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Visit the [Soft Phone](#) page for additional information, training videos and user guides.

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Benefits

Q: What are the benefits of using Workplace?

A: The Workplace app offers the following benefits:

1. **Avoid cellular roaming charges when traveling abroad** - Calls placed using your Lab phone number from the App are not charged for US domestic calls, even when abroad. The App works over WiFi or your carrier's data plan.
2. **Keep your cellular number separate** - Incoming calls to your Lab phone number ring on the Workplace App, helping you identify it as a work call. When placing a call from the App, your Lab Phone number appears as your Caller ID rather than your cellular phone number.
3. **Use 4-digit dialing** - Remote workers and telecommuters, when using the App, are still reachable by 4-digit dialing.
4. **Lab Phonebook Directory** - Workplace has a built-in Lab Phonebook Directory allowing you to quickly dial Lab colleagues by using their name or number.
5. **Control when to receive calls** - To start or stop receiving calls to your Lab number, simply sign in or sign out of the App.
6. **Separate Lab voicemail from cellular voicemail** - Calls to your Lab number go to your Lab voicemail and not your cellular voicemail.
7. **Control the forwarding of your Lab phone number** - Use the Call Forward feature in Workplace to turn forwarding on or off and even change where calls are forwarded.
8. **Calendar Option** - View your next meetings and even join Zoom meetings.
9. **See missed Lab phone calls** - Know who dialed so you can call them back.
10. **Avoid interruptions** - Option to send callers dialing your Lab phone directly to your Lab voicemail with the Send All Calls feature.
11. **Visible Message indicator** - Know when you have Lab voicemail messages with quick access to the Voicemail system.
12. **Know before you call** - Presence indicator next to someone's name shows when they are on a call.
13. **Organize your contacts** - Combine contacts into Groups and denote Favorites for frequently dialed numbers.
14. **Answer calls on multiple devices** - Rings on up to 5 of your connected devices. Choose where to answer and place calls.
15. **Multiple Line Appearances** - Answer additional Lab phone numbers programmed as line appearances with busy light indication and rollover capabilities.
16. **Take your call with you** - Move a call in progress from one device instantly to another connected device.

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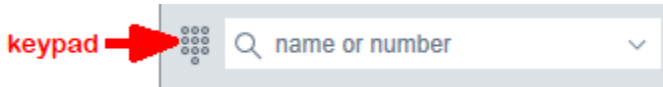
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Making and Receiving Calls with Workplace

Q: How do I make a phone call on a Windows or Mac computer?

A: In the *name or number* field, you can type in the numbers to dial or start typing in a name as it dynamically searches the LBL Enterprise directory and your contacts. You can also use the traditional keypad to dial. No need to first dial a 9, just the 10-digit number or the 4-digit extension.

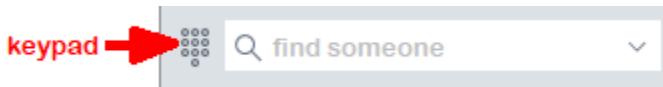
For international calls, you must dial 011 followed by the international number. Note: your Lab phone number must have international dialing capability to place international calls.



Q: How do I make a phone call on an iOS or Android smartphone/tablet?

A: Either click on the keypad icon or enter the name in the *find someone* field as it dynamically searches the LBL Enterprise directory and your contacts. No need to first dial a 9, just the 10-digit number or the 4-digit extension.

For international calls, you must dial 011 followed by the international number. Note: your Lab phone number must have international dialing capability to place international calls.



Q: How do I move an active call to another device?

A: To instantly move a caller, open Workplace on another device and press the green circle phone icon to continue your conversation. You may then hang up on the first device.



For Android and iPhone, the green phone icon is under the three bars for the menu slide-out.
For PC and Mac, the green phone icon will appear at the bottom of the window.


Optionally, place your caller on hold on one device and retrieve the call from hold on another device.

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Q: Will I be logged out of the app if I answer my desk phone?

