Avaya Workplace User Guide

iOS Application – WA Health

# Contents

1. Before you start

1.1. Application Installation

1. Click **App Store**.
2. Search **Avaya Workplace** application and click get.
3. Click **Install** and type in your App Store Password, use your finger print or FaceID to download the software.
4. Click **Allow** to send notification.
5. Click **OK** to allow access to the mobile Camera.
6. Click **OK** to allow access to the microphone.
7. Click either **OK** or **Don't allow** to access the calendar. (Optional access permission)
8. Click either **OK** or **Don't allow** to access the contacts. (Optional access permission)
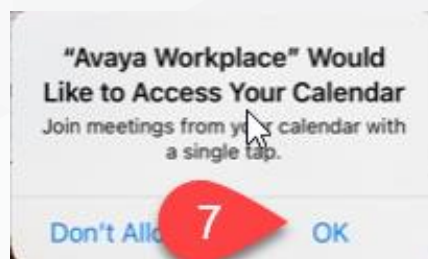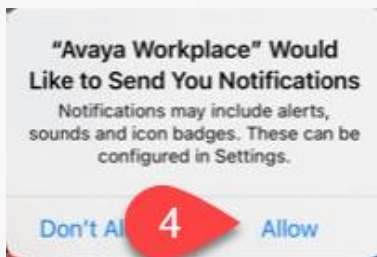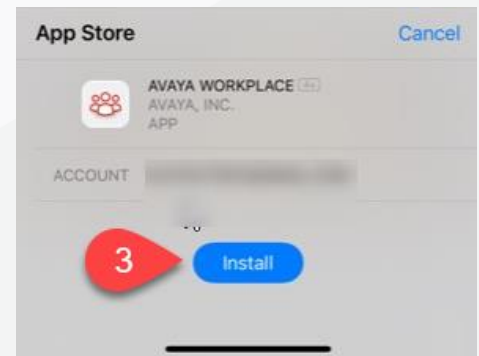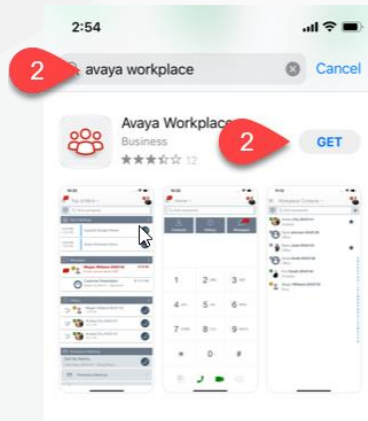
1.2. Application Configuration

