📄 **AvayaWorkplaceWindows-3.32.0.75.27.zip**

1. Double click on it and install it as an administrator.
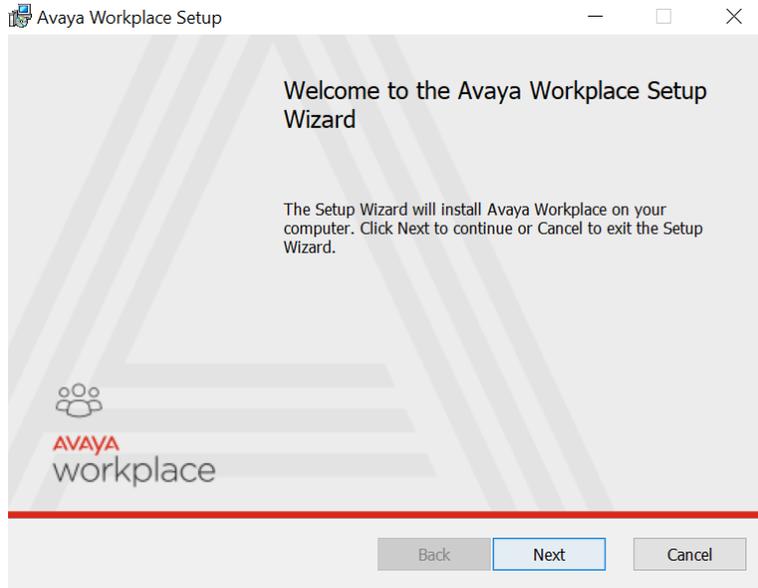
2. Accept the agreement and click Next
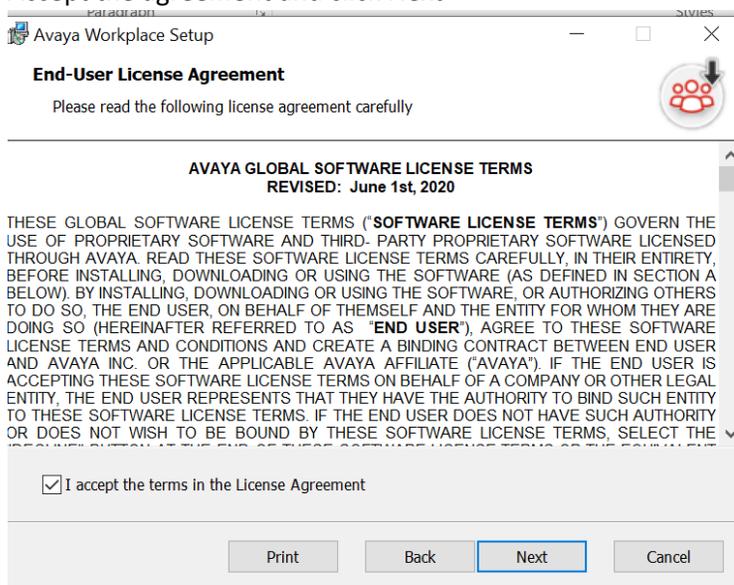
3. Click Custom