A: No, the calls you answer on your desk phone will not impact the app. In fact, the app will show the state of the current call. You can also instantly move the caller between the desk phone and the app. See above question “[How do I move an active call to another device?](#)”

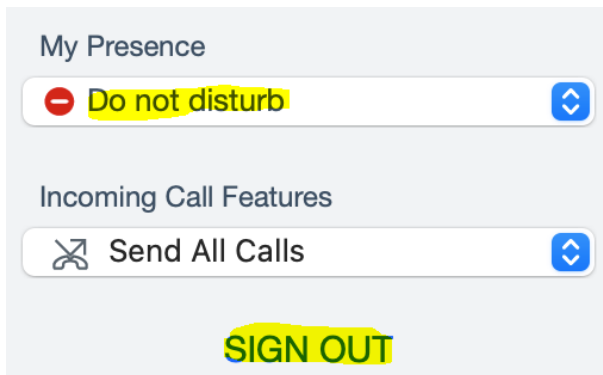
Q: Do I have to keep the app open or running in the background in order to answer an incoming call on the app?

A: Yes, the app must be open or running in the background for you to be able to answer calls. To close the app, go to the Presence icon  at the top of the screen and then click the SIGN OUT link to stop receiving calls.

Q: Can I stop or turn off receiving calls?


A: Select the Presence icon  at the top of the screen and set your Presence status to “Do not disturb” to send all your calls directly to voicemail. You may also choose to only use the “Send All Calls” under Incoming Call Features (sends all calls to voicemail without changing your Presence status). Alternatively, click the SIGN OUT* link to disconnect Workplace from the telephone system (incoming calls will still go to voicemail).

Here is an example of setting your Presence status to “Do not disturb” which automatically sets your Incoming Call Features to “Send All Calls”




*NOTE: If you have a Mitel phone (tan colored model), you must use the SIGN OUT option to stop receiving calls. Do not disturb and Send All Calls will not function if you have a Mitel desk phone.

Q: How do I forward calls to another number?

A: Select the Presence icon  at the top of the screen and select under Incoming Call Features, Call Forward. For a Lab extension, put in the 4-digits. For a local number enter 9+7 digits as 9nnnnnnn. For a long distance number, enter 91+10 digits as 91nnnnnnnnnn. Click on OK and Workplace will denote a blue arrow pointing Right indicating that all calls are forwarded. To disable call forwarding, go back to Incoming Call Feature and click on Call Forwarding. A pop-up message will indicate that call forwarding is off and the blue arrow will go away.

Q: How do I Send All calls to Voicemail?

A: Select the Presence icon  at the top of the screen and select under Incoming Call Features, Send All Calls. A pop-up will say, Send all calls in on, and Workplace will denote a blue arrow pointing upwards. To disable Send all calls, go back to Incoming Call Feature and click on Send All Calls. A pop-up message will indicate that send all calls is off and the blue arrow will go away.




Q: Can I call 911 from the soft phone app?

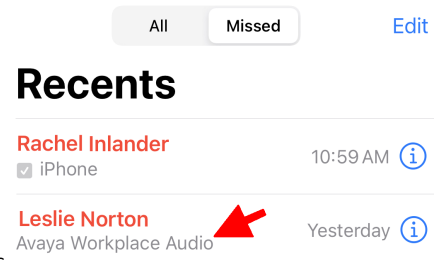
A: We do not recommend the use of the soft phone application to make 911 calls. If you need to make a 911 call, do so from either your Lab desk phone or from your cellular phone.

Voice Mail & Missed Calls

Q: How do I see my missed phone calls?



A: Workplace keeps track of the call history of missed, outgoing and incoming calls it handles for each signed-in Workplace client.




- On your Windows, Mac or Chromebook computer, select the History icon  at the top of the screen.
- On iOS or Android smartphones, select the Menu icon  at the top left side of the screen, then select the History  icon to view missed calls.
 - *Note: When Avaya Workplace is installed on an iPhone, the native Phone app will see all incoming calls to your Lab phone number as a missed call on your cellular phone as “Avaya Workplace Audio”.*




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Q: How do I check my voicemail messages?

A: You can use the Voice Mail  button to dial in and access the Lab voice mail system. The icon will have a red flag when there are new messages. Once in your Lab voice mail box, use the keypad  to play back and manage your voice mail messages.




- On your Windows, Mac or Chromebook computer, select the voice mail icon  at the top of the screen.
- For iOS or Android, select the Menu icon  at the top of the screen, then select voice mail .

