

To preserve privacy of mobile phone numbers, providers may wish to install the Avaya IX Workplace app on their personal devices. Outgoing calls placed using the app are “masked” from patient view; anyone receiving a call from a call placed from within the app will see an anonymous VoIP number on caller ID. When the app is open, the provider also has the option of receiving calls made to their work extension. This flyer demonstrates the how to set-up and use the basic functions of this helpful application.

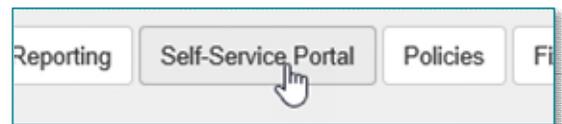
Get Started – Request Home Phone

Before the application can be used on a personal device, the work extension needs to be set-up by Northern Light Information Systems. Please use the [Home Phone Form](#) in the ServiceNow Self-Service Portal to do this, click the hyperlink above. Alternatively, use the steps below...

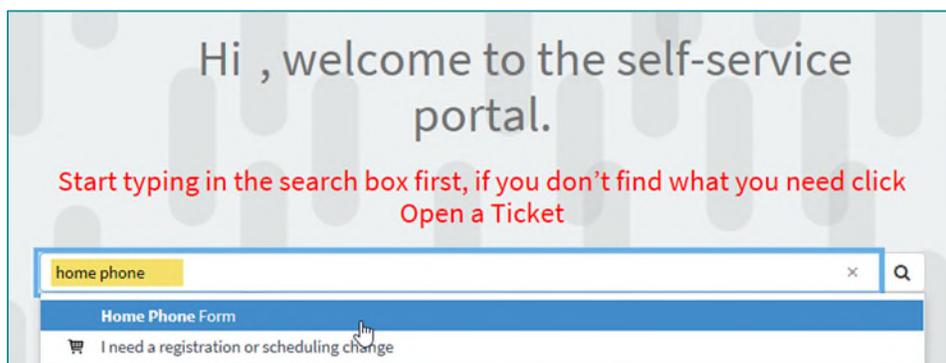
STEP 1: Go to the Member Organization’s Intranet Homepage.

STEP 2: Click the **Self-Service Portal** button.

- **Eastern Maine Medical Center:**
Find the red button in **Common Links**.
- **All Other Member Organizations:**
Find the button at the bottom of the window.



STEP 3: Type “home phone” into the search field and select **Home Phone Form**.



STEP 4: Complete the form, being sure to enter your **work extension** in the **Phone Number** field. Type “Avaya App needed for personal mobile device,” into the **Device ID** field.

STEP 5: Click **Submit**.

STEP 6: Keep an eye on your email for updates on your request (RITM) from IServiceDesk.

Find, Install, and Set-Up the App

STEP 1: Once the request has been completed, proceed with installing the **Avaya IX Workplace App**. Find it in the **Google Play Store** (Android devices) and in the **App Store** (Apple devices). (Screenshots in this flyer are from an iPhone.)

STEP 2: When opening the app for the first time, there will be several prompts. This is a good time to set-up preferences. In order to use the app for phone calls, be sure to choose:

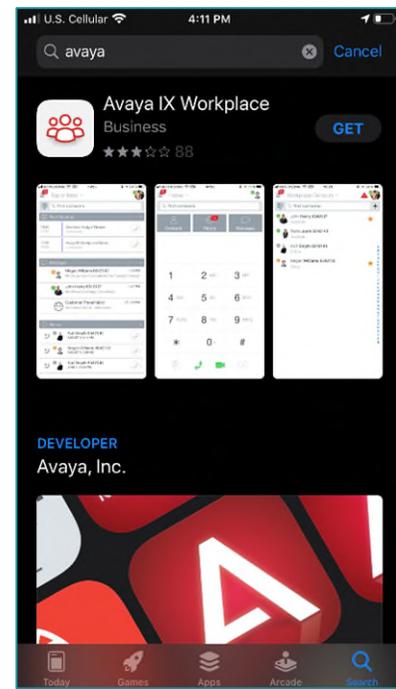
- “IX Workplace” Would Like to Access the Microphone: **OK**
- “IX Workplace” Would Like to Send You Notifications: **OK** (if receiving incoming calls to work extension)

STEP 3: Read and **Accept the End User License Agreement**.

STEP 4: Select **Configure my account**. 

STEP 5: Enter the email address used in the **Home Phone Form** into the **EMAIL** field.

STEP 6: Enter network username and password into the fields on the **ENTER YOUR WORKPLACE CREDENTIALS** screen.



Use the App to Place Calls

The app presents the user with a brief tutorial and then opens to the **Home** screen. The **Home** screen is a dialer. Things to know, include...

- There is no need to dial #9 to place outside calls.
- Where applicable, internal numbers can be reached using the five-digit extension.
- Any voicemail messages left on the work extension can be accessed in the menu in the upper left corner.
- Manage presence and call options by tapping the **user** icon in the upper right corner.