1. Click **Open** to open the Avaya Workplace application.
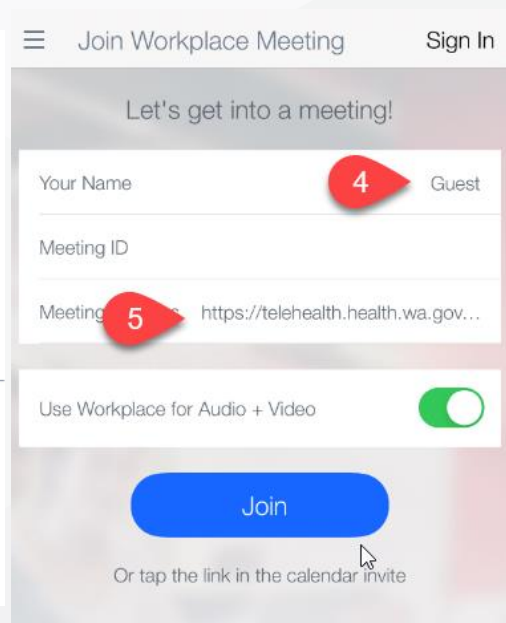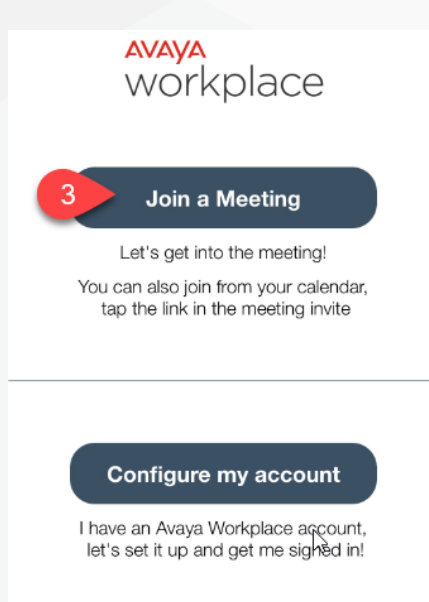2. Click **Accept** to accept the terms and condition.
3. Click **Join a Meeting** to configure the application.
4. Type in **Your Name** field
5. Type in
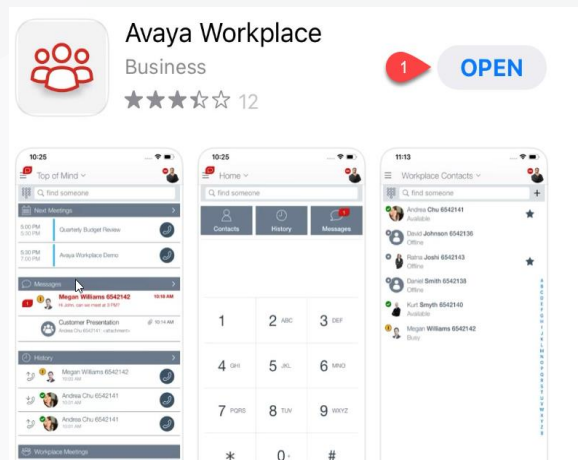
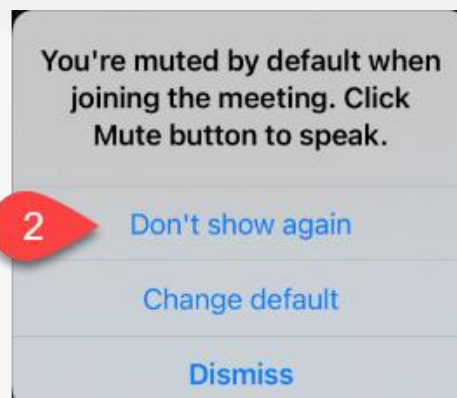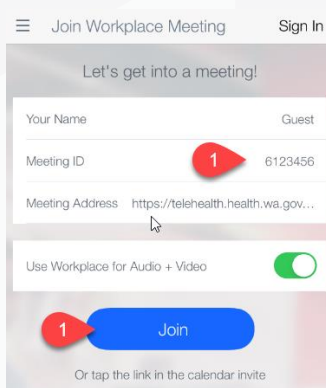https://telehealth.health.wa.gov.au/portal/tenants/wahealth in the **Meeting Address** field.

2. Join Meetings

2.1. Join a meeting

1. Type in the **meeting ID** and click **Join** the meeting.
2. Click **Don't show again** when the pop up appears. You will then be placed in the meeting.
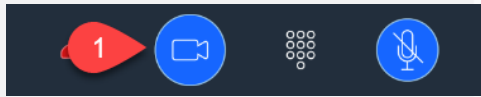

3. Meeting Controls

When you are connected to a meeting:

3.1. Video Function

1. Click on the **Video** button:

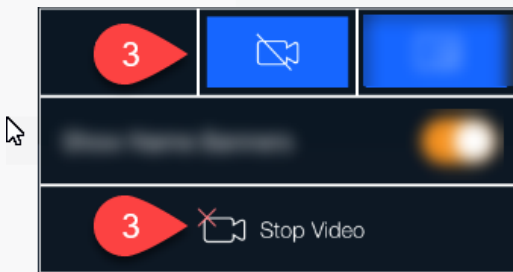*To switch your front and back camera in a meeting:*

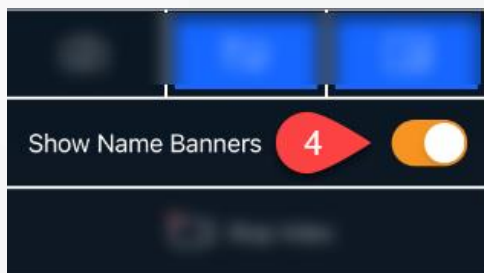2. Click on the **Switch Camera View**.

