AvayaWorkplaceWindows-3.32.0.75.27.zip

1. Double click on it and install it as an administrator.

🕼 Avaya Workplace Setup		-		\times
	Welcome to the Avaya N Wizard	Workplace	e Setup	
	The Setup Wizard will install Avaya computer. Click Next to continue or Wizard.	Workplace on Cancel to exit	your the Setup	
کی مرکزی workplace				
	Back	Next	Cance	1

2. Accept the agreement and click Next

🛃 Avaya Workplace Setup	—		\times
End-User License Agreement		6	
Please read the following license agreement carefully		(2	Ö
AVAYA GLOBAL SOFTWARE LICENSE TERMS REVISED: June 1st, 2020			^
THESE GLOBAL SOFTWARE LICENSE TERMS ('SOFTWARE LICENSE USE OF PROPRIETARY SOFTWARE AND THIRD- PARTY PROPRIETARY THROUGH AVAYA. READ THESE SOFTWARE LICENSE TERMS CAREFUL BEFORE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (AS DELOW). BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE (AS TO DO SO, THE END USER, ON BEHALF OF THEMSELF AND THE ENTITY DOING SO (HEREINAFTER REFERRED TO AS 'END USER '), AGREE LICENSE TERMS AND CONDITIONS AND CREATE A BINDING CONTRAC' AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ('AVAYA'), ACCEPTING THESE SOFTWARE LICENSE TERMS ON BEHALF OF A COM ENTITY, THE END USER REPRESENTS THAT THEY HAVE THE AUTHORITY TO THESE SOFTWARE LICENSE TERMS ON BEHALF OF A COM ENTITY, THE END USER REPRESENTS THAT THEY HAVE THE AUTHORITY OT DOES NOT WISH TO BE BOUND BY THESE SOFTWARE LICENSE	TERMS") SOFTWA LLY, IN TH DEFINED AUTHOF FOR WH TO THES F BETWE IF THE PANY OR TO BINI HAVE SU	GOVERN ARE LICEI HEIR ENTI IN SECT RIZING OT HOM THEY EN END END USI OTHER L OSUCH E CH AUTH , SELECT	I THE NSED RETY, ION A HERS (ARE VARE USER ER IS EGAL NTITY ORITY THE
\checkmark I accept the terms in the License Agreement			
Print Back Nex	t	Can	cel

SIMI

3. Click Custom

Avaya Workplace Setup		_	
Choose Setup Type			00
Choose the setup type that best suits your	needs		Ö
Complete	d. De sudues the meast di	-l	
All program features will be installe	a. Requires the most dis	sk space.	
Custom	(u
will be installed. Recommended for	advanced users.	alled and where	tney

4. Make sure Avaya Workplace is selected to be installed on the hard disk ${\ensuremath{\textcircled{B}}}$ Avaya Workplace Setup $-\ensuremath{\square}$ \times

🕼 Avaya Workplace Set	up			_	
Custom Setup Select the way you v	vant features to be installed.				88
Click the icons in the	tree below to change the wa	ay <mark>f</mark> eatures	will be	installed.	
Avaya Wo Will be i Entire fe	orkplace nstalled on local hard driv ature will be installed on le	e ocal hard	drive		
		Thi har	s feature d drive.	e requires 855	DKB on your
					Browse
Reset	Disk Usage	Back	:	Next	Cancel

5. Click Next

🕼 Avaya Workplace Se	etup				_		X
Custom Setup Select the way you	want features to be installed.					(88
Click the icons in th	e tree below to change the wa	iy fea	tures will b	e install	ed.		
Avaya V × Avaya C × Web Ext	/orkplace Jutlook Plugin ension		This featu hard drive	ire requi 2.	res 855()KB on yo	bur
						Browse	<u></u>
Reset	Disk Usage		Back	N	ext	Can	cel

6. Keep the default destination

🕼 Avaya Workplace Setup 📃	- 🗆 🗙
Destination Folder Click Next to install to the default folder or click Change to choose another.	88
Install Avaya Workplace to:	
C:\Program Files (x86)\Avaya\Avaya IX Workplace\ Change	
Back Next	Cancel

7. Set Language as English

🕞 Avaya Workplace Setup		_	
Language choice			200
Please choose default application langua	ge:		
English (U.S.) - English (U.S.)			\sim
	Back	Next	Cancel

