

AVAYA

Experiences That Matter

AVAYA SPACES™

User Manual



Avaya Spaces User Manual

Avaya Spaces is not just any collaboration tool. Sure, it integrates multiple forms of communication (i.e. voice, video, instant messaging). It's got an easy-to-navigate interface. But it's not a complex, enterprise-level 'project management' platform. It's not an individual task-list solution, either.

Spaces was created for everyone who's stuck in-between. It's designed for teams that need a simple and effective way for groups to track communications and manage tasks—without being overwhelmed by clutter or chatter. It's a step up from individual task lists, without the jump to large and expensive communication platforms.

Spaces supports all of today's most preferred forms of communication (like phone, email and chat) so that every person in your organization can work the best way they know how. We also added vital collaboration tools like document and screen-sharing and meeting scheduling so that users don't have to juggle multiple balls at once.

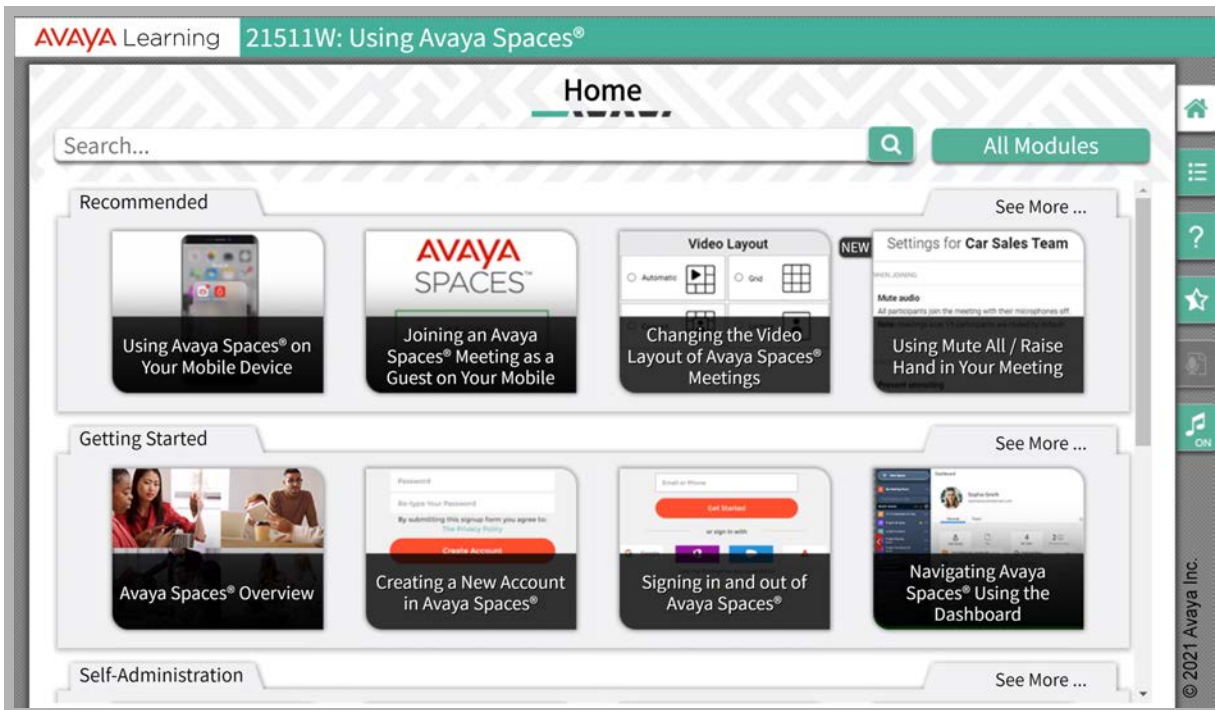
Avaya Spaces is US HIPAA compliant (Health Insurance Portability & Accountability Act).

Quick Video Guides

We have prepared a number of short videos that cover some of the most commonly asked "How do I" questions.

Click [here](#) to access the end-user videos (www.avaya.com/spaces-user).

Click [here](#) to access the administrator videos (www.avaya.com/spaces-admin).



These are great to get you up and running quickly and easily with new content being added regularly.

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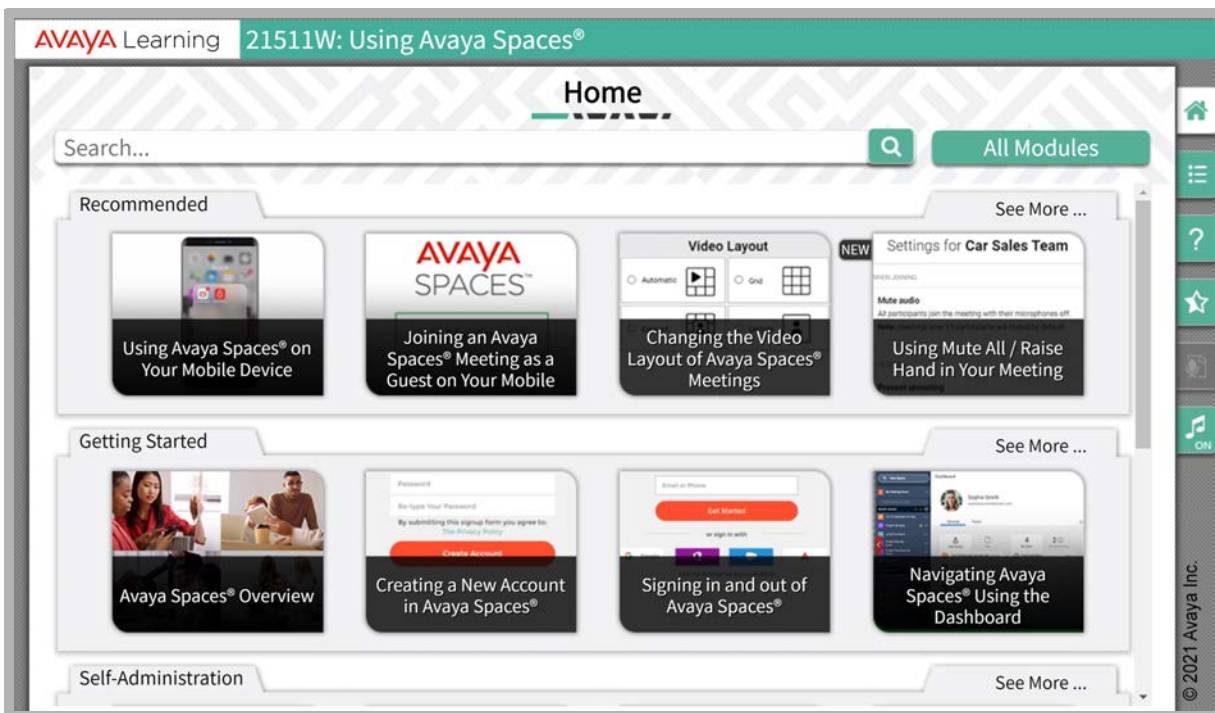
GETTING STARTED

Quick Start Guides

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Click [here](#) to access the end-user videos (www.avaya.com/spaces-user).

Click here to access the administrator videos (www.avaya.com/spaces-admin).



These are great to get up and running quickly and easily with new content being added regularly.

Topics covered include:

- | | |
|--|--------------------------------|
| Avaya Spaces Overview | Creating a New Account |
| Signing In and Out | Navigating Using the Dashboard |
| Quick Access Icons | Spaces on Mobile Devices |
| Managing your Profile and Account Settings | Configuring User Preferences |
| Creating a New space | My Meeting Room |
| Hosting Video Meetings | Using Chat |
| Using Posts to Share Documents | Creating Tasks |
| Direct Messaging | Changing Settings in Spaces |
| Archiving and Deleting spaces | Making a space Public |
| MS Office 365 Integration | Meeting Scheduler and O365 |
| Slack Integration | Video Calling from Slack |

2

CONFIGURING SPACES

White-listing

Before proceeding, it is necessary for the network administrator to add the **avayacloud.com** domain to the white list for the company site.

Prerequisites

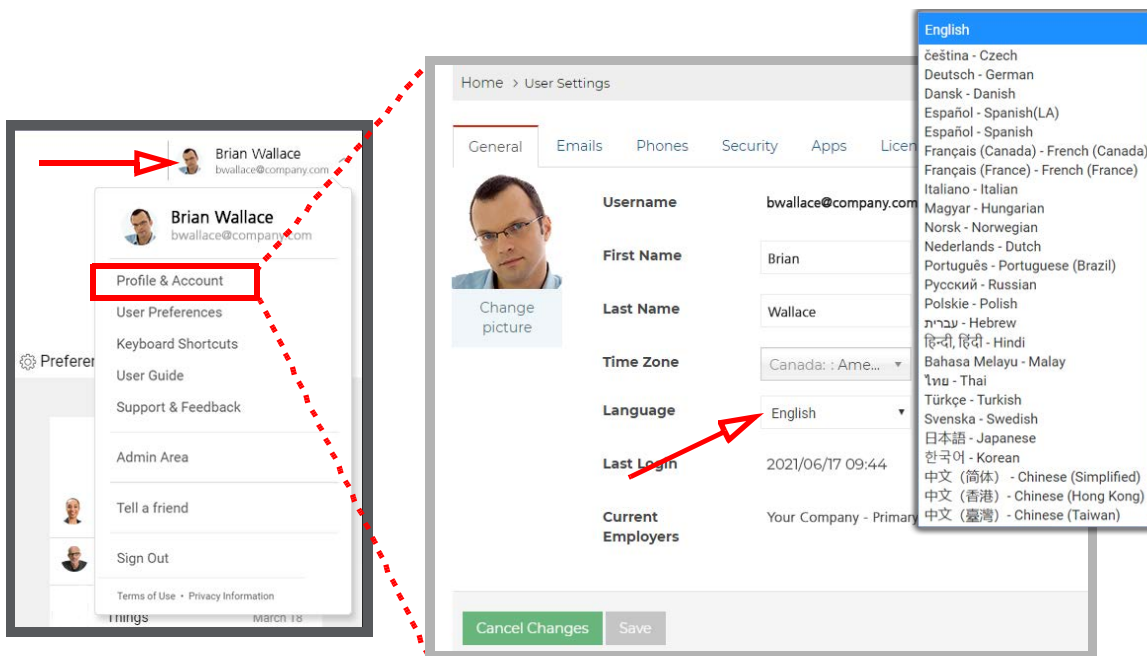
This browser application requires the following.

Computer Type		Minimum Hardware	
Desktop / Laptop (Windows or Mac)		8 GB RAM	

Available Features	Windows	Mac OS
Audio, Video, Screen Sharing, Chat	Chrome 83+ Firefox 77+ Edge 83+	Chrome 83+ Firefox 77+

Supported Languages

Avaya Spaces is available in the languages shown. It will display in the language that your browser is configured for. You can manually change the language from the **User > Profile & Account** menu, on the **General** tab.



If the language selected is not on the list, all text in Spaces will appear in English.

English	Chinese (Simplified)	Chinese (Hong Kong)	Chinese (Taiwan)
Czech	Danish	Dutch	
French (Canada)	French (France)	German	Hebrew
Hindi	Hungarian	Italian	Japanese
Korean	Malay	Norwegian	Polish
Portuguese (Brazil)	Russian	Spanish (LA)	Spanish (Spain)
Swedish	Thai	Turkish	

Bandwidth Requirements

Avaya Spaces used the H.264 AVC video codec. Where possible, Spaces will use High Profile. If High Profile is not supported or available, it will default to the Baseline Profile.

All displays are at 16:9 aspect ratio.

We recommend the following minimum bandwidth requirements for the best user experience.

- 1 Mbps up and down for feeds that include both audio and video content.
- 24 Kbps up and down for audio only.
- 150-800 Kbps for screen sharing only.

Version Comparison

Avaya Spaces is available in 3 levels with additional features added at each tier: Essential, Business and Power.

Essential is free to use at all times. Both Business and Power are available to purchase as a subscription service. Contact your reseller for details.

New user accounts are given **Business** level access free of charge for the first 90 days, after which they will return to **Essential** unless the user purchases an upgrade.

FEATURE	ESSENTIAL	BUSINESS	POWER
Personal Cloud Meeting Room	✓	✓	✓
Voice Conferencing	50 Participants	200 Participants	500 Participants
Video Conferencing	-	200 Participants	500 Participants ¹
Multi-Video View	-	15 Participants	25 Participants
Avaya IX CU360 Video System Connectivity	-	✓	✓
Screen Sharing	Share an Application or your Entire Screen		
Meeting Recording	-	-	✓
Phone Dial-In	-	-	40 Countries
1-to-1 Video Calling	✓	✓	✓
Direct & Team Messaging	✓	✓	✓
File Upload Limits	1 GB Total Storage	1 GB per file ²	2 GB per file ²
Group Task Management	✓	✓	✓
Web App Access	✓	✓	✓
Mobile App	Apple iOS, Google Android		
App Integrations	Google Calendar, Office 365, Outlook, Slack, Teams		
Single Sign-On (SSO)	Enterprise SSO, Google, Office 365, Salesforce		
Roll-Based Access Control (RBAC)	✓	✓	✓
Data Encryption	✓	✓	✓
Manage Users by Company Domain	-	✓	✓
API	✓	✓	✓
Password protect a space	✓	✓	✓

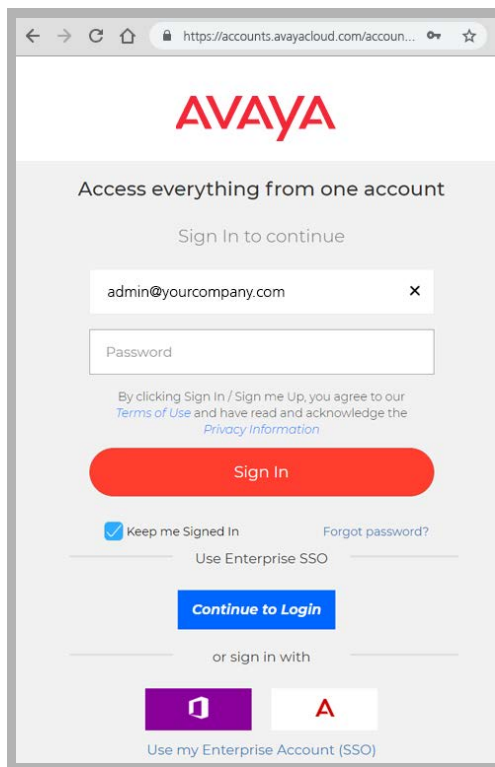
1 - For events that exceed 250 users, enable the **Large Meeting** option in the Settings for that space for the best user experience.

2 - Total storage is unlimited (subject to reasonable use).

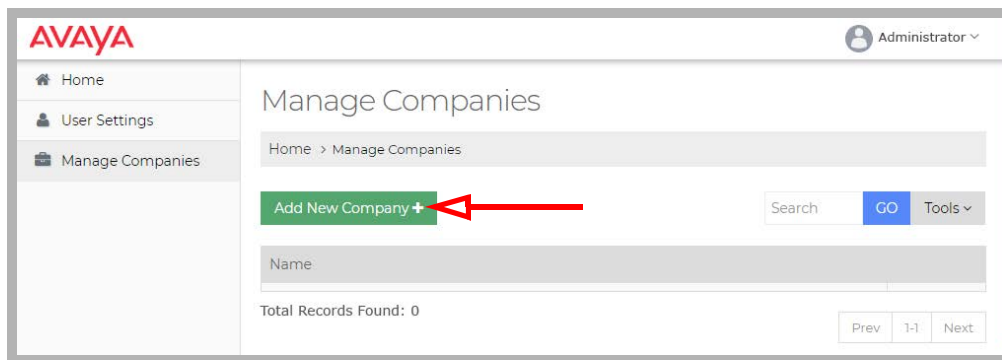
Creating a Company and Domain

Once the program has been purchased, it must be setup. Before continuing, the site administrator must create a company and add a domain. If this has already been done, you can skip this step.

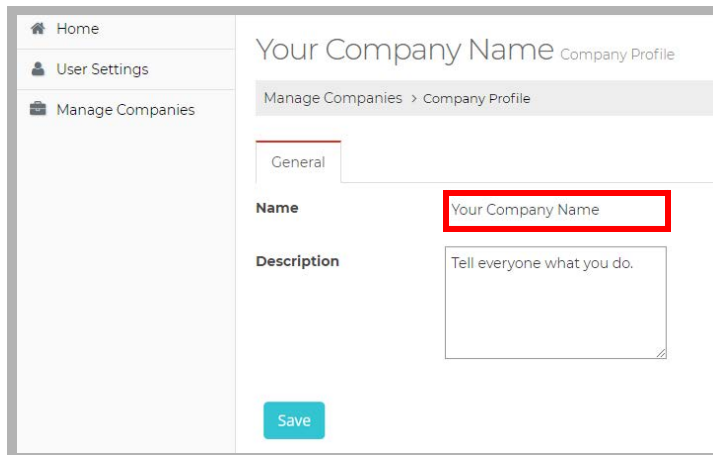
1. Open a browser to go to accounts.avayacloud.com. Login with administrator credentials.



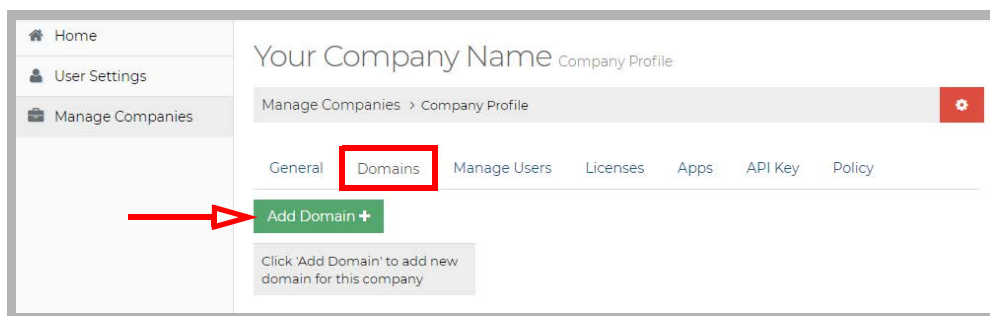
2. Create your company if it has not already been setup. Click **Manage Companies**. Select **Add New Company**.



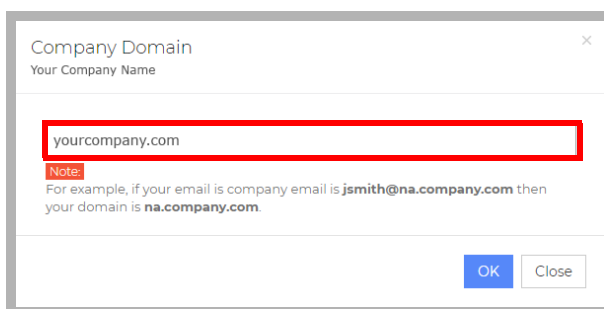
3. Enter a name and description (optional) for your company. When ready, click **Save**.



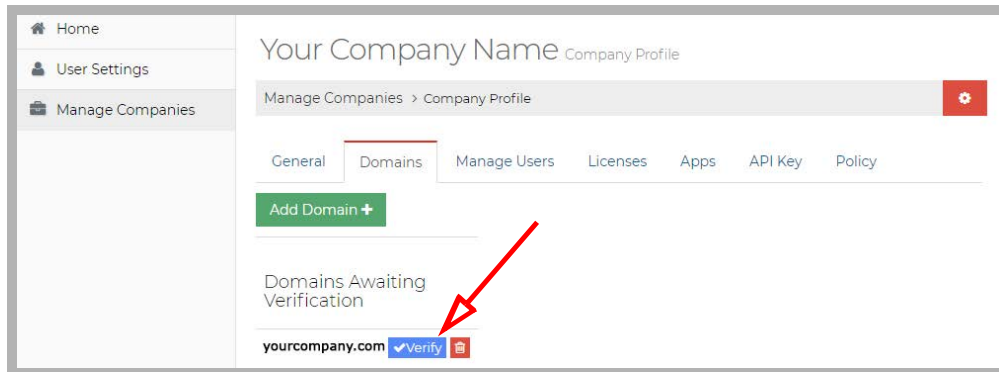
4. Edit your company and go to the **Domains** tab. Select **Add Domain**.



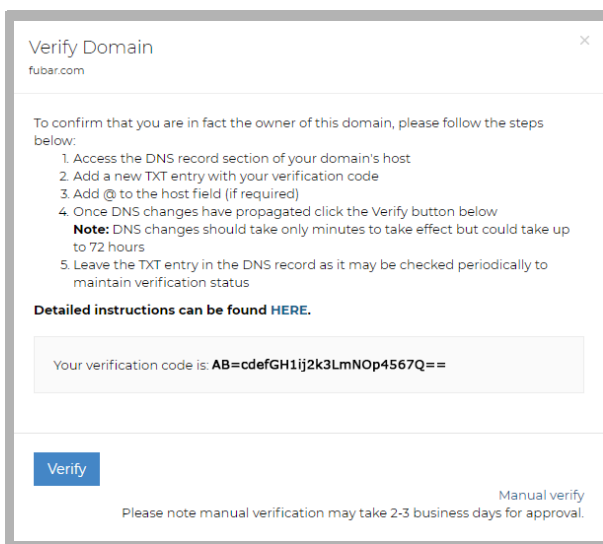
5. Enter your domain name, then click **OK**. Add multiple domains if required.



6. You must verify ownership of the domain before you can continue. Click the **Verify** icon.



7. Follow the on-screen instructions to add the verification code to your domain account. Your ability to login and modify the domain is considered proof of ownership and the installation can proceed.



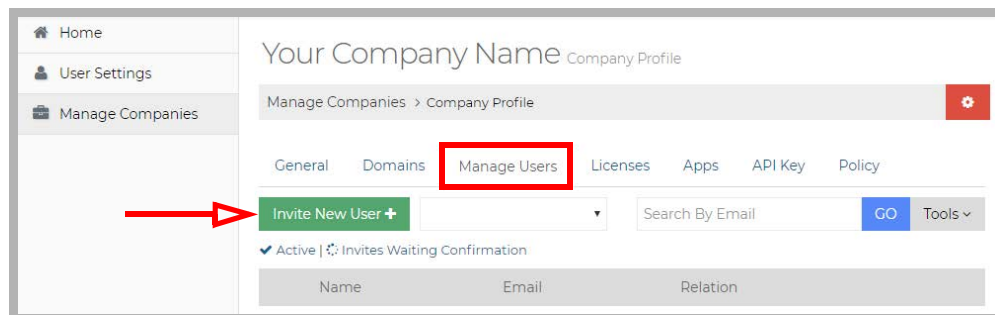
Note: Click **Manual verify** to have Avaya personnel verify the ownership of the listed domain. You will be notified when the verification is complete. It is strongly recommended that you use the **Verify** button.

Adding Users to the Company

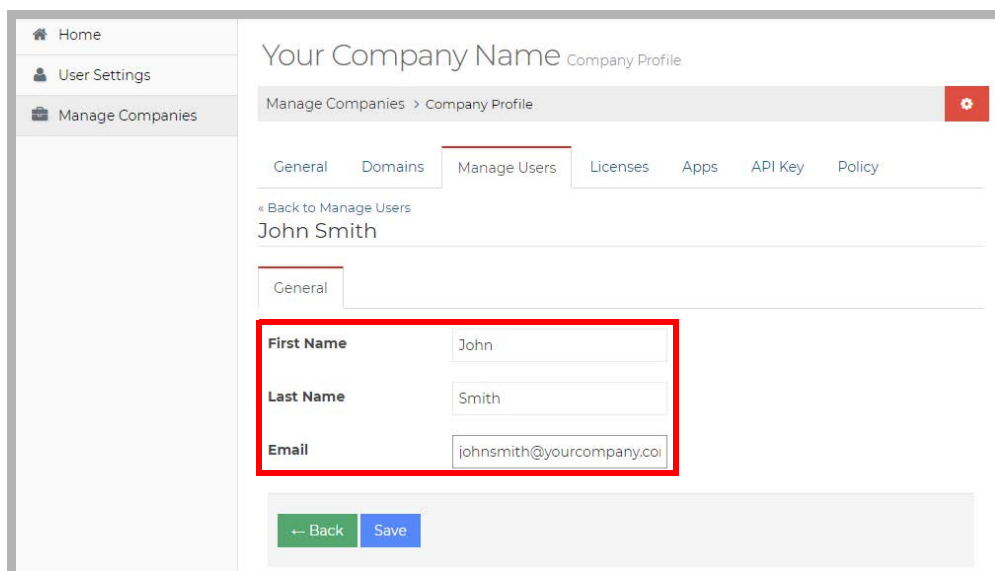
Once the company has been created and the domain added and verified, start adding users to the company.

Note: All users added to this company must have an email address that belongs to one of the named domains.

1. On the **Manage Companies > Manage Users** tab, click **Invite New User**.



2. Enter the details for the user (first name, last name, email address), and when finished click **Save**.



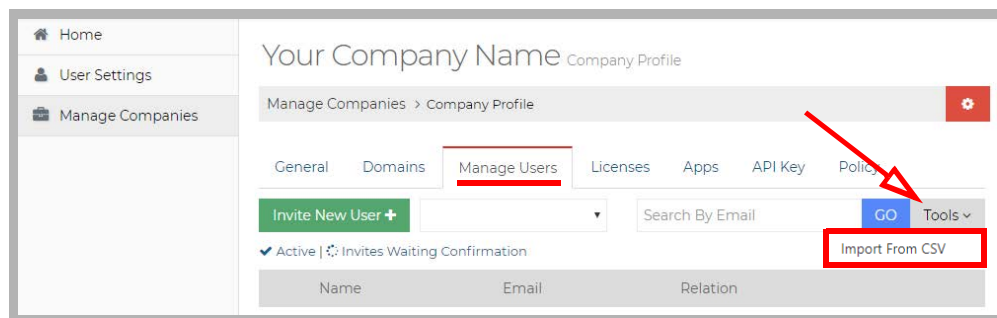
3. Repeat as required to add all of your users to the company.

Importing Users

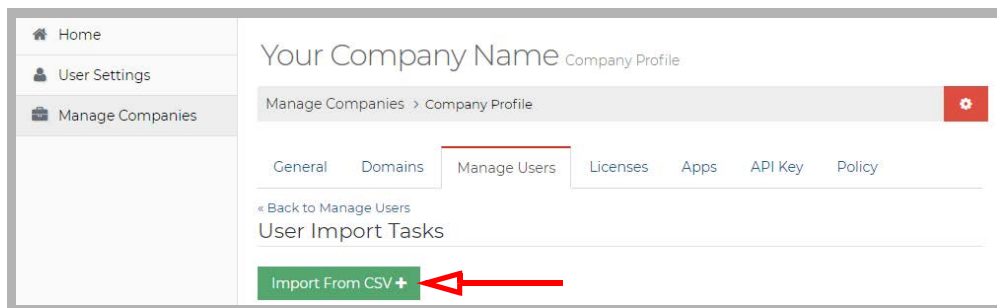
If you have large numbers of users to add to the company, you can import their details using a comma delimited, CSV formatted file. Most applications allow you to export user data into a CSV file. You can also create one manually using Notepad or other similar application.

Caution: It is recommended that you use a simple ASCII text editor like Notepad when working with these files. Other applications can save the file with the CSV extension, but may add their own characters that can prevent it from being usable here.

1. To import users to the company using a CSV file, go to the **Manage Companies > Manage Users** tab and click **Tools**. Select **Import from CSV**.



2. Click the **Import from CSV** button.



- The CSV file must be formatted correctly. From the dropdown menus, choose the **Separator**, the **Quotechar**, and then specify the file to import user data from. When finished, click **Import**.

Home
User Settings
Manage Companies

Your Company Name Company Profile

Manage Companies > Company Profile

General Domains Manage Users Licenses Apps API Key Policy

« Back to Manage Users

Import Users from CSV file

Separator Comma

Quotechar Double Quote

File Choose file No file chosen

tip

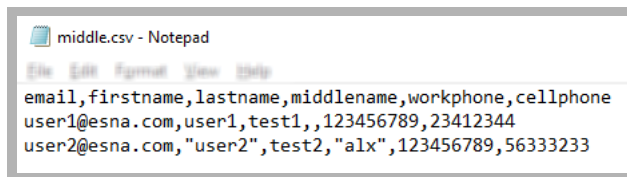
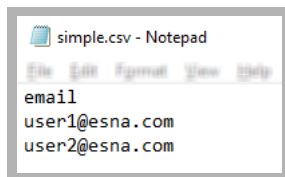
To only import user with email, please follow the example.

To import user with email,name and phone, please follow the example.

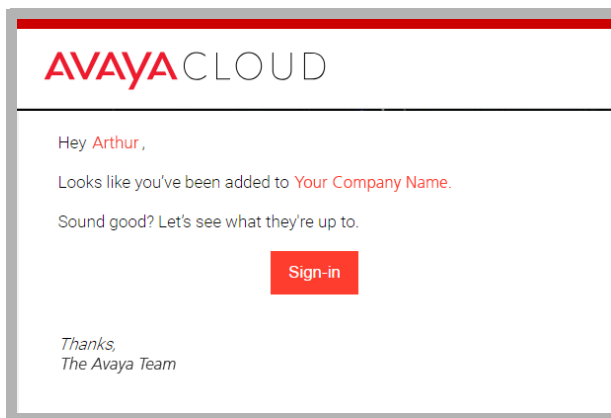
To import user with full information, please follow the example.

Back Import

Hint: Click on the **Example** links to download sample files with the correct formatting. Use these as a guide for creating a user data file of your own.



- All of the invitees will receive an email. Clicking the link will launch Avaya Spaces where they can create their credentials. Once they have signed-in, they will appear within the **Manage Users** tab.

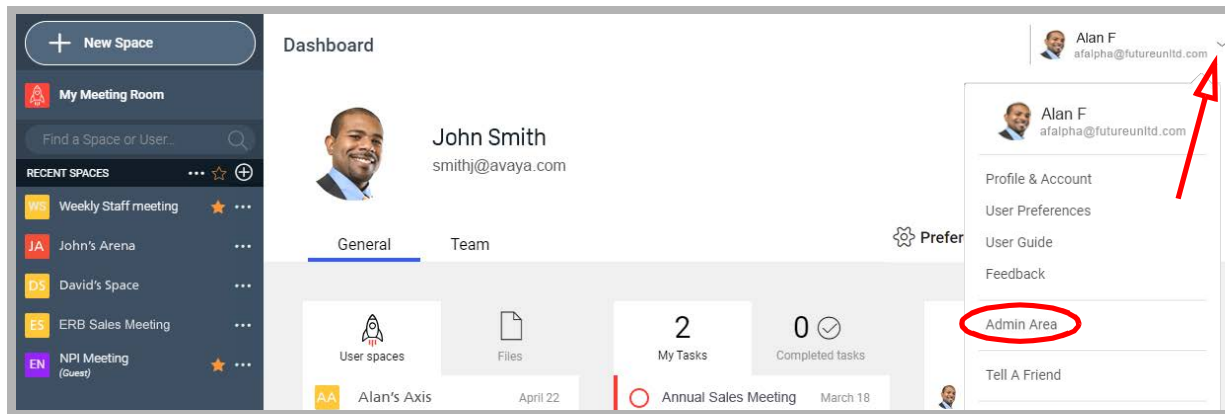


Note: The **Business** licenses are allocated on a first-come, first-served basis and stay with the user. Anyone who connects after all of these licenses are in use will be given a free Business license for 90 days, after which their account will revert to Essential. The administrator can manually adjust all license usage from the Admin Area. **Power** level licenses are always allocated by the administrator.

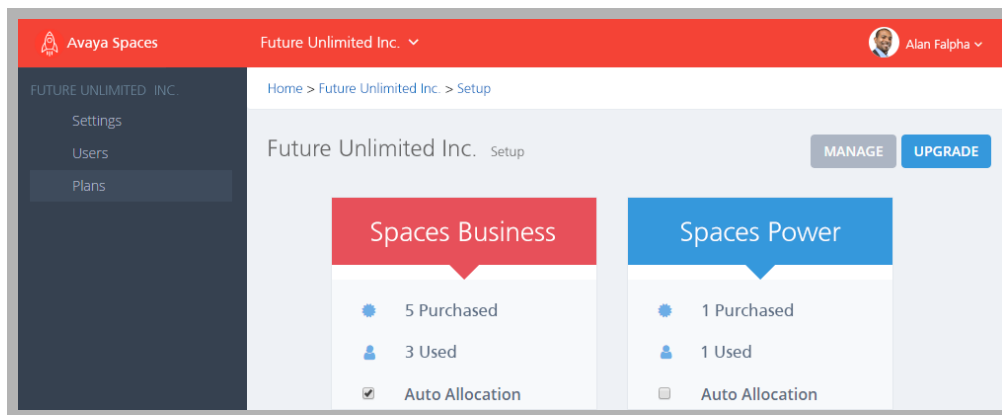
Assigning Users

As your corporate requirements change, you may find it necessary to change the plan that you have selected. The accounts.avayacloud.com site allows you to monitor license usage and manage user accounts. However, to assign users a specific type of account, you must go to the **Admin Area** from within Spaces.

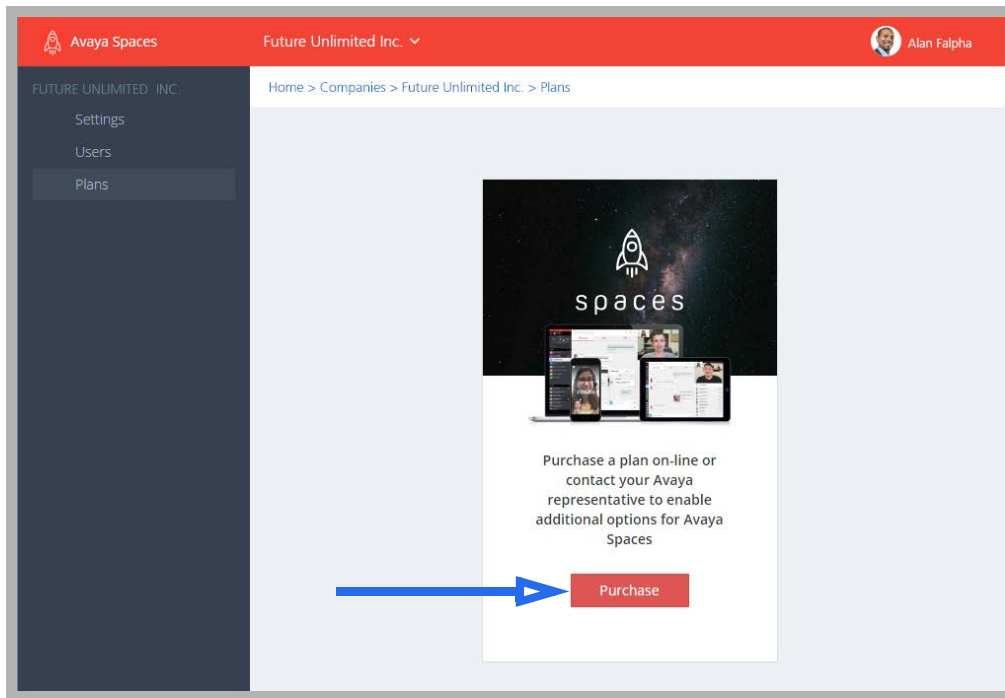
1. Login to Avaya Spaces with an administrator account. From the Dashboard, click the arrow icon beside your name. Select **Admin Area** from the dropdown menu.



2. The details of the plan you purchased are displayed.



If you have not yet purchased a plan for your company, you will be prompted to do so now. Click **Purchase** to be taken to the Avaya Cloud store.



UPGRADE - Clicking the **Upgrade** button will return you to the store to modify your company's plan.

MANAGE - Use the **Manage** button to open a window where you can redistribute user licenses.

The screenshot shows the 'Manage License Usage' page in Avaya Spaces. The breadcrumb trail is 'Home > Future Unlimited Inc. > Plans > Manage License Usage'. The page title is 'Manage License Usage'. There are two main sections:

- UN-ALLOCATED USERS:** Features an 'Actions' dropdown menu (circled in red) and a search bar. Below is a table with columns 'Name', 'PLAN', and 'Expiration'. Two users are listed: Tracey Greene (tgreene@futureunltd.com) and David Innes (david.innes@futureunltd.com). A red bracket is on the left of the table. Navigation buttons '← Previous', '1-3', and 'Next →' are at the bottom.
- ALLOCATED USERS:** Features a 'Deallocate' button (circled in blue) and a search bar. Below is a table with columns 'Name', 'PLAN', and 'Expiration'. Two users are listed: Arthur Penn (a.penn@futureunltd.com) with a 'Business' plan and expiration '2021/03/31', and Alan Falpha (alanf@futureunltd.com) with a 'Power' plan and expiration '2021/05/31'. A blue bracket is on the left of the table. Navigation buttons '← Previous', '1-1', and 'Next →' are at the bottom.

Place a check in the box beside one or more users in the **Unallocated** list.

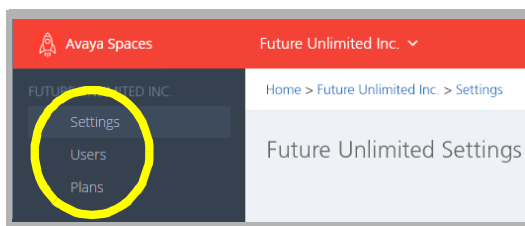
Open the **Actions** dropdown menu and select a license level to apply to the selected users. They will be moved to the **Allocated** licenses list.

On the list of allocated users, place a check mark in the boxes beside all users whose licenses you want to deactivate, then click the **Deallocate** button. They will be moved to the Un-allocated list and those licenses will become available for use by others.

Note: Once a user has been unallocated, they will never again acquire a new license automatically, except for Essential. The administrator must manually allocate them a new license.

Admin Area Menu

Once the initial setup of the company is complete, the Admin Area provides 3 menu items that allow you to manage the company.