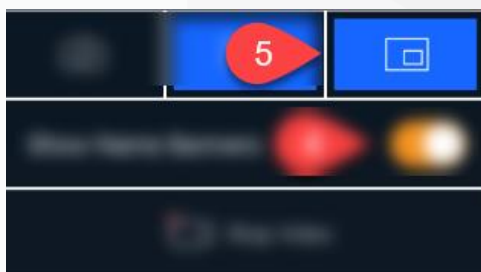*To Turn on/Turn off your video in a meeting:*

3. Click **Turn camera on/off** or **Stop Video**.

4. Toggle switch on/off to show the **Name Banner.**

5. Click the Turn on/off icon **Picture in Picture** view.

3.2. Microphone Function

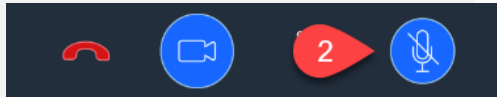When you connect to a meeting your microphone will automatically be muted.

To unmute the Microphone:

1. Click on the **Microphone** button, it will change from blue to grey.

To mute the Microphone:

2. Click on the **Microphone** button, it will change from grey to blue.
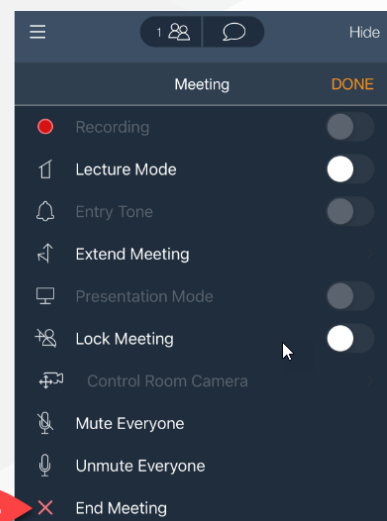

3.3. Ending your participation in a meeting

1. Click on the **End Call** button.

3.4. Ending a meeting (Optional)

NOTE: Ending a meeting is only available if a VMR does not have a Moderator PIN or the user is a moderator of the VMR.

1. Click **Ellipsis** icon.
2. Click **Meeting Control** icon
3. Click **End** Meeting.
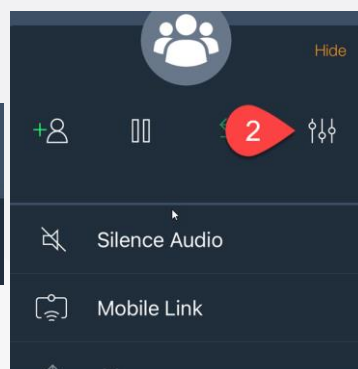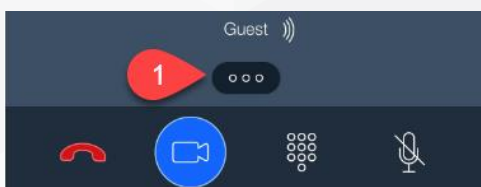
4. Participants

4.1. Viewing participants

1. When you are connected to a meeting, you can see the participants by clicking the **Conference Participant** on the top of the screen.

2. You can **Filter** the list of participants.
3. You can **Sort the list** of participants.

4.2. Participants Controls
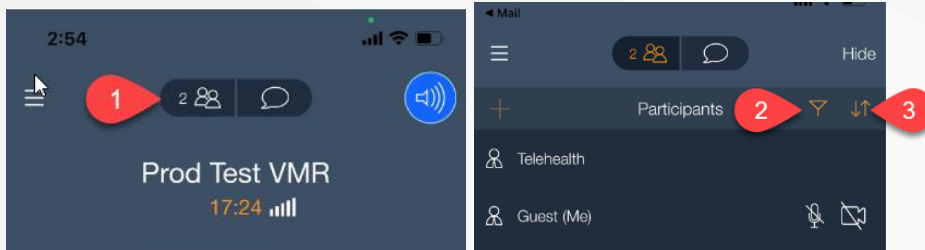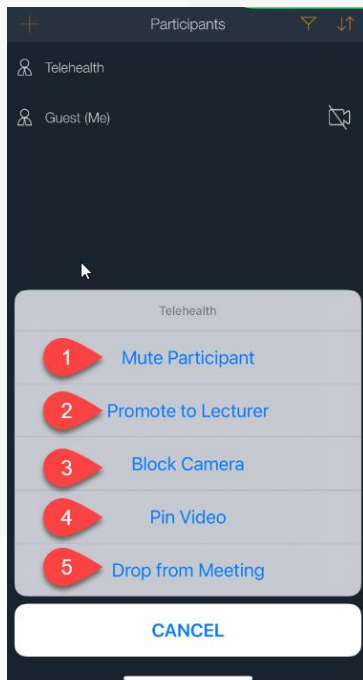
When you are connected to a meeting:
1. You can select the participant and **Mute Participant**
2. Select **Promote to Lecturer** to set a participant as Lecturer
3. Select **Block Camera** to block a participant's camera
4. Select **Pin Video** to pin a participant's video
5. Select **Drop from Meeting** to drop a participant from the conference.
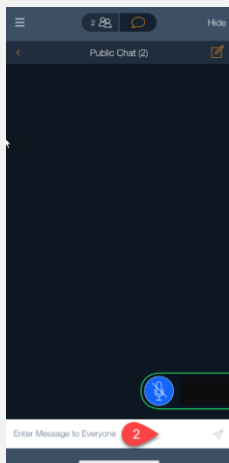