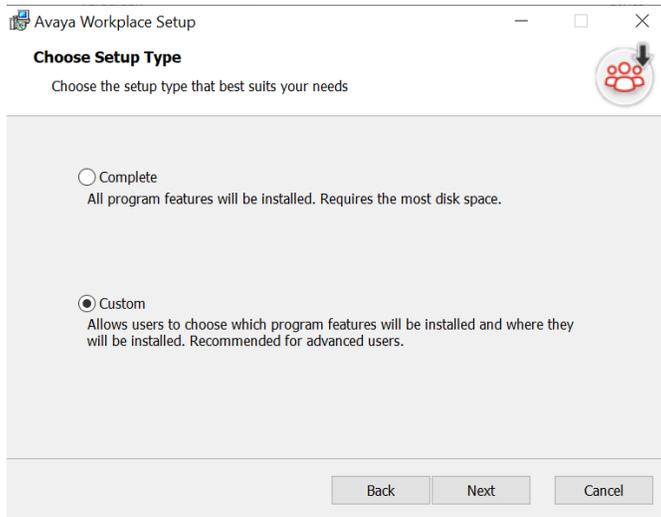
4. Make sure Avaya Workplace is selected to be installed on the hard disk
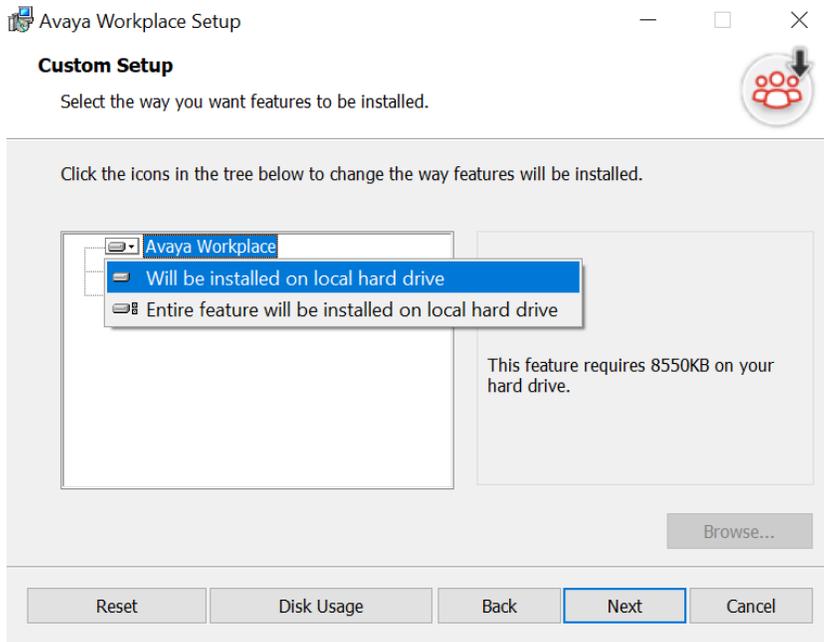
5. Click Next
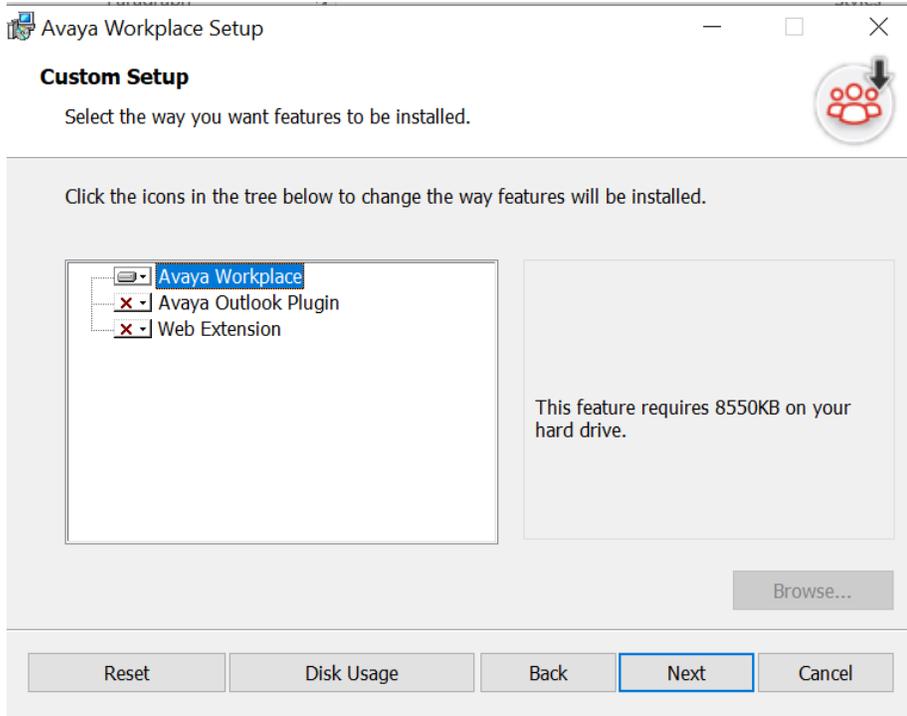
6. Keep the default destination