Settings

Use the **Settings** menu to manage all aspects of the company within Avaya Spaces. Change the company name or description.

Additional domains can be added to the company through this menu as needed. This allows for a greater variety of email addresses to be included with the company plan.

Avaya Spaces Future Unlimited Inc. Alan Falpha

Home > Future Unlimited Inc > Settings

FUTURE UNLIMITED INC.

- Settings
- Users
- Plans

Future Unlimited Inc. Settings

GENERAL

Company Name: Future Unlimited Inc.

Description: Cloud-based applications for the world

Billing Country: []

Save

DOMAINS

domain.cc Add Domain +

futureunltd.com []

MESSAGE RETENTION

Use system policy
Messages are deleted after 730 days

Delete messages after [] days

Keep messages forever

Save

AVAYA SPACES® CALLING

Enable Avaya Spaces® Calling

Application
Allow users to use Avaya Spaces® Calling with the following applications

- Avaya Spaces® Calling Chrome Extension
- Avaya Workplace Client

Save

Message Retention

The maximum length of time to keep messages in Spaces is also set from here and affects all users in the company. All messages will be deleted from the program after the number of days configured here. Younger messages are kept until they also reach the threshold.

Setting a value here establishes the maximum time that messages will be kept. Users can set lower limits (less than the limits set by the site admin) within their spaces as required.

Important: The term **Messages** encompasses all data including Direct messages, Chat messages, Posts and Tasks. Recorded meetings are also included in this group.

Note: There is a delay of approximately 24 hours before messages beyond the threshold will be deleted. If you set the wrong value by mistake, you have some time to fix it before messages are unrecoverable.

Select ONE of the following.

Use system policy: The system policy is configured at the database level and defaults to 730 days (2 years). Enable this option to use the system default value.

Delete messages after X days: Specify the number of days after which messages will be deleted. This value overrides the value for System Policy.

Keep message forever: Never delete messages (see [Message Retention Policy Hierarchy](#) below). Remove all limits on message storage.

Message Retention Policy Hierarchy

There are 3 levels at which the message retention policy can be set. In order of precedence, they are:

- **Company Administrator** (this section): Any settings made here affect **ALL** spaces within the corporation.
- **Space Admin User:** Changes here can only be made by a user with admin level access to that space, and these changes only affect that space. No value can exceed the setting made by the Company Administrator. **Use system policy** sets the value to the Company Administrator level setting. **Delete messages after...** sets the message maximum retention length not in excess of the value (if any) set by the Company Administrator. **Keep message forever** is only available if the Company Administrator has also selected this value.
- **Database:** The default value is 730 days (2 years). The Company Admin and Space Admin User must both select **Use system policy** for the default value to be used. This value can only be changed by Avaya personnel. Contact Avaya support for assistance.

The Company Administrator sets the absolute upper limit for message retention. The Space Admin User can only reduce the retention period. The Database value is used only if both the Company and Space Admin have selected **Use system policy**.

If multiple settings are configured at the various levels, the lowest value will be used. For example, if the Company Admin sets message retention to 200 days, and the Space Admin User sets the value to 100 days, then 100 days will be used.

Avaya Spaces® Calling

If your company is located in a country where the Spaces calling feature is available, the Enable Avaya Spaces Calling toggle button will be enabled automatically. Spaces users with a Business or Power license will be able to make Spaces video calls to each other.

Note: If the **Enable Avaya Spaces Calling** switch is disabled, check **Billing Country** under **General Settings**. Call Avaya Support if this field is blank.

To enable the Spaces calling to phone numbers, the site admin must enable one of the following checkboxes:

- Avaya Spaces® Calling Chrome Extension - Only enable this checkbox when you have either the Avaya Aura or the Avaya IP Office WebRTC infrastructures operating.
- Avaya Workplace Client - Only enable this checkbox when you have the required Avaya SIP infrastructure.
- Any dialing application - Only enable this checkbox when you are using any non-Avaya softphone.

When ready, click **Save**.

Users

The **Users** panel lets the administrator track all users invited into Avaya Spaces. From here, you can add more users, or remove existing ones from the company. View the plan associated with each user, and whether or not they are active.

The screenshot displays the Avaya Spaces Users management page for Future Unlimited Inc. The page includes a sidebar with navigation options (Settings, Users, Plans) and a main content area. The main content area features an 'Invite New User' button, a search field, and radio buttons for 'List Active Users' (selected) and 'List Pending Users Invites'. Below this is a table of users with the following data:

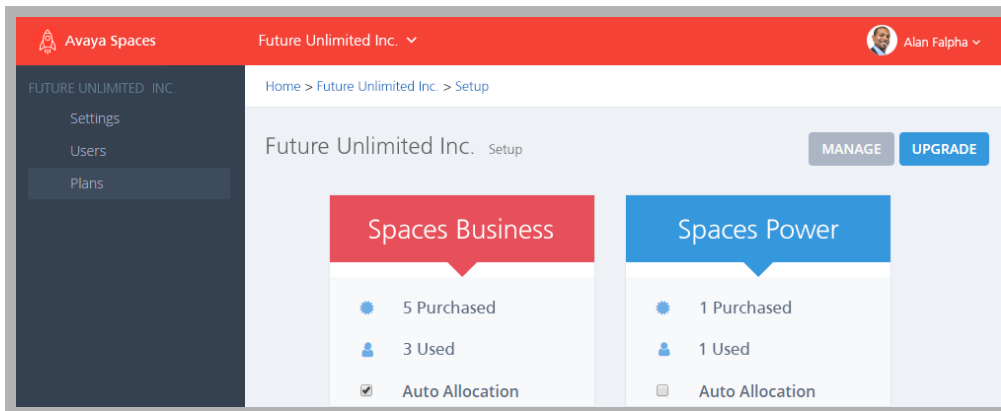
Name	PLAN	Expiration	Last Access Time
Tracey Green tgreene@futureunltd.com			
David Innes david.innes@futureunltd.com			
Arthur Penn a.penn@futureunltd.com	Spaces Busines	2018/12/31	inactive
Alan Falpha alanf@futureunltd.com	Spaces Power	2018/12/31	
Gwenn Argent gwenn@futureunltd.com	Spaces Essential		

At the bottom of the table, it indicates 'Total Records Found: 5' and provides navigation controls: '← Previous', '1-4', and 'Next →'.

Note: Users that have no plan associated with them have not yet logged into Avaya Spaces.

Plans

This panel lets you view the status of your current Avaya Spaces subscriptions.



To change the plan, click the **Upgrade** button to go to the web store where you can change the numbers of your licenses.

The screenshot shows the Avaya Spaces pricing page. At the top, the Avaya logo is on the left, and navigation links for 'Meet Avaya', 'Solutions', 'Products', 'Partners', 'About', and 'Support' are in the center. On the right, there are links for 'Sign In', a shopping cart icon, a globe icon, and a search icon. Below the navigation, there are links for 'UNIFIED COMMUNICATIONS', 'Avaya Spaces', 'Pricing', and 'Free Trial'. A language selector shows 'Canada - English' and a 'Get in Touch' button. A banner at the top of the main content area reads 'Avaya Spaces Enterprise-Wide | Free for 60 days >'. The main heading is 'Pay as You Grow' with the subtext 'Select # of users below or get started with a free 60-day trial'. A slider below the heading allows selecting the number of users, with options: 1-999, 1000-1999, 2000-3999 (selected), 4000-7999, and 8000-14999. A 'Custom Quote' link is also present. Below the slider, it says 'I want a 3 Year Contract and I have 2000-3999 users.' The pricing table below shows three plans:

Plan	Price (CAD\$)	Unit	Action
Essential	0.00	user/month	Sign Up
Business	5.75	user/month	Buy Now
Power	16.75	user/month	Buy Now

The 'Business' plan is marked as 'Most Popular'. Each plan includes a description and a list of features:

- Essential:** 'Your personal digital workplace – includes video conferencing free for 60 days'. Features include: Voice-Only Conference – 50 Participants per Meeting; Desktop & Application Sharing; Chat & Messaging; File Sharing – 1 GB; Task Management; Integration – Outlook, Google Calendar, Slack, Microsoft Teams.
- Business:** 'Boost your digital workplace with HD video conferencing'. Features include: Video Conference – 200 Participants per Meeting; Desktop & Application Sharing; 1-to-1 Video Calling; Chat & Messaging; File Sharing – Unlimited; Task Management; Integration – Outlook, Google Calendar, Slack, Microsoft Teams; Manage Users by Domain.
- Power:** 'Supercharge your digital workplace with large meetings & recording'. Features include: Video Conference – 500 Participants per Meeting; Meeting Recording; Desktop & Application Sharing; Dial-in Meeting Access; 1-to-1 Video Calling; Chat & Messaging; File Sharing – Unlimited; Task Management; Integration – Outlook, Google Calendar, Slack, Microsoft Teams; Manage Users by Domain.

3

AVAYA SPACES DESKTOP APP

Introduction

The default method of using Avaya Spaces is through a web browser. A desktop app is also available where that is deemed more appropriate for your situation.

The web and the desktop apps are identical in appearance and features.

Prerequisites

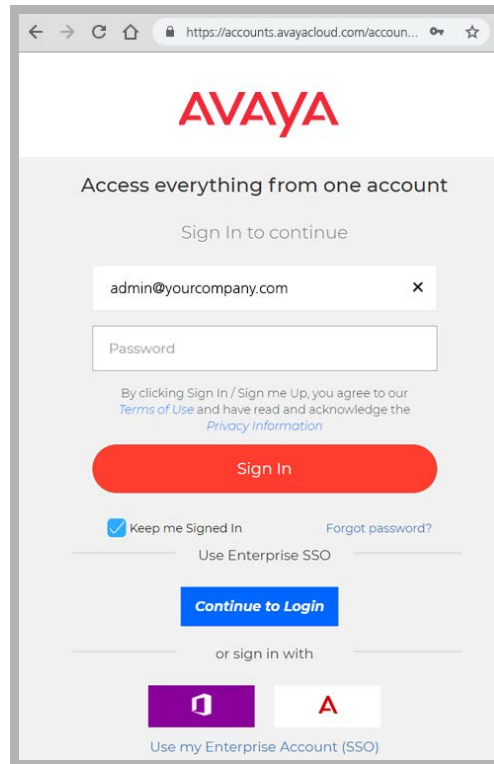
The desktop application requires the following.

Computer Type	Minimum Hardware
Desktop / Laptop (Windows or Mac)	8 GB RAM
Operating System	Avaya Spaces App Version
Windows 10	1.1.14+
Mac 10.15+	1.1.14+

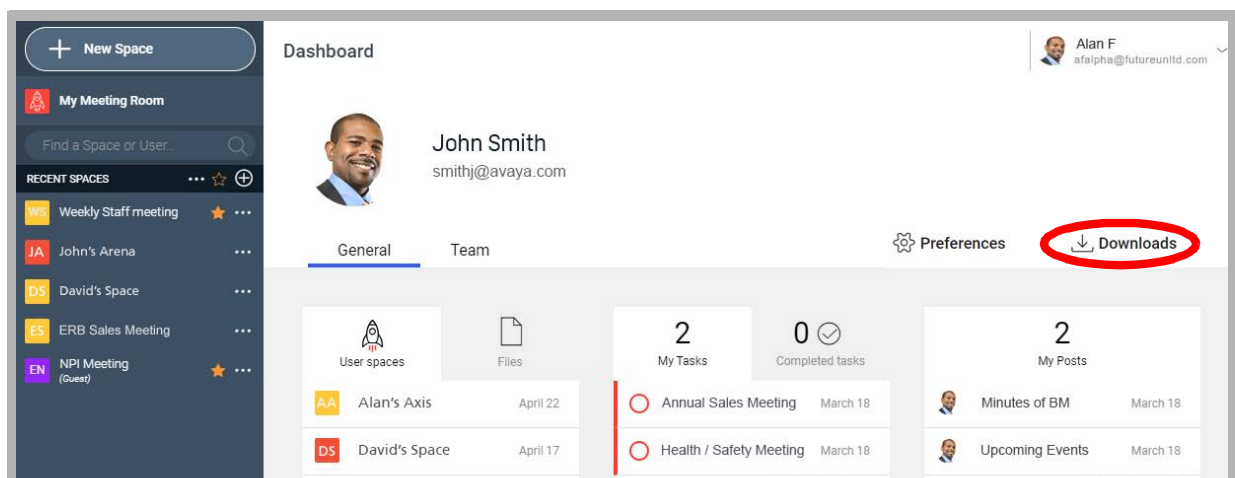
Download and Install the Desktop Application

Before proceeding, you must have a personal or corporate Spaces account.

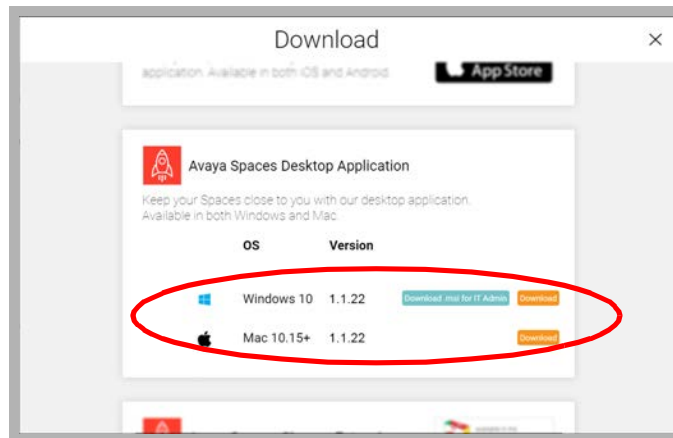
1. Open a web browser and launch the Avaya Spaces web app. Login at the prompt.



2. From the **Dashboard**, click **Downloads**.



3. Select **Avaya Spaces Desktop Application** from the list of options. Click **Download** for the version appropriate for your operating system (Windows or Mac).



4. The installer will be downloaded and saved to your drive. When it has finished, run the installer to add the Avaya Spaces desktop app to your computer.

Running the Desktop Application



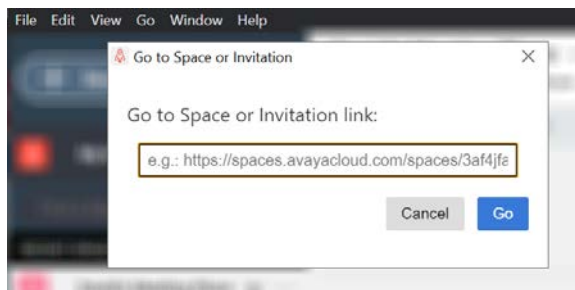
The installer adds an icon to your desktop.

1. Double-click the icon to launch the Avaya Spaces desktop application.
2. Login using your credentials.

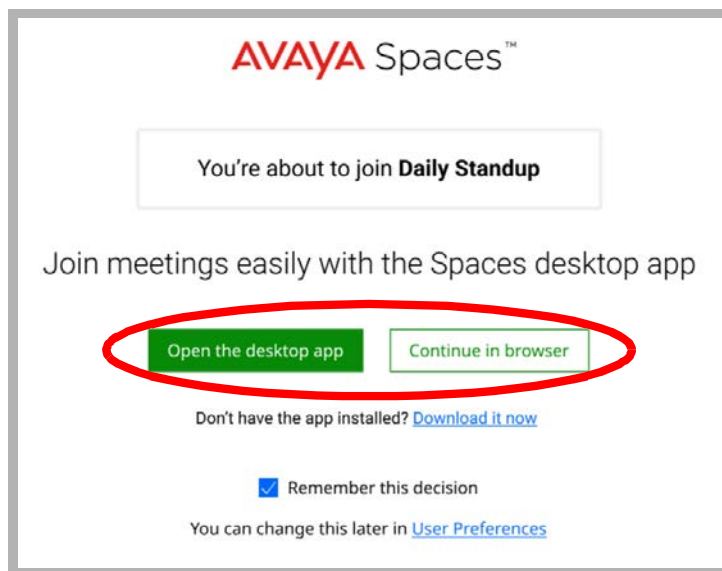
Spaces Desktop vs Web

While the Avaya Spaces Desktop application is an iteration of the Web app running on your local machine, there are a few changes that must be pointed out.

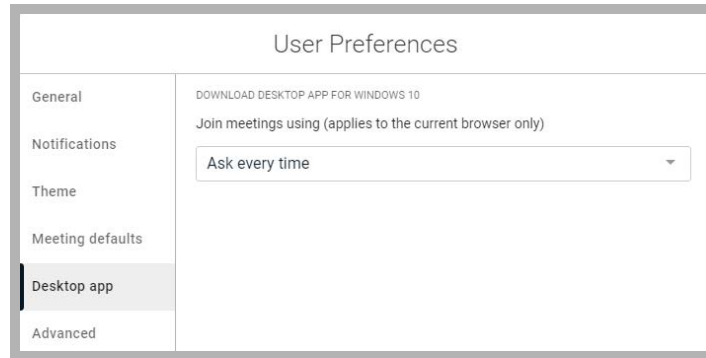
- When sharing your screen, the Desktop app does not have an option to share the Chrome tab since the app is not running in the browser. Both the **Your Entire Screen** and **Application Window** sharing options are available.
- Most configuration and preference options are mirrored between both versions after a refresh. The Audio and Video Settings fields are not synchronized, however. Each app maintains its own settings for these items internally and they are not visible to the other.
- The Desktop App includes a tool bar at the top of the window. These are standard O/S functions with the exception of the **Go** menu. This menu allows you to enter the URL of a spaces meeting or the link from an invitation. Click **Go** to be taken to that space. For the Web app, entering the URL into the address bar of the browser is sufficient.



- Invitations to attend meetings are usually sent as an email containing a link to join. If you have the Desktop app installed, when you click the link you are given the option to choose which version of Avaya Spaces to use. Select either **Open the desktop app** or **Continue in browser**.



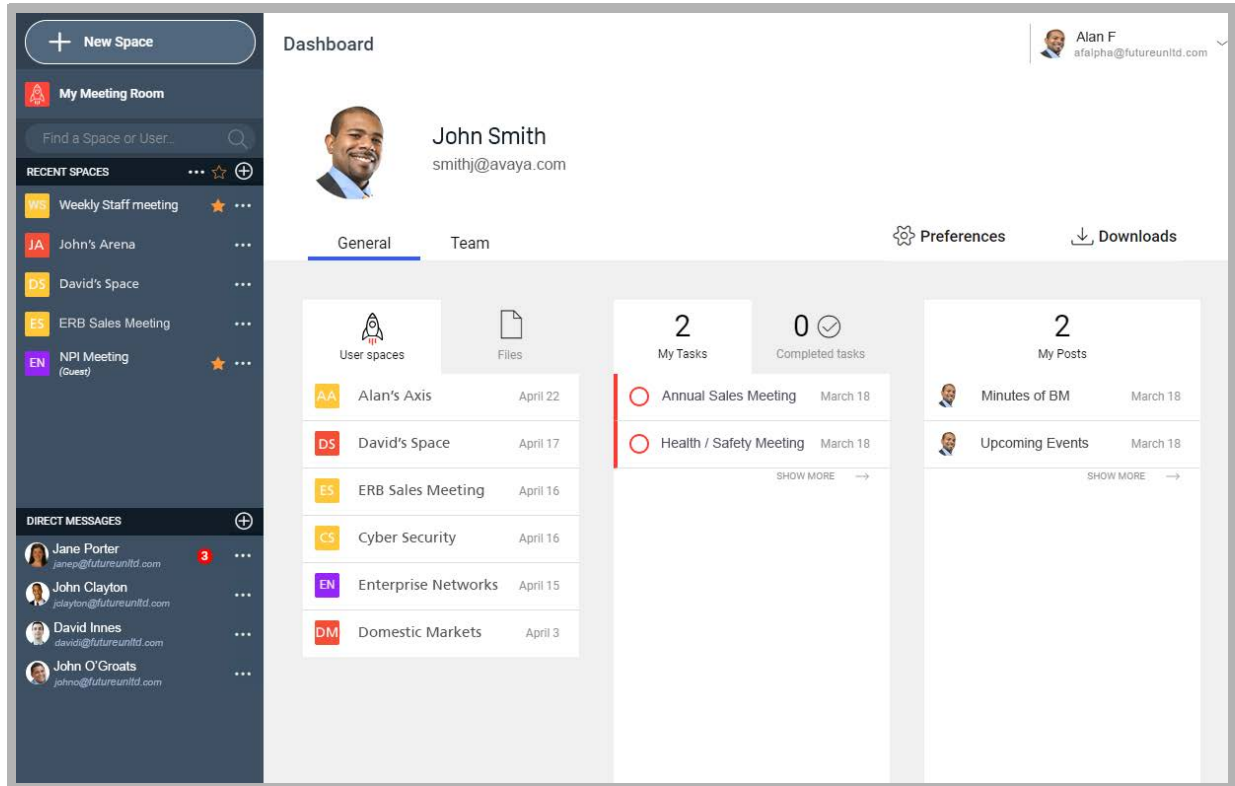
Within Spaces, you can change this setting from the **User Preferences** panel.



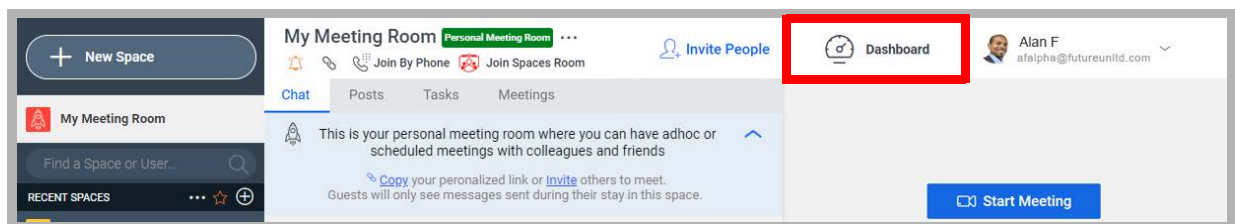
4

THE DASHBOARD

The Dashboard is the place you land whenever you launch Avaya Spaces™.

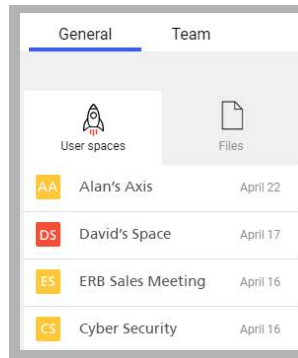


Whenever you are already in a space, you can return to the dashboard by clicking the Dashboard button.



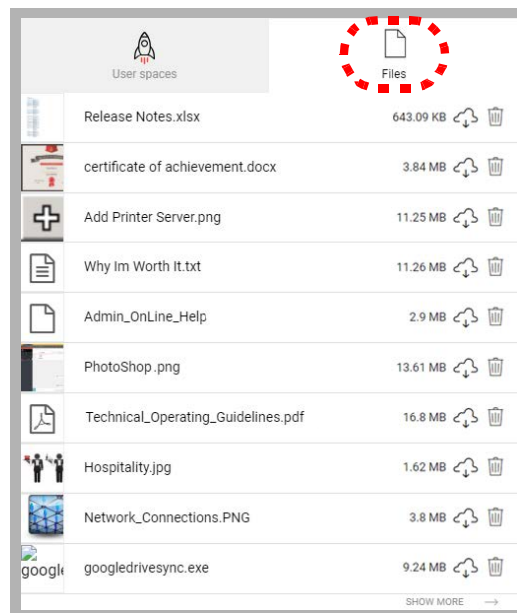
User Spaces

This region is devoted to displays showing all of your spaces and those that you have been invited into. Clicking on the item title will take you to that tab in the proper space.



Files

The **Files** tab shows all of the files that have been uploaded across all spaces that you have access to. Use this list to easily find and download any files that want to review.



My Tasks

View all of the Tasks assigned to you that are unfinished on this one list. Click on an item to open the Task for commenting or editing.

The screenshot shows a dashboard with two tabs: 'My Tasks' (5 items) and 'Completed tasks' (3 items). The 'My Tasks' tab is active and highlighted with a red dashed border. It contains a list of five tasks, each with a red circle icon and a due date:

Task	Due Date
R&D Report	March 20
Testing Pre-Launch	March 20
Back-end Programming	August 11
Customer Server Backlog	October 5
Interns - Review Resumes and Recommend	October 29

A 'SHOW MORE' link with a right arrow is at the bottom right of the list.

Completed Tasks

All the Tasks assigned to you that have been marked as **Completed** are shown here.

The screenshot shows a dashboard with two tabs: 'My Tasks' (5 items) and 'Completed tasks' (3 items). The 'Completed tasks' tab is active and highlighted with a red dashed border. It contains a list of three completed tasks, each with a green checkmark icon and a date:

Task	Date
Checking for Memory Leaks	February 10
Engage Customer Success	October 12
Research Possible Merger Details	October 5

A 'SHOW MORE' link with a right arrow is at the bottom right of the list.

My Posts

This tab shows all of the Posts that you have made across all spaces. Click a Post to open it.

The screenshot shows a dashboard with a single tab: 'My Posts' (8 items), which is highlighted with a red dashed border. It contains a list of eight posts, each with a user profile icon, the post text, and a date:

Post	Date
Thank you very much.	October 2
It's time to think this over again.	August 4
Budget Process Review	February 10
Pot-luck Sign up Sheet	August 3
End-of-Campaign Wrap-up	August 3
Analytics Review	October 12
Annual Food Drive.	October 5
Board Meeting - Minutes and Comments	October 5

A 'SHOW MORE' link with a right arrow is at the bottom right of the list.

Spaces


My Meeting Room

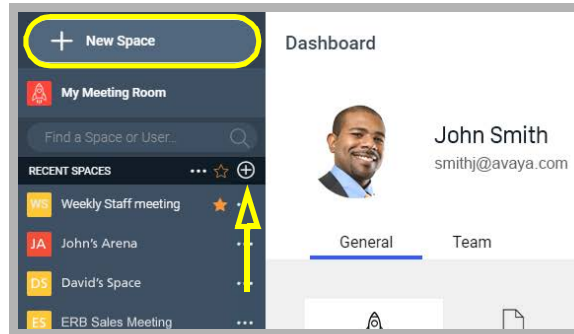
The **My Meeting Room** button opens a personal space where you can invite people to join you. This room functions like any other space, but everyone that you invite can only have Guest privileges. To setup another user as a Member or an Administrator, you must create a standard room.

The screenshot displays the Avaya Spaces interface for a 'My Meeting Room' titled 'Alan's Axis'. The interface is divided into several sections:

- Left Sidebar:**
 - New Space:** A button to create a new space.
 - My Meeting Room:** The current space being viewed.
 - Find a Space or User:** A search bar.
 - RECENT SPACES:** A list of recent spaces including 'Staff Meeting', 'Aaron's Personal Space', 'New York Meeting', 'Avaya CPaaS', and 'NPI Meeting (Guest)'.
 - DIRECT MESSAGES:** A list of direct messages from Jane Porter, John Clayton, David Innes, and John O'Groats.
- Top Header:**
 - Alan's Axis:** The name of the space, with a 'PUBLIC SPACE' indicator.
 - Join By Phone / Join Spaces Room:** Options to join the space.
 - Invite People:** A button to invite others.
 - Dashboard:** A button to view the user's dashboard.
 - John Smith:** The user's profile and name.
- Main Chat Area:**
 - Chat:** The active tab, showing a message from Neil Kendrick: "Here are the updated budget figures for Cauldron." (2:44 pm, 9:06 am).
 - Posts:** A post titled "Project Cauldron: Into the fire." with the text "These now include the added installation charges." (9:14 am).
 - Direct Message:** A message from Neil Kendrick: "Thanks for that. I will get onto corporate to make sure that these get approved before the deadline." (10:52 am).
 - Input:** A text input field containing "Anytime before next Friday will do."
 - Rich Text Editor:** A toolbar with options for text formatting (underline, bold, italic, link, list, link, quote, code) and a send button.
- Right Panel:**
 - Video Call:** A video call window showing a participant named 'Neil Kendrick'.
 - Call Controls:** Buttons for 'End', 'Share', 'Block', 'Mute', and 'More'.
 - Participants:** A list of participants including 'John Smith (Admin)' and 'Neil Kendrick'.
 - Mute All:** A button to mute all participants.

Creating a New Space

Click **New Space** or use the  button to create a new hub for your next project team.

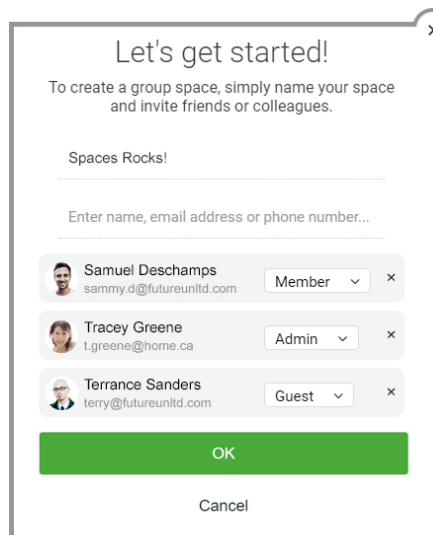


Give your new space a name.

Enter the name or email address for all of the people you want to add. Assign each to the Admin, Member, or Guest category.

- **Guest:** Only have access to the Messages tab. Tasks and Posts are not visible (see Public Spaces on page 86).
- **Member:** Can view all tabs. This is the default.
- **Admin:** Are Members who can also add and remove people from the space.

Click **OK** when your space is complete.

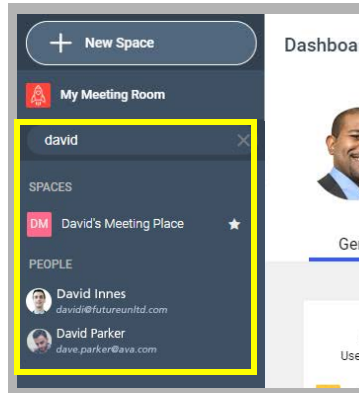

 A dialog box titled 'Let's get started!' with a close button in the top right. The text inside says: 'To create a group space, simply name your space and invite friends or colleagues.' Below this is a text input field containing 'Spaces Rocks!'. Underneath is another text input field with the placeholder 'Enter name, email address or phone number...'. Below that is a list of three invited users:

- Samuel Deschamps (sammy.d@futureunltd.com) with a 'Member' role and a close button.
- Tracey Greene (t.greene@home.ca) with an 'Admin' role and a close button.
- Terrance Sanders (terry@futureunltd.com) with a 'Guest' role and a close button.

 At the bottom of the dialog are two buttons: a green 'OK' button and a 'Cancel' button.

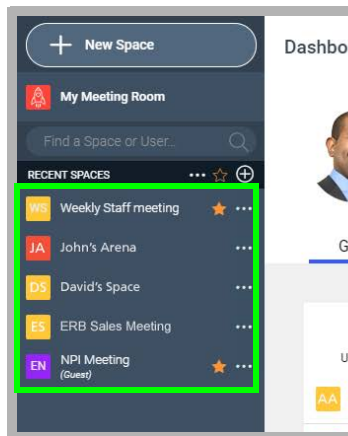
Searches




If you don't know what you are looking for, type what you do know into the "Find a space or User..." bar. All areas across all spaces will be examined and all matching entries will be returned. Click on an entry to open that item.




Recent Spaces

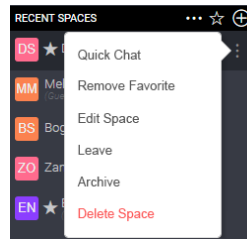
Below searches is a list of all the spaces you have access to. Click one to enter that space to review Messages, Posts and Tasks.




-  - **More:** Allows you to view Archived (i.e. no longer used) spaces.
-  - **Favorites:** Toggles between showing only spaces marked as favorites (with a star) and showing all spaces.
-  - **New Space:** Add a new space.

Spaces Options

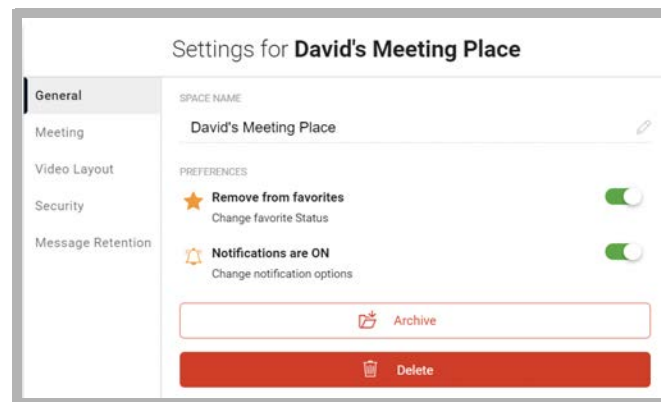
When you click on a menu icon  appears to the right of the column. Click to display a list of options for the space.



Quick chat: Click to broadcast an instant message to all people added to a space without interrupting the current meeting. Quick Chat does not appear for the currently open space; just use the **Chat** tab!

Add / Remove Favorite: Mark this space as a Favorite, or remove it from the favorites list. Click the Star icon  to show only your favorites, or to show all spaces.

Edit Space: This allows you to rename the space, make it Public or Private, set a password, archive it, mark it as a favorite, disable notifications, or set a data retention policy. Changes made here do not affect other spaces.



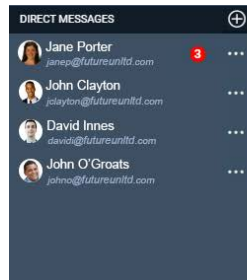
Leave: Remove yourself from the space. You will no longer receive invitations or notifications for this space.

Archive: Send this space to the Archive. Archived spaces are not deleted from the system, but they are not shown under Recent Spaces unless you specifically ask to see them. An archived space can be returned to Recent Spaces through the Restore option.

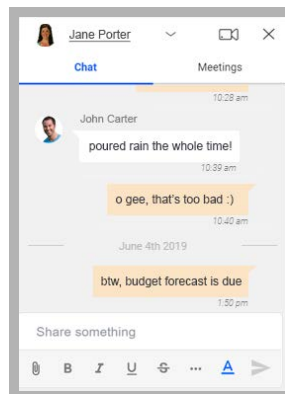
Delete Space: Any Admin for a space can delete the space. This permanently removes the space and all of its history from all members' displays. The space can be recreated but all history (Chats, Posts, Tasks, etc.) will be lost.

Direct Messages


The region below Recent Spaces is for **Direct Messages**. This area shows all of the people that you have recently been in direct contact with.



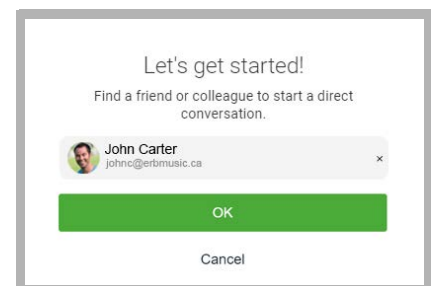
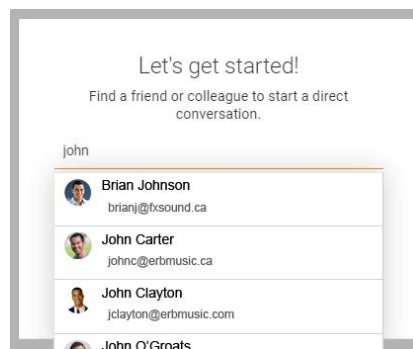
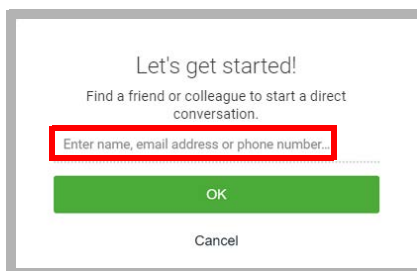
Clicking a person in the list opens the Direct Message window allowing you to send them a short text message. They will receive the message the next time they login to Spaces. If they have Notifications turned on, then they will receive a pop-up alert in the bottom right corner of their Windows desktop, even if they do not currently have Spaces open.



Adding People to the List

To add more people to the list, click the add icon  in the Direct Messages title bar.

Enter the email address of the person you want to add to the list. As you type, the system will return matches. Click one to select, or complete the address manually, then click **OK**.




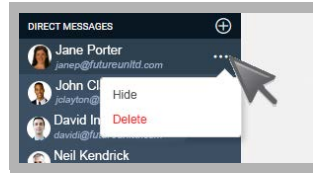
Messages Waiting



A number beside a contact shows that you have unread messages sent from that person. Click their name to open the messaging window to view the messages.

Hide and Delete Direct Messaging Sessions


Mouse over a contact in the Direct Messages list to reveal the options icon . Click to open the menu.

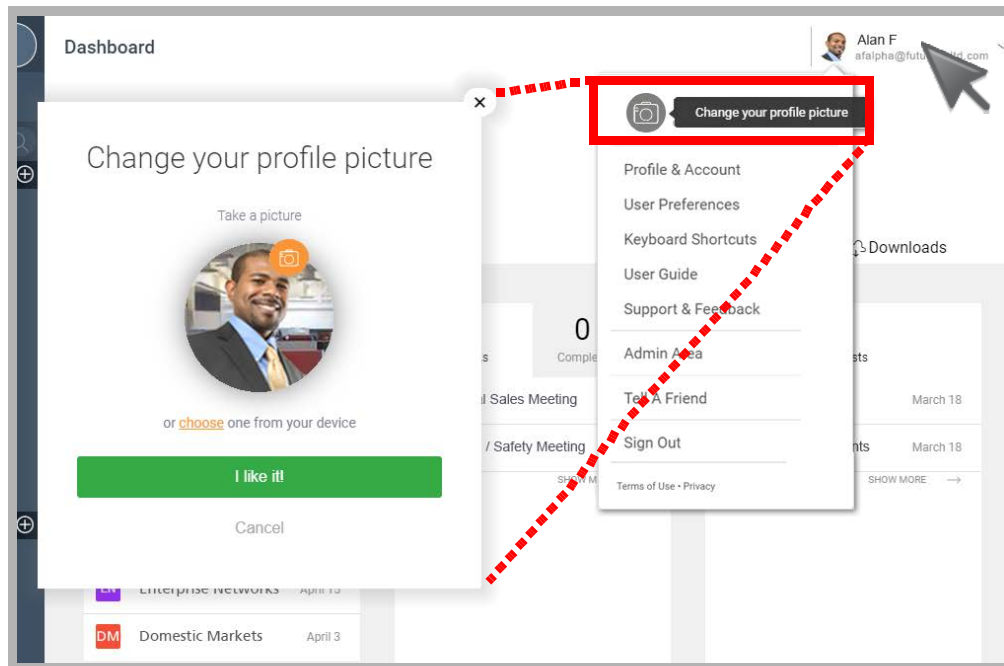


Hide: Under Direct Messaging, users can choose to **Hide** a direct messaging session on the list. The messaging history is saved with the user but they no longer appear on the list. Opening a new direct messaging session with the same person will restore both the contact and all of the previous messaging history.