8. Click Install

Provide the setup of the setup	_		×
Ready to install Avaya Workplace		80	
Click Install to begin the installation. Click Back to review or change any settings. Click Cancel to exit the wizard.	of your i	installation	
Back		Cancel	

9. Install the System Manager root certificate on the user's PC.



UWGA_SMGRCAdefault.zip

10. Once done click Finish and click on the icon of Avaya workplace on desktop to launch it.



Installing the Workplace Certificate

1. Download certificate from attached file: UWG Cert

	UWGA_SMGRCAdefault.crt	Jan 25, 2022	843 bytes
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2. Double click on the file:

<mark></mark> :	Downloads > UWGA_SMGRCAdefault (1)	~ C		Search U	WGA_SMGRCAdefault (1)	م
	^ Name	Туре	Compressed size	Pass	sword	Size	Ratio	Date modif
	🔜 UWGA_SMGRCAdefault	Security Certificate	1 KB	No		1 KB	25%	1/25/2022 3

3. Click "install Certificate":

0Å	Certificate	\times
Ge	eneral Details Certification Path	
	Certificate Information This CA Root certificate is not trusted. To enable trust, install this certificate in the Trusted Root Certification Authorities store.	
	Issued to: default	
	Issued by: default	
	Valid from 3/24/2014 to 3/21/2024	
	Install Certificate Issuer Statement OK	

4. Select Current user and hit next:

🔶 🌛 Certificate Import Wizard



 \times

6. Browse to the circled certificate store:



Next Cancel	Next

- 7. Hit finish:
 - ← 🛿 🐓 Certificate Import Wizard

Completing the Certificate Import Wizard

lave specified the following set	turigs.
tificate Store Selected by User	Trusted Root Certification Authorities
itent	Certificate



8. Now you should be able to use your phone!

1. Make sure you are connected to the University VPN or are on the network locally. Launch the Avaya Workplace Client on your desktop



2. Click on the gear Icon, go to services, and click on use Web address

Avaya Workplace	& – ×			
Top of Mind ~		Settings		×
<u>ଜ</u> 🏠 🖉	User Preferences	Back	Auto configure	
Reference or number	Accounts Services	Use My Email		>
 History 	Desktop Integration	Use a Web Addres	s	>
	Advanced	Refr	esh Auto Configuration	
History is not available	Support			
	Legal			
	Check for Services			

3. Enter the Web address as below and click Next

https://av-utility01.westga.edu/aura7cm01.txt



4. Click the Gear Icon and select Manual Configuration

_		\$≩ ×
	Using email address is the easiest way to setup Workplace. Choose another configuration method only if instructed by support team.	
	Use email address	
	Manually configure (Expert mode)	
Extens	sion	
Passw	rord	
	NEXT	
Back	s Sk	ip

5. On the left hand side select, Accounts and then on the right hand side, enter the station ID and Password under Phone service and the Agent ID and Password under Customer Service and click both Updates and then click Done.

١.		Settings	×
	User Preferences	Accounts	
1	Accounts		
1	Services	Phone Service	
	Desktop Integration	Extension	92998
Ŀ	Advanced	Password	•••••
	Support	UPDATE	
	Legal		
3	Check for Services	Customer Service	
		Customer Service ID	60014
		Password	•••••
		UPDATE	
Ι.		Remember Password	
1			DONE

6. Once logged in, you will get a window as below:



	Avaya Workplace	錼 - ×	But ا	ton Module	۴۵۹ ×
8	Top of Mind $ \smallsetminus $	00	Logout Customer S	Auto In	Î
	\$\$ & O	0	Manual In	After Call Wor	k
	⊘		Aux Work	Add/Remove	Skill
Representation of the second s	number				
History		>		1	
Your	recent calls will appear here	2			
്ര് Workplace	e Meetings				_
8 Join Worl	kplace Meeting	>	<u></u>	1	-1
		X	<		
Click on th	he headset icon to	get mor	e details		
Agent 6001	1) 🕑 😑 🖌 4				
✓ Auto In	Ctrl+Alt+L				
Manual In	Ctrl+Alt+M				
My Skills (0/0))				
Agent Greetir	ng coontoansimirappears				