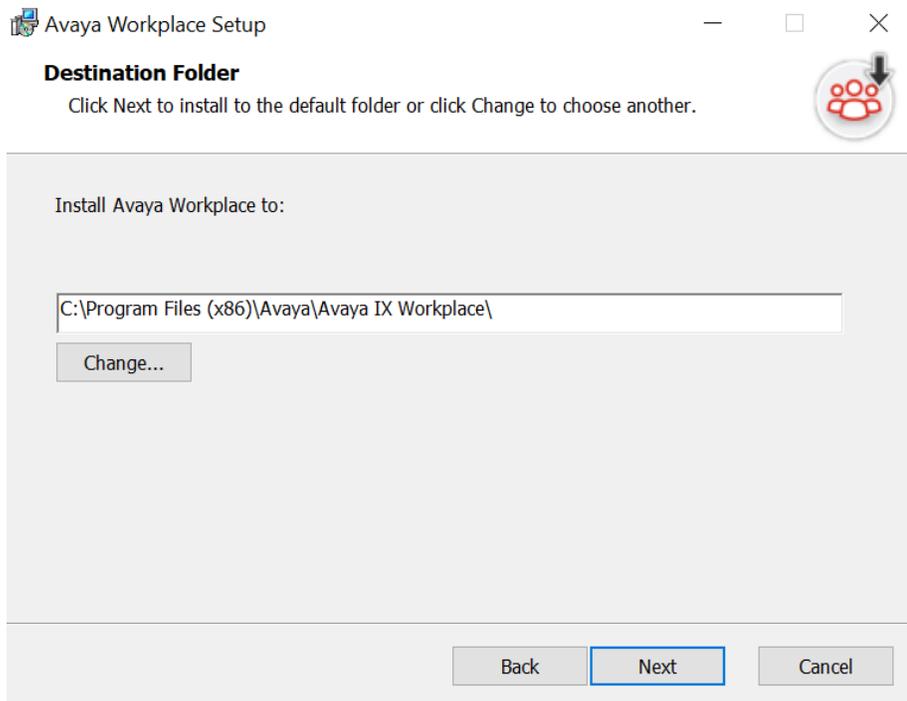
7. Set Language as English
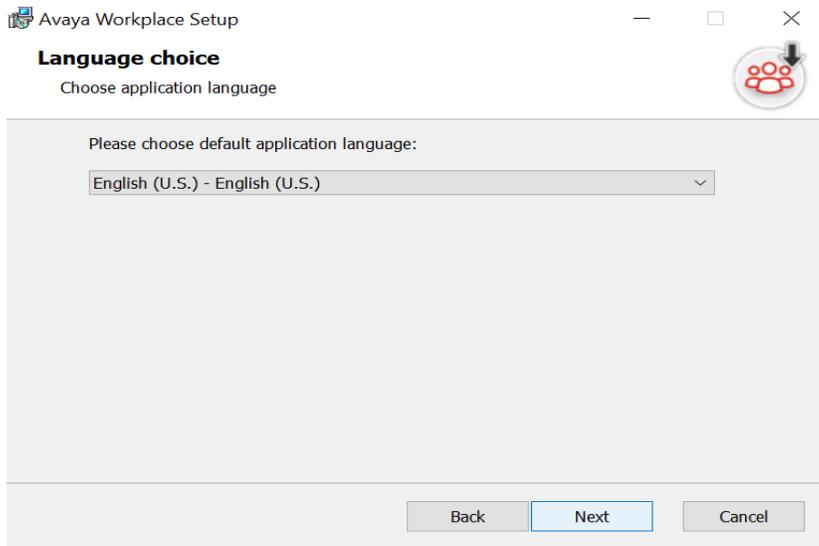
8. Click Install
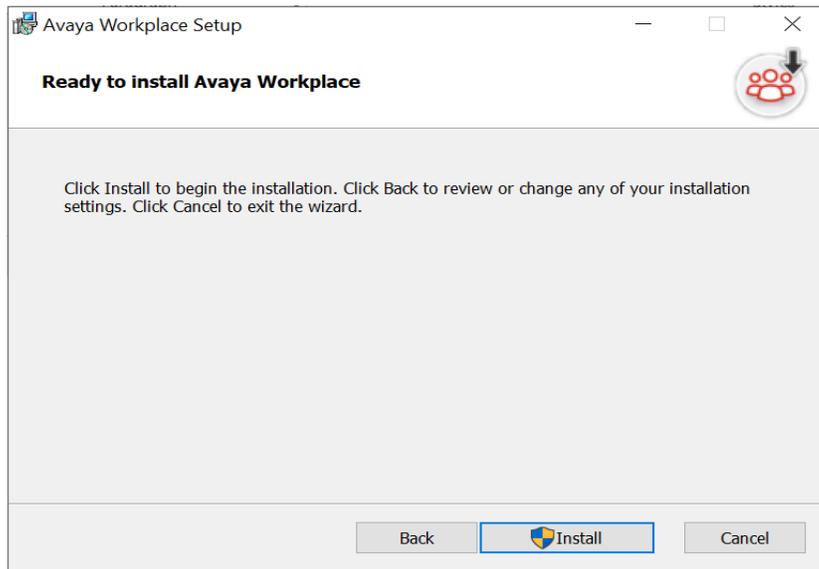
9. Install the System Manager root certificate on the user's PC.