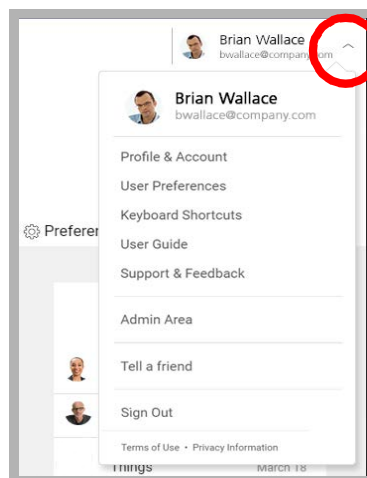
Delete: Under Direct Messaging, users can **Delete** a direct messaging session from their list. The message history is permanently deleted from **both** participants. Opening a new direct messaging session with the same person will restore the contact to the list but not the previous message history.

Your Profile and Settings

Click the profile menu in the upper right corner of the window, then selecting your picture allows you change your profile picture. Take a snapshot  through your web cam, or upload a picture from your hard drive. When you are satisfied that you have the right picture, click [I like it!](#)

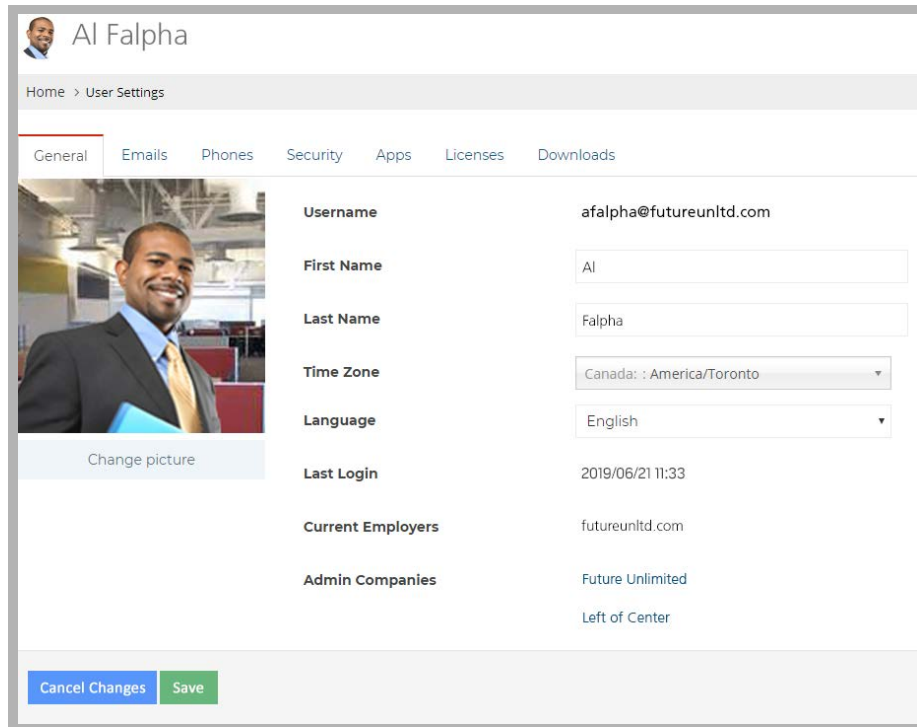


Click the arrow beside your name to access the various program settings. You sign out from Spaces from this menu too.



Profile & Account

Loads a page where you can review and change your personal details, profile picture, time zone, addresses and licenses.



The screenshot shows a user profile settings page for 'Al Falpha'. The page has a navigation bar with tabs for 'General', 'Emails', 'Phones', 'Security', 'Apps', 'Licenses', and 'Downloads'. The 'General' tab is active. On the left, there is a profile picture of a man in a suit and a 'Change picture' button. The main content area displays various user details in a list format:

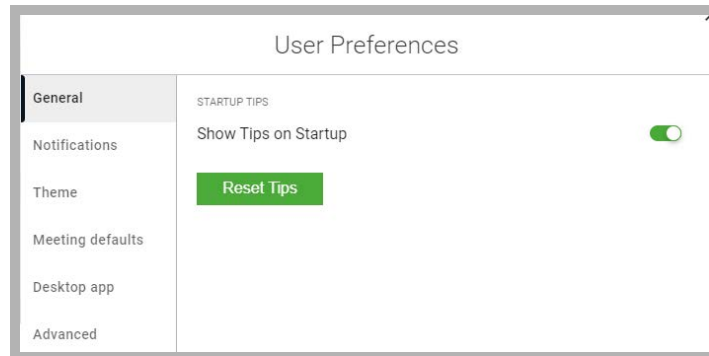
Username	afalpa@futureunltd.com
First Name	<input type="text" value="Al"/>
Last Name	<input type="text" value="Falpha"/>
Time Zone	<input type="text" value="Canada: : America/Toronto"/>
Language	<input type="text" value="English"/>
Last Login	2019/06/21 11:33
Current Employers	futureunltd.com
Admin Companies	Future Unlimited Left of Center

At the bottom of the page, there are two buttons: 'Cancel Changes' (blue) and 'Save' (green).

User Preferences

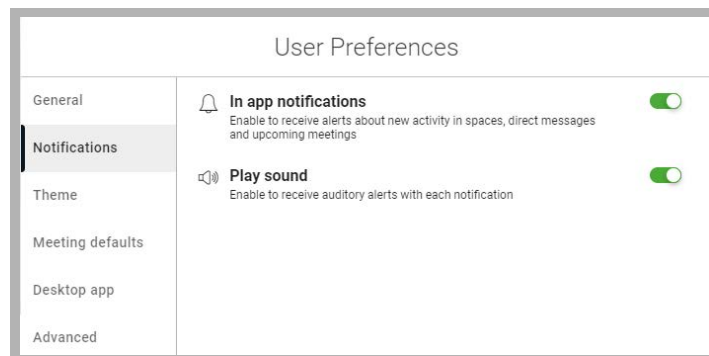
Sets some of the program options so you can have Avaya Spaces behave the way you want it to. Configure your Notifications, color Theme, General settings and Startup Tips.

General

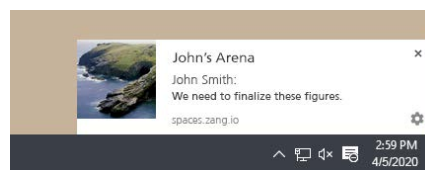


Show Tips on Startup: Enable this option to show brief tutorials when the program starts. Click **Reset Tips** to replay all of the startup tips.

Notifications

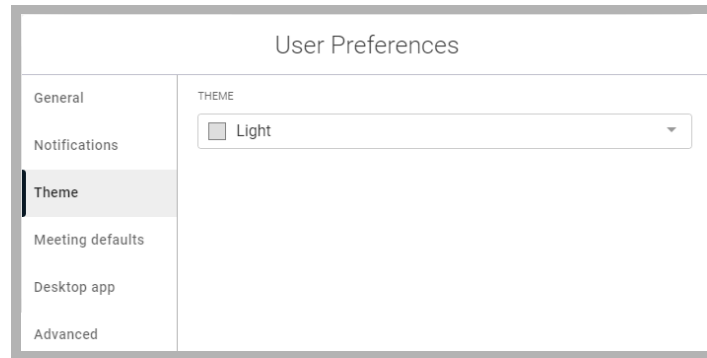


In app notifications: Turns on all alerts (new messages, people joining or leaving meetings, etc.).

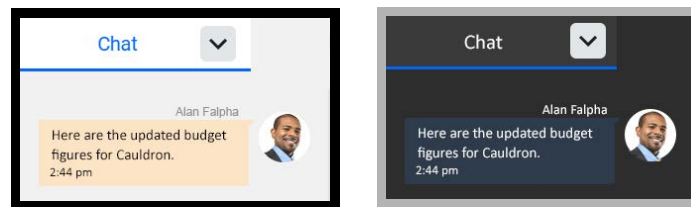


Play sound: When an alert is generated, enabling this option will play a tone as part of the notification.

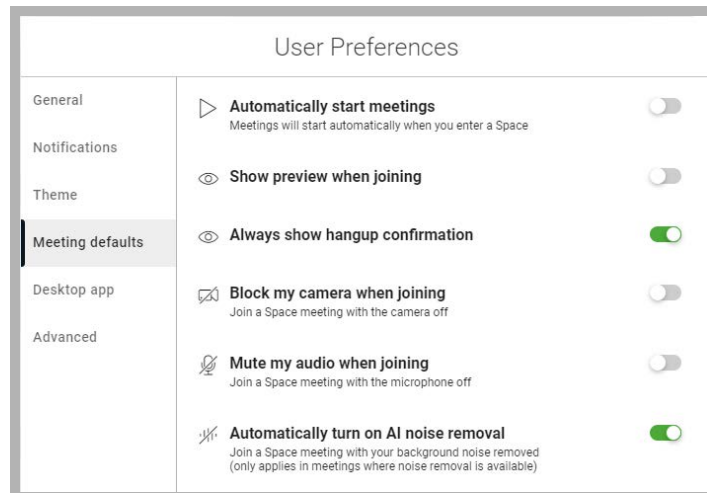
Theme



Theme: Select the color scheme for the Spaces user interface. Choose between **Light**, **Dark** and **Automatic**. The Automatic setting will cause Spaces to follow the setting chosen for the operating system. Any browser specific settings for theme are ignored.



Meeting defaults



Automatically start meetings: Entering a space will automatically join a meeting, or start a new one, if this feature is enabled. When this is turned off, entering a space will land you at the Chat page. You can then start / join a meeting when ready.

Show preview when joining: Enable this option to be prompted to configure your camera, microphone and speakers when launching into any space. Disabling this option will cause Spaces to use the settings configured here when starting your meetings. The devices and status selected can be changed once you are in the meeting.

Always show hangup confirmation: When you leave a meeting, enable this option to be shown a confirmation window to make certain you meant to leave. When disabled, you will leave the meeting as soon as you click the hangup button.

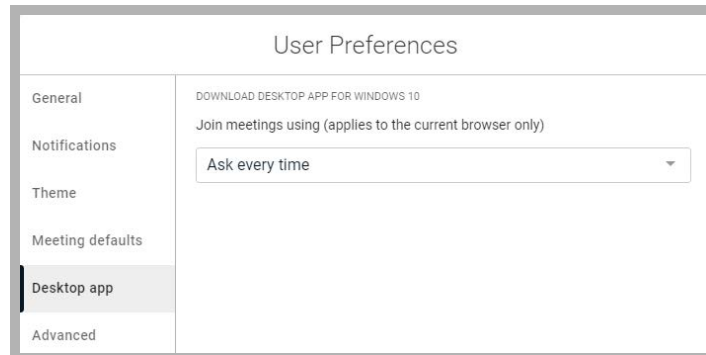
Block my camera when joining: When a conference is joined, enabling this option will prevent the camera from starting automatically. It can be turned on manually when required.

Mute my audio when joining: When a conference is joined, enabling this option will start the meeting with

your microphone set to Mute. It can be turned on manually when required.

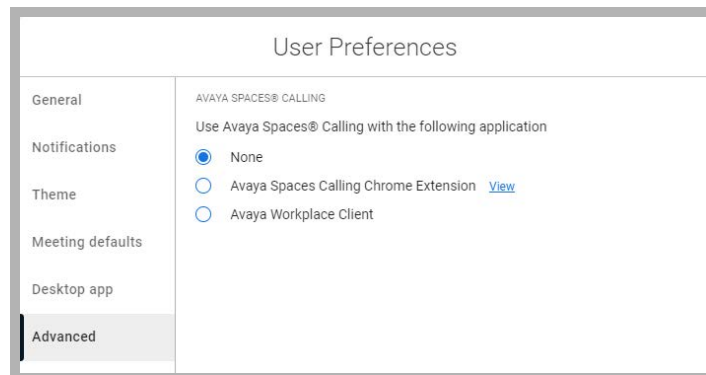
Automatically turn on AI noise removal: Activate Noise Removal (when available) each time you enter a meeting. This helps to limit background noises so that the voice traffic has greater impact.

Desktop app



Desktop App: If you have the Avaya Spaces Desktop App installed on your system, you can choose which version of Spaces to launch when you click an email invitation. Select from **Ask every time**, **Web browser** and **Desktop app**. This setting can be changed any time. If you do not have the Desktop app installed, this option is disabled.

Advanced



Choose which, if any, application to use for Digital Calling (if enabled by the administrator).

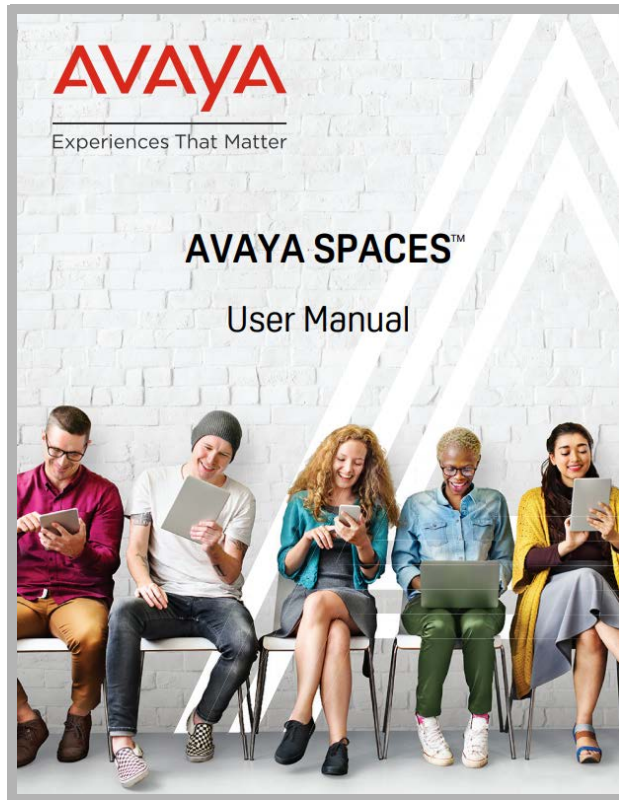
Keyboard Shortcuts

The **Keyboard Shortcuts** panel provides a list of all of the commands that can be executed using the keyboard. Locate the function on the left that you want to perform, then use the commands on the right.

Function	Keystrokes
Global	
Open shortcuts list panel (this panel)	CTRL + /
Close panels and dialogue	ESC
Search space or user	CTRL + K
Search space or user	S
Spaces	
Switch to Chat tab	CTRL + ALT + C
Switch to Post tab	CTRL + ALT + P
Switch to Tasks tab	CTRL + ALT + T
Switch to Meeting tab	CTRL + ALT + M
Invite people	CTRL + SHIFT + I
Video Control	
Hang up	CTRL + SHIFT + H
Share screen	CTRL + SHIFT + S
Toggle video (Block / Unblock)	CTRL + SHIFT + V
Toggle audio (Mute / Unmute)	CTRL + SHIFT + A
Toggle full screen mode	CTRL + SHIFT + F
Text Editor	
Bold	CTRL + B
Italic	CTRL + I
Underline	CTRL + U
Strikethrough	CTRL + SHIFT + X
Ordered list	CTRL + SHIFT + 7
Bullet list	CTRL + SHIFT + 8
Code Block	CTRL + SHIFT + C
Blockquote	CTRL + SHIFT + 9
Dial-In (on telephone dialpad)	
Mute / Unmute audio / Raise Hand	*6

User Guide

Takes you a web page where you can read more about some of the features of Spaces.



Support & Feedback

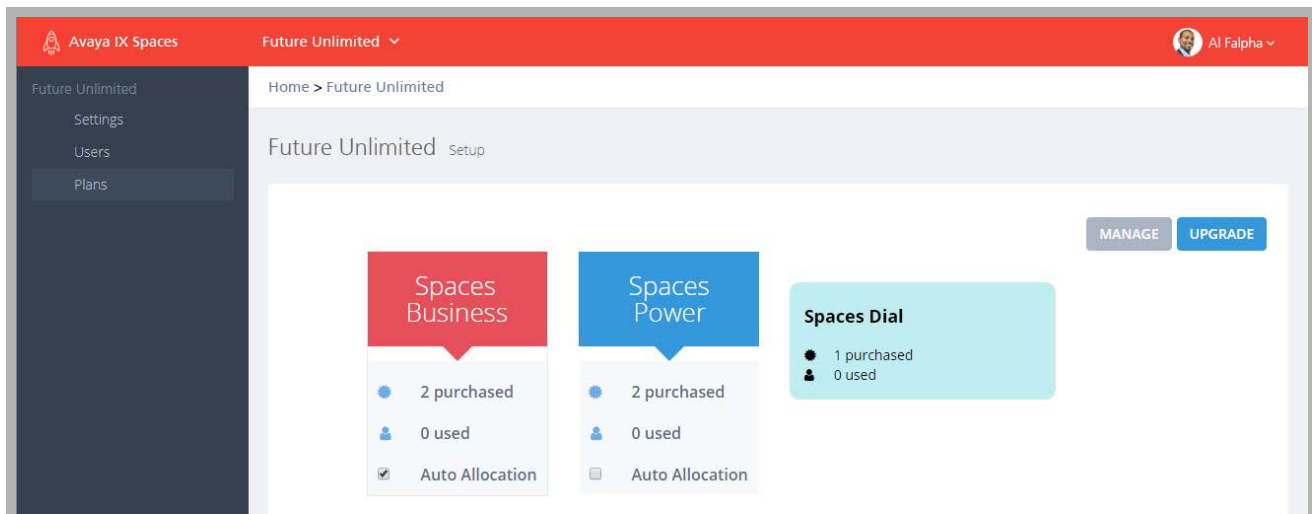
Opens OneCare Portal where you can enter your enhancement requests, bug reports, or provide any other feedback.

Follow the onscreen instructions to get the answers you need.



Admin Area

Launches your corporate Spaces page where you can view and modify your Plan and licenses.



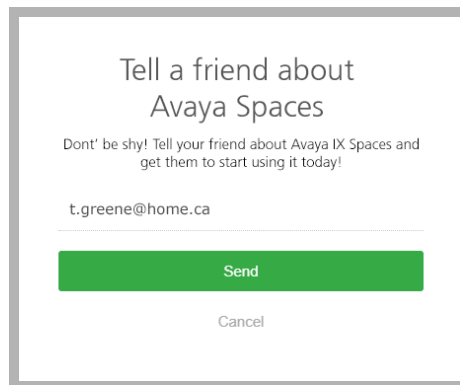
Use **Manage** to modify the users who have access to the system.

Click **Update** to change the Plan and the pricing details.

For complete details, go to the section on [Configuring Spaces](#).

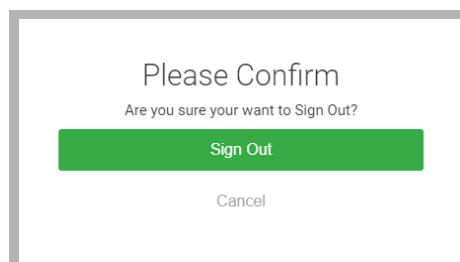
Tell A Friend

Send an email to a friend so that they can start using Spaces to organize their teams.



Sign Out

Logout and close the program. You will need to login again the next time to want to use Spaces.



5

SPACES

What are Spaces?

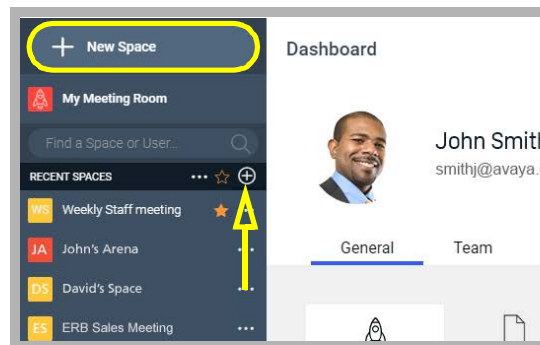
Spaces are where it all happens; the hub that brings together the people involved with each project. A space is where your team can hold meetings, share files, and exchange messages.

Make a new space for each enterprise to keep your group focused and organized. Think of it as a private conference room for you and your team.

Get the job done.

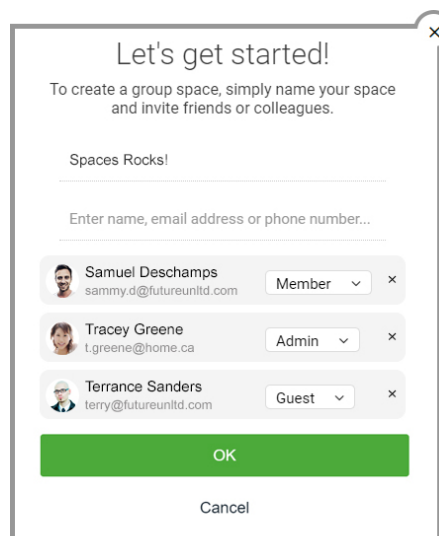
Create a New Space

Click **New Space**, or use the  button to create a new meeting place for your next project team to gather.



Give your new space a name.

Enter the name or email address for all of the people you want to add. A list of matches appears as you type. If the person is not in the database, enter their complete email address instead. Click the person to add them to the list.



Assign each to the Admin, Member, or Guest category.

- **Guest:** Only have access to the Messages tab and Video calling. They have no access to Tasks or Posts (see Public Spaces on page 86).
- **Member:** Can view all tabs. This is the default value for all invitees.
- **Admin:** Are Members who can also invite and remove people from the space.

By default, contacts will be added as Members unless you choose otherwise.

Click **Start** when your space is complete.

All team members will receive an email invitation to join. Once they accept, they will appear in the space and can participate in the discussion.

My Meeting Room

The **My Meeting Room** button opens a personal space where you can invite people to join you. This room functions like any other space, but everyone that you invite can only have Guest privileges. To setup another user as a Member or an Administrator for this room, you must create a standard room.

The screenshot shows the Avaya Spaces interface. At the top left, there is a '+ New Space' button. Below it, a navigation bar includes 'My Meeting Room' (highlighted with a red arrow), 'Chat', 'Posts', 'Tasks', and 'Meetings'. The main chat area is titled 'Alan's Axis' and contains several messages:

- A system message: "This is your personal meeting room where you can have adhoc or scheduled meetings with colleagues and friends. Copy your personalized link or invite others to meet. Guests will only see messages sent during their stay in this space."
- A message: "Here are the updated budget figures for Cauldron." (2:44 pm)
- A message: "Project Cauldron: Into the fire. These now include the added installation charges." (9:14 am)
- A message from Neil Kendrick: "Thanks for that. I will get onto corporate to make sure that these get approved before the deadline." (10:52 am)

 At the bottom of the chat, there is a text input field with the text "Anytime before next Friday will do." and a send button. On the right side, a video call with Neil Kendrick is active, showing a control bar with 'End', 'Share', 'Block', 'Mute', and 'More' options. The top right corner shows the user profile for John Smith (Admin).

Types of Spaces

Each space can be configured in 3 ways depending upon the level of access you want attendees to have and who can get in.

Standard Spaces

Standard Spaces are the default setting for all new spaces. No additional configuration is required.

A **Standard Space** is open to anyone who has the link to join the space, whether they were invited by an admin, or were passed the link by someone else. See [page 63](#) for full details.

Public Spaces

In a Standard Space, Guests have only limited access to the tabs and can participate in the current Chat session. In a **Public Space**, Guests can see the entire Chat History, and view (but not create new) Tasks and Posts. See [page 63](#) for full details.

Private Spaces

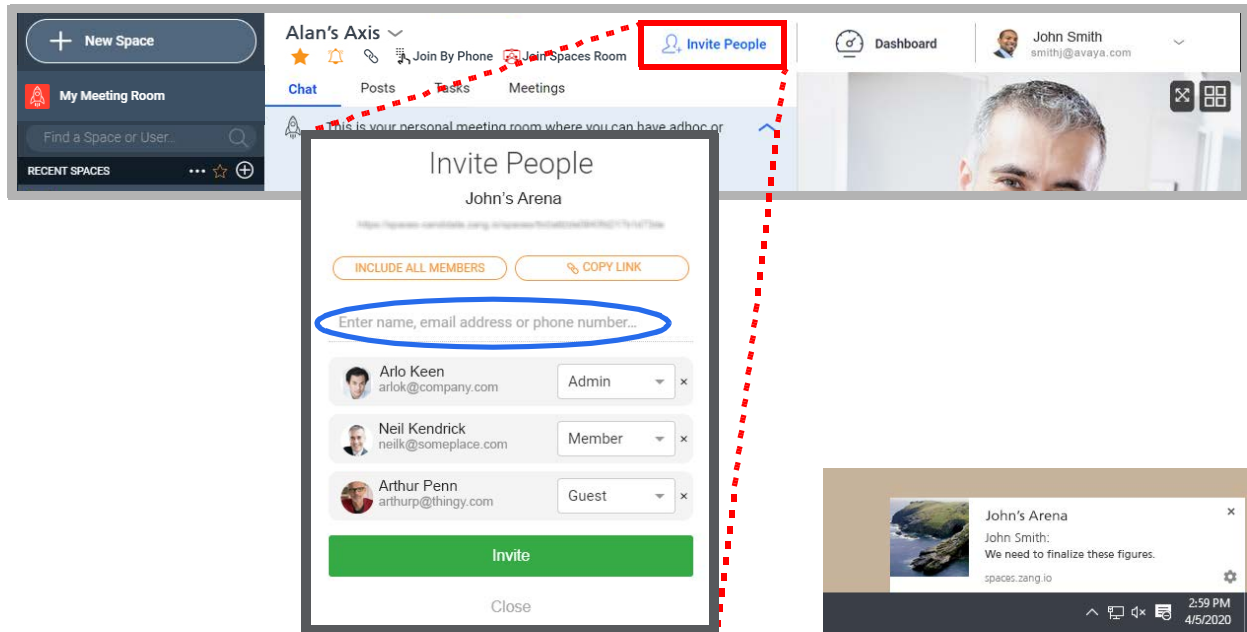
Configuring a space to be **Private** prevents all Guest access. Only authenticated Admins and Members can enter the space. All attendees to the space have complete access to all tabs. See [page 63](#) for full details.

Adding More People to the Space

Now that you have space available, you can add more people as the group's needs grow.

Enter the space, click **Invite People**, and start typing.

Pick the people you want to add them to the space. Specify if they will be an Admin, Member, or a Guest.



Include All Members: Clicking this item will add all contacts that are currently listed for the meeting to the invitation. This lets you send a notification alert to everyone involved that a meeting is underway and that they should attend.

Copy Link: For contacts that cannot be reached by other means, click **Copy link** and paste it into an email to the contact. When they click the link, they will join the meeting as a guest. They do not have to create an account to participate.

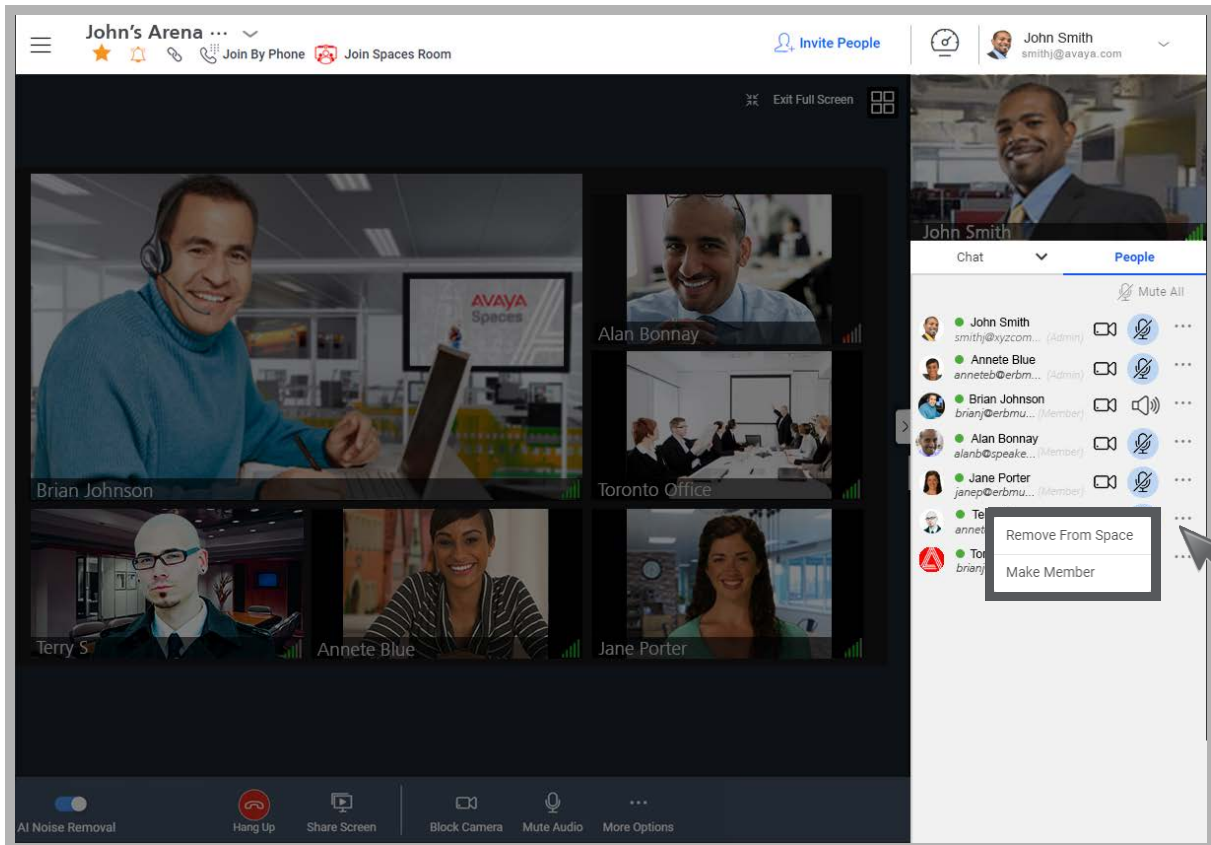
Once your list of invitees is complete, click **Invite** to send the invitations and launch the meeting.

Removing People from the Space

An admin can remove another user from the space. That user will disappear from the **People** roster and will not be able to rejoin the space unless they receive a new invitation. Removing a person from one space does not affect their presence in any other space, or on the **Direct Messages** panel.

This is useful when administrators want to remove people who are no longer part of this project, or those who are no longer with the company for example.

- From within a space or while in a meeting, an admin can click on the three dots to the right of a person's name on the **People** tab.
- Select **Remove From Space** to delete the person from the roster.



The Tabs

There are several tabs within each space.

- Chat
- Posts
- Tasks
- Meetings

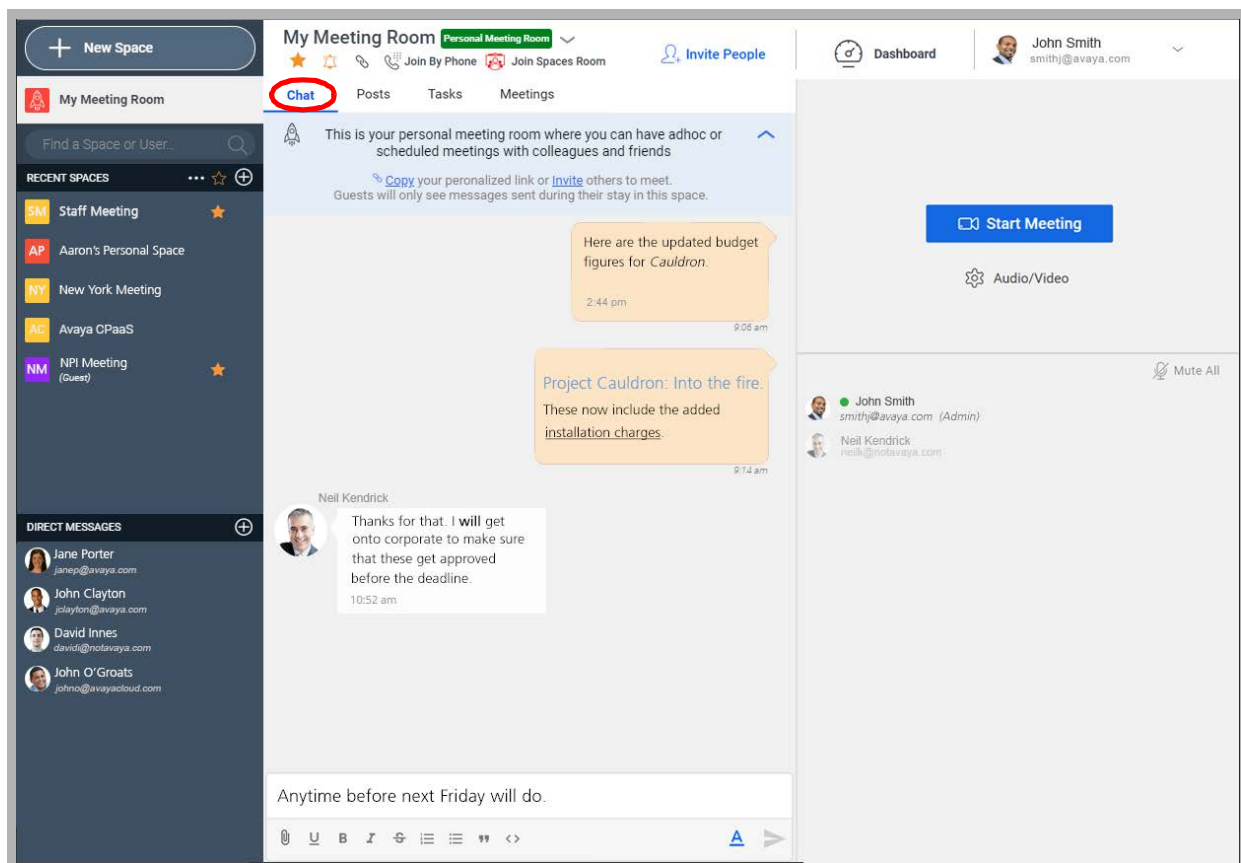
For complete details, refer to the chapter dedicated to each tab. But briefly...

Chat

This panel is used for text messaging between people within the space. All messages are stored on the server and can be viewed at any time.

Notifications of changes to Posts and Tasks are also shown here.

Enter text into the space at the bottom of the window to create a new message. All collaborators in the space will see the message the next time they enter the space.

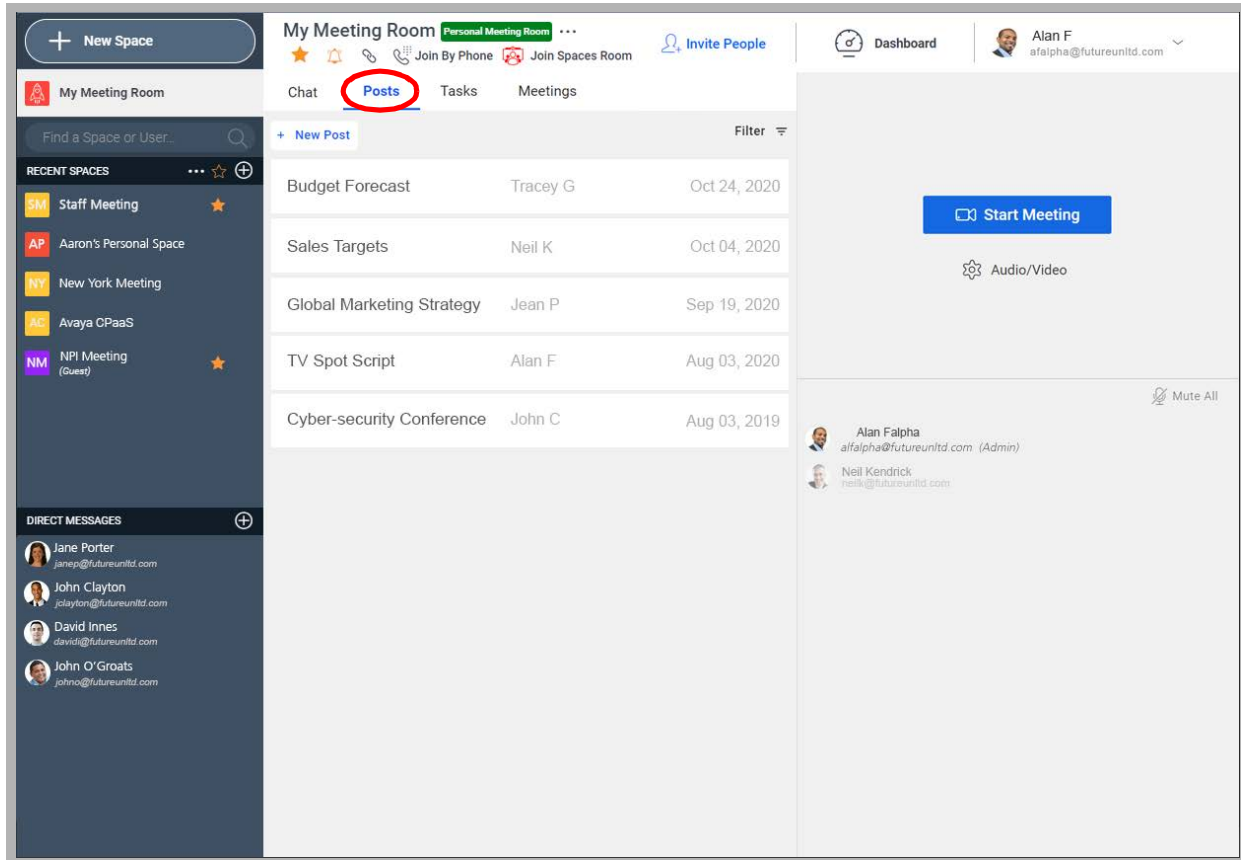


Use right-click to copy and paste text into this area. Rich text controls can be used to add emphasis to your messages through the use of **bold**, *italic*, underlining, etc.