5. Chat Functions

When you are connected to a meeting, you can send a chat to a specific participant.

1. Navigate to the **Chat** area.
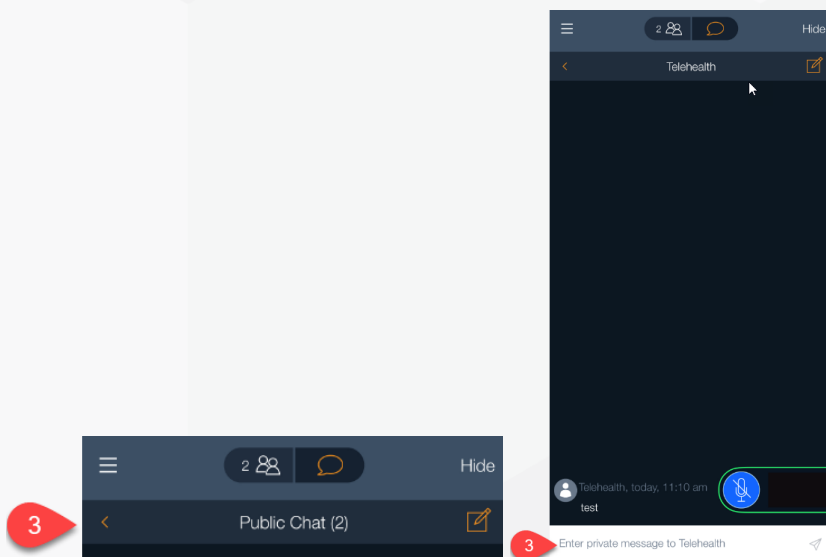
Public Group chat

2. Type message in **Enter Message to Everyone** field for all meeting attendees and click **send**.
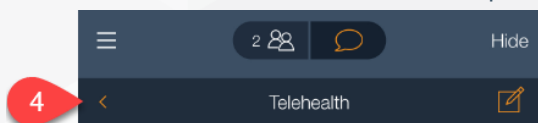

Private chat

3. Click the **Back** icon and select a participant. Type message in **Enter private message to User field** and click **send**.

4. Click the **Back** icon to select between the participants and/or public chat.


6. Moderator's Functions

6.1. Becoming a moderator (Optional)

When you are connected to your own VMR you will be the Moderator of that meeting. You can also supply your Moderator PIN to another participant, and they can then make themselves the Moderator by following these steps:

Note: Moderator PIN is an optional and required to be set up in your VMR profile

1. Click on the **Ellipsis** icon
2. Click on the **Meeting Control** icon
3. Click on the **Become Moderator** icon
4. Type in **Moderator PIN** and Click **OK**.
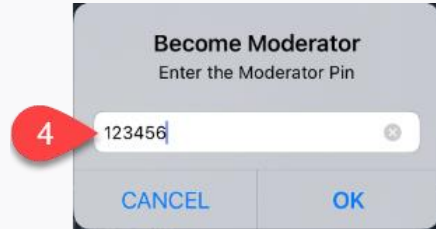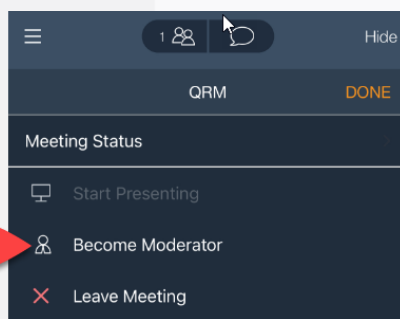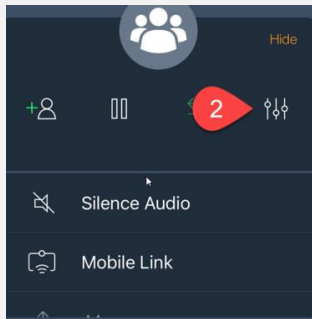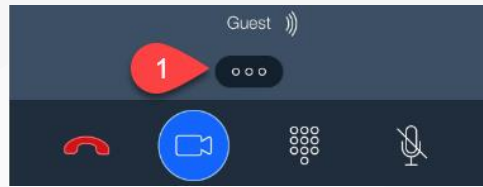
6.2. Adding participants to an active meeting

As a Moderator of a meeting, you can add Participants to an active meeting:

1. Click on the **Ellipsis** icon
2. Click on the **Add Participant** icon
3. Select **Enter a Number or Address**
4. Enter the e164 number or extension number and select the Phone Icon.
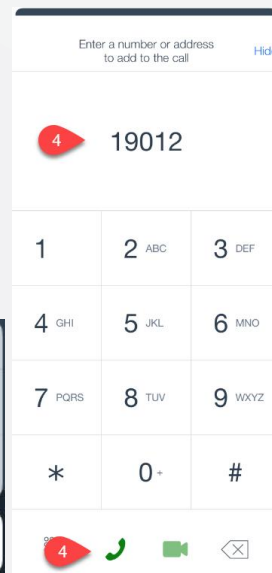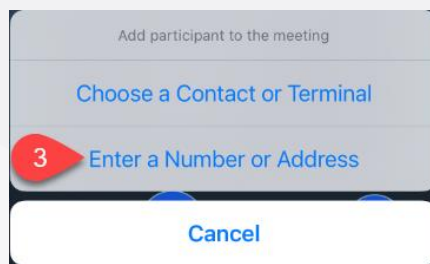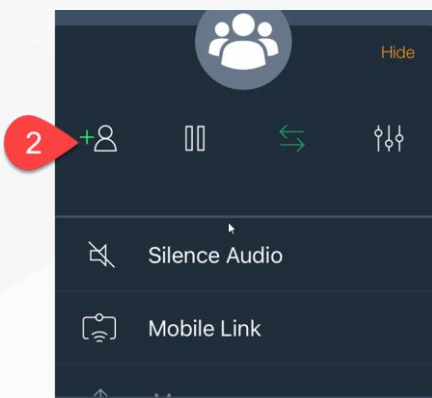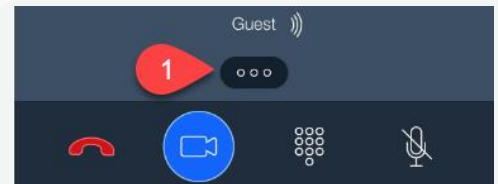
6.3. Muting/Unmuting participants

1. Click on the **Ellipsis** icon.
2. Click on the **Meeting Control** icon.
3. Click on the **Mute Everyone** icon.
4. To unmute all participant, repeat steps 1 -2 and Click on the **Unmute Everyone** icon
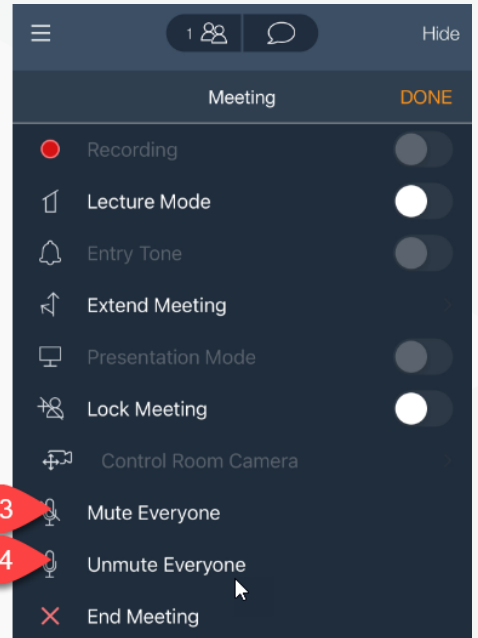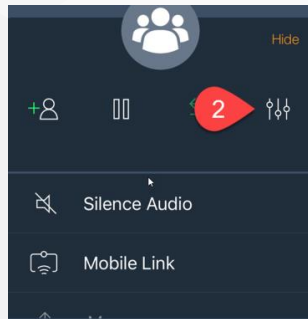
6.4. Lecture mode