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

2. Double click on the file:

Name ^	Type	Compressed size	Password ...	Size		Ratio	Date modif
🖼 UWGA_SMGRCAdefault	Security Certificate	1 KB	No		1 KB	25%	1/25/2022 3

Downloads > UWGA_SMGRCAdefault (1)   Search UWGA_SMGRCAdefault (1)
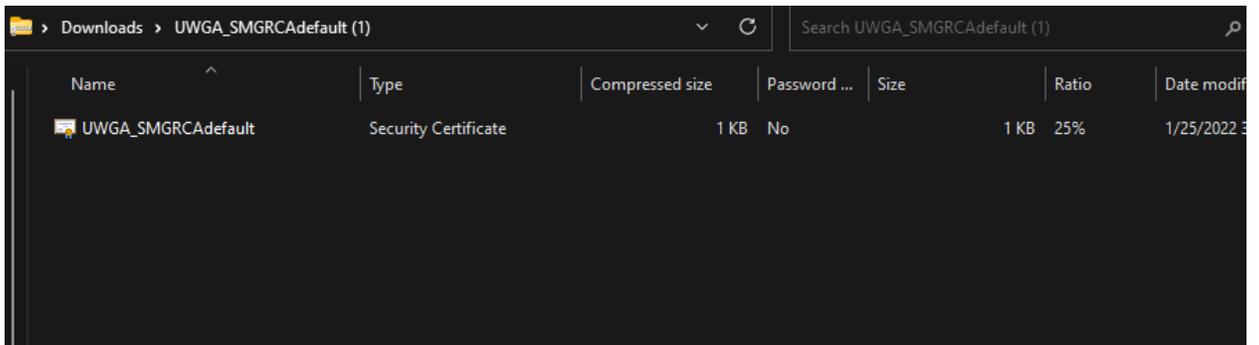
3. Click "install Certificate":