Posts

The Posts tab provides a place to share documents among all participants. The documents can be edited by all Admins and Members of the space, and changes are tracked. Everyone gets to have their say.

Click on a document to open it and make changes.



Tasks

Use the Tasks tab to create assignments within the larger space. These can be assigned to one-or-more collaborators, and a due date can be specified.

The screenshot shows the Avaya Spaces interface for a 'My Meeting Room'. The 'Tasks' tab is selected and circled in red. The interface includes a sidebar with 'RECENT SPACES' and 'DIRECT MESSAGES', a main content area with a list of tasks, and a right-hand panel with a 'Start Meeting' button and a list of participants.

Task Status	Task Name	Assigned To
Completed	Reporting of Bugs	Assigned To: You
Completed	Weekend Wrap	Assigned To: 0 people
Completed	Year End Review	Assigned To: 1 person
Incomplete	Conference Plan	Assigned To: You +1 person
Incomplete	Product Roadmap	Assigned To: You +1 person

You can control the results by using the **Filter My Tasks** dropdown menu.

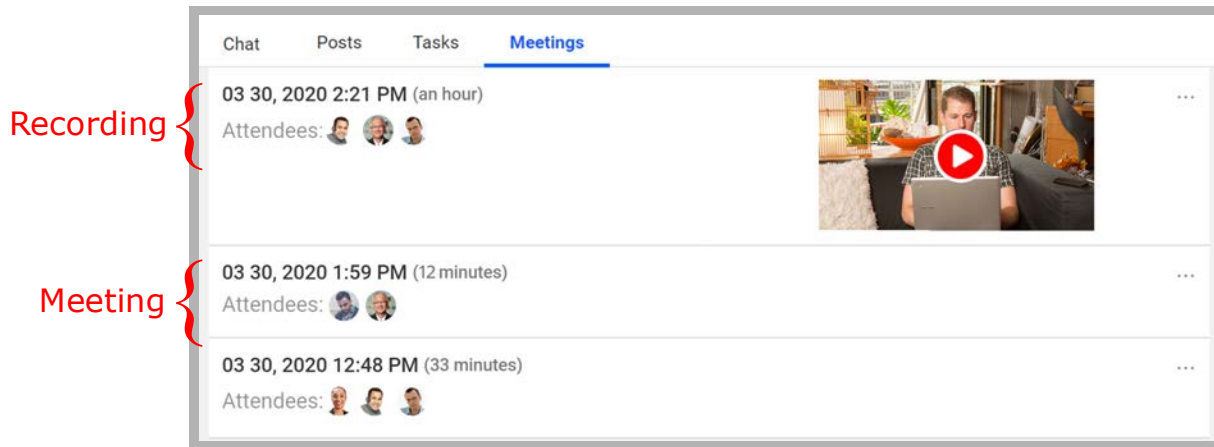
The close-up shows the 'Filter My Tasks' dropdown menu with three options, all of which are checked:

- Only My Tasks
- Completed Tasks
- Incomplete Tasks

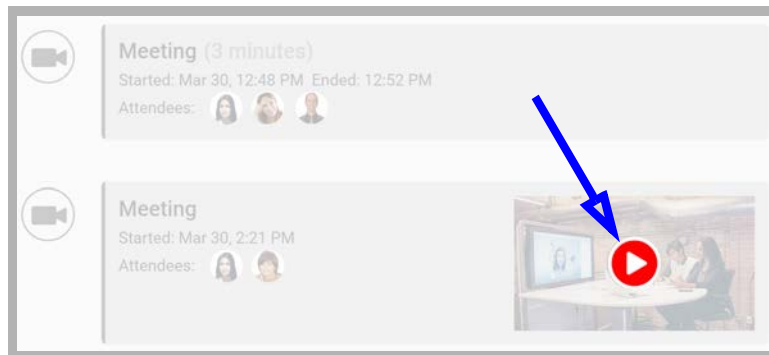
The dropdown is currently set to 'Filter: My Tasks'.

Meetings

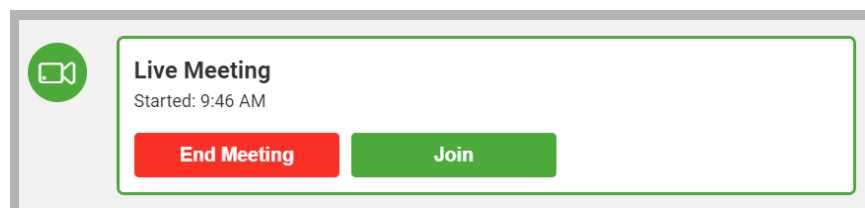
The Meetings tab shows the history of events for this space. This includes all meetings, and all meeting recordings.



If the meeting was recorded, click the **Play** button to watch the recording.

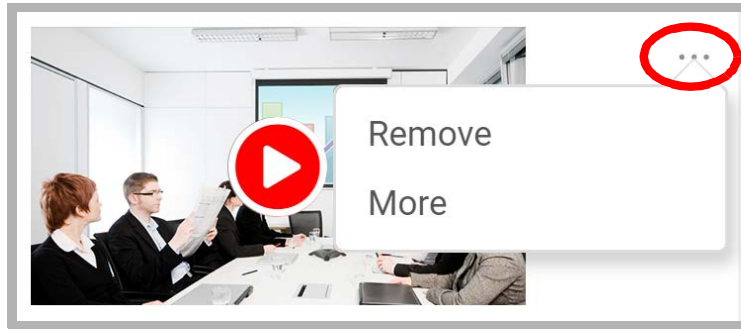


After leaving a meeting using the **Hang Up** button, Admins have the option to **End Meeting** from the meeting card. Clicking the button will force all attendees out of the meeting and the space will be closed. The space can be opened again when needed.




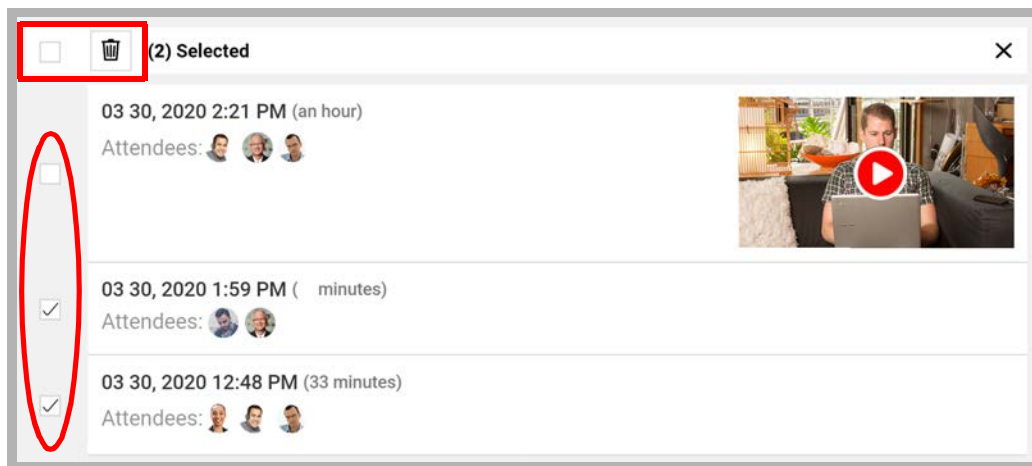
Click the three dots icon **⋮** and select **Remove** to delete that meeting or recording.

When deleting a meeting, only this meeting card is removed. All remaining data, such as Chat messages, Tasks and Posts, remain within the space. Deleting a recording permanently removes it from the space for all participants.



Click **More** to display checkboxes beside each meeting card. Enable for each item you wish to delete.

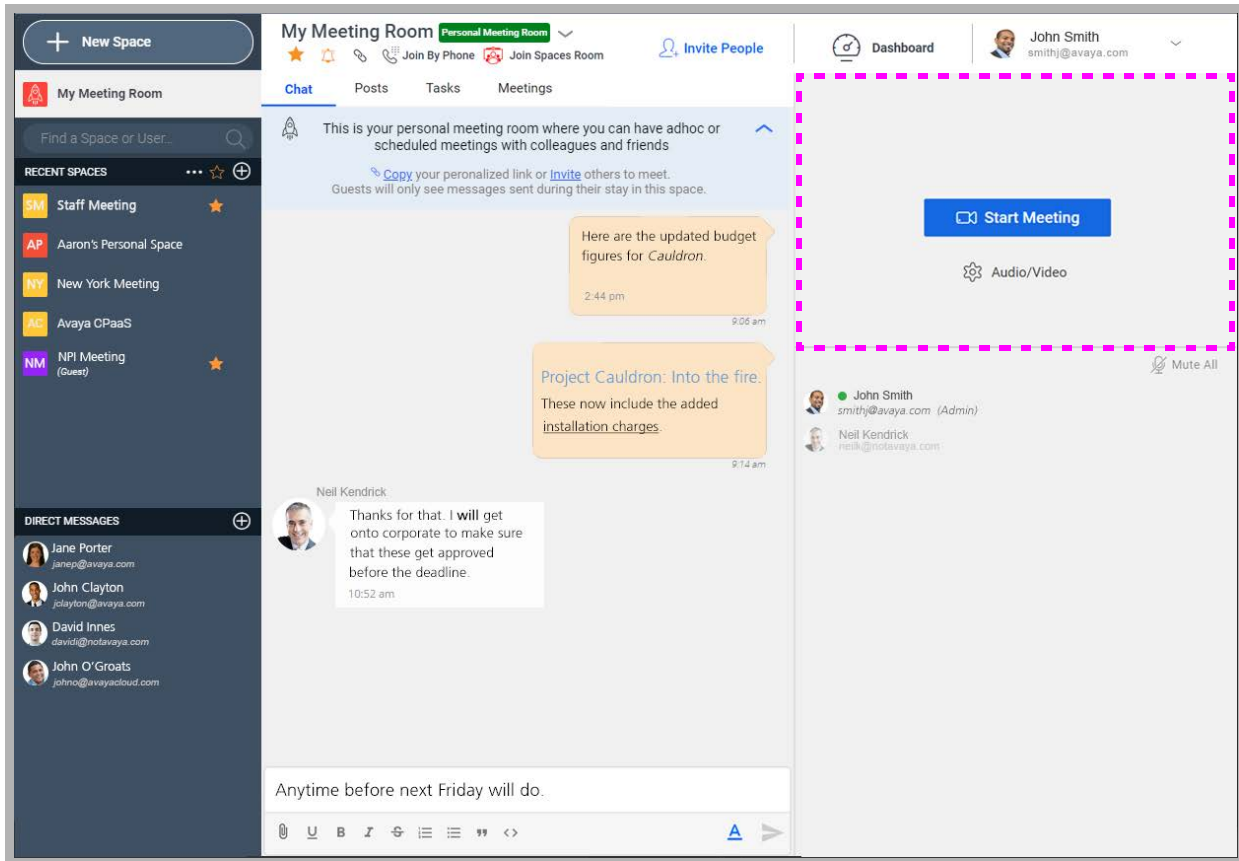
Or enable the checkbox beside the trashcan  to select **All** items.



When ready, click the trashcan icon to remove all selected items.

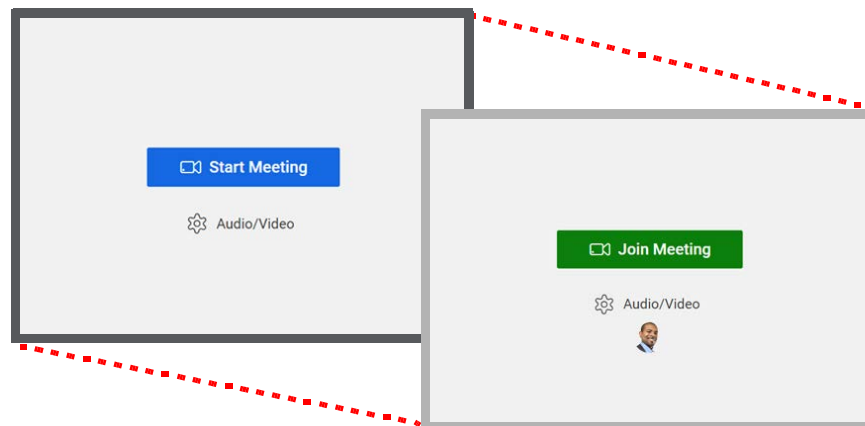
Video Calling

Once you have created a space where project personnel can gather, keep in touch using video calling. The video panel is in the top right-hand corner of the dashboard within a space.

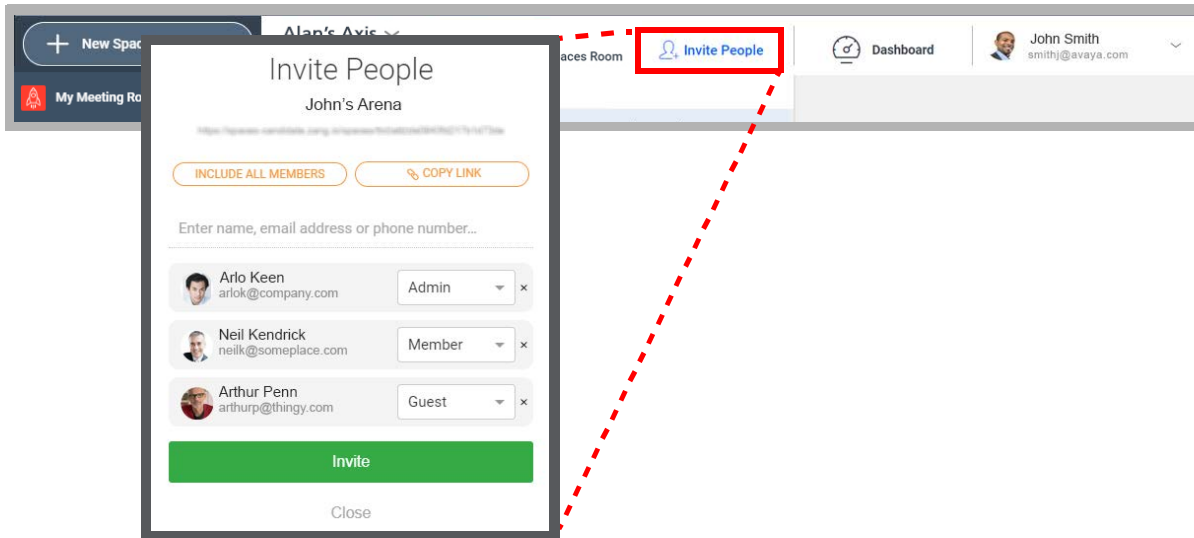


You can start a video in 2 ways.

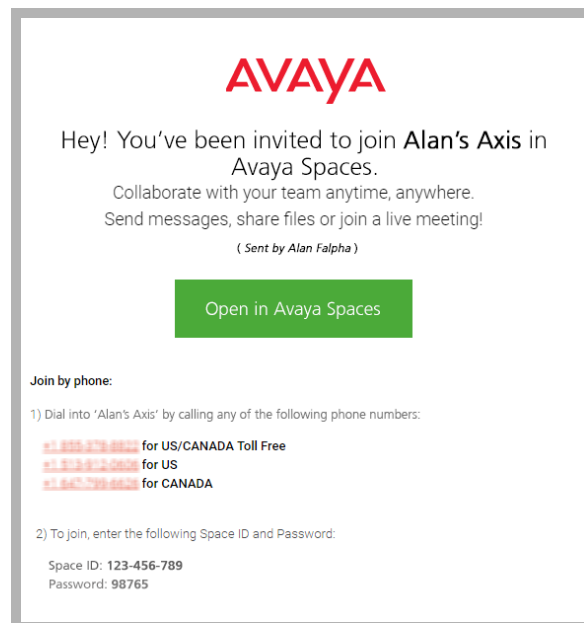
- Click in the video window. Your webcam will start up and the conference will begin. Everyone who is part of the space, and who has the space open, will see the video call pane change. They can click the pane to join the call.



- Click **Invite People**.



Select **Include all members** to add everyone who is already a part of the space to the list. You can also add individual members by typing their email address or name into the search field. Invite someone new into the space by entering their full email address in the search field. Assign appropriate rights within the space to each invitee (Guest, Member, Admin). Click **invite** to start the meeting. All selected people will receive an email invitation that contains a link to Spaces.



Note: If a password has been set for this space, it will be included in the email content.

Click the link to open Spaces.

If you are already logged in to Spaces, you will go directly to the Pre-meeting Setup window.

If you are not logged in or you do not have an account, click [Sign-In/Create Account](#) and follow the on-screen instructions.

If you do not wish to login, or if you do not have an account, enter a name to use during the meeting and click **Next**.

Pre-meeting Setup

When joining a video call, whether from a link in an email or from within Spaces directly, each user will be prompted to setup their camera, microphone and speakers.

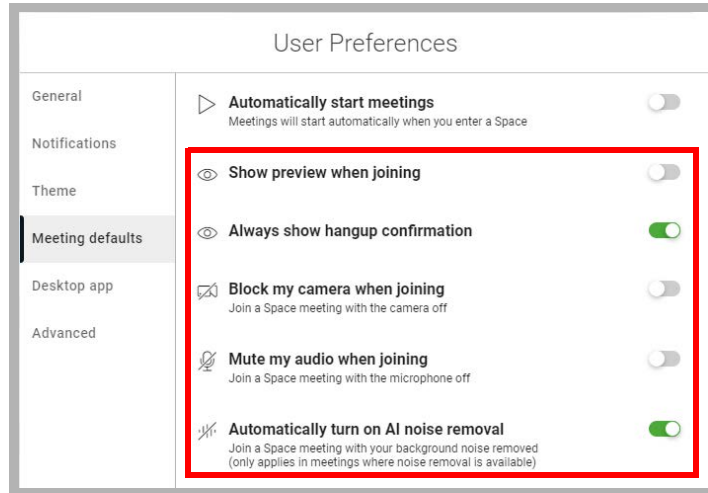
Use the dropdown menus to select the camera, microphone and speaker that you wish to use. Choosing **Same As System** will pick the default devices configured through your operating system.

Click the camera and microphone icons beneath your video feed to block/unblock and mute/unmute those devices when you first enter the meeting. This setting can be changed again once you are in the meeting.

Use the **Test** button to play a ring tone through the selected speakers. Click the button again to stop the test.

For registered users (people who have a Avaya Spaces account), disable the **Always show preview...** checkbox if you do not want this preview window to appear again. The settings under User Preferences will be used instead to configure your meeting environment.

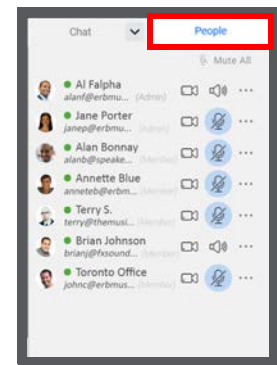
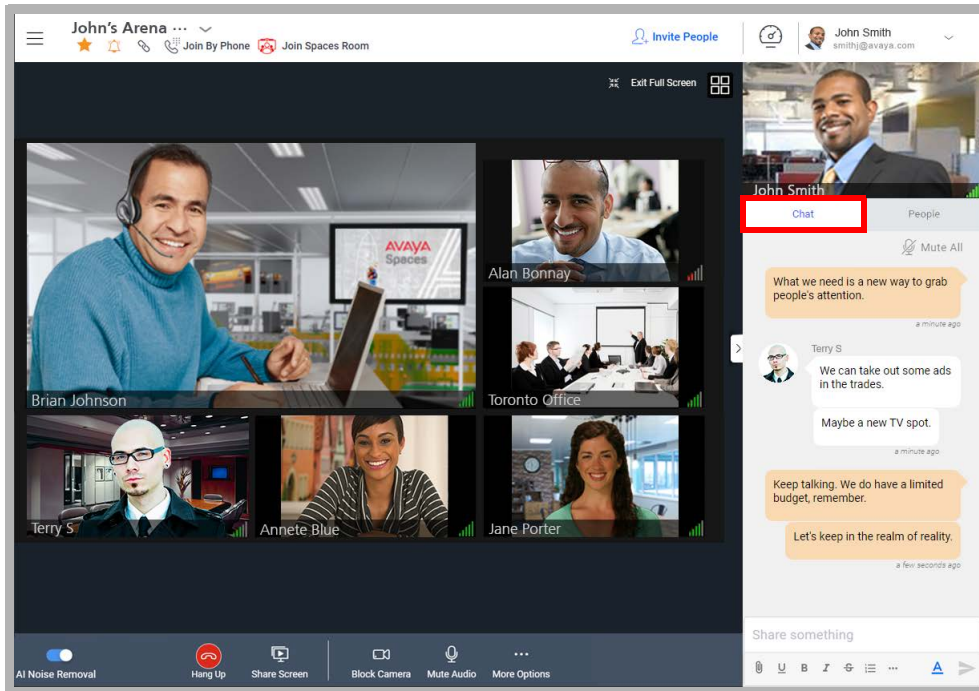
The default for these settings can also be set from the **User Preferences** panel.



Meeting Panels

With the video meeting underway, you can see that the largest portion of the windows is consumed by the video feeds from all attendees.

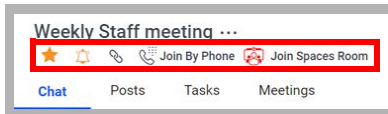
- In the upper right corner is your own video feed.
- Below your feed are 2 tabs:
 - **Chat:** This tab shows all of the text messages sent during the current and previous meetings.
 - **People:** Everyone currently attending the meeting is shown here, as well as the status of their microphone (muted or unmuted) and camera (blocked or unblocked).



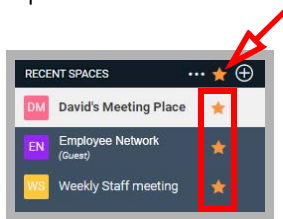
You can mute other people in the meeting by clicking on their microphone icon.

Dial-In, Favorites, Settings and CU360

The top of the space window includes several icons that provide quick access to some common features.

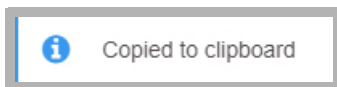


Favorite: Toggle this space as a Favorite, or remove it from the favorites list. The **Recent Spaces** area in the left-hand menu can be set to only show Favorite Spaces.



Notifications: The bell will be gray if you have disabled the pop-up notifications for this space, and it will be in color when notifications are enabled. Click the icon to toggle Notifications.

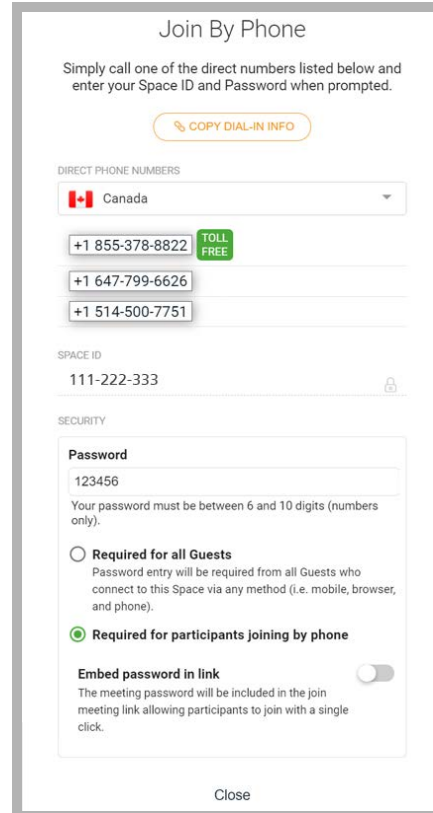
Copy Link: Use this icon to copy a link to the computer's clipboard. The link can then be pasted into an email or other chat system and used to invite other people to the join the meeting.



Join By Phone: This icon provides access to a configuration menu that allows people who do not have access to Spaces to dial-in to the meeting using a telephone connection. The space's ID is displayed, and available telephone numbers that can be used are shown by region. A Password can also be configured by this space's administrator to provide secure access to the meeting. Use **COPY DIAL-IN INFO** if you want to send the contact an email. Paste the copied details into a message to send to the person. Refer to the [Dial-In Connections](#) chapter for more complete details.

Note: A Password can only be set by an administrator for this space who has a **Power** license on their account. **Essential and Business** users cannot set a password for a space.

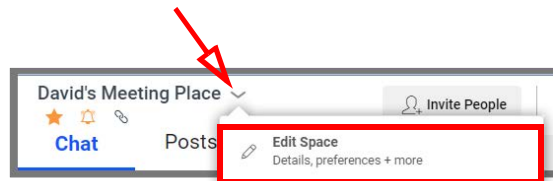
Join Spaces Room: If you have an Avaya CU360 or an XT conferencing system, use this button to add it's camera to the space as a new attendee. This allows the fixed position camera (i.e. in the boardroom) to be added so that everyone in that location can participate in the meeting. It is not a specific person but a location and associated device. Only Power users have access to this option.



Settings: Editing a Space

You can change the details for each space at any time.

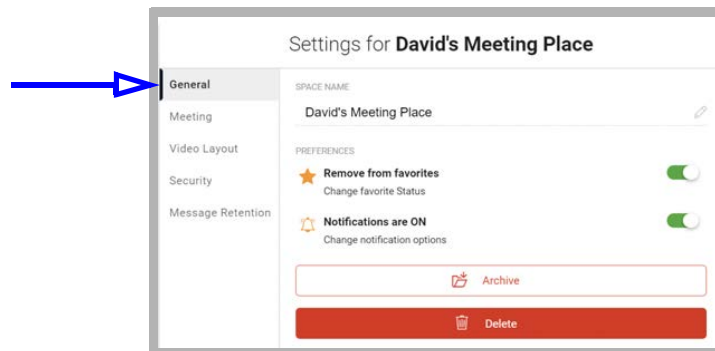
Once already in a space (i.e. not on the Dashboard), click the arrow to the right of the name of the space and select **Edit Space**.



This panel includes 4 tabs on the left side. Changes made to these items affect the current space only.

General

The General tab allows you to **Rename** the space, to toggle this space as a **Favorite**, and to control **Notifications**. Click the **General** tab along the left side of the panel.



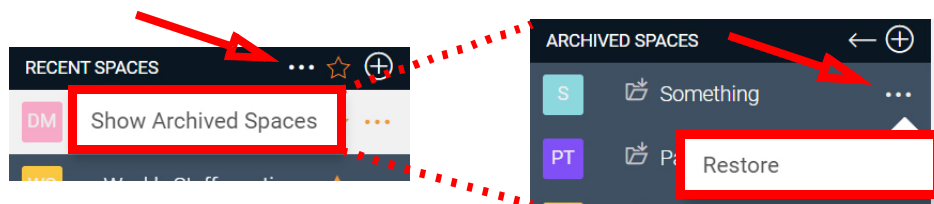
Space Name: Enter a new name in the space provided to change the name of this space.

Favorite this Space / Remove from favorites: Toggle this space as a favorite. Favorites appear in your spaces list with a star beside them to make them easier to find.

Notifications are ON / OFF: Turn on / off notifications for this space. When enabled, you will receive pop-up alerts whenever someone adds a chat, post or task to the space.

Archive: Send this space to the Archive. Archived spaces are not deleted from the system, but they are not shown under Recent Spaces unless you specifically ask to see them. An archived space can be returned to Recent Spaces through the Restore option:

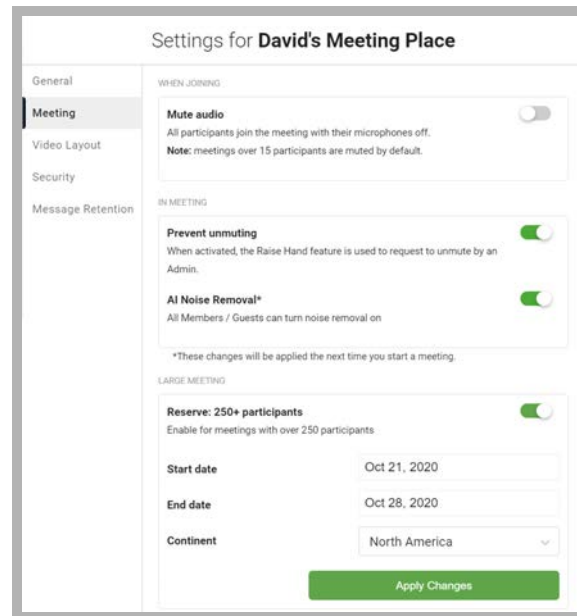
To restore and archived space, click the ellipsis ... button beside **Recent Spaces** and select **Show Archived Spaces**. Click the ellipsis ... beside the specific space and choose Restore. That space will be now be shown under Recent Spaces with all of its data intact.



Delete: Any Admin for a space can delete the space. This permanently removes the space and all of its history from all members' displays. The space can be recreated but all history (Chats, Posts, Tasks, etc.) is unrecoverable.

Meeting

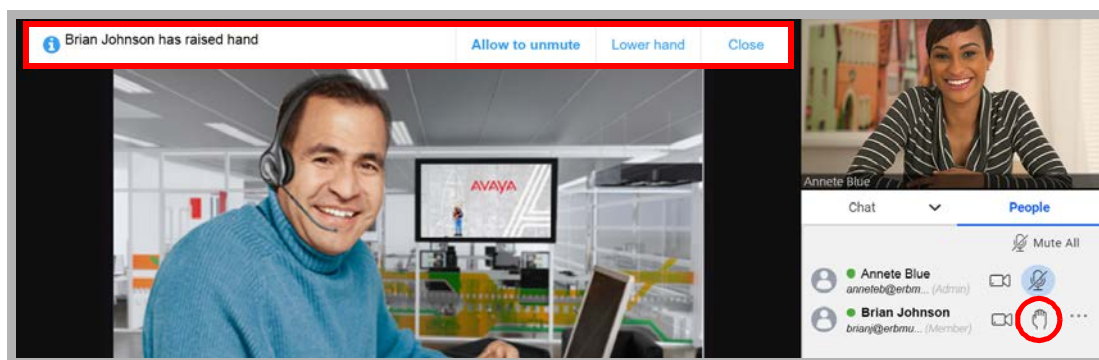
The settings here affect all attendees.



- **Mute audio:** The admin can have all users start the meeting with their microphones muted. By default, meetings with more than 15 participants will have all microphones muted automatically when first joining. Users can unmute themselves at any time.
- **Prevent unmuting:** When this feature is enabled, non-admins cannot unmute themselves without permission. The unmute button in a meeting is replaced with a **Raise Hand** button which alerts the admin that a user wishes to speak.



The admin can then allow the user to unmute themselves and speak, or deny the request. Once approved, the user can then unmute their microphone and speak normally.



This is typically used with the **Mute All** feature.

- **AI Noise Removal:** Enable to decrease background noise from each user's microphone during this meeting reducing the distraction presented by playing children and barking dogs. This item is only available when the administrator has enabled it for this meeting.

- **Reserve: 250+ participants:** If you are hosting a meeting where more than 250 people are expected to attend, you can enable the **Large Meeting** option. This sends all traffic through servers that have been optimized for the higher bandwidth required for such events ensuring a better user experience for all attendees.

Note: A **Power** user license is required to enable the **Large Meeting** option.

- Enable the toggle.
- Specify the date range to reserve these resources.

Start date: By default, this will be today. If the meeting is for a future time, set that day as the Start date.

End date: Enter the date after which the additional resources will no longer be required. The maximum reservation length is 180 days. After this date, the meeting will continue as a regular meeting.

Continent: From the dropdown list, select the geographical area closest to your location.

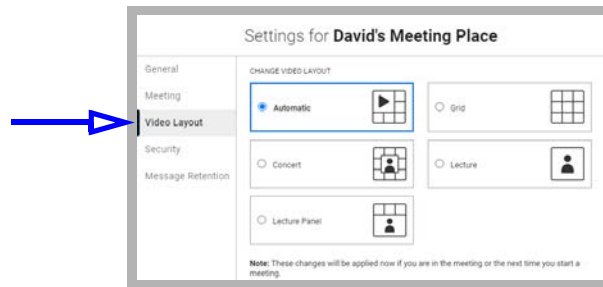
- Click **Apply Changes**.

Video Layout

Any admin for a space can select a layout for that space. The layout affects the way the participants are arranged in the meeting window and only affects the current space.

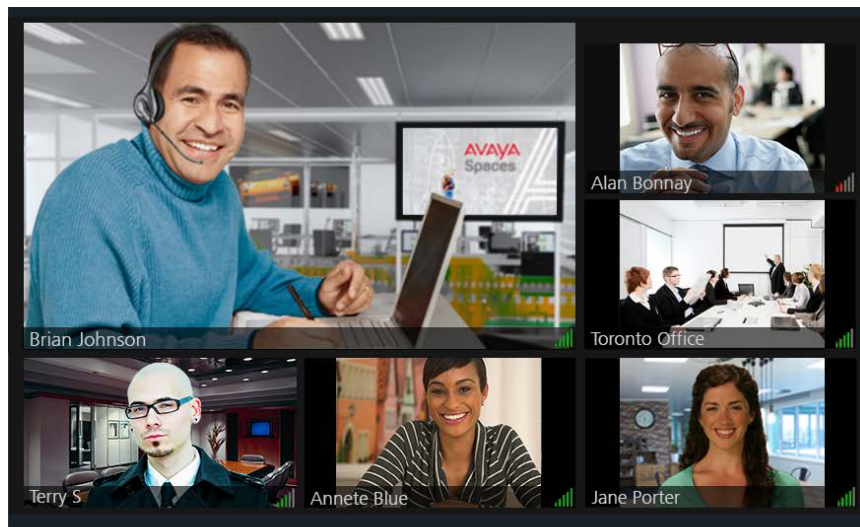
There are 5 options for layout: Automatic, Grid, Concert, Lecture, and Lecture Panel. Each layout can display up to 61 participants (with a Power license, 34 with Business) from the meeting. Additional participants can see the display but are not visible themselves until they become the active speaker.

This option sets the **default** layout for the space. Every time this space is opened, it will adopt this selected layout. The can be changed dynamically by an admin from within the meeting, although this change only affects that instance of the space.



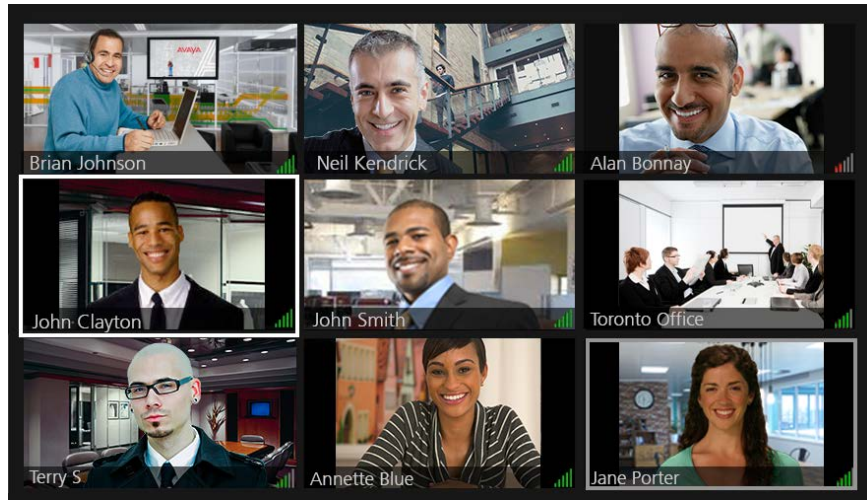
Automatic

This is the default layout for all spaces if no other option is selected. The current speaker appears larger than the other participants. The current speaker panel changes based upon who is speaking.



Grid

The Grid layout shows each participant at the same size. The current speaker is identified by a white border around their video feed, while the previous speaker has a gray border.



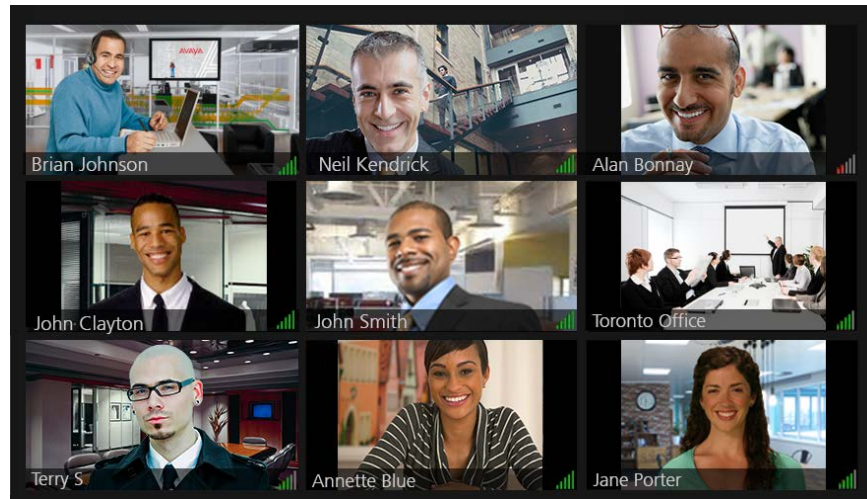
Concert

The Concert layout puts the current speaker in the middle of the window surrounded by the remaining participants. The current speaker changes based upon who is speaking.

