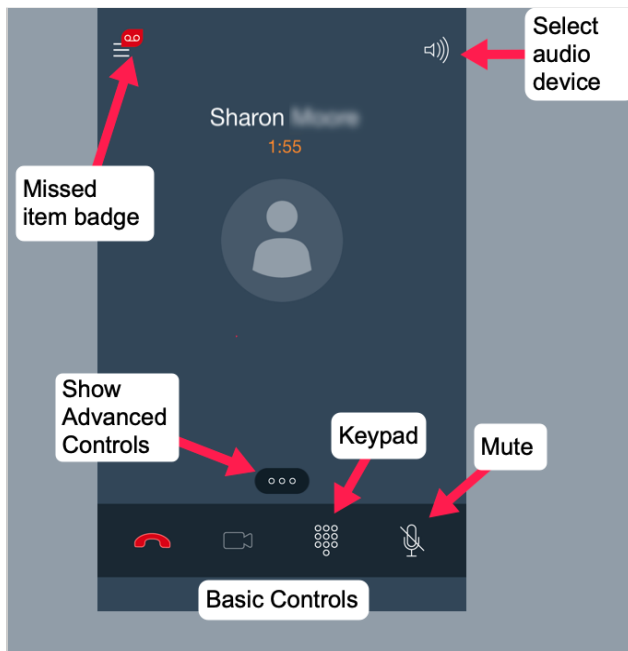
## Place a Call

When placing calls via the Avaya Workplace app, you are essentially placing a call from your on-campus extension. Caller id information displayed to the person you are calling will show the same as what is sent when you call from your campus phone.

1. From the Home screen, enter the number on the keypad. Note: this assumes you have turned off Top of Mind as described earlier.
  - a. To place off-campus calls, enter the 10-digit phone number. (Note: It is not necessary to dial 9-1 when using the mobile app.)
  - b. To call an on-campus number, enter the 4-digit extension
2. To place the call, select the green handset  at the bottom of the screen.



- Once the call is connected, the screen changes and new options at the bottom of screen appear.



- To end the call, select the red handset.

## Incoming Calls

If the Avaya Workplace mobile app is running on your device when someone calls your campus phone number or extension, the app will ring and display caller id information. The screen notifications announcing the call with options to answer looks similar to the way you answer other calls on your device.


Once you are connected to the call, the same screen appears as when you call out, with the same basic controls and access to advanced controls:

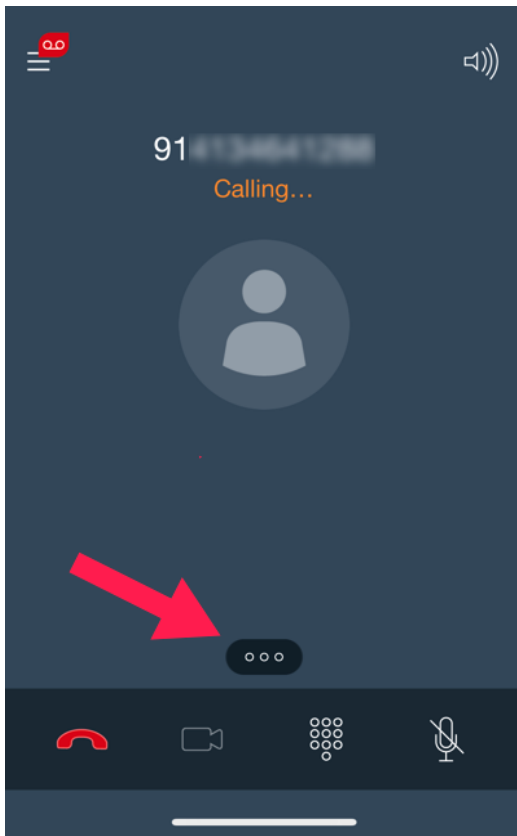


## Advanced Controls While on a Call

While on a call, advanced call features are available and include the ability to:

- Place a conference call i.e. add someone else to a call
- Place the other person on hold
- Transfer the call
- Silence audio on the line

1. To access advanced controls, select the three dots  in the middle lower portion of the screen.



2. A new panel will display the advanced controls.