Certificate

General   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
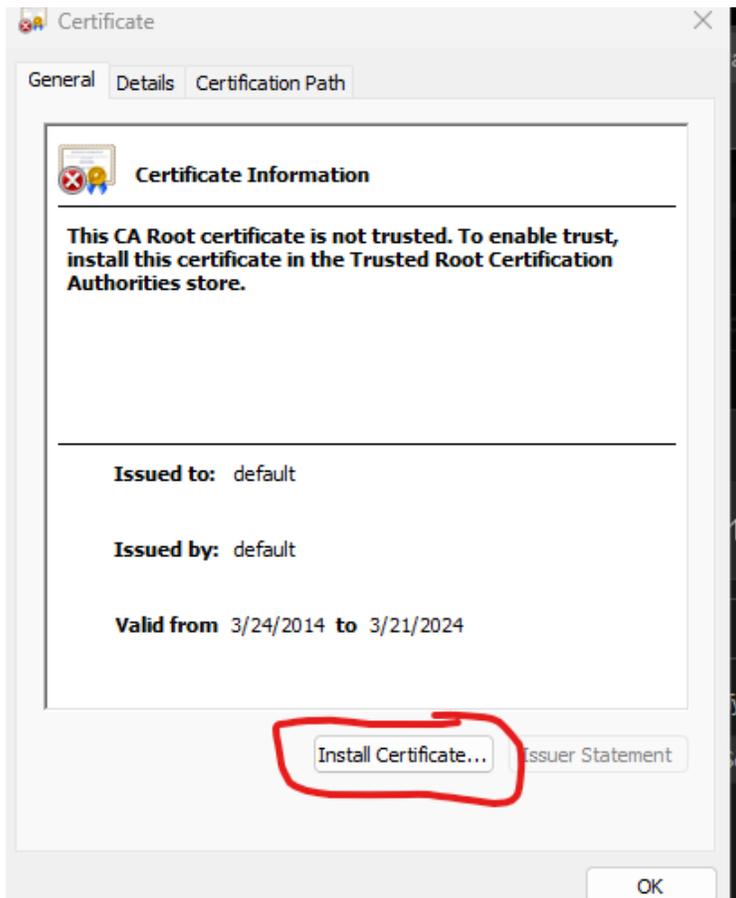
4. Select Current user and hit next:
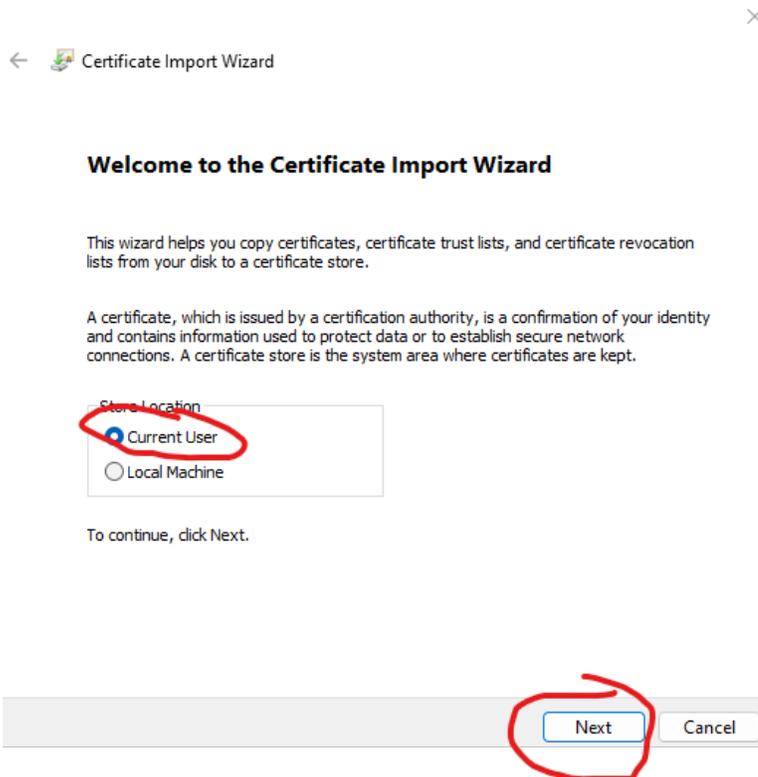
5. Select the options circled in red:
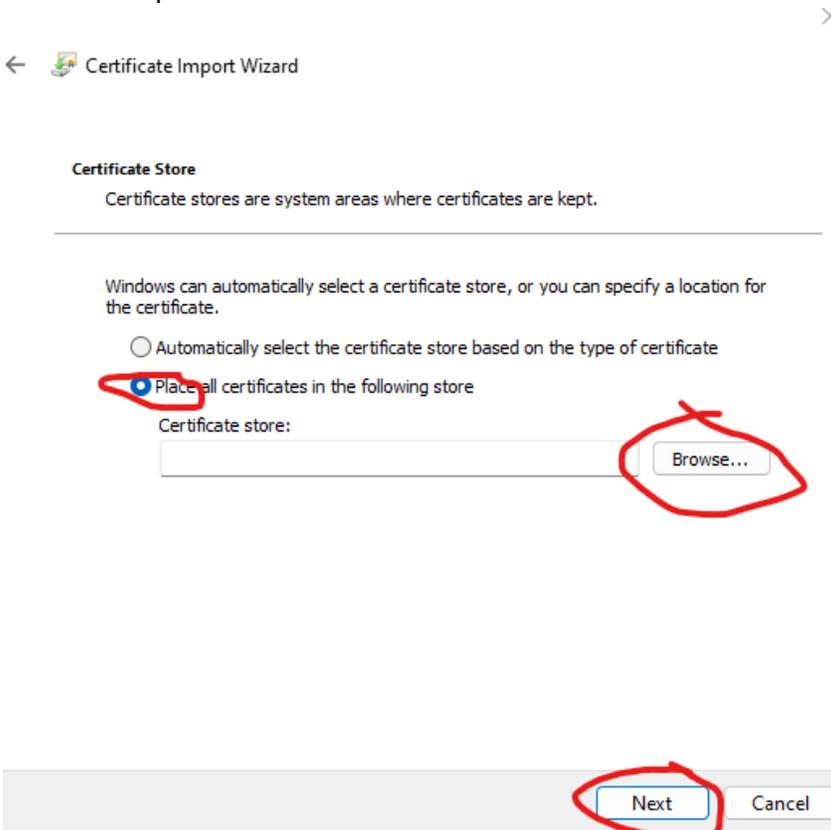
6. Browse to the circled certificate store:

7. Hit finish:

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

Installing app/ Login

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
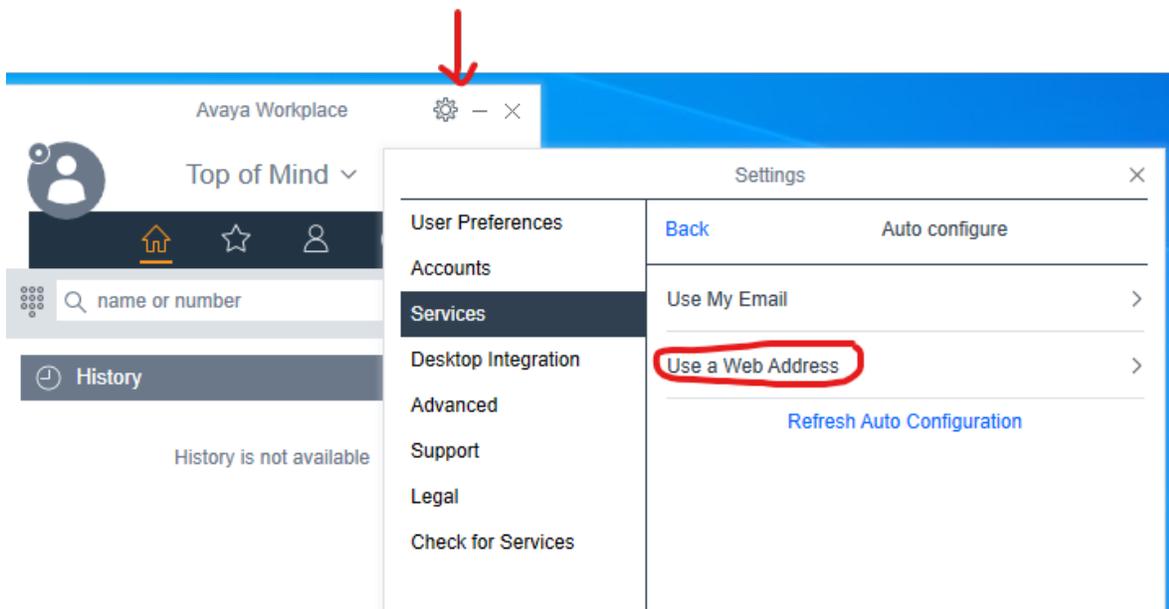
3. Enter the Web address as below and click Next

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

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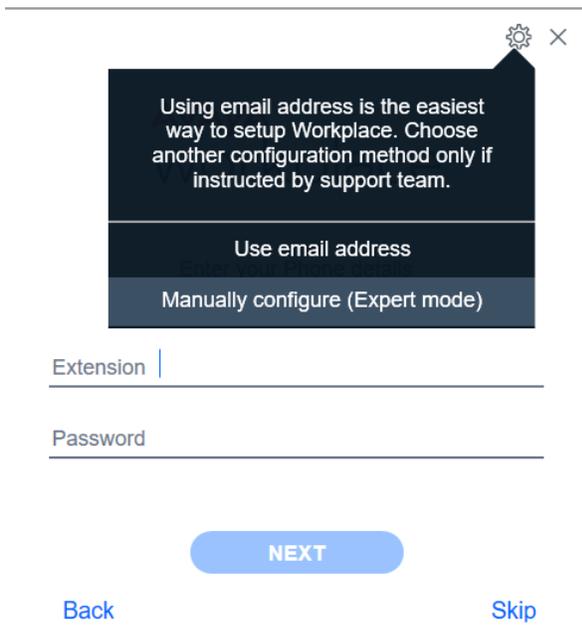
5. On the left hand side select, Accounts and then on the right hand side, enter the station ID and Password under Phone service and the Agent ID and Password under Customer Service and click both Updates and then click Done.