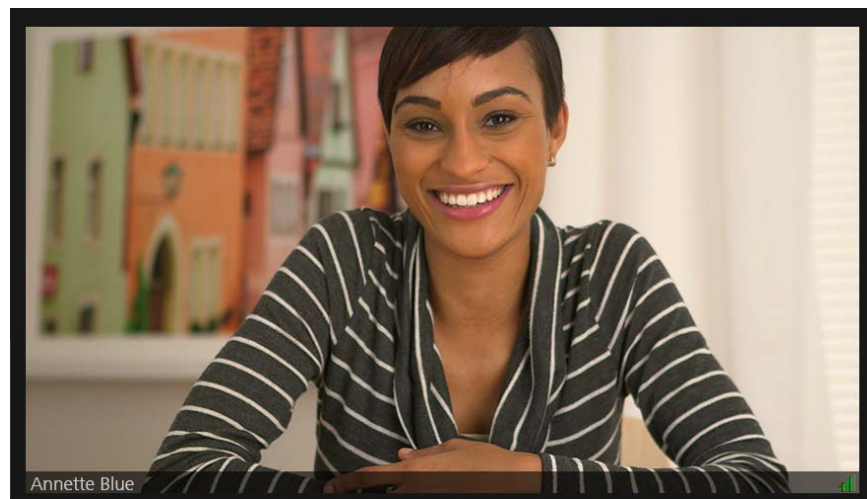


Lecture

The display for the Lecture layout is different from the others. What is seen depends upon who is speaking. The current speaker sees all other participants in the meeting laid out in **Grid** layout.



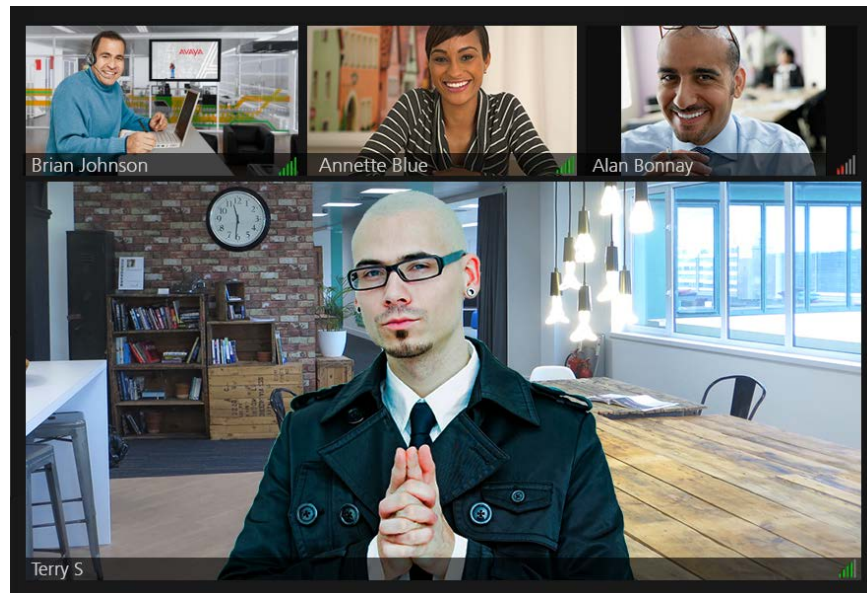
The other participants only see the current speaker on the screen.



The current speaker changes based upon who is speaking.

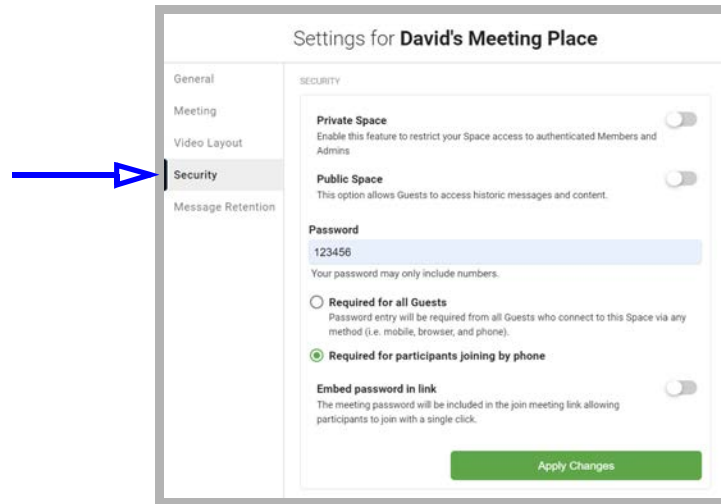
Lecture Panel

When using the Lecture Panel layout, the current speaker has a larger portion of the screen and is positioned in the bottom center. All other participants are displayed on the screen around the current speaker. The current speaker panel changes based upon who is speaking.



Security

Add security to your space with customizable Spaces Types and Passwords to control access. Click the **Security** tab along the left side of the panel.



Types of Spaces

Standard Spaces

A **Standard Space** is open to anyone who has the link to join the space, whether they were invited by an admin, or were passed the link by someone else.

Admins and Members have complete access to the Chat, Posts, Tasks and Meetings tabs. They can also view the entire history of the space regardless of whether or not they attended each event.

Guests can view items that are added only while they are attending the meeting. Older Chat messages, Posts, etc. will not be available to Guests. Leaving the meeting will clear all content for the Guest. To have access to a recording of the meeting, the Guest must be attending the event before the recording starts.

Standard Spaces are the default setting for all new spaces so no additional configuration is required.

Private Spaces

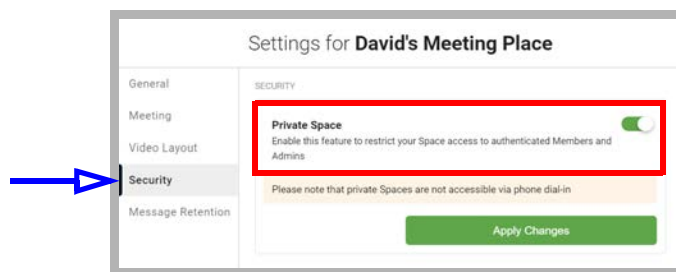
Configuring a space to be **Private** prevents all Guest access. Only authenticated Admins and Members can enter the space. Authentication requires the admin to send an invite, it must be accepted, and the invitee must be logged in to their account when they attempt to join.

All attendees to the space have complete access to the full history on all tabs.

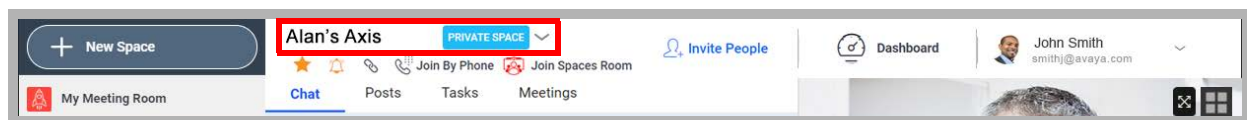
Note: In a **Private Space**, dial-in users are blocked regardless of user access credentials.

Note: Passwords cannot be applied to a Private Space. They can only be applied to a Public and Standard Spaces, and to My Meeting Room.

1. On the **Security** tab, enable the **Private Space** toggle and click **Apply Changes**.



2. A **Private Space** tag appears beside the name of the space in the title bar.

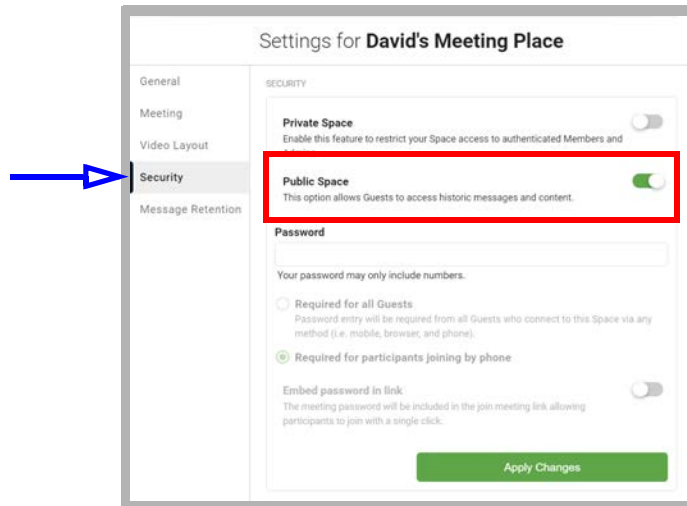


- To turn off the Private Space, return to the **Settings** window and disable this option.

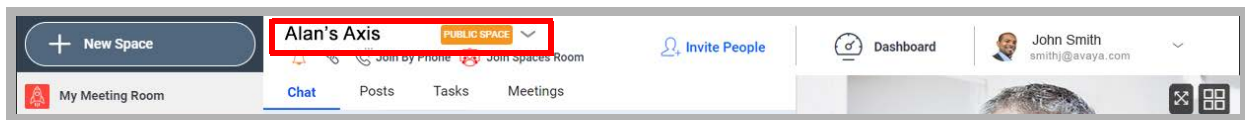
Public Spaces

When using a Standard Space, guests can only add messages to the current Chat session. If the space is made into a **Public Space**, then Guests can see the complete Chat History, and view (but not create new) Tasks and Posts.

1. On the **Security** tab, enable the **Public Space** toggle and click **Apply Changes**.



2. A **Public Space** tag appears beside the name of the space in the title bar.



Guests invited to the meeting can now see the complete Chat history, as well as all Posts and Tasks associated with this space.

Guests who were already in the meeting when the change was made may have to refresh their browser window to see the updated view.

- To turn off the Public Space, return to the Settings window and disable this option.

Note: Changing a space from **Standard to Public** keeps the security options for the space. If a password is configured for the space, then Guest and dial-in users to the Public Space still require a password to join.

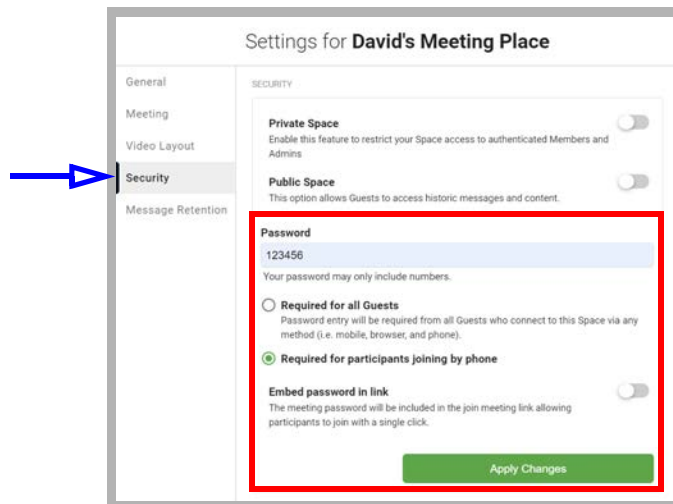
Password

Adding a **Password** prevents unauthorized access to the space. Anyone with the link **and** the password can join the meeting.

Note: Password protected spaces will not admit room system devices (e.g. Avaya CU360).

Note: Passwords cannot be applied to a Private Space. They may be applied to a Public or Standard Space, or to My Meeting Room.

1. On the **Security** tab, enter a Password in the space provided. A password can only contain numbers (0-9) and must be 6-10 digits in length.



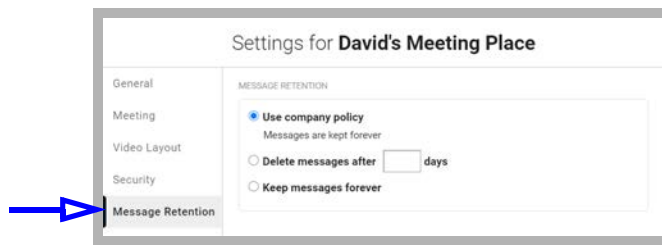
Enable the appropriate option below. Select only one option. When ready, click **Apply Changes**.

- **Require for all guests:** Enable this option to force all **Guests** joining the meeting to enter the password. This applies whether they are using a browser, mobile app or a telephone to connect.
- **Require for participants joining by phone:** Enable this option to force **all attendees** (Guests, Members and Admins) connecting using the dial-in option (i.e. via telephone) to enter the password.
- **Embed password in link:** This option allows people you invite to a meeting to click the link in their email to join. The Password will be contained in the link. If you want the password to be kept separate, this option should be disabled. The invitee must be given the password in some other manner.

To remove the password from the space, delete the password itself from the Settings window and click **Apply Changes**.

Message Retention

The Advanced tab is used to define the Message Retention Policy for this meeting. Only someone with admin credentials for this space can change this setting.



All messages for all people associated with this space will be deleted from the program after the number of days configured here. Younger messages are kept until they also reach the threshold.

Important: The term **Messages** encompasses all data for the space including Direct messages, Chat messages, Posts, Tasks and recordings.

Note: There is a delay of approximately 24 hours before messages beyond the threshold will be deleted. If you set the wrong value by mistake, you have some time to fix it before the data is removed.

Select ONE of the following.

Use company policy: The Company Administrator may set a maximum number of days to keep messages. If configured, this maximum value is shown beneath this option.

Delete messages after X days: A space Admin User can specify the number of days after which messages will be deleted. This value cannot exceed the value (if any) configured by the Company Administrator, but it can be less if you want to keep messages for a shorter period.

Keep message forever: Never delete messages (see [Message Retention Policy Hierarchy](#) below).

Message Retention Policy Hierarchy

There are 2 levels at which the message retention policy can be set. In order of precedence, they are:

- **Company Administrator:** Any settings made here affect **ALL** spaces within the corporation. **Keep messages forever** removes all limits on message storage. **Delete messages after...** sets the message maximum retention length. No space Admin User can configure settings that exceed this value. **Use system policy** sets the default value to the Database level policy setting.
- **Space Admin User:** Changes here can only be made by a user with admin level access to the currently selected space. Changes here only affect the currently selected space. No value here can exceed the setting made by the Company Administrator. **Use system policy** sets the value to the Company Administrator level setting. **Delete messages after...** sets the message maximum retention length not in excess of the value (if any) set by the Company Administrator. **Keep message forever** is only available if the Company Administrator has also selected this value.

- **Keep messages forever:** This option is only available if the Company Administrator has also set the global value to Keep messages forever. With this option selected, data for the space is never deleted from the system.

The Company Administrator sets the absolute upper limit for message retention. The space Admin User can only reduce the retention period.

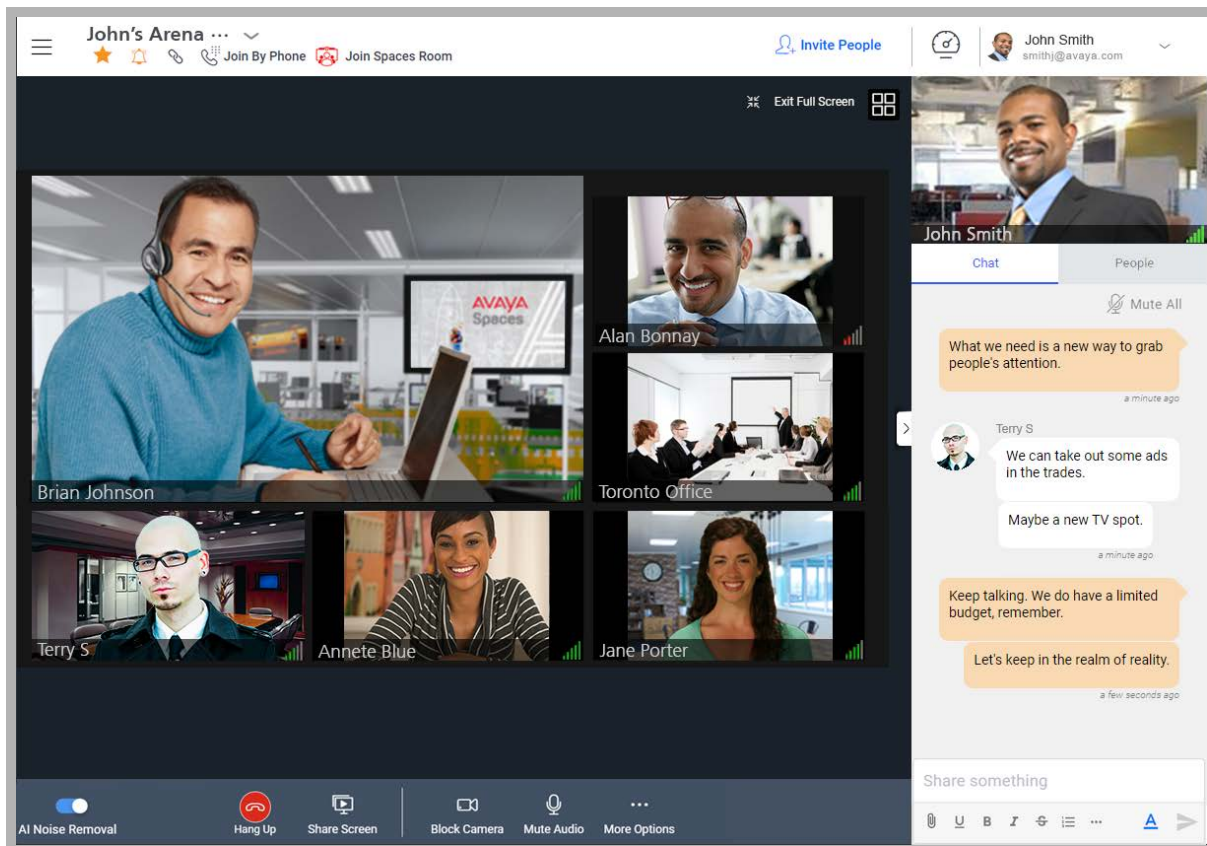
If multiple settings are configured at the various levels, the lowest value will be used. For example, if the Company Admin sets message retention to 200 days, and the space Admin User sets the value to 100 days, then 100 days will be used.

Note: If more than one user has admin rights to a space, and those users are from different companies, then the lowest value between all of the Company Administrators and the space Admin User will be selected. For example, if Company 1 Admin has set the value to 300 days, Company 2 Admin has set the value to 100 days, and the space Admin User has it set to 200 days, 100 days will be used for that space.

6

SPACES MEETINGS

Once you have created a space where project personnel can gather, you will want to keep in touch. Regular meetings can help to keep everyone focused, and the best way to do that is to start a video conference.

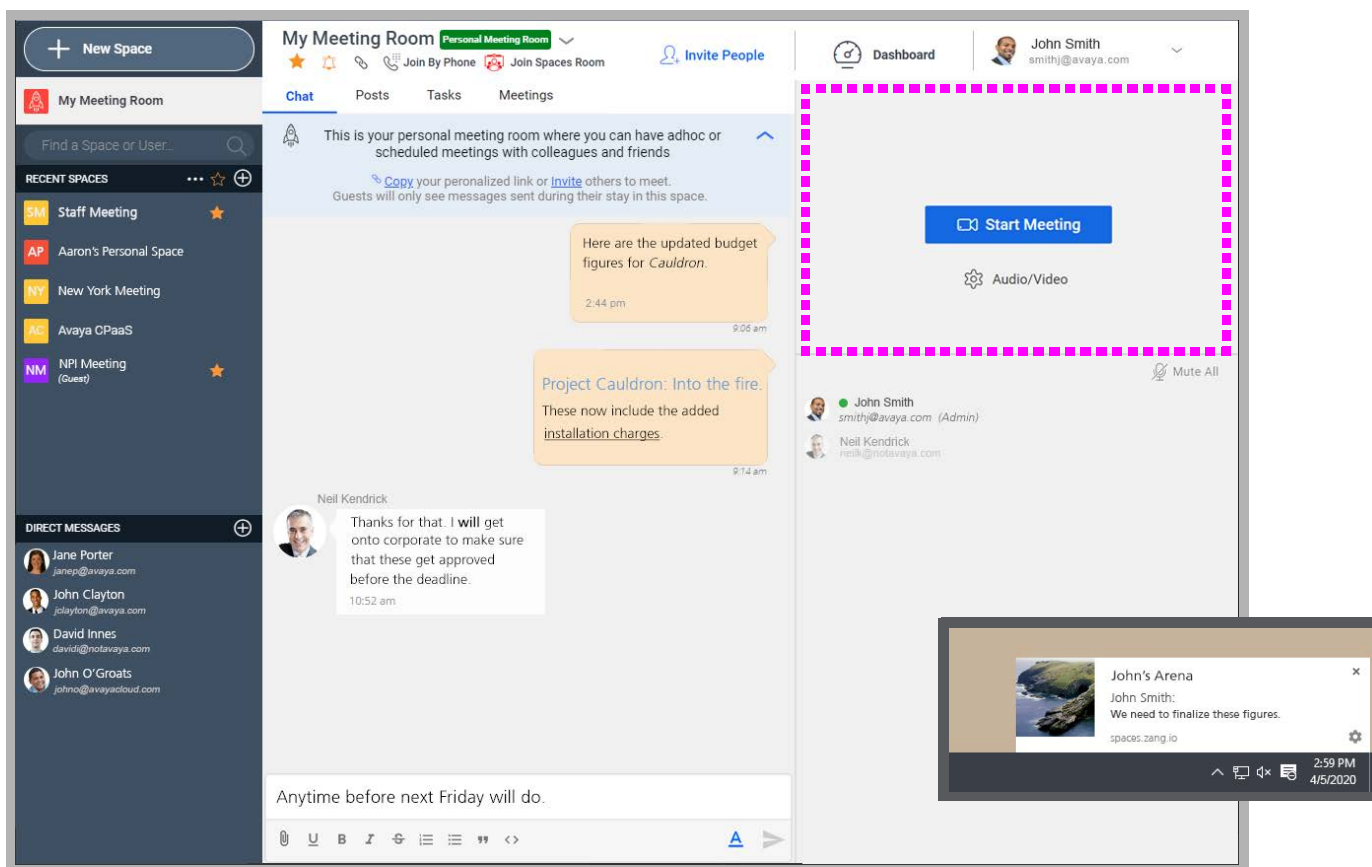


You can start a video call in 2 ways:

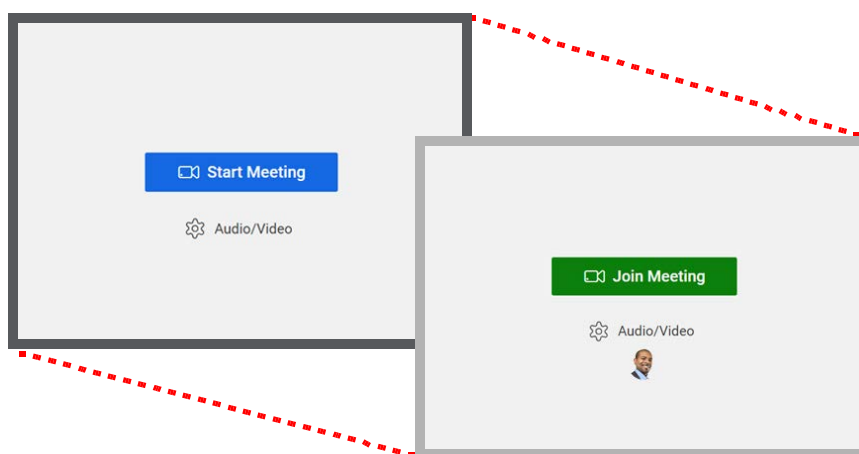
- Click in the Call Window.
- Inviting Members.

Click in the Call Window

Start an impromptu meeting by clicking in the “Start a video call” panel. Members that have Spaces open will receive a pop-up notification telling them that a meeting has started.

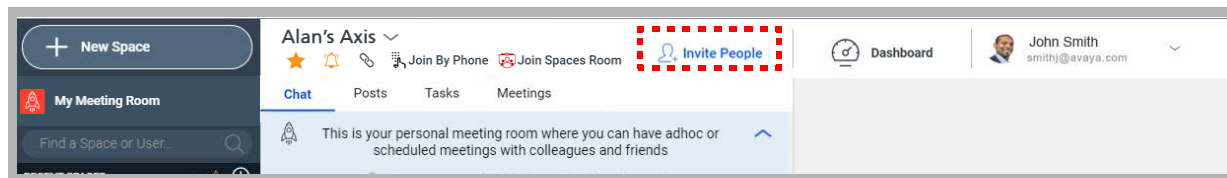


Your webcam will start up and the conference will begin. Everyone who is part of the space, and who has the space open, will see the video call pane change. They can click the pane to join the call.

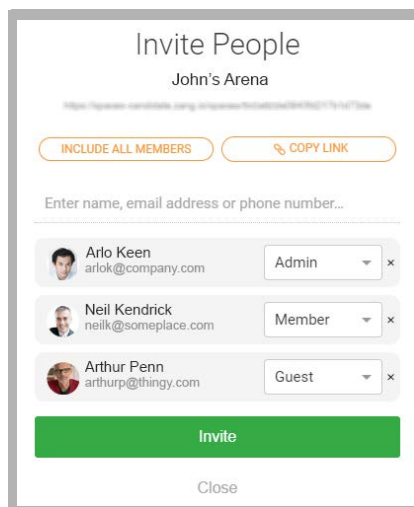


Inviting Members

Open the project's space and click **Invite People**.



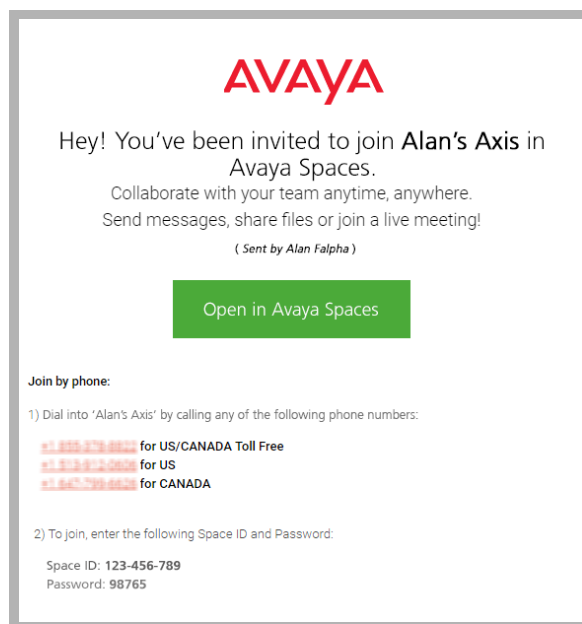
Select **Include all members** to send an email invitation to all of the people in the space.



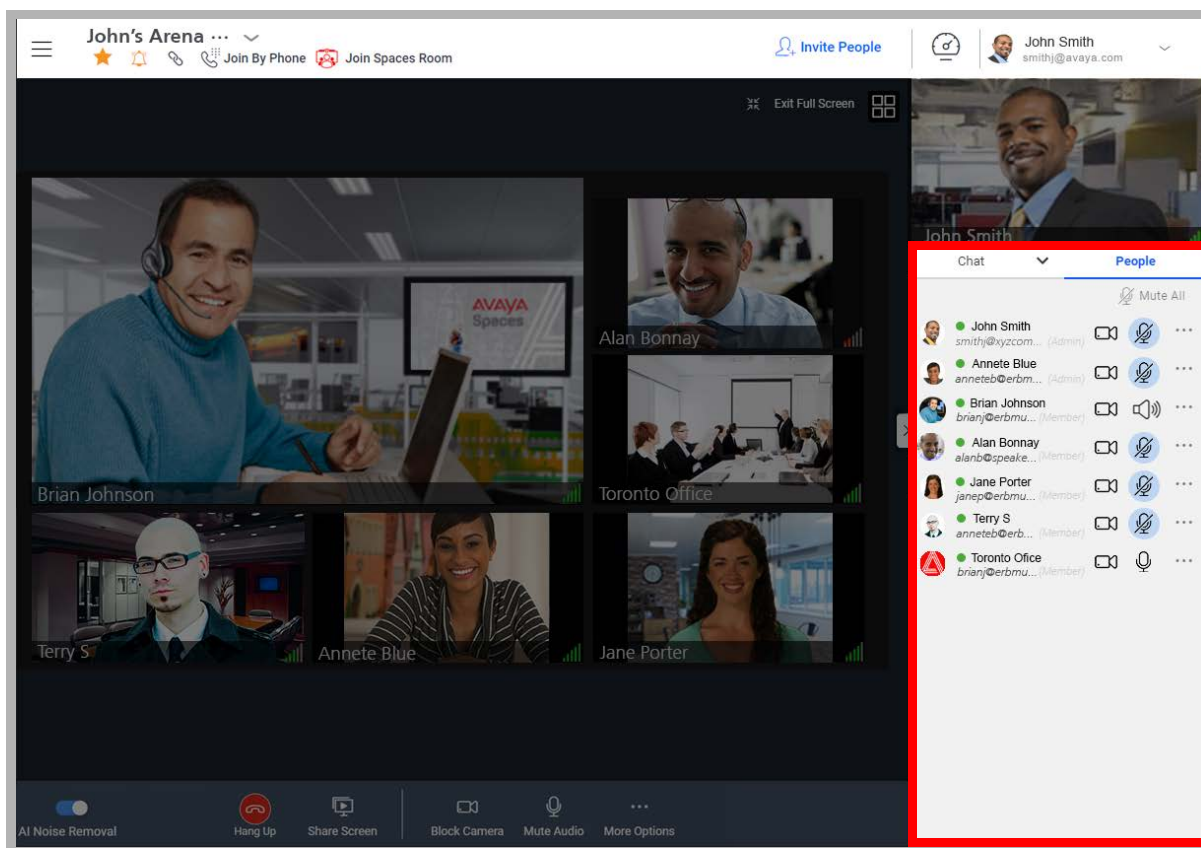
To invite someone who is not on the list, or to invite only some of the group's members, enter their name or email address in the **Try to find people** box. Matches appear as you type, so when you see the person you need, click to send them an invitation.

For contacts that cannot be reached by other means, click **Copy Link**. Paste the link into an email sent to the contact. When they click the link, they will be joined to the meeting as a guest. They do not have to create an account to participate.

When ready, push **Invite** and the emails will be sent. The invitation contains a link to open a browser and add them to the meeting.



People who have accepted the invitation appear in the roster for the meeting on the right side of the space window or when in a video conference. This includes people who have previously been in the meeting in addition to any new invitees.



Click the three dots  to the right of a person's name to open a menu.

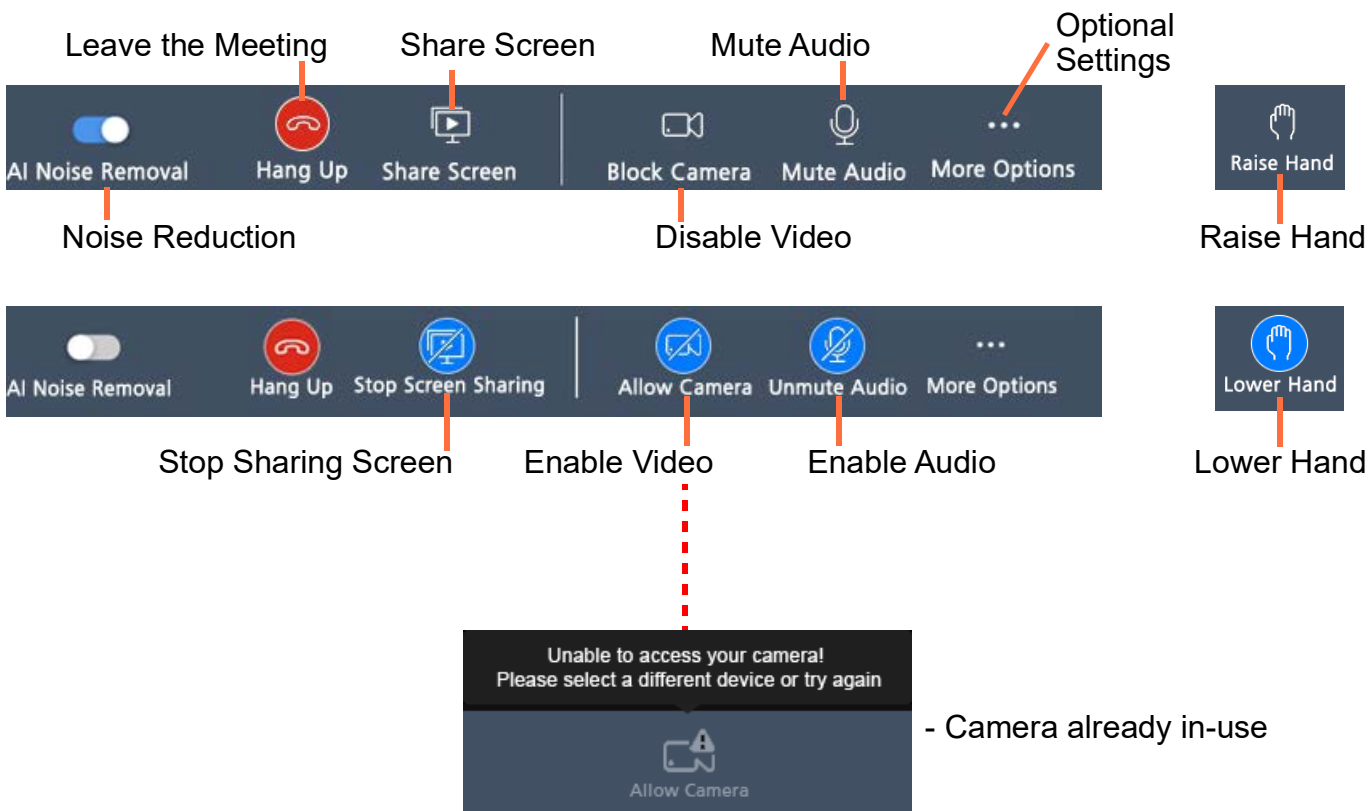
Remove From Space

Make Member

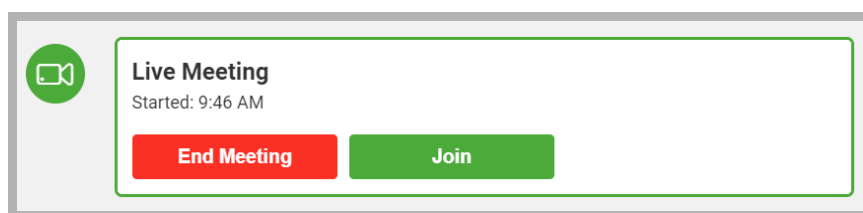
From here, you can promote a Member to Admin, or demote an Admin to a Member. You can also remove the person from the space entirely.

Call Controls

With the video call pane activated, you can mute your microphone, disable your video stream, and expand the call window to fill the whole screen. All parties, except for guests, can also share their screen.

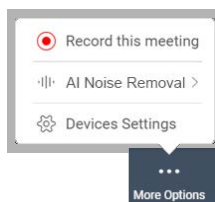


- **Hang Up** - Use Hang up to leave the meeting. Spaces will return to the dashboard. From the Meeting Card, Admins then have the option to **End Meeting**, forcing all attendees to also hang up.

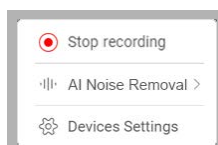


- **AI Noise Removal** - Enable to decrease background noise from each user's microphone during this meeting reducing the distraction presented by playing children and barking dogs. This item is only available when the administrator has enabled it for this meeting.
- **Block Camera / Allow Camera** - If you are having a bad-hair day, disable the webcam to avoid embarrassing moments. Enable it again when things have improved. If your camera is already in use by another program, Spaces will not be able to access the camera until it is no longer busy.
- **Mute Audio / Unmute Audio** - Turn off your audio feed to have a conversation outside of the meeting.
- **Raise / Lower Hand** - The admin may mute all participants and the Mute icon will change to Raise Hand. Click the icon to notify the admin that you would like to say something. They will either grant permission for you to unmute yourself (the icon will change back), or lower your hand. To cancel your request, click Lower Hand. Space Admins are not included under Mute All.
- **Share Screen / Stop screen Sharing** - Show others what you are up to by allowing them to see your computer screen. Select the monitor or the application to share.

- **More Options** - Select this item to start recording the meeting, or to configure default audio and video settings for Spaces.

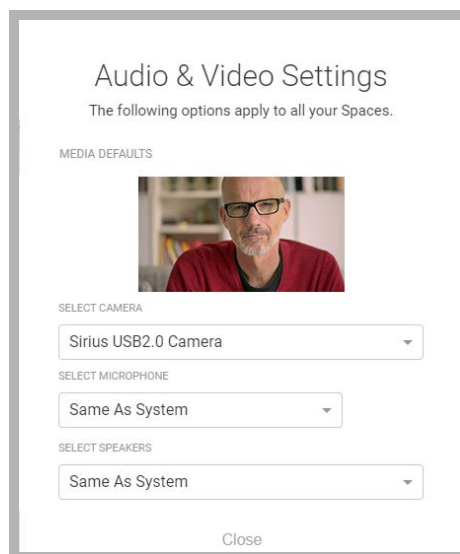


- **Record this meeting** - Start recording this meeting. This feature is only available to admins and members of the meeting. Guests cannot start recording. Recording ends when an admin or member stops recording, or when all participants have left the Space.



Note: The ability to record a meeting is only available to users with **Power User** accounts. Once a Power User creates the meeting, all admins and member of the space can start and stop recording. They can also delete recordings if required.