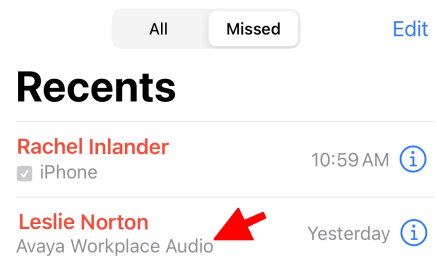
Q: Can I send callers directly to voice mail if I don't want to be disturbed?

A: Select the Presence icon  at the top of the screen and set your status to "Do not disturb" to send all your calls directly to voice mail. Alternatively, select the Incoming Calls Features and choose "Send All Calls" to send calls directly to voice mail.

Q: How do I see my missed, outgoing and incoming phone call history?

A: Workplace keeps track of the call history of missed, outgoing and incoming calls it handles for each signed-in Workplace client.

- On your Windows, Mac or Chromebook computer, select the History icon  at the top of the screen.
- On iOS or Android smartphones, select the Menu icon  at the top left side of the screen, then select the History  icon to view missed calls.
 - *Note: When Avaya Workplace is installed on an iPhone, the native Phone app will see all incoming calls to your Lab phone number as a missed call on your cellular phone as "Avaya Workplace Audio".*



Q: Can I block Workplace calls on my cellphone?

A: For iPhone users, you can block incoming Workplace calls to your Lab phone number just as you would your normal iPhone cellular calls. In your iPhone's call history, your Workplace calls appear as "Avaya Workplace Audio". Tap on the (i) next to this call and select "Block this Caller". The next time this same caller calls your Lab phone number, your Workplace app on your cellphone will not ring, and the caller will go to your Lab voicemail. Because Workplace and iPhone call history keep track of their blocked callers separately, if that

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same caller calls your iPhone cellular number directly, it will not be blocked unless you've blocked it separately there as well. Note that these blocked callers on your iPhone will not get blocked on other Workplace clients (e.g. Windows, Mac).

For Android users, calls to the Lab phone number can not be blocked because they do not appear in the Android's call history, only in the Workplace call history. For assistance with blocking calls, contact TSC@lbl.gov.

Contacts, Favorites and Contact Groups

Q: Can I find people in the Lab Phonebook using the app?

A: Yes, at the top of the screen, there is a search field where you can enter a partial or full name.

Q: Why give Workplace access to my Contacts on my smartphone?

A: It allows Workplace to search by name in both your personal contacts and the Lab Directory and include them in your Contact Groups and Favorites. Using Workplace to make calls to your personal contacts may also help keep your cellular usage costs down. To learn more about how to create Contact Groups and Favorites, watch this [video](#).

Q: How do I deny Workplace application permissions to my personal contacts?

A: You may deny Workplace permissions to your personal contacts. This way, Workplace is only searching the Lab's Enterprise Directory and not also your personal contacts you have stored on your client.

Allowing Workplace to search both the Lab's Enterprise Directory and your personal contacts when doing lookups, broadens the search. Rest assured, your personal contacts are not shared with the Lab, this is used strictly for read-only lookups in Workplace.

Depending on the client, follow these steps to deny access to your personal contacts:

Mac: System Preferences → Security & Privacy → Privacy Tab → Contacts. Uncheck Avaya Workplace listed in the apps allowed access to your contacts.

iPhone: Settings → Avaya Workplace. De-select Contacts

Android: Settings → Apps → Avaya Workplace → Permissions → Contacts. Select Deny

Windows: Not applicable. Workplace doesn't access personal contacts in Windows.

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Meetings and Calendar

Q: Why don't my calendar invites and meeting changes appear right away?