As the Moderator of a Meeting, you can change the meeting into Lecture Mode. The lecturer can see all the participants, while they can see only the lecturer. All participants are muted except the lecturer, unless a participant asks permission to speak, by sending a chat, and is unmuted by the lecturer.
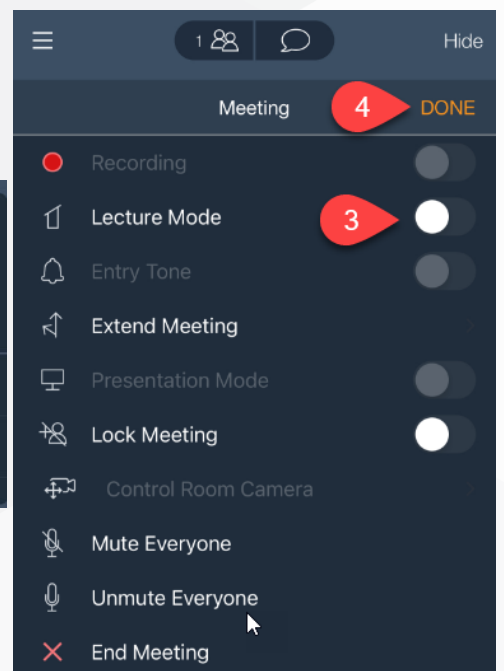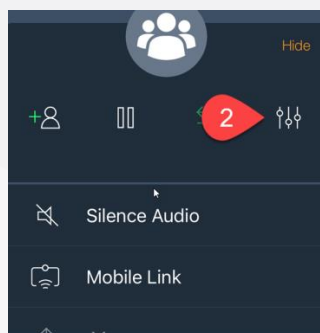
To change meeting to Lecture Mode:

1. Click on the **Ellipsis** icon
2. Click on the **Meeting Control** icon
3. Toggle the **switch on** next to **Lecture Mode**
4. Click **Done** when complete
5. To disable the lecture mode, repeat step 1-2 and toggle the **switch off** next to **Lecture Mode.**
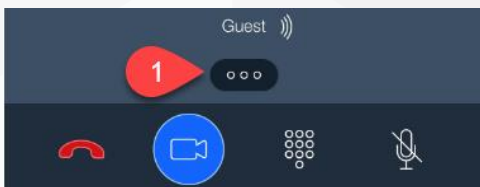
6.5. Camera control