Settings

User Preferences	Accounts
Accounts	
Services	**Phone Service**
Desktop Integration	Extension 92998
Advanced	Password ••••••
Support	**UPDATE**
Legal	**Customer Service**
Check for Services	Customer Service ID 60014
	Password ••••••
	UPDATE
	Remember Password

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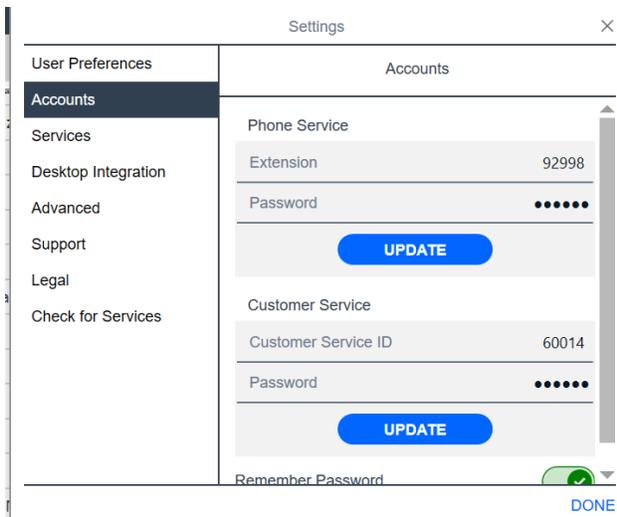
6. Once logged in, you will get a window as below:

Avaya Workplace

Top of Mind

Current Agent State, here it is Not Ready.

Not Ready

Ready

Q name or number

History

Your recent calls will appear here

After Call Work

Workplace Meetings

Join Workplace Meeting

Q name or number

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#

Click this for Dial pad

Click here for button module and you get the screen as below
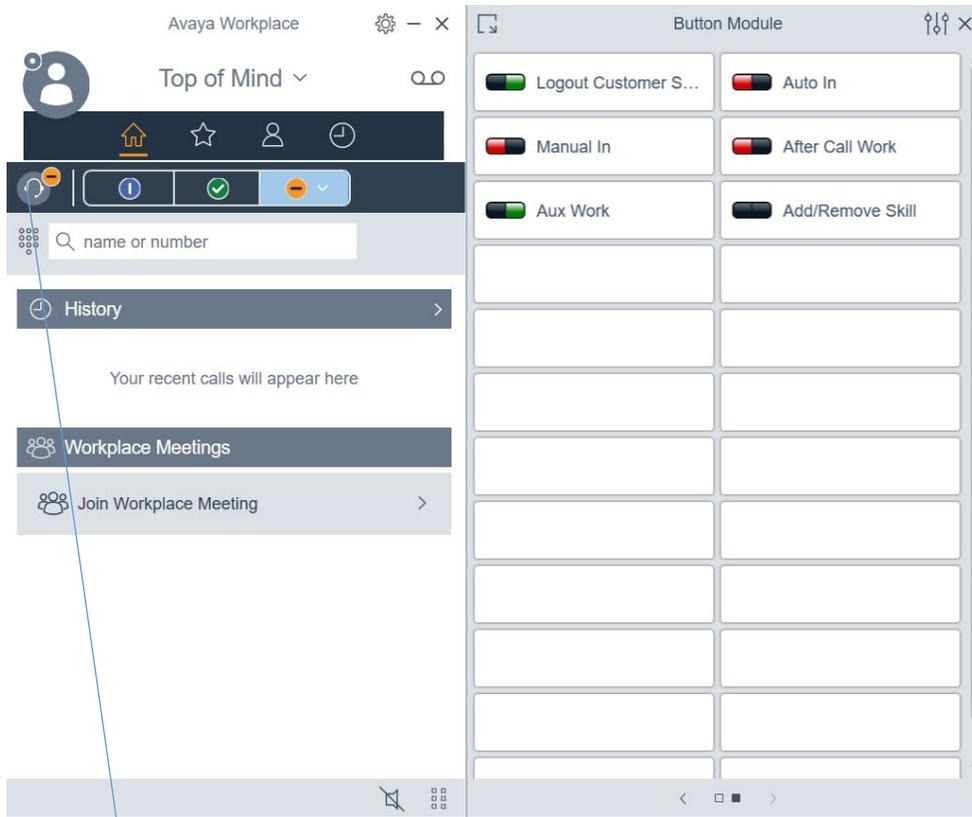
Click on the headset icon to get more details