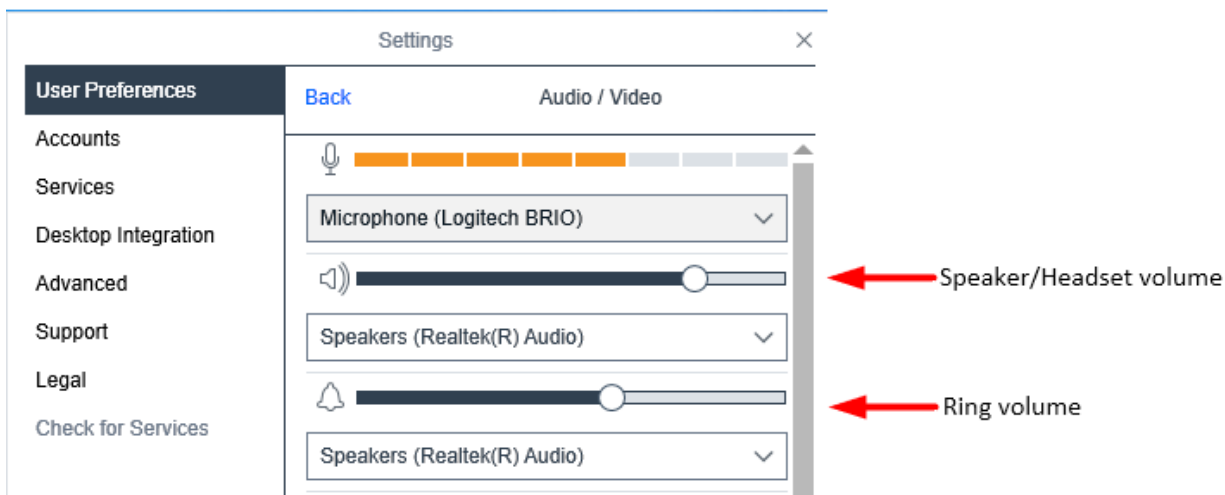
A: The calendar will sync every few minutes to refresh and get updates. Refer to the [Installing Avaya Workplace](#) instructions for your OS platform.

Audio and Sound Settings

Q: How do I adjust my audio settings in Workplace?


A: Go to the Settings icon  at the top of the Avaya Workplace title bar, select User Preferences, then Audio/Video. In each drop-down, choose a source for your microphone, Speaker/Headset audio and Ringer. Adjust the volume level of the Speaker/Headset and Ringer.

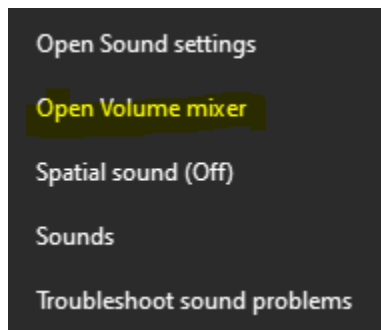
The microphone volume is automatically adjusted as you speak. When using a headset, you may wish to change the ring source to your computer speaker so that an incoming call doesn't ring in your ear.



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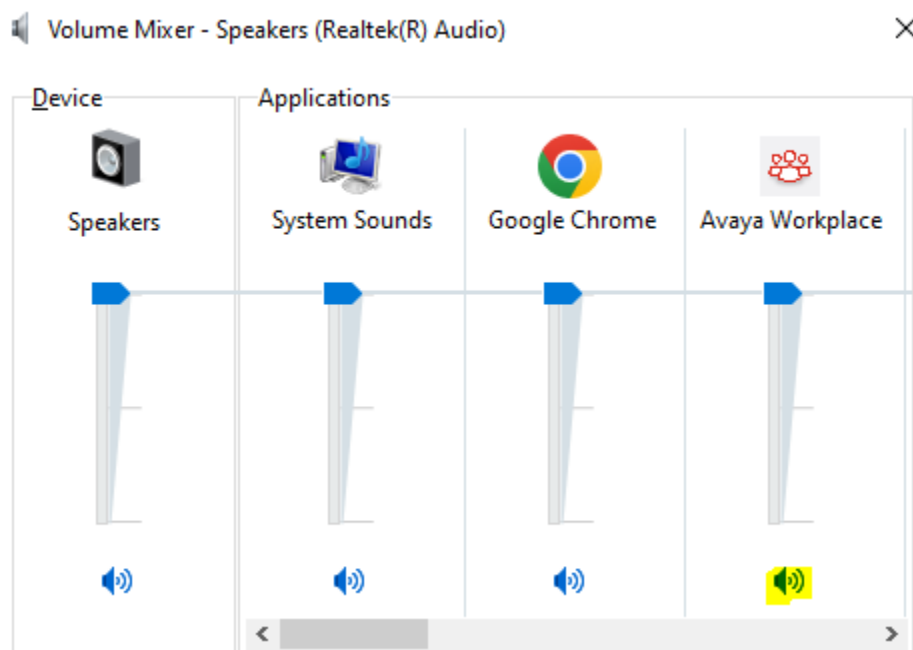
Q: I cannot hear audio when I'm on a call using Workplace?