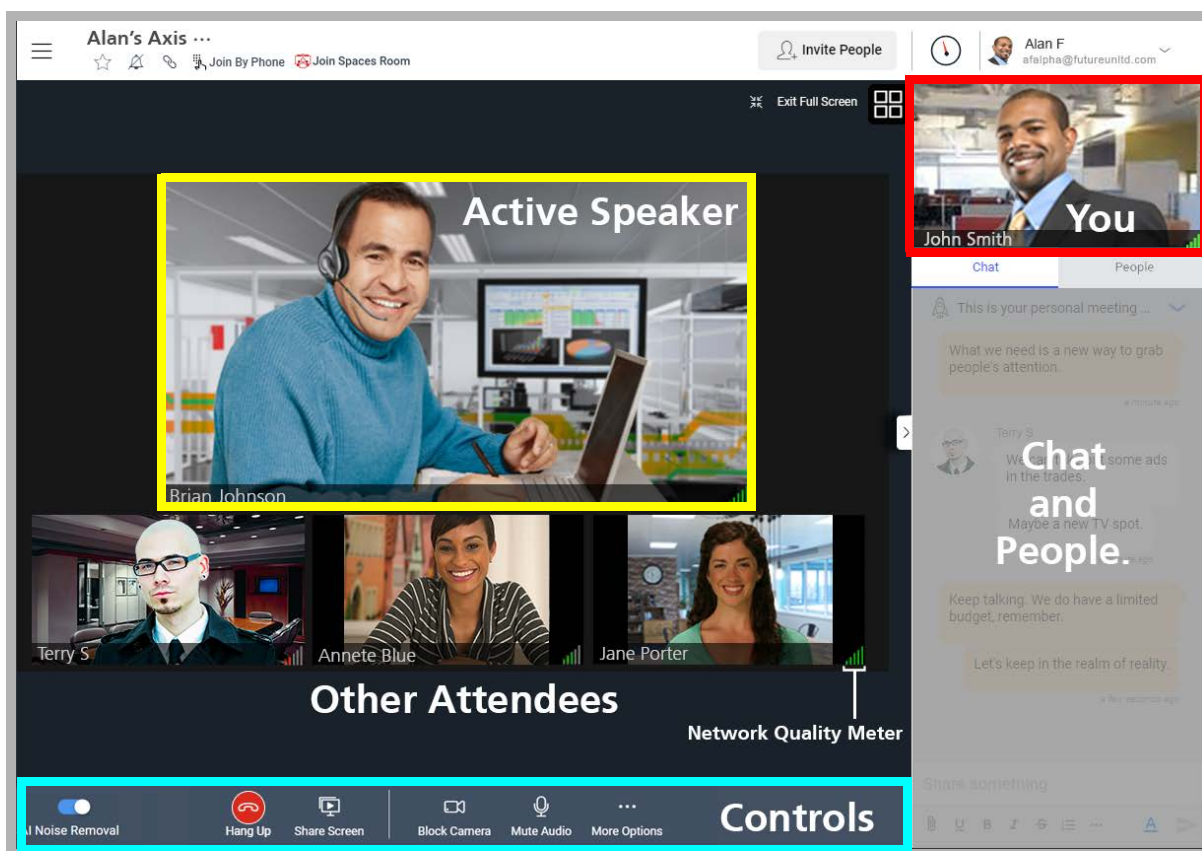
- **AI Noise Removal** - Enable to decrease background noise from each user's microphone during this meeting reducing the distraction presented by playing children and barking dogs. This item is only available when the administrator has enabled it for this meeting.
- **Devices Settings** - This menu allows you to setup the default behavior of the program when launching a video conference. Choose the camera, microphone and speakers to use during conference calls. Click **Close** when finished.



Once everyone has had their say, hang-up to exit the meeting. Messages, Posts and Tasks are a permanent part of the space and persist after the video has ended. Guests can only see what transpired during the meeting while they were present.

The Video Window

This is a video call in **Expanded** view.




When using full screen, your video is in the upper right.

The video for the current speaker is the largest video stream in the area. This will change with the current speaker.

Beneath and beside the active speaker are the camera feeds for the other people in the meeting.

Across the bottom of the window are the call controls.

The lower right quadrant displays the Chat and People tabs.

In the bottom right corner of each person's video feed is the Network Quality Meter . This is similar to a cell phone reception icon, displaying up to 5 bars representing the current quality of each participant's bi-directional network connection.

> The arrow tab will close the sidebar to maximize the active speaker window.

Return to standard view with the reverse tab. <

Note: Meeting participants that have blocked their cameras will not appear in the main screen since they are not providing a live feed. All participants do appear in the **People** tab in the right-hand pane.

Layout

Any admin for a space can select a layout for that space. The layout affects the way the participants are arranged in the meeting window and only affects the current space.

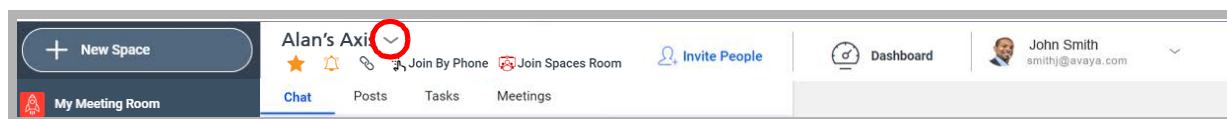
There are 5 options for layout: Automatic, Grid, Concert, Lecture, and Lecture Panel. Each layout can display up to 61 participants (with a Power license, 34 with Business) from the meeting. Additional participants can see the display but are not visible themselves until they become the active speaker.

You can set the space to always open using a particular layout, or you can change it dynamically while already in a conference.

Changing Layouts

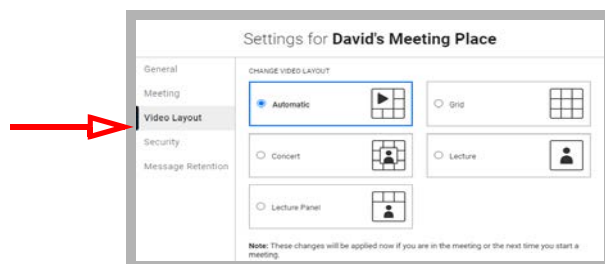
Settings for the Space

You can change the settings for the space by clicking the arrow beside the space name at the top of the screen and choosing [Edit Space](#).




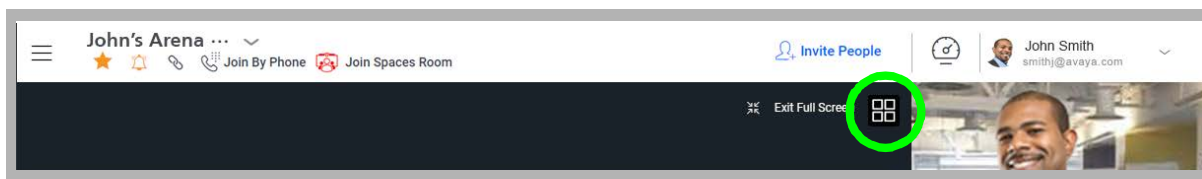
From the menu on the left side, select [Video Layout](#).

Choose which layout you want this space to use by default whenever a meeting is started. The layout can always be changed dynamically but that change only affects that instance of the meeting.



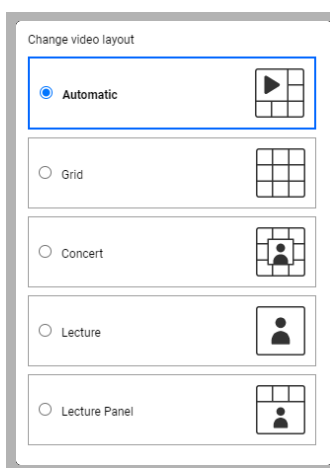
Dynamically in a Space

To dynamically change the layout once you have entered the conference, click the icon  and choose a layout. Changing the layout using this icon will only change this instance of the space. It will revert to its default setting the next time the space is launched.



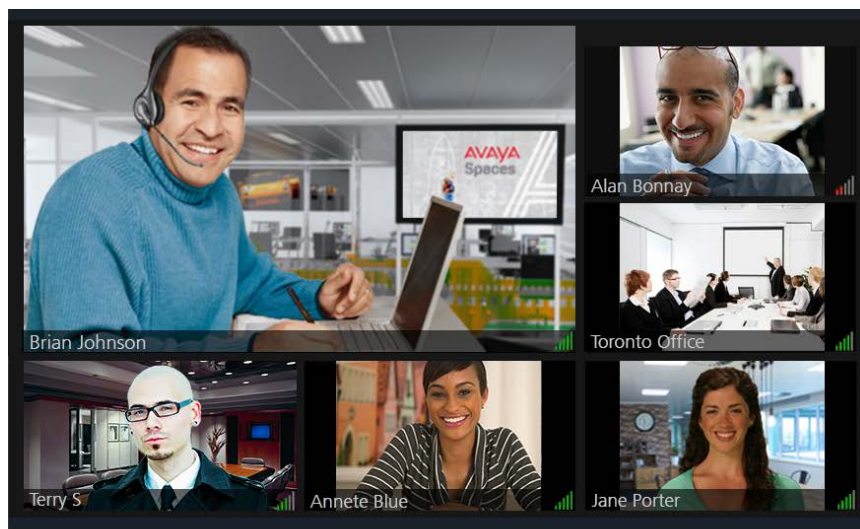
Note: The Layout icon is only visible to **Admins** for the space. Members and Guests do not see the icon.

Select the layout you want to use from the pop-up window.



Automatic

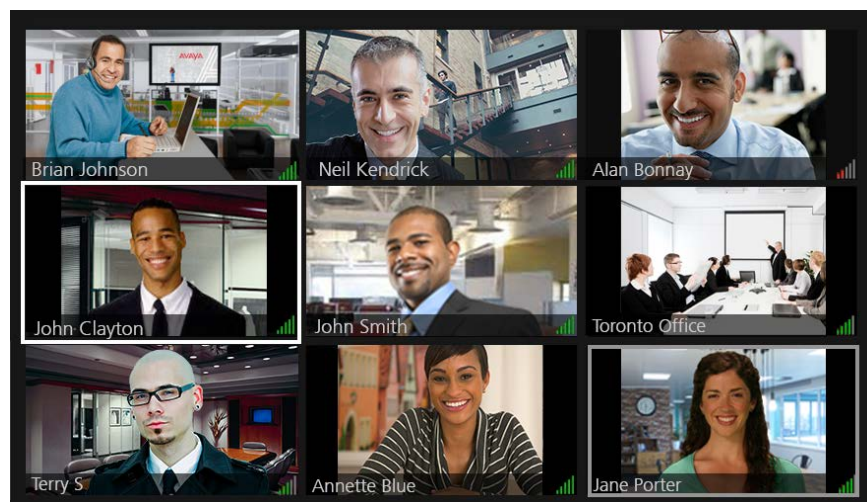
This is the default layout for all spaces if no other option is selected. The current speaker appears larger than the other participants. The current speaker panel changes based upon who is speaking.





Grid

The Grid layout shows each participant at the same size. The current speaker is identified by a white border around their video feed.



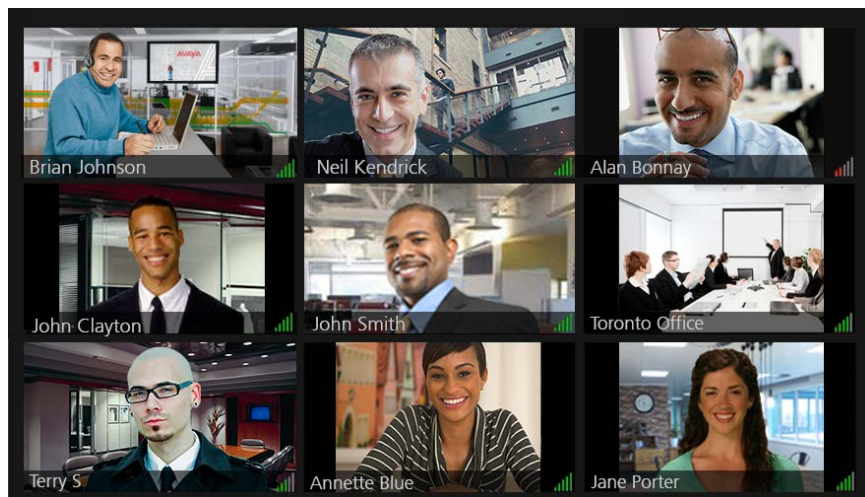

Concert

The Concert layout puts the current speaker in the middle of the window surrounded by the remaining participants. The current speaker changes based upon who is speaking.

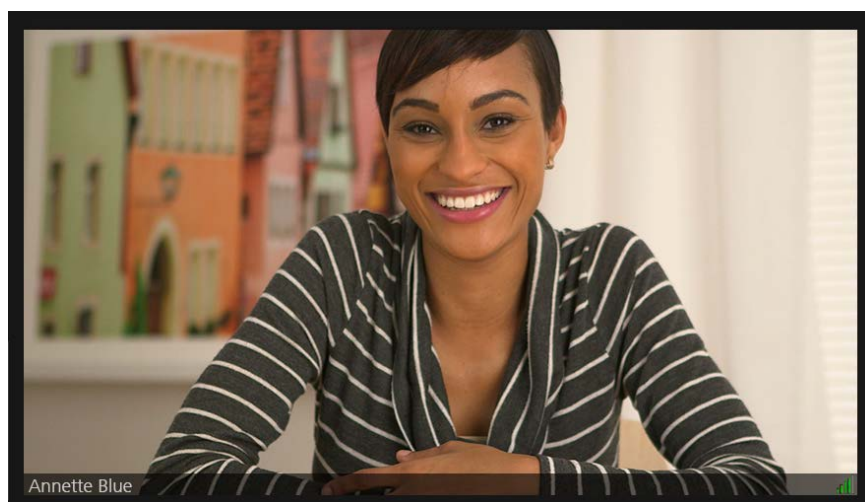


Lecture

The display for the Lecture layout is different from the others. What is seen depends upon who is speaking. The current speaker sees all other participants in the meeting laid out in **Grid** layout.



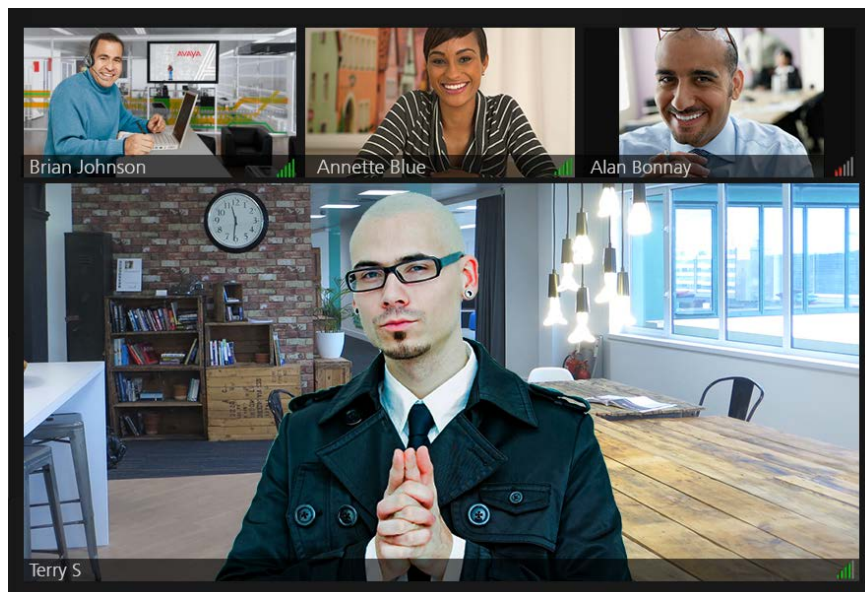
The other participants only see the current speaker on the screen.



The current speaker changes based upon who is speaking.

Lecture Panel


When using the Lecture Panel layout, the current speaker has a larger portion of the screen and is positioned in the bottom center. The last 5 participants to speak are displayed in the area above the current speaker. The current speaker panel changes based upon who is speaking.

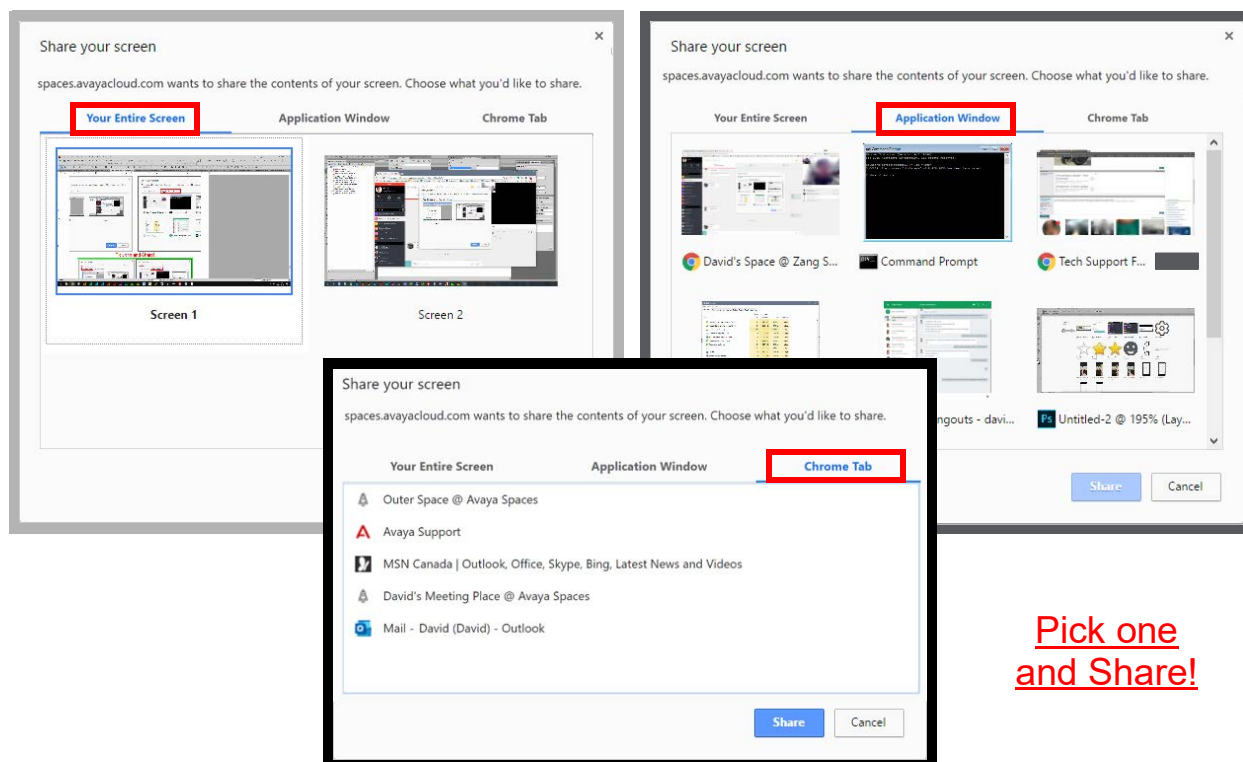


Screen Sharing

Any Admin or Member of the space can share their screen with everyone on the call. Guests can view the shared screen.

Note: Screen Sharing is only available when using Google Chrome version 72 and later. Users of earlier versions will be required to update their browser.

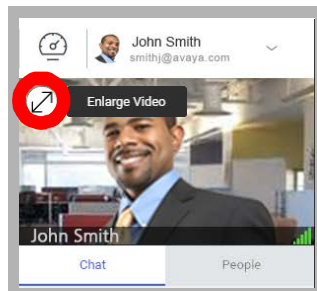
Click the Share Screen icon  and choose one of your monitors, or an open program window, or a tab in the Chrome browser to share. Only one person can share their screen at one time.



- **Your Entire Screen** - Share the contents of an entire screen. If you have multiple monitors, pick the one to share.
- **Application Window** - Pick any open application to share just that window.
- **Chrome Tab** - Select one of the open web pages from your Google Chrome web browser to share. (This tab is not available when using the Avaya Spaces Desktop app.)

When ready, click **Share**.

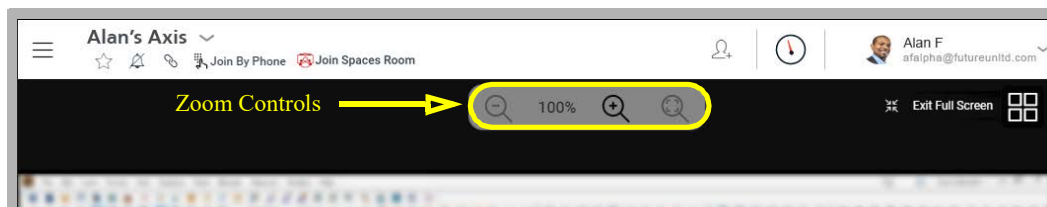
The shared screen fills the entire video screen for all participants in the meeting except for the person sharing. This replaces the camera feeds. Clicking the arrow within your own video frame will swap between the shared screen and the video streams.



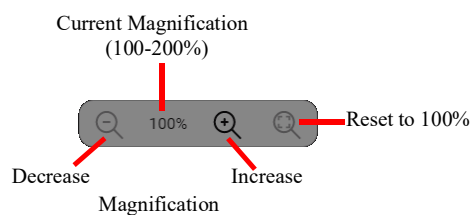
The sharer will switch to the active monitor or application, and their Spaces window will continue to show the video stream for the participants.

Zoom Controls

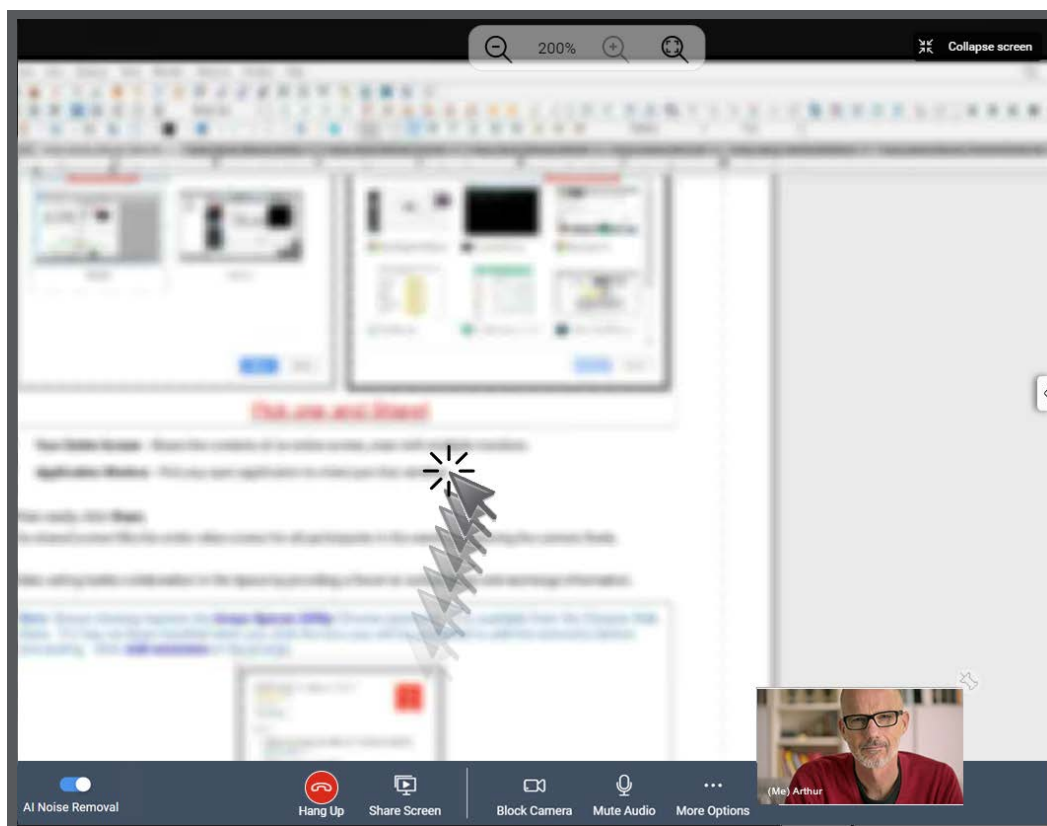
People attending the meeting will see zoom controls at the top of the video window.



Mouseover the image to restore the toolbar if they have faded away.



Users can control the magnification of the image on their screen from 100-200%. With an enlarged image, click and drag to display different parts of the image.



Video calling builds collaboration in the space by providing a forum to nurture ideas and exchange information.

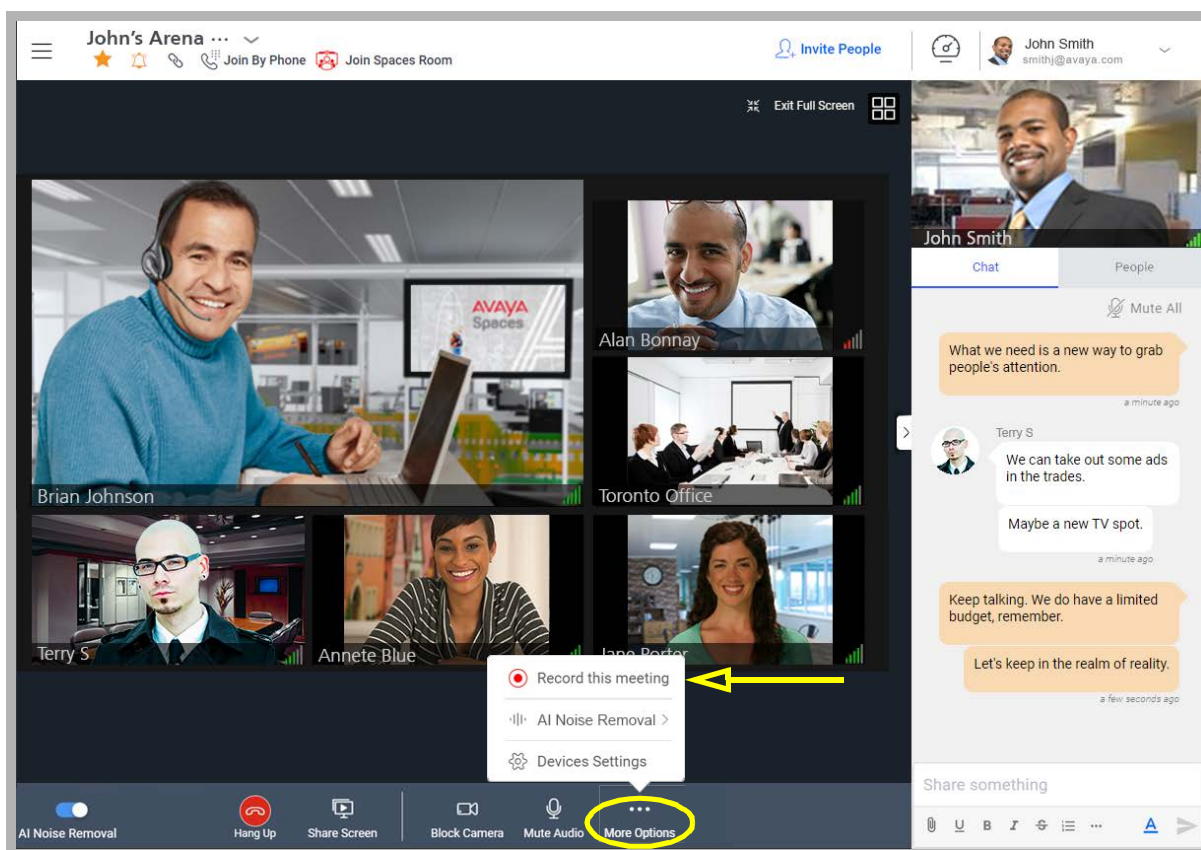
Note: For long-time Avaya Spaces users, screen sharing no longer requires the Chrome add-on. It is now native to the application.

Video Recording

Start Recording

Meeting recording requires the person who creates the meeting to have a Power User account. Administrators and Members for each space can initiate recording of the meeting.

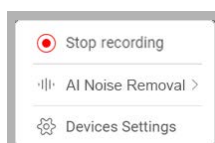
While in the meeting, click **More Options** and choose **Record this meeting**.



Stop Recording

An admin or member of the space can stop recording at any time.

While recording the meeting, click **More Options** and select **Stop recording**.

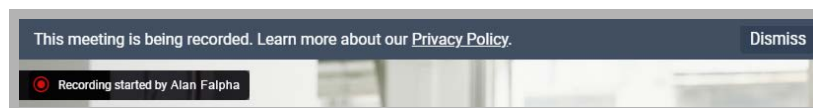


Recording Notifications

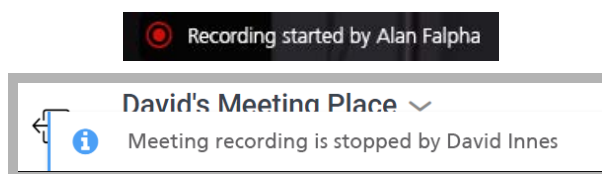
Whenever a meeting is about to be recorded, all participants will receive an audio notification that the meeting will be recorded.

“Meeting recording has started.”

There is also a pop-up on everyone’s screen alerting them that the meeting is being recorded.



Participants can click **Dismiss** to remove the message, or **Privacy Policy** to review the terms of the recording. The notification that the meeting is being recorded remains until recording has been stopped.



Meeting Cards

Meeting Cards are automatically created whenever a meeting is begun. They appear both in the **Chat** window and the **Meetings** tab.

The card shows when the meeting started, how long it lasted, and everyone that attended.

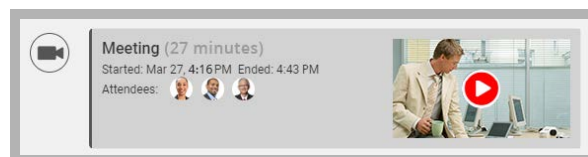
Joining a Meeting

Once the meeting has been started, the Meeting Card appears in the Chat window. You can click the Join button to enter the meeting.



Viewing Recordings


When a meeting has ended, its card appears becomes part of the ongoing history seen in the **Chat** and **Meetings** tabs. If the meeting was recorded, click the card to play the recording.

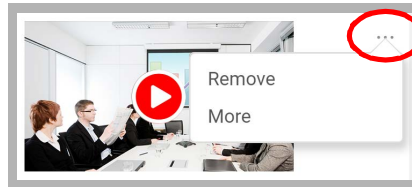


Delete Recordings

Only admins and members of the space can delete recordings.


Recordings are also included in the data retention policies established by the site admin and the individual user.

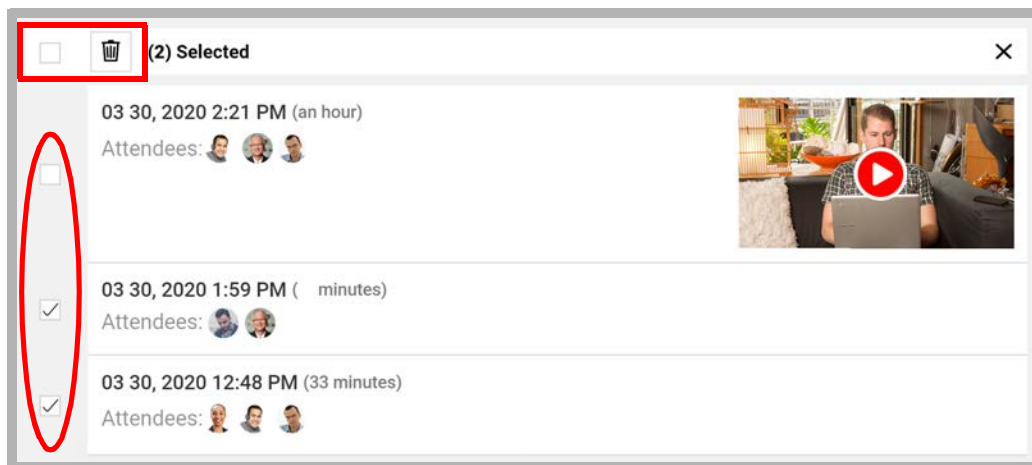
- To delete a recording from the space, go to the Meetings tab.
- Click the three dots icon  and select Remove to delete that meeting or recording. Deleting a recording permanently removes it from the space for **all** participants.



To delete multiple recordings/meeting cards.

- Click **More** to display checkboxes beside each card. Enable the box for each item you wish to delete.

Or enable the checkbox beside the trashcan  to select **All** items.

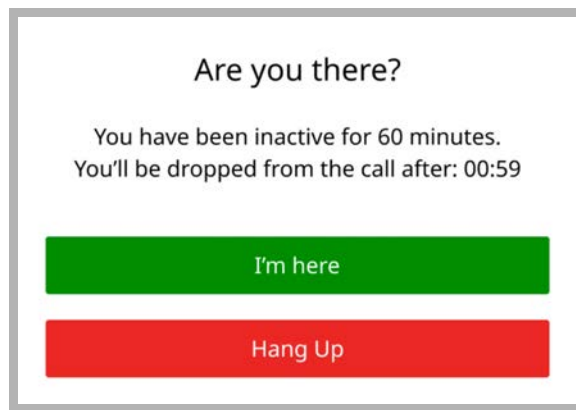


- When ready, click the trashcan icon to remove all selected items.

Inactivity Warning

If you are in a space for 12 hours without moving the mouse or making any changes, you will get a warning that you will be removed from the space in 60 seconds.

Select **Hang Up** to leave immediately. To remain in the space, click **I'm here** to confirm your presence and reset the timer.





7

SPACES CALLING

Introduction

Launch a video or audio call with a contact with only a few clicks.

Expand a direct messaging space into a call by clicking the  **Start a phone call** (audio only, page 111) or the  **Start a digital call** (page 114) buttons. You can also select a contact from your list of Direct Messages (or search results) when you mouse over their name. You will see the same icons which allow you to start a call.

Pre-requisites

- Use of this feature is only available to Business and Power users. Both caller and callee must be licensed.
- Not all countries have this feature available. Please contact your vendor for details.
- Telephone calling requires the company administrator to enable the feature, and the contact must have phone numbers configured in their Spaces profile.

Note: To receive incoming call notifications in **Windows**, you must turn on **Notifications for Google Chrome** in Windows **Notifications & actions** settings. To receive incoming call notification on **Mac**, you must turn on **Allow Notifications** for the two **Google Chrome** entries in Mac **Notifications** settings.

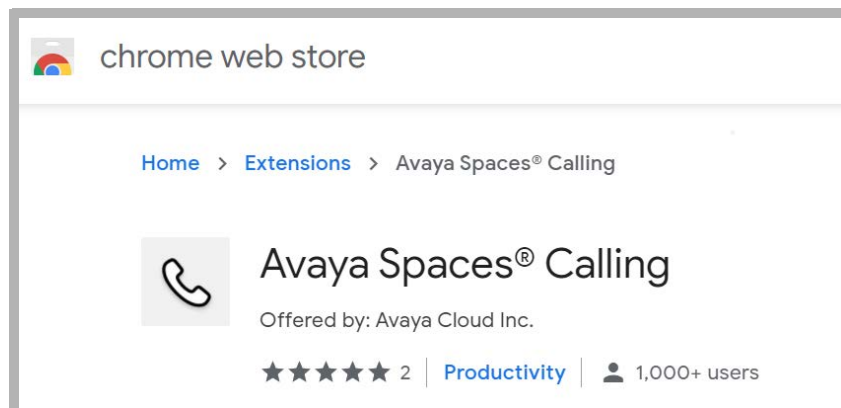
Installing Spaces Calling

Spaces Calling and Spaces Digital Calling both require an extensions to be installed from the Chrome webstore. Both applications use the same extension.

To install the extension, open you Chrome browser and go to:


<https://chrome.google.com/webstore/detail/avaya-spaces%C2%AE-calling/mjpbjjcphpikgemoglgnmfojppgaklg>

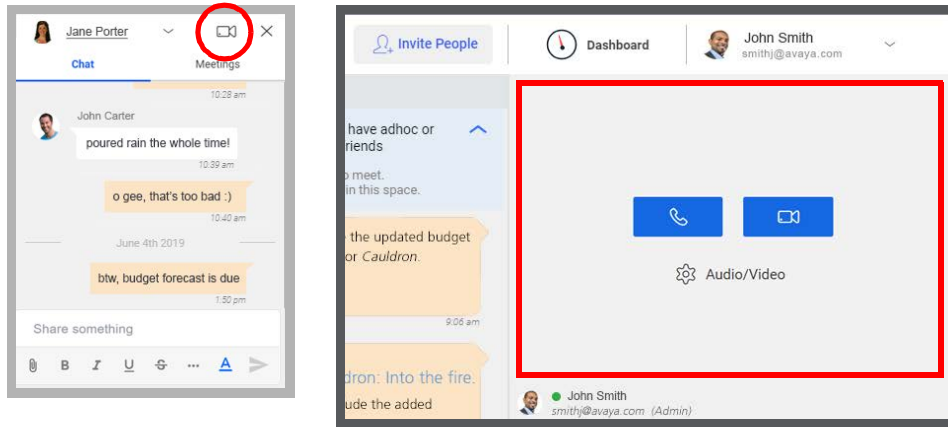
Add the extension to the Chrome browser.



From Text Chat

While chatting with another person using Direct Messaging, you can start a digital call with that person.

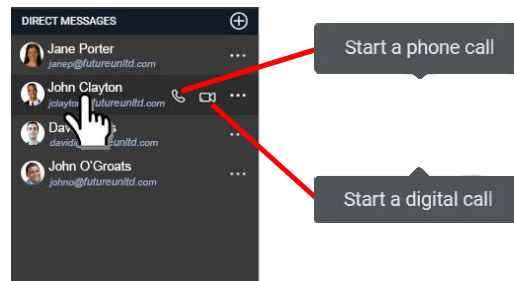
Click the  icon in the chat window.



The remote party will be notified to answer or decline the digital call. If they answer, both parties will be moved into the **Direct Messaging** conference space.

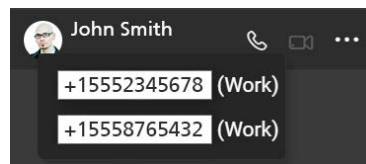
From Contacts

If you hover your mouse over a contact in your Direct Messages list, icons will pop-up that allow you to place an audio only telephone call through your office telephone system, or to launch a Digital Call.



Telephone Call

Clicking the telephone icon places an audio only telephone call to the contact. You will be prompted to select which number to call them at. Select a number to place the call.



Their telephone will ring and they can answer as with any other call.

The first time you use this feature, you will be prompted to select either **Spaces Calling Extension** or the **Avaya Workplace Client** to make the call. The options available are based upon the company administrator's configuration.

If you select Spaces Calling Extension but you haven't installed it yet, you will be redirected to the Google Chrome store to add the Chrome extension into the browser.