If a participant in a meeting is an End Point (Camera), you can control the camera from your Meeting:
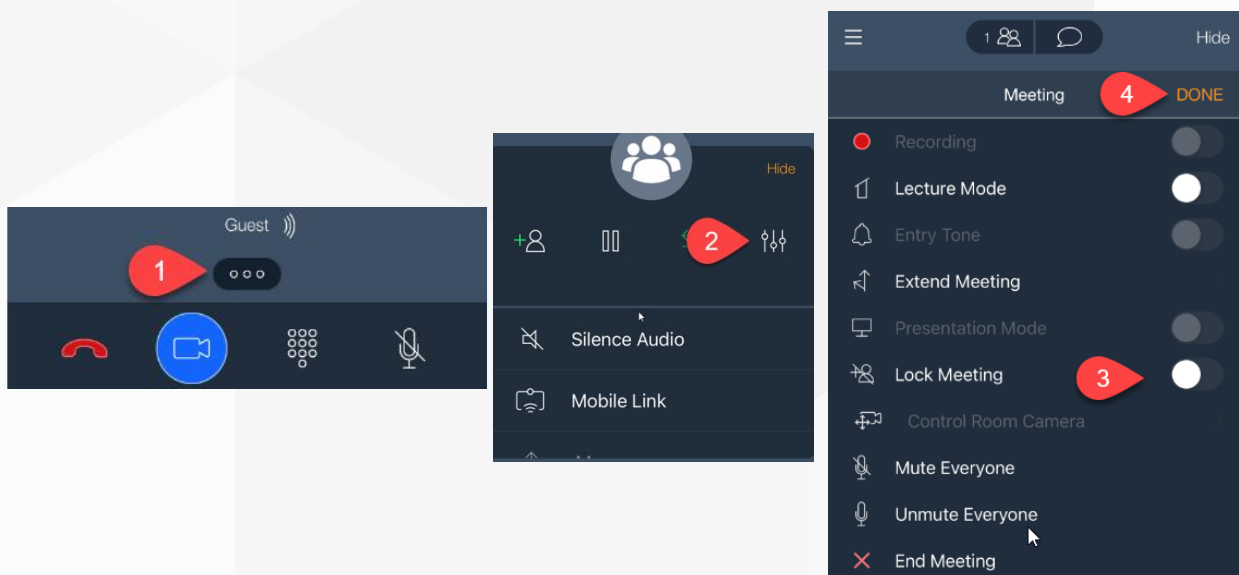
1. Click on the **Conference Participant** on the top of the screen
2. Select the end point you would like to control
3. Click on the **Control Room Cameras**
4. Use the **Navigation** to move the camera
5. Use the **Zoom** functions to Zoom in and out
6. Click on the **Done** to close the camera control window.
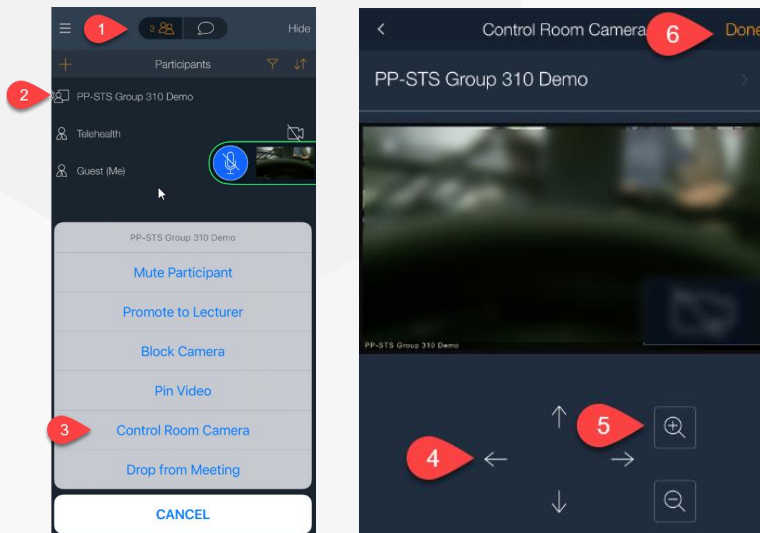
## 6.6. Locking/unlocking a meeting

To lock a meeting:

1. Click on the **Ellipsis** icon
2. Click on the **Meeting Control** icon
3. Toggle the **switch on** next to **Lock Meeting**
4. Click **Done** when complete
5. To unlock a meeting, repeat step 1-2 and toggle the **switch off** next to **Lock Meeting.**

To accept/reject a request to join a Locked Meeting, the moderator will receive a notification that a participant is requesting to join:

1. Click on the **Conference Participant** on the top of the screen
2. Select the participant requested to join the meeting
3. Choose **Admit/Refuse** to allow or refuse the request.
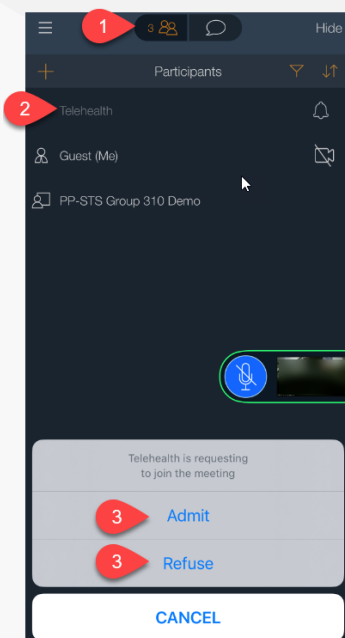
Further Information and advice

Website: https://telehealth-healthpoint.hdwa.health.wa.gov.au/Pages/default.aspx

Phone: WACHS Service Desk **1800 794 748**

Email: WACHSICTHelpdesk@health.wa.gov.au