A: In Windows, if callers can hear you, but you can't hear them, you may have the Windows sound settings for the Workplace application muted. To check this setting, Right-Click on your speaker icon  on the taskbar in the lower right corner and Open Volume mixer.



Click on the speaker icon (highlighted in yellow below) for Avaya Workplace and toggle it to muted and click on it again to unmute it. Toggling it should correct the issue.

In Windows, you can set the volume for specific apps using the Volume Mixer. If the speaker for Avaya Workplace has a red strikethrough, Windows has it muted. Set the Avaya Workplace master volume all the way up as shown below. You may lower the volume within the Workplace application to your preference if it is too loud.



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User Guides & Install Instructions

Q: Why am I seeing, “Join Workplace Meeting”?

A: If you are prompted to get into a meeting after signing into Workplace, please contact TSC@lbl.gov, your Lab number was likely not yet programmed for Workplace.

Q: Can I install the app on more than one device?

A: Yes, you can install and use the Avaya Workplace on up to 5 different devices. Incoming calls will ring on all devices and you decide where to answer.

Q: Which systems are compatible with Avaya Workplace?

A: You can install the Avaya Workplace on a Chromebook, Mac, or Windows PC and on iOS or Android smartphones and tablets.

Q: Where do I get the Avaya Workplace software?

A: For your computer, go to software.lbl.gov and search for “Avaya Workplace”. For your smartphone or tablet go to either the [Google Play Store](https://play.google.com/store/apps/details?id=com.avaya.workplace) or [Apple App Store](https://apps.apple.com/us/app/avaya-workplace/id1444444444).

Q: Where can I get more information about Avaya Workplace Soft Phone?

A: Please visit the [Soft Phone](#) page for additional information, training videos and user guides.

Q: During the Workplace installation, I’m prompted to enable the Avaya Extension for Chrome, should I enable it?

A: No, If prompted to install the Avaya extension for Chrome, choose not to enable it. TSC does not recommend installing the Avaya extension, it attempts to change numbers on web pages as clickable numbers to dial—that functionality is already available for web sites that enable click-to-dial, making this extension unnecessary.

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Q: On the Mac, when I click on the Install button for Avaya Workplace, nothing happens

A: The Mac OS security settings may be blocking the install procedure from running. Instead of clicking on the Install link, RT-Mouse click (on the pad, click with two fingers) and then, 'Show Package Contents'. From there, navigate to Contents-->MacOS-->Install. Double-click on Install

Workplace Settings & Options

Q: Can I customize what is under Top of Mind?

A: Yes, when you click on the down arrow next to Top of Mind, you have the option to drag and change the order of the layout and hide Next Meetings and History.

Q: Can I customize my Presence icon picture?

A: This is only available on the Mac client. The Avaya Workplace Soft Phone uses the login image you have defined under your Mac System Preferences. This is only visible to you and will not be seen by those you call. Go to System Preference→ Users & Groups. Select your current login image, select a new image and click Save. Close the window. These settings will take effect upon your next Sign In into Workplace.

Q: Why do I see a different number associated with my Workplace application?

A: If you click on your presence icon (the circle with your initials or silhouette of a person), that will show your extension assigned to Workplace. However, for Mitel deskphone users, TSC had to create a temporary number in Avaya in order to maintain the functionality of the Mitel deskphone. Though, your actual Lab phone number will still appear to anyone you dial using the app.

When you search for your name in the LBL Enterprise directory in Workplace, it will also show your temporary Avaya number along with your primary number that is listed in the LBL phonebook as denoted with a dot next to it. The temporary Avaya number will go away once you are fully migrated off of the Mitel deskphone.

Q: Can I Reset Workplace to original settings?

A: To reset Workplace to the original settings, click on the Settings cogwheel icon → Support → Reset Application. This will clear all the settings. You may then click on *Configure my account* to sign-in to Workplace via Lab Identity Authentication.

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