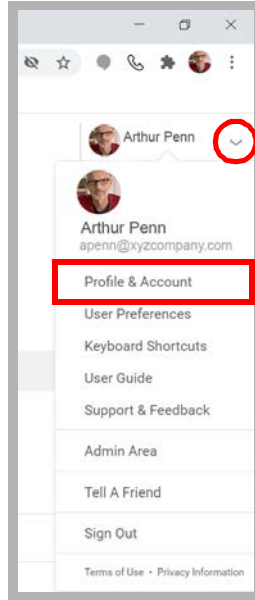
You can change the client selections through **User Preference** in the Spaces web client.

Note: You will enter the call with your microphone automatically enabled. This is true regardless of the settings that you have selected under **User Preferences > Meeting Defaults** for joining meetings.

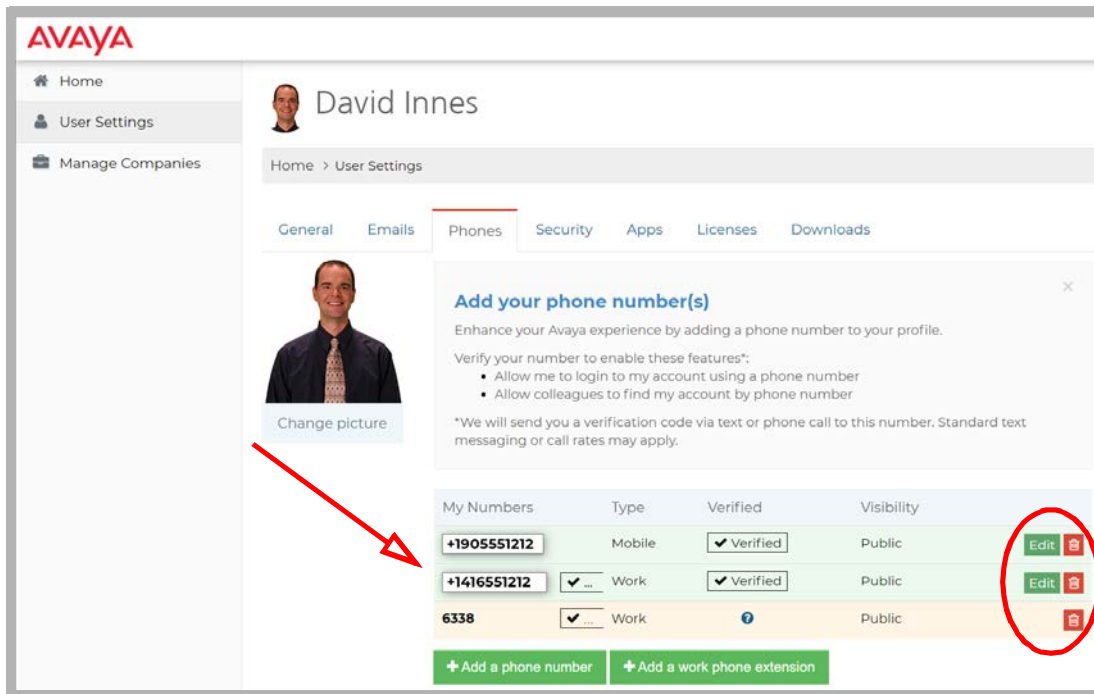
Your Telephone Numbers

Users can add, modify and delete the numbers where they can be reached through Spaces calling.

1. While logged into Avaya Spaces, open the **Profile & Account** menu.



2. Under **User Settings**, go to the **Phones** tab.
3. Previously configured numbers are shown here.
 Click **Edit** beside a number to change it.
 Click the **Trash** icon to delete the number from your profile.



4. Click **Add a phone number** (5a) or **Add a work phone extension** (5b) to attach that number to your account.

5a. Enter the **Telephone Number** to add.

- From the dropdown menu, choose what kind of number this is (Work, Mobile, Home, etc.).
- Select the country code prefix for the number.
- In the space provided, enter the new telephone number.
- Enable **Primary** if this is the main number where you can be reached. It will appear first in the list. Only one telephone number or extension can be configured as the Primary.
- Enable **Allow others to view and call this number** if you want to make this number available to be called through Spaces.

5b. Enter your extension number. Only people within your organization using the same PBX can use this number to reach you. People outside your company, or those connected to a different PBX, cannot reach you using your extension.

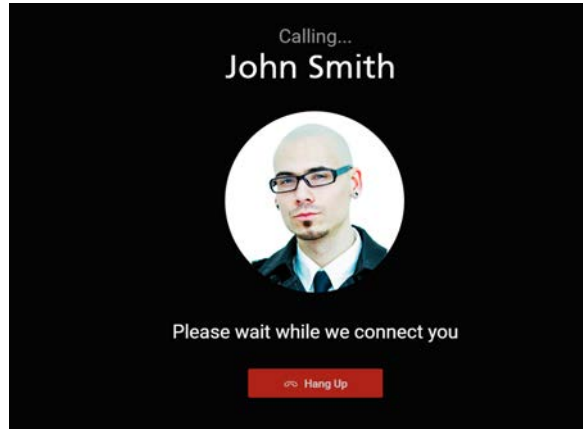
- Enable **Primary** if this is the main extension where you can be reached. It will appear first in the list. Only one extension or telephone number can be configured as the Primary.
- Enable **Allow others to view and call this number** if you want to make this extension available to be called through Spaces.

6. When ready, click **Add**.

The telephone number or extension will now appear in the list when someone clicks your name to place a call.

Digital Call

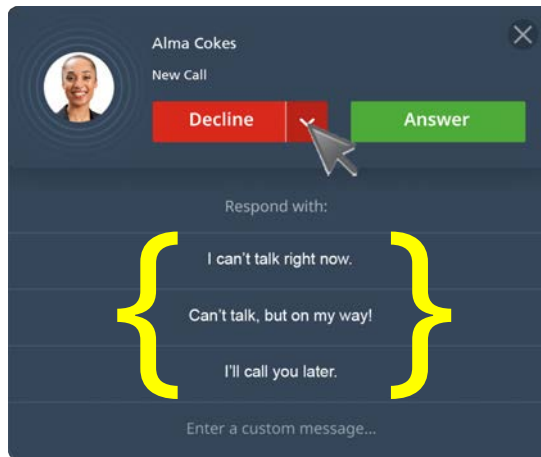
Clicking the video icon launches a digital call through the Internet with the contact.



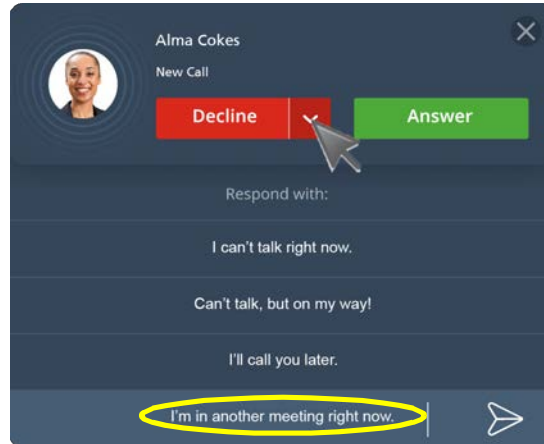
They will get a pop-up in Spaces notifying them of the incoming call including who it is from. They can choose to answer the call, or decline to answer.



Selecting the dropdown menu under **Decline** allows the call recipient to send a short text message to the caller telling them why they are not answering. Select a standard response and the message will appear in the caller's Spaces chat window.



If you prefer, a short custom text message can be sent to the caller.



Enter a brief message and click the **Send** icon when ready. The message will appear in the caller's Spaces chat window.

Note: You will enter the call with your microphone automatically enabled. This is true regardless of the settings that you have selected under [User Preferences > Meeting Defaults](#) for joining meetings.

8

SPACES CALLING EXTENSION

Introduction

Avaya Spaces Calling Extension allows you to make a telephone call through the Avaya telephone systems in your office.

Pre-requisites

- Your office telephone system must be Avaya Aura or Avaya IP Office, and be enabled for WebRTC calling.
- The site administrator must have enabled this feature (see Digital Calling Extension Settings on page 124).

Phone Number Dialing

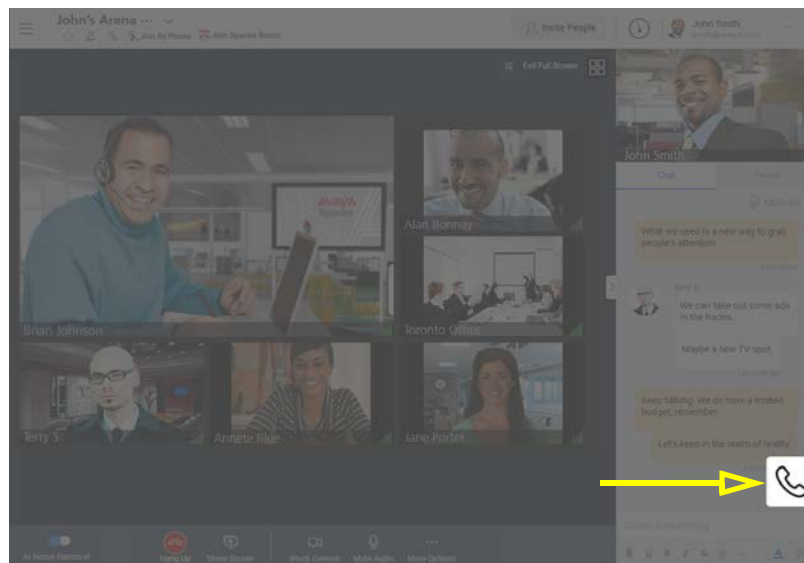
Spaces Calling and Spaces Digital Calling both require an extensions to be installed from the Chrome webstore. Both applications use the same extension.

To install the extension, open you Chrome browser and go to:

<https://chrome.google.com/webstore/detail/avaya-spaces%C2%AE-calling/mjpbjjcphpikgemoglgnmfojppgaklg>

Add the extension to the Chrome browser.

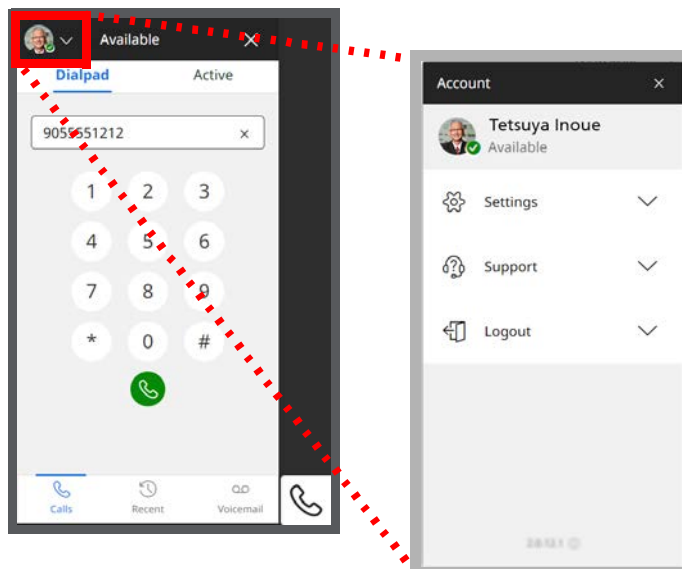
When this feature has been installed, the **Spaces Calling Extension** icon will appear in the bottom right corner of the Spaces screen.



This icon can be dragged up and down the side of the screen as required.

Configuring your Account

Manage your account by clicking your icon on the dialpad.



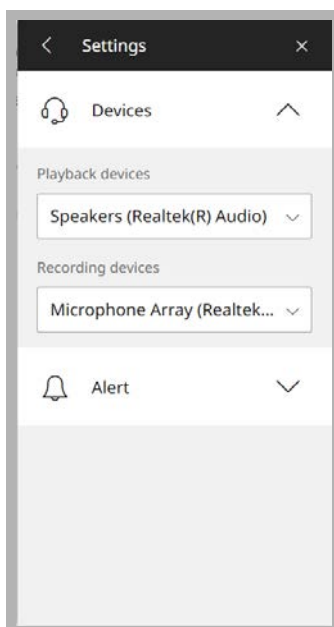
Settings

There are 2 options under the **Settings** menu.

Devices

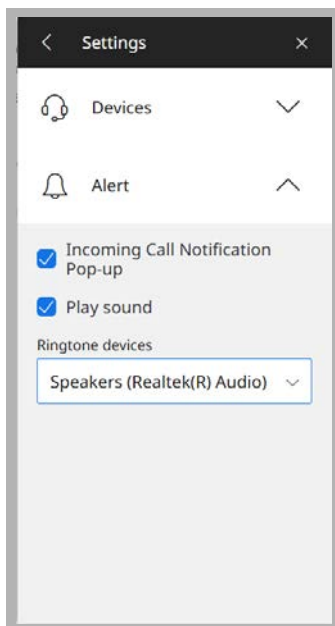
The **Devices** menu allows you to select which speakers and microphone to use when on a call. From the dropdown list, choose the speaker and microphone to use.

Same as System causes the program to use the equipment configured in the operating system.



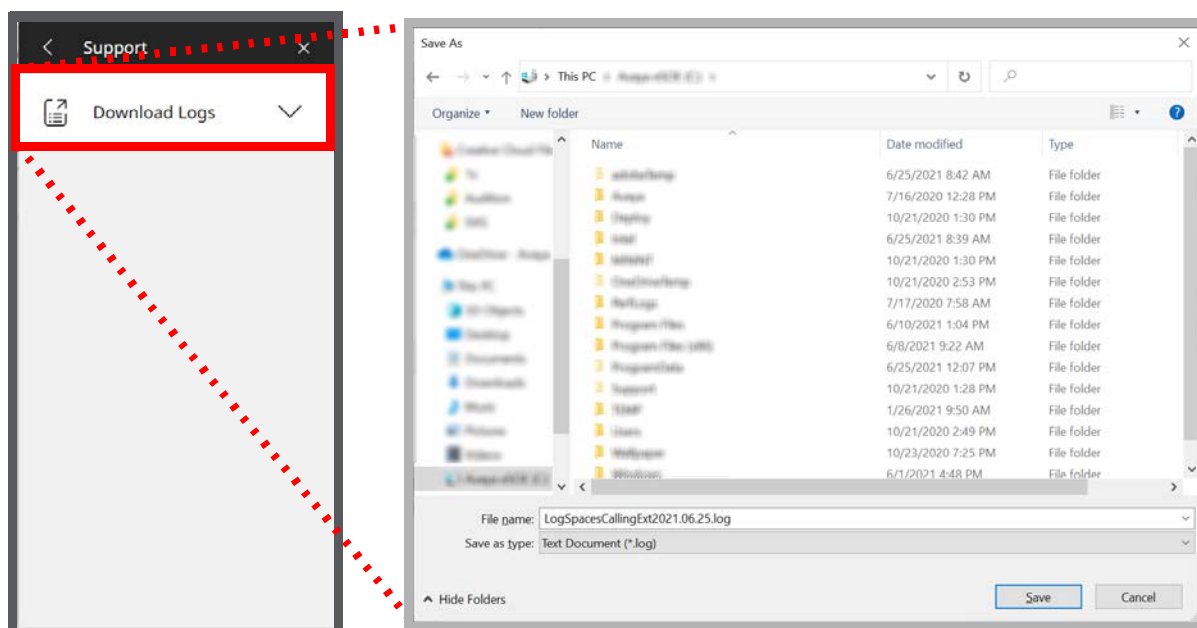
Alert

The **Alert** menu is where you configure how you want to receive notifications that you have an incoming call. You can choose to enable a pop-up notification, both with and without sound. From the **Ringtone devices** menu, choose the audio source that the alert sound will be played through.



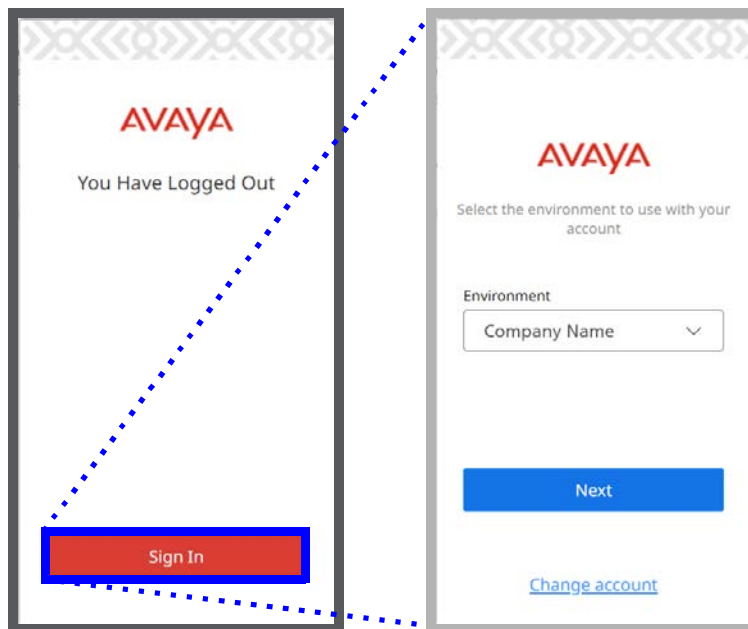
Support

Use the **Support** menu to save the program log files to a location on your hard drive. These can be used by service personnel to diagnose any issues you are having with Spaces. Click **Download Logs**, then select the location where the file is to be stored.



Logout

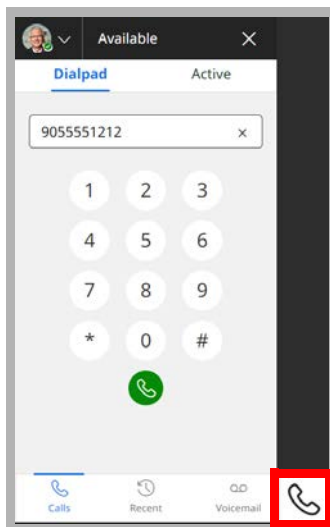
The functions allows you the sign off from the Dial Pad application.
Click this item to leave the program. You can sign in again at any time.



Dialing a Call

When placing a phone call using Spaces Calling Extension, it behaves like a standard desktop telephone.

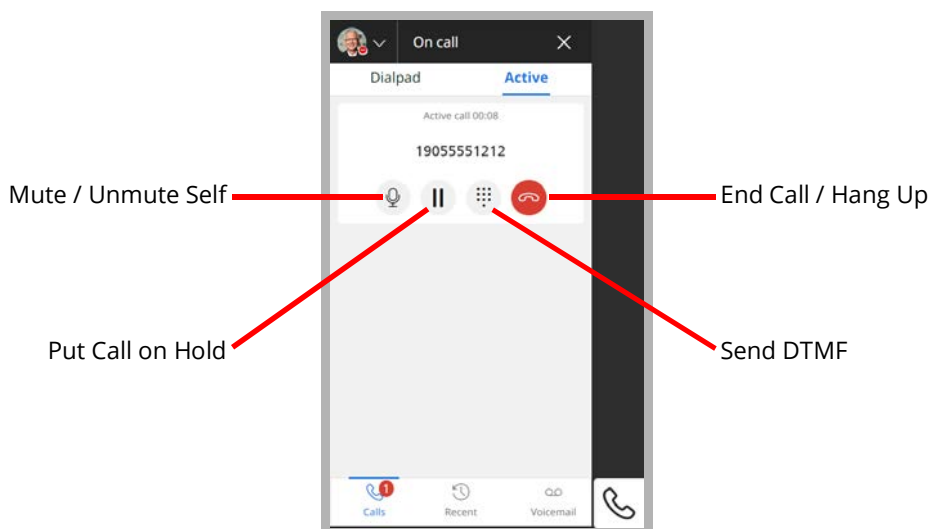
1. Click the **Spaces Calling Extension** icon. If prompted, login using your credentials.
2. On the **Dialpad** tab, enter the contact's extension or telephone number. Click the green handset icon to place the call.



3. The recipient's telephone will ring and you will be connected once they answer. As the caller, you are connected through your computer's current speaker / headphone and microphone.

Note: If you are currently in a Spaces meeting, the meeting will be muted automatically and you will exit the meeting after 60 seconds. You can instead choose to stay in the meeting in the pop-up message. In this case, both calls are managed independently, muting one and then the other as required.

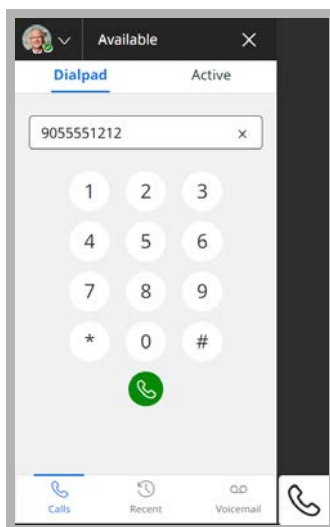
4. Use the call control icons to mute yourself or to put the call on hold. Click the keypad icon to open a dialpad so you can enter DTMF keystrokes required when you reach an auto attendant or recorded message (i.e. "Press 1 to leave a message, Press 2 to reach the operator" etc.).



5. When the call is finished, click **Hang Up** to end the call.

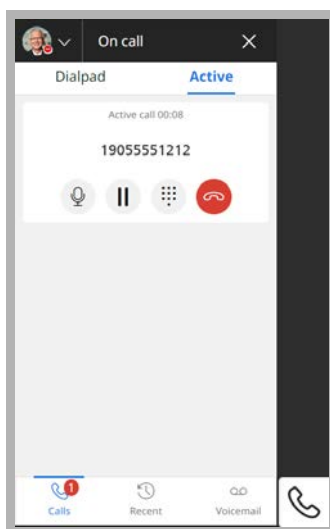
Dialpad Tab

Use the **Dialpad** tab to enter the extension or telephone number of the person you wish to reach. Once a call has started, the app moves to the **Active** tab to display the current status of the call and to provide call controls.



Active Tab

The **Active** tab appears once a call has been placed. It shows the number called and the length of the call. It also provides call controls once the call has been answered.



Note: You will enter the call with your microphone automatically enabled. This is true regardless of the settings that you have selected under [User Preferences > Meeting Defaults](#) for joining meetings.

Calls, Recent and Voicemail

Across the bottom of the pop-up on both the Dialpad and Active tabs are the Calls, Recent and Voicemail buttons.

- **Calls** - Displays the Dialpad for placing a call.
- **Recent** - Shows your call history. It includes the date and time of the call, whether it was answered or not, and the type of call such as incoming, outgoing or missed call. Click an entry to place a new call to the same number.
- **Voicemail** - If a caller leaves a message in your Avaya voice mailbox, a red dot appears to tell you that there is a message waiting. Click the button to dial the voicemail system. Follow the prompts to hear the message.

Configuring Avaya Aura Web Gateway and Device Services

Company administrators can use these links to aid in configuring their Avaya Aura Web Gateway (AAWG) and Avaya Aura Device Services (AADS) components to support the Avaya Spaces Calling Extension.

PDF Documents	Links
Deploying the AAWG 3.9	https://downloads.avaya.com/css/P8/documents/101074639
Administering the AAWG 3.9	https://downloads.avaya.com/css/P8/documents/101074641
Deploying AADS 8.1.4	https://downloads.avaya.com/css/P8/documents/101074785
Administering AADS 8.1.4	https://downloads.avaya.com/css/P8/documents/101074784

HTML Documents	Links
All releases of AAWG	https://documentation.avaya.com/bundle?rpp=10&q=Avaya%20Aura%20Web%20Gateway&labelkey=Avaya_Aura_Web_Gateway
All releases of AADS	https://documentation.avaya.com/bundle?rpp=10&q=Avaya%20Aura%20Device%20Services&labelkey=Avaya_Device_Services

Configuring Avaya IP Office and one-X Portal

Company administrators can use these links to aid in configuring their Avaya IP Office (IPO) and Avaya one-X Portal components to support the Avaya Spaces Calling Extension.

HTML Documents	Links
IPO SIP Telephone Installation Notes	https://documentation.avaya.com/bundle/IPOfficeSIPPhoneInstall
Installing and Maintaining an IP Office Application Server with Web RTC	https://ipofficekb.avaya.com/businesspartner/ipoffice/mergedProjects/appliance/index.htm
ASBCE configuration for SIP and for WebRTC	https://documentation.avaya.com/bundle/IPOfficeASBCE
one-X Portal resiliency support for clients	https://documentation.avaya.com/bundle/IPOfficeResilience

Digital Calling Extension Settings

Caution: This is intended for advanced users only.

Point Avaya Spaces towards your Avaya Aura Web Gateway (AAWG) FQDN or your Avaya IP Office (IPO) FQDN.

The Avaya licensing engine enables provisioning of application settings on a per customer domain basis. This is termed the Site Profile. Once the parameters have been applied to a site, they are picked up by the client application at the next login.

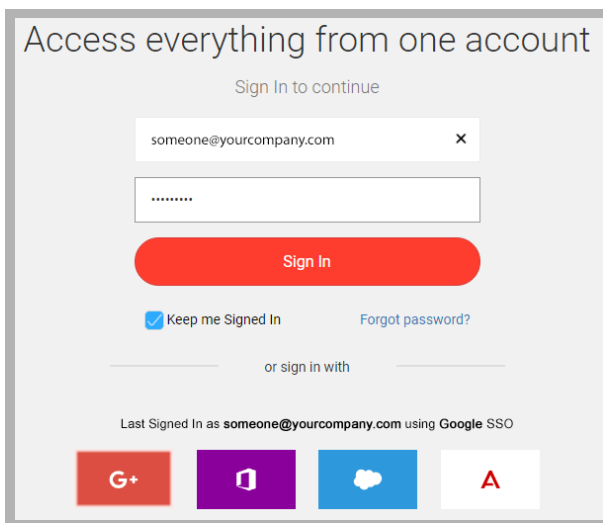
The site profile is defined as a JSON object. The parameters that are available depend upon the application.

Not all applications are supported.

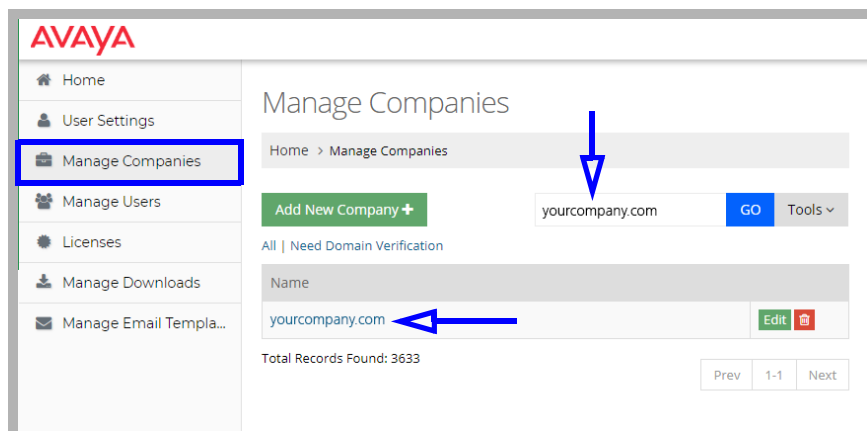
Please be aware that the settings names are case sensitive.

The site profile is created and modified from the **Admin Area** found on the User menu. Profile changes are specific to each product; changes to one application will not affect another.

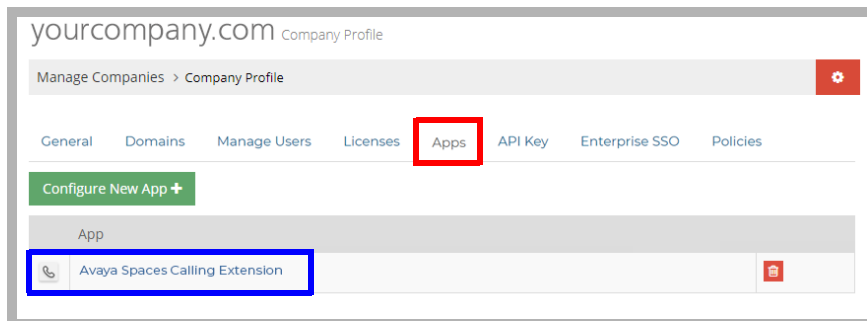
1. Open a browser and go to accounts.avayacloud.com. Login using your administrator credentials.



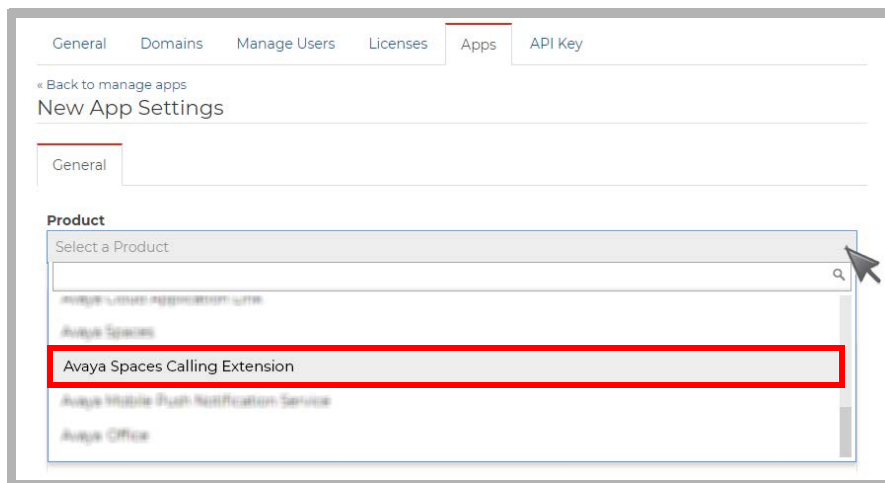
2. From the dashboard, select **Manage Companies** from the left-hand pane. Click on the company (or use the Edit button) you wish to modify the profile for. If necessary, use the search field to locate the company.



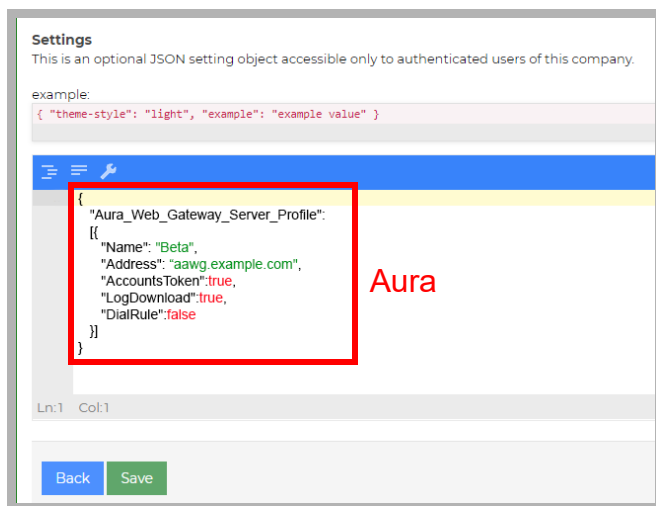
- On the **Company Profile** page, open the **Apps** tab. Click **Avaya Spaces Calling Extension**.



If Avaya Spaces Calling Extension is not present, select **Configure New App** and choose **Avaya Spaces Calling Extension** from the dropdown menu.



- Personalize, copy and paste the script shown under **Programming Commands** into the space provided.



- When all of the changes have been made, click **Save**.

The next time a user logs into the application, the new profile settings will be used.

Programming Commands

The parameters available are specific to the application that they are to be applied to. Adding a script to one application will not affect any of the other programs within your company profile. Change "Name" to something suitable for your installation.

Avaya Aura

Modify this script with the **address** of your Avaya Aura Web Gateway server, then copy and paste it into the Application Settings window. This example includes 2 profiles in a single script.

```
{
  "Aura_Web_Gateway_Server_Profile":
  [{
    "Name": "Alpha Aura",
    "Address": "alpha.example.com",
    "AccountsToken": true,
    "LogDownload": true,
    "DialRule": false
  },
  {
    "Name": "Beta Aura",
    "Address": "beta.example.com"
    "AccountsToken": true,
    "LogDownload": true,
    "DialRule": false
  }
  ]
}
```

Avaya IP Office

Modify this script with the **address** of your IP Office server, then copy and paste it into the Application Settings window.

```
{
  "IP_Office_Server_Profile":
  [{
    "Name": "IPO Gamma",
    "Address": "onexserver.example.com",
    "AccountsToken": true,
    "LogDownload": true,
    "DialRule": false,
    "STUNHost": "stunserver.example.com",
    "STUNPort": "3478",
    "AutoFailover": false,
    "VoiceMail": "*17"
  }
  ]
}
```

These variables are defined below.

JSON Settings	Values / Examples	Aura / IPO	Description
"Name"	"IPO Gamma"	Both	This is the name of the profile. Users will see this name during the Spaces Calling extension login if there are multiple Avaya Aura or IP Office profiles.
"Address"	"onexserver.example.com"	Both	In the Aura_Web_Gateway_Server_Profile, set this to the Avaya Aura Web Gateway (AAWG) address. In the IP_Office_Server_Profile, set to the one-X portal address. If user needs to access the service from the public Internet, then the public DNS shall resolve this address to the public IP address on Avaya Session Border Controller (ASBC).
"AccountsToken"	true / false	Both	This the Spaces SSO feature. Set to true if the AAWG or one-X portal is enabled for Spaces SSO. The default is false .
"LogDownload"	true / false	Both	Set to true to allow the user to download the extension logs from Spaces Calling extension UI. The default is true .
"DialRule"	true / false	Both	Set to false to allow users to set the local dial rule through the Extension UI. Set to true to allow admins to set global dial rules for all users. If this setting is not included in the profile, the dial rule feature will be disabled.
"STUNHost"	"stunserver.example.com"	IPO Only	If user need access the service from internal and public networks, then this FQDN must be set to the ASBC public address on a public DNS, and to the ASBC private address on internal DNS.
"STUNPort"	"3478"	IPO Only	The standard STUN port is 3478 .
"AutoFailover"	true / false	IPO Only	Set to true if there are redundant one-x Portals and webRTC gateways. When set to true , if primary goes down, users will see an error on UI. The client will try to connect to the secondary server when it cannot connect to the primary. The service will automatically switch if secondary is connected. When the primary comes back online, the secondary will be disconnected and the client will reconnect to the primary server. When set to false , if primary goes down, users will see an error in the UI. The client cannot connect to the secondary server. The default value is false .
"VoiceMail"	"*17"	IPO Only	Match this value to the IP Office voicemail short code. If not specified, the client will use the default *17 .

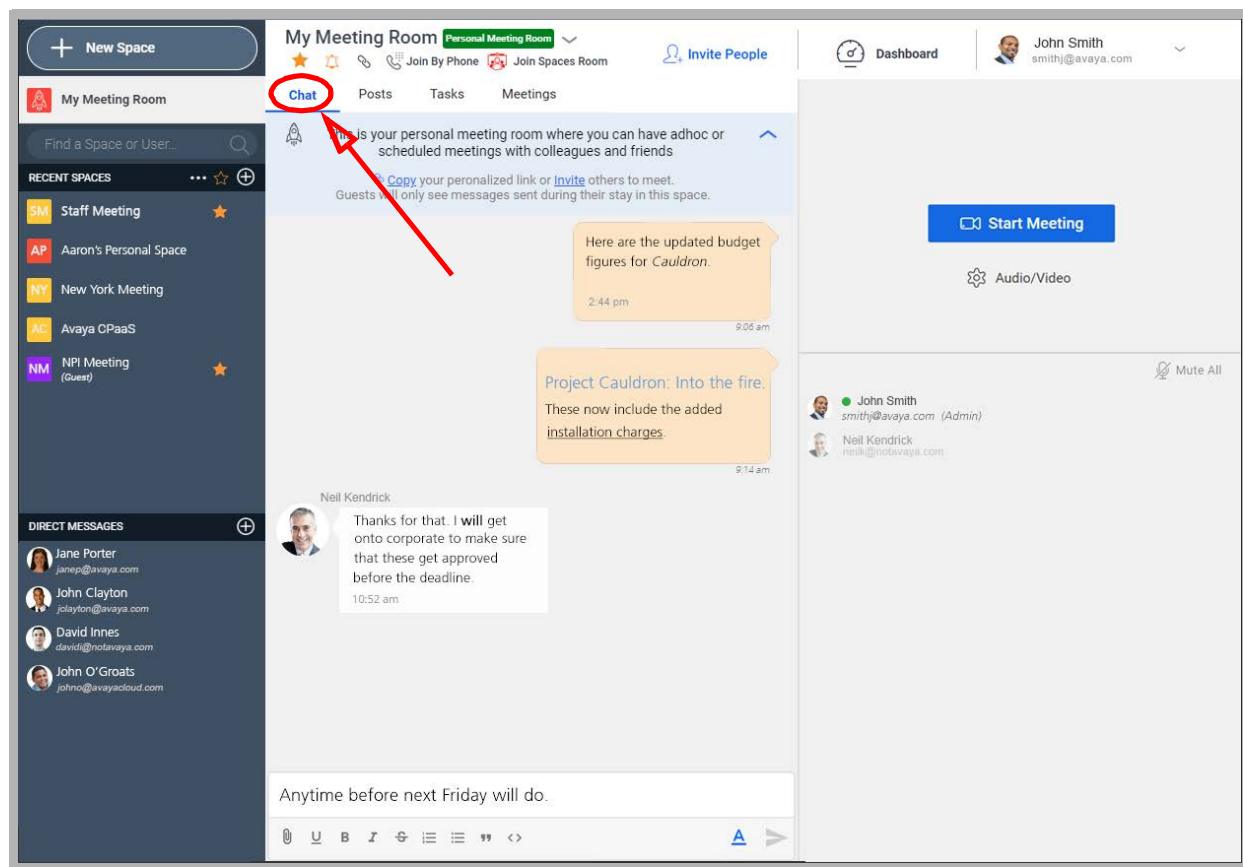
If **DialRule** is set to **True**, then the following items must also be added to the JSON code (for both Aura and IPO) to configure the global rules.

JSON Settings	Values / Examples	Description
"OutsidePrefix"	"9"	This is the prefix used on the telephone system to place outgoing external calls (e.g. 9).
"CountryCode"	"1"	This is the country code for a call (e.g. 1 for North America, 44 for the United Kingdom).
"CityCode"	"555"	Set to the area code for profile users. (e.g. 555). To include multiple areas, use a comma separated list (e.g. 555, 666, 777).
"PbxPrefix"	"538"	Specify if the telephone system has its own prefix within a network.
"LongDistancePrefix"	"1"	This is the prefix used for external calls for national (non-local) numbers (e.g. 1 in North America).
"InternationalPrefix"	"011"	This is the prefix used for external calls to international numbers (e.g. 011 in North America).
"ExtensionLength"	"4"	Specify the length of internal extension numbers. If necessary, a comma separated list can be used (e.g. 3,4).
"NationalLength"	"10"	Specify the length of national numbers including the area code (e.g. 10 for North America). If necessary, a comma separated list can be used (e.g. 10,12).
"RemoveAreaCode"	true / false	In some areas, local calls can be made without an area code. Set to true to remove the area code. The default value is false .
"ApplyToPlusNumber"	true / false	Set to true to have dialing rules applied to + format numbers. The default value is true .

9

THE CHAT TAB

It is not always necessary to hold a video conference in order to keep a collaborative project moving ahead. An ongoing dialog between the project members can be accomplished using the Chat tab within the space.




The Chat tab is the spot where all instant messaging and system notifications are collected for members to see. Each entry in the window is a permanent part of the space and is available to view at any time.

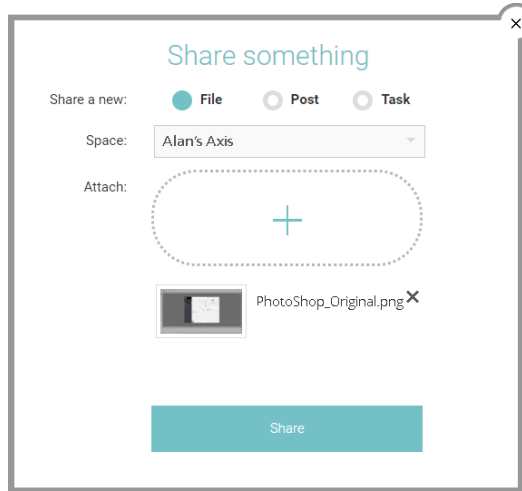
Whenever a Task is created or changed, Posted material is uploaded, or a comment is made, an entry will be added to the Chat tab.

The panel can also be used as an instant messaging window, with each collaborator adding their voice to the dialogue within the space. Enter your message and hit **Enter** or the arrow. People who have the space open can participate in the conversation in real-time, while everyone else will see the exchange the next time they login.

Use Rich Text formatting to add emphasis and subtlety to your messages. Enhancements include underline, **bold**, *italics* and ~~strikethrough~~. You can also build a numbered or bulleted list. Click **A** to toggle this feature on and off.

Use the right-mouse button to copy and paste text into the chat bar.

Add an attachment to the message by clicking .



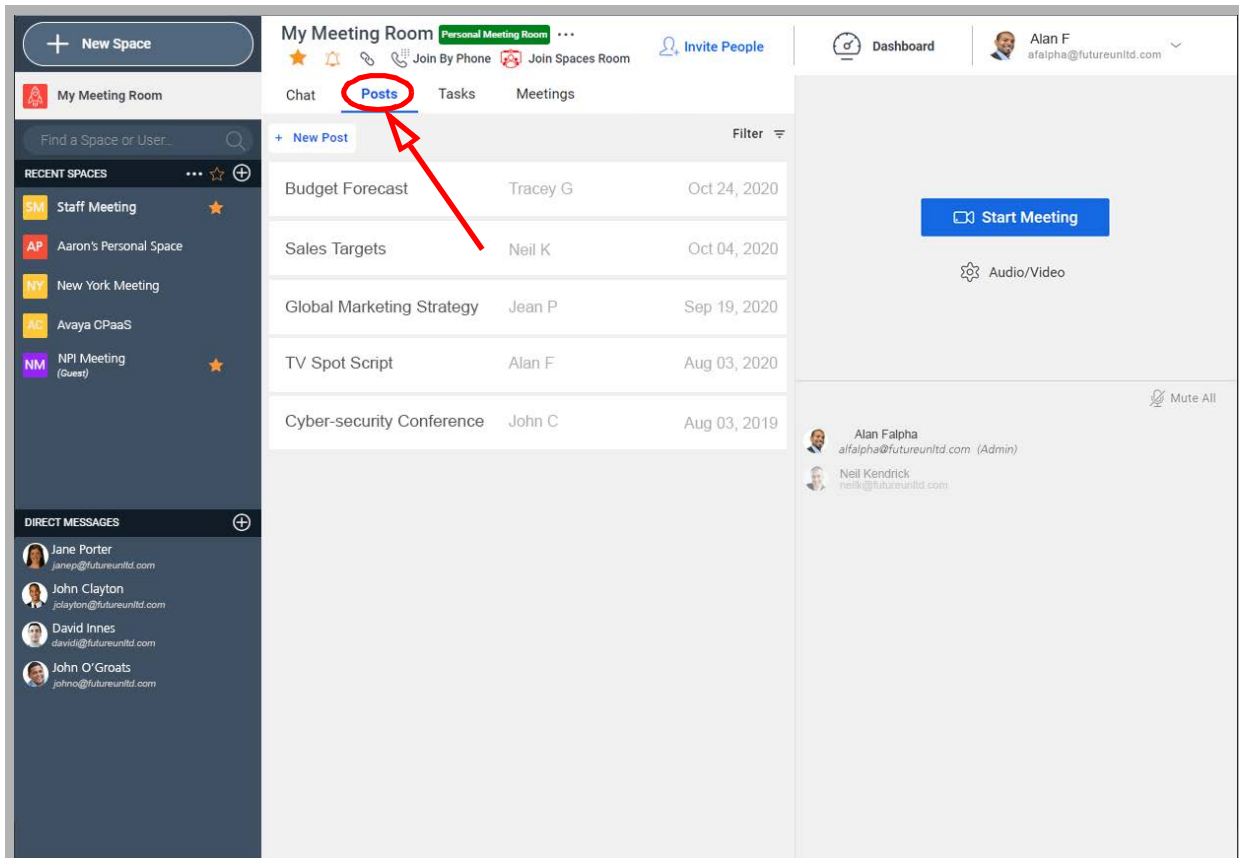
Chat has all of the latest news and reviews from space. Stay in touch.

10

THE POSTS TAB

Nestled comfortably between Chat and Tasks sits the Posts tab.

Posts allows members to upload files to the space to start a collaboration. These Postings are living documents that all group members can see and modify, all in real-time.



New Posts

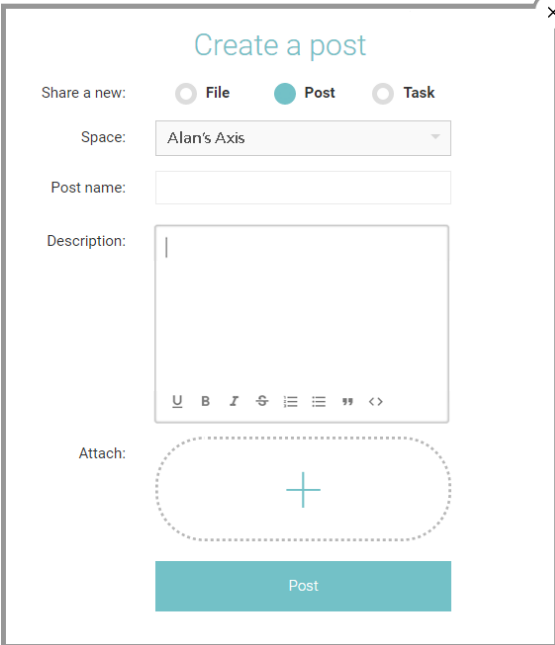
For example, when preparing a script for an upcoming advertising campaign, posting the document allows others to see what it proposes, and to directly modify the content to better fit-in with the company's image.

Go to the Posts tab, click **New Post**, and make sure that **Post** is enabled.

Give it a name and a description so other team members know what the document contains.

Click **Attach** and select a file to include.

When ready, click **Post**. It will appear in the Posts window, and an entry will be made on the Chat tab of all members of the space.



The screenshot shows a 'Create a post' dialog box with the following elements:



- Title:** 'Create a post' in teal text.
- Share a new:** Three radio buttons: 'File' (unselected), 'Post' (selected), and 'Task' (unselected).
- Space:** A dropdown menu currently showing 'Alan's Axis'.
- Post name:** An empty text input field.
- Description:** A larger text area with a vertical cursor at the top left.
- Rich Text Editor:** A toolbar below the description area containing icons for Underline (U), Bold (B), Italic (I), Link (G), Bulleted List, Numbered List, Indent, and Outdent (>).
- Attach:** A dashed rounded rectangle containing a teal plus sign (+).
- Post Button:** A teal rectangular button at the bottom labeled 'Post'.
- Close Button:** A small 'x' icon in the top right corner of the dialog box.

As with Tasks, people can make comments about Posts. Click the name of any entry in the Posts window.

The screenshot shows a user interface for a post. At the top, there is a profile picture of Alan Falpha and the title "November Timetable". Below the title is the text "Timing for events for the November campaign." A rich text editor is visible with the title "November Timetable" and various formatting options like underline, bold, italic, link, list, quote, and code. Below the editor is an "Attachments" section with a paperclip icon and a link "Click to add files...". A document preview for "Nov_Schedule.docx" is shown. Underneath is an "Activity" section with a "Add your comments here" input field and a "Send" button. A list of comments follows, including one from John Carter dated 2017/10/12 2:07 pm, one from Alan Falpha dated 2017/10/11 3:22 pm, and one from Jane Porter dated 2017/10/11 2:55 pm.

Spaces has built-in viewers for many common file formats. This allows a preview of the document to appear in the window. Click the snapshot to open the file in a larger window for review and revision.

You can also download the file to a local machine, although it does stop being a live document.

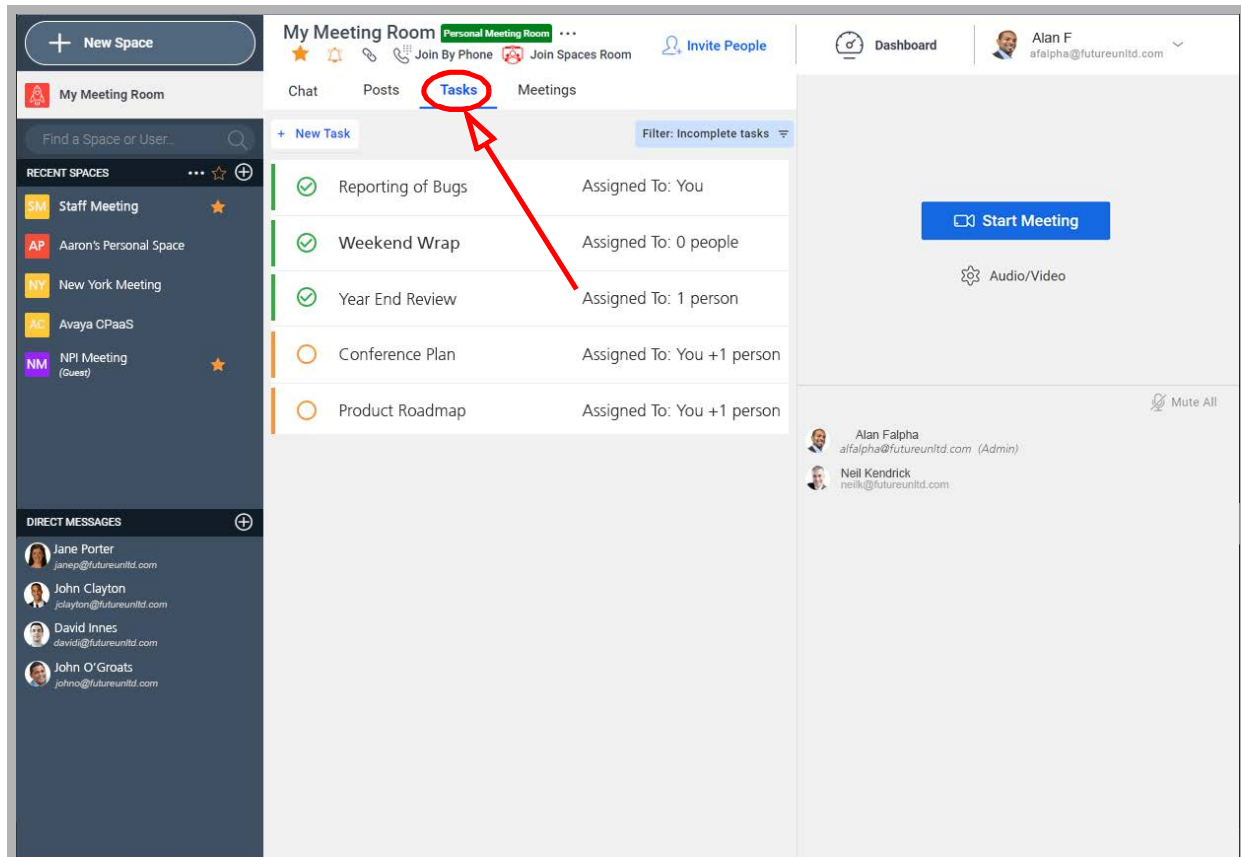
Click  to edit the post. While editing, you can delete  the post from the system.

11

THE TASKS TAB

Projects are seldom a single enterprise designed to make something happen. They are broken down into mini-projects with the best people having responsibility for each segment. A deadline is selected so that the whole project can continue forward on time as all of the pieces come together.

Within a space, these mini-projects are called Tasks. These are the to-do lists for the team.

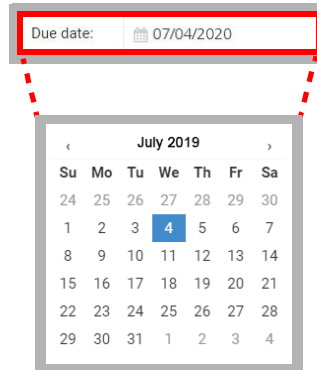


New Tasks

Go to the Tasks tab, click **New Task**, and make sure that the Task button is enabled.

Give it a name and a description so other team members know which part of the project it covers.

Choose the due date for the Task.



Assign it to one or more people in the space by clicking their name on the pop-up list. You may also add attachments.

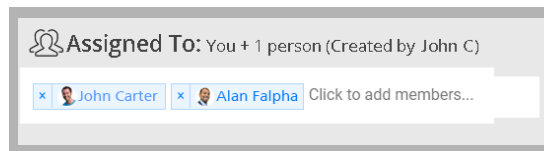
When ready, click **Create**. It will appear in the Tasks window, and an entry will be made on the Chat tab of all members of the space.

The image shows the 'Create a task' dialog box. It has a title bar with a close button (X). The content includes:

- Share a new:** Radio buttons for File, Post, and Task (Task is selected).
- Space:** A dropdown menu showing 'Alan's Axis'.
- +Task name:** A text input field containing 'Website Redesign'.
- Description:** A text area containing 'Develop the new look and feel web site to go with our product launch.' Below the text area is a rich text editor toolbar with icons for Underline, Bold, Italic, Strikethrough, Bulleted List, Numbered List, Quote, and Code.
- Due date:** A date picker showing '07/04/2020'.
- Assign to:** A dropdown menu showing 'Kat Barnes' with a user profile picture.
- Attach:** A dashed rounded rectangle containing a plus sign (+) and a file named 'Cutoff.jpg' with a close button (X).
- Create:** A large teal button at the bottom.

Click the **Task** title to open its details.

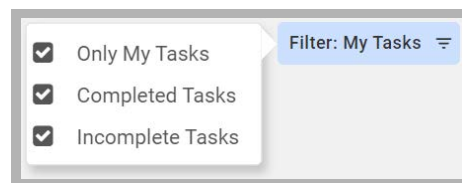
Group members can click on the Task to leave a comment or an update. Attachments can be included with comments. Team members can even be added and removed as the Task develops, and the due date can be adjusted based upon progress.



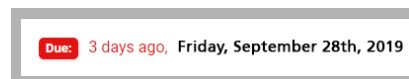
When the Task is done, place a check mark in the box beside its name. It will be marked Completed and it will no longer appear in the Tasks window.



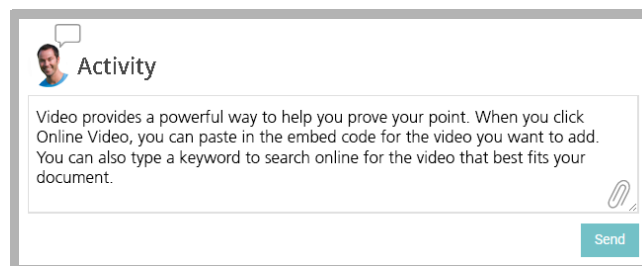
To check out the assignments that have already been finished, set the filter to show "Completed tasks".



Tasks which have passed their due dates are marked as **Due**, and they are flagged in red.



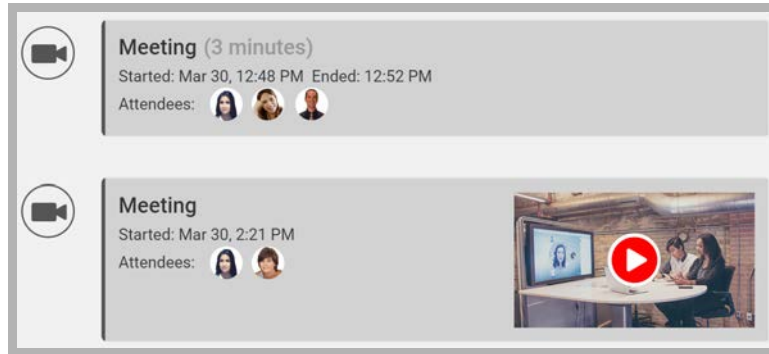
As with Posts, people can make comments about Tasks. Click the name of any entry in the Tasks window. Comments can include attachments.



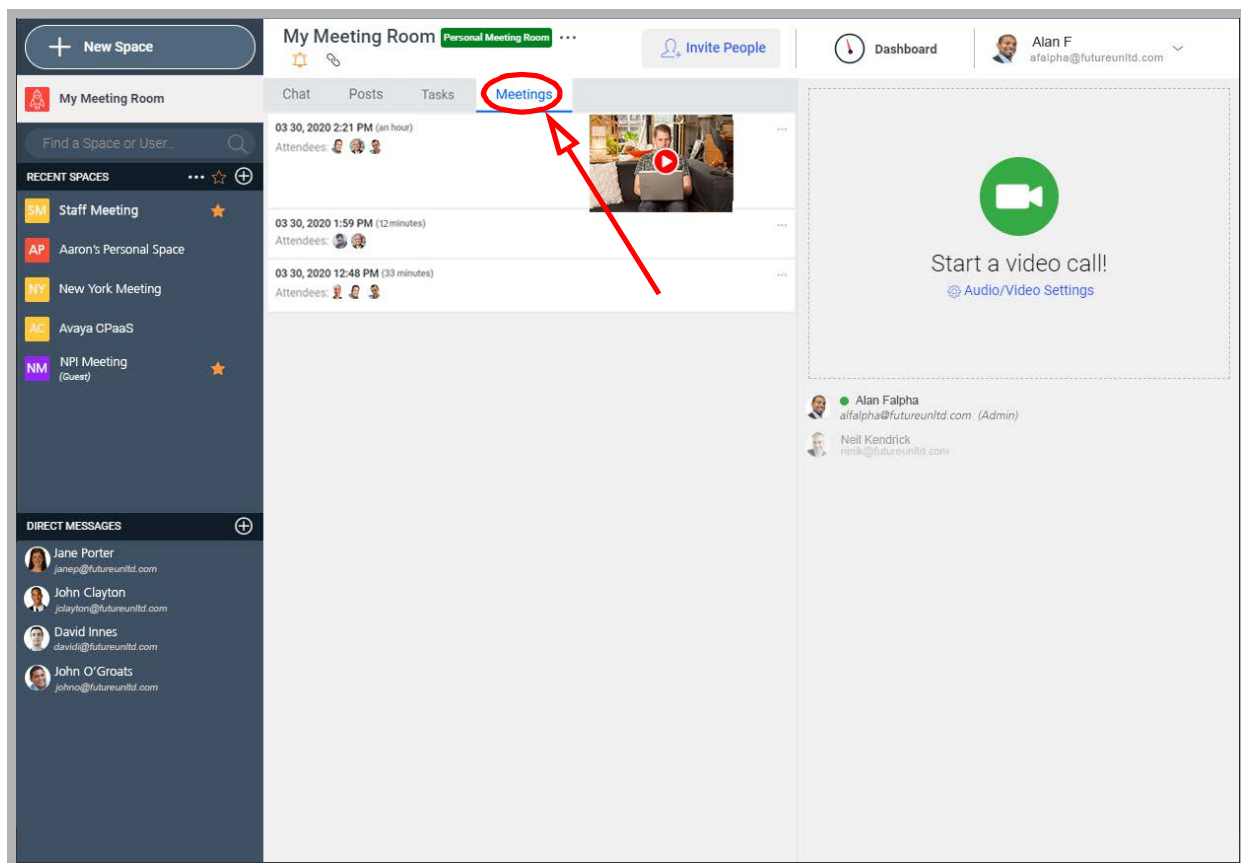
12

THE MEETINGS TAB

Whenever a meeting is concluded, or an event is recorded, a Meeting Card appears in the Chat window of the space, and in the Meetings tab. The card contains the time, date and length of the event, as well as those in attendance.

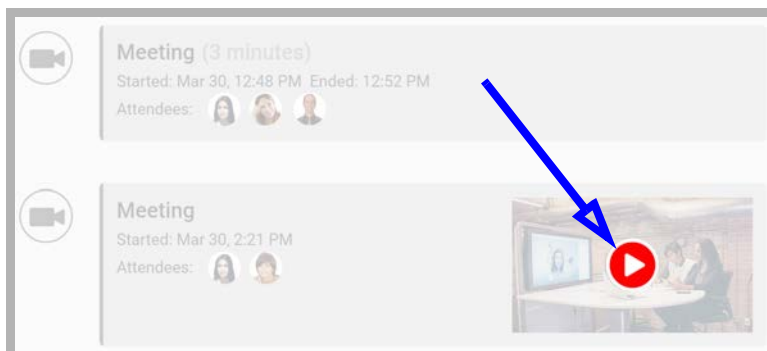


Use the Meetings tab to delete the cards or recordings from the space.



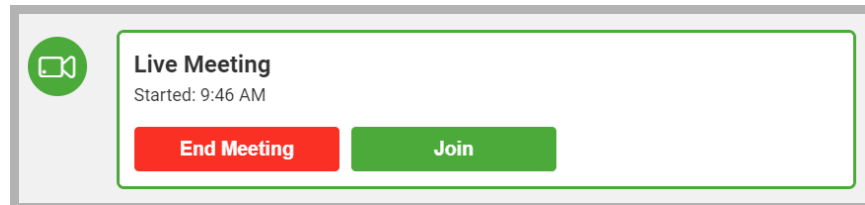
Recorded Meetings

When a meeting is recorded, the first frame appears in the meeting card on the Chat tab and on the Meeting tab. Click the **Play** button to watch the recording.



End Meeting

After leaving a meeting using the Hang Up button, Admins have the option to End Meeting from the meeting card. Clicking the button will force all attendees out of the meeting and the space will be closed. The space can be opened again when needed.

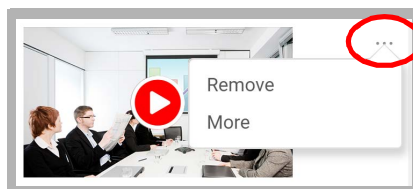


Delete Recordings

Only Admins and Members of the space can delete recordings.


Note: Recordings are covered by the data retention policies established by the site admin and the individual user.

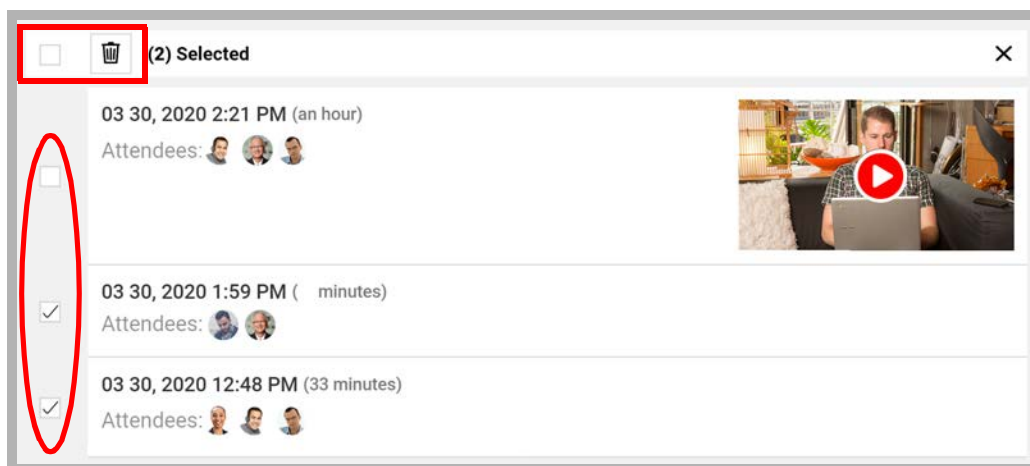
- From the Meetings tab, click the three dots icon **...** and select **Remove** to delete that meeting or recording. Deleting a recording permanently removes it from the space for **all** participants.



To delete multiple recordings or meeting cards.

- Click **More** to display checkboxes beside each card. Enable the box for each item you wish to delete.

Or enable the checkbox beside the trashcan  to select **All** items.



- When ready, click the trashcan icon to remove all selected items.

13

AVAYA SPACES ROOM: AVAYA CU360 INTEGRATION

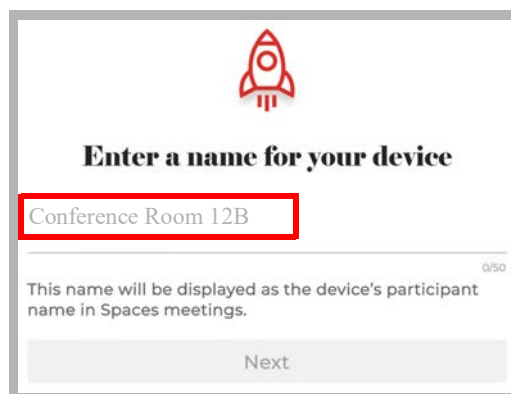
Introduction

The Avaya IX Collaboration Unit CU360 is a conference room system with a high resolution camera and microphones that allow corporations to include groups of 4-8 people in a larger event. Avaya Spaces can integrate with the CU360, adding that device as an independent attendee to a meeting.



CU360 Setup

Please refer to the documentation that came with the CU360 to connect it and to configure it properly. During the configuration, the name you give to the device is the name that appears in the space as the attendee's name.

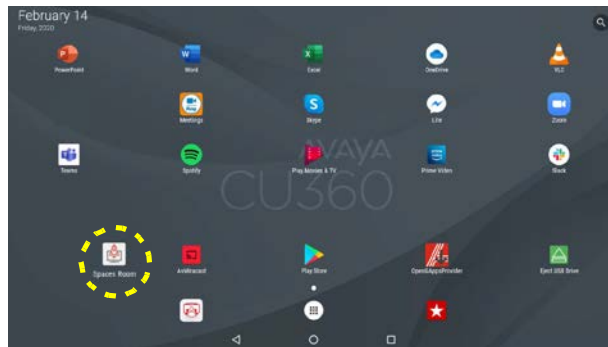
A screenshot of a web-based configuration interface. At the top is a red rocket icon. Below it is the heading "Enter a name for your device". A text input field contains "Conference Room 12B" and is highlighted with a red border. Below the input field is a character count "0/50" and a note: "This name will be displayed as the device's participant name in Spaces meetings." At the bottom is a "Next" button.

Default Application

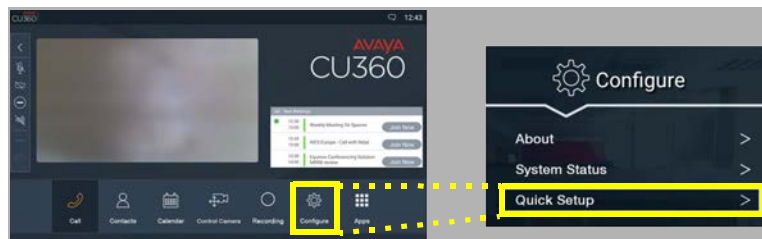
The CU360 can be configured to use the Spaces Room app by default when joining Spaces meetings.

Spaces Room App

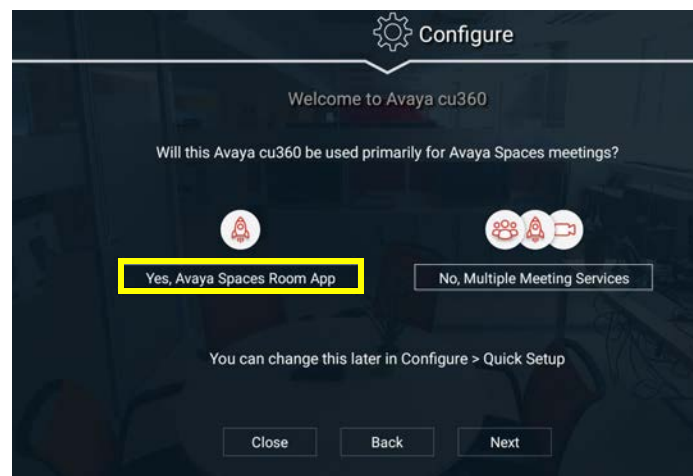
The **Spaces Room** app is preloaded onto the CU360. It is an Android application only and is used to control the device through the remote control and the local monitor. It can be configured to start automatically whenever the device is powered up, or it can be launched from the Android dashboard.



To choose the Spaces Room app as the default connection to Spaces, on the CU360 go to **Configure > Quick Setup**.

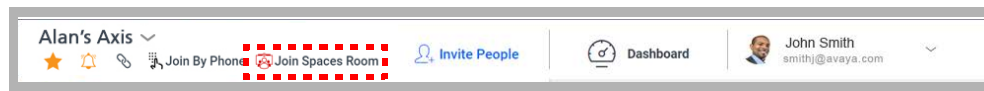


In the popup window, select **Yes, Avaya Spaces Room App**. Click **Next** and complete the setup wizard. Refer to the CU360 documentation for complete details.

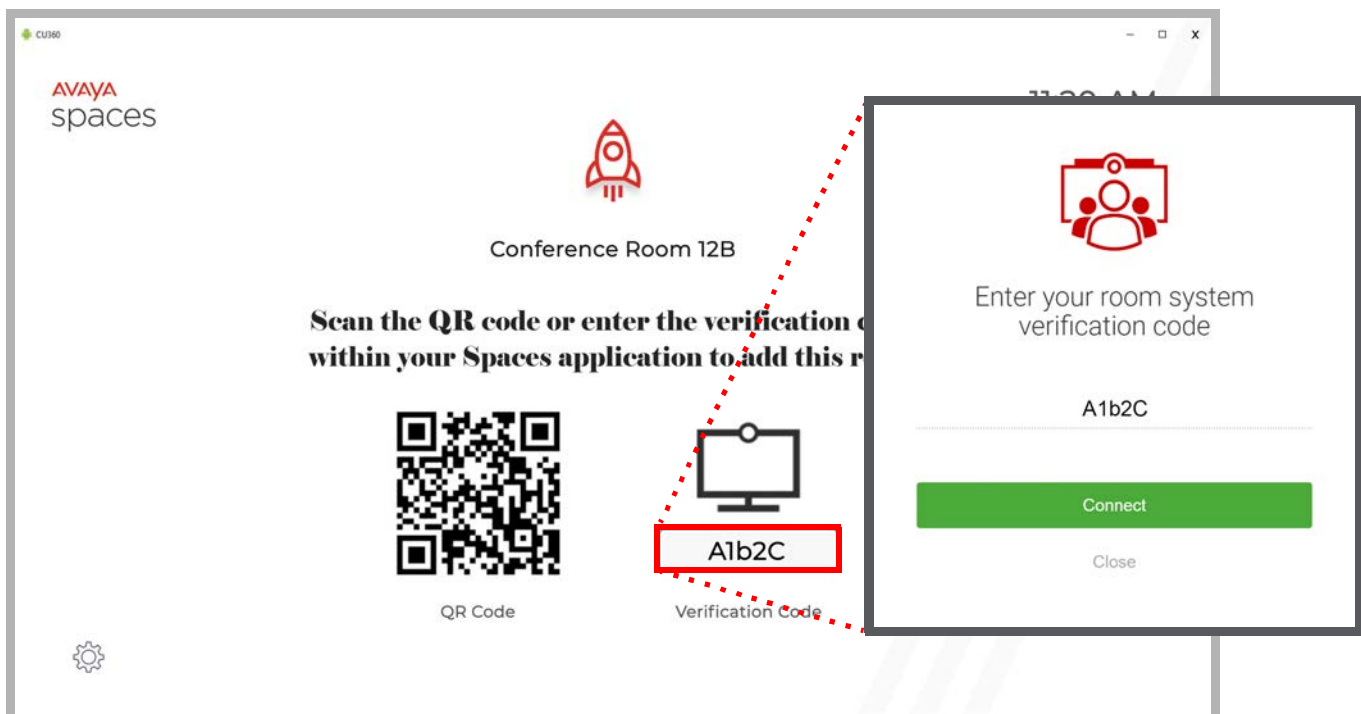


Joining a Spaces Video Call

1. Use your phone or computer system to enter the space. Enter the Spaces Room app and click the **Join Spaces Room** button at the top of the screen.



2. When prompted, enter the **Verification Code** number shown on the Spaces Room app. If you have a smart phone with the Avaya Spaces Mobile app, you can scan the QR code from within a video conference by clicking the Join Spaces Room button. When ready, click **Connect**.

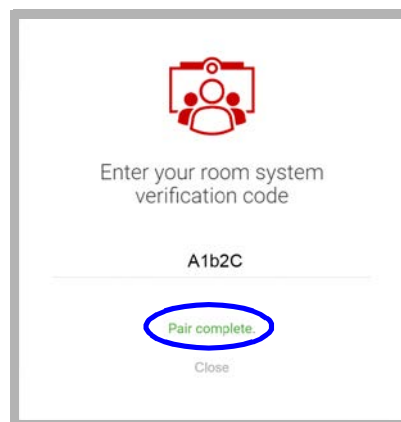


The local computer (phone with the mobile client, or a desktop / laptop with Spaces running) is required to “pull” the conferencing device into the meeting. The device cannot join the meeting by itself when using the Spaces Room app.

When idle, the Spaces Room app will periodically return to the screen saver for security reasons. If the monitor has a touch screen, touch the screen to restore this display with a new Verification Code. You can also use the **OK** button on the remote.



3. When pairing is complete, click **Close** to dismiss the dialog box.



4. The CU360 has joined the meeting as a new participant.



The CU360 provides the video and microphones for the conference room. The monitor connected to the device provides the participants in the room with the video and audio streams from the other participants.

Note: The CU360 is added to the space as a Guest. However, it will have no access to the Chat, Posts or Tasks tabs. Individual participants can still use their personal connection to the space to access these features.

Remote Controls


The CU360 includes a remote that allows for control of the camera, microphones, and speakers.



Not all functions available on the remote will work with Spaces. The following features are supported:

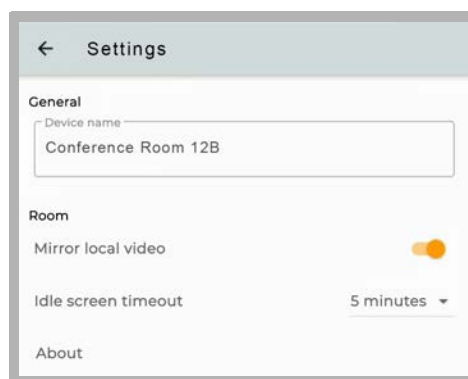
Audio Mute	Audio Volume	Mute Video
Camera Zoom	Camera Pan	Picture-in-Picture
Hang Up	Change Layout	

Settings for the Spaces Room App

To access the Spaces Settings for the device, click the gear icon  on the main page of the Spaces Room app.



The Settings panel opens.



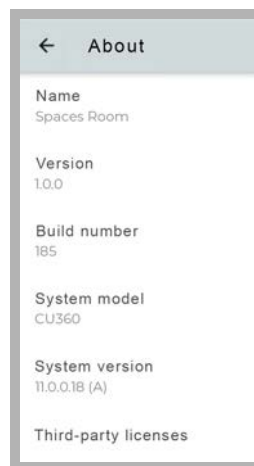
Device name: Display the name of the CU360 conferencing system.

Mirror local video: Enable / Disable to flip the video feed left-to-right.



Idle screen timeout: Choose the time limit before the screen saver is activated and a new Verification Code is generated. Select either 5 or 10 minutes from the dropdown list.

About:



Name: The name of the device as it appears within video conferences.

Version: The version of the Spaces Room software. This is automatically updated when a new version is released.

Build number: The build number of the software version.

System model: The model of the Avaya CU360 device.

System version: The version of the hardware installed on the device.

Third-party licenses: Click this to view a list of third-party applications used in this app.

14

AVAYA SPACES ROOM: AVAYA XT SYSTEM INTEGRATION

Introduction

The Avaya XT conferencing system provides a high resolution camera and microphones that allows corporations to include large groups of people in an event. Avaya Spaces can integrate with the XT system, adding that device as an independent attendee to a meeting.

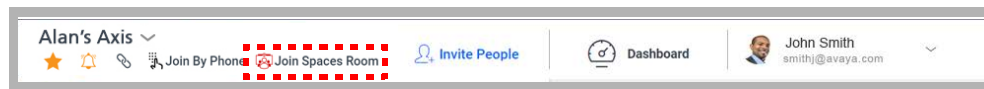


Setup

Please refer to the documentation that came with the XT system to connect it and to configure it properly. During the configuration, the name you give to the device is the name that appears in the space as the attendee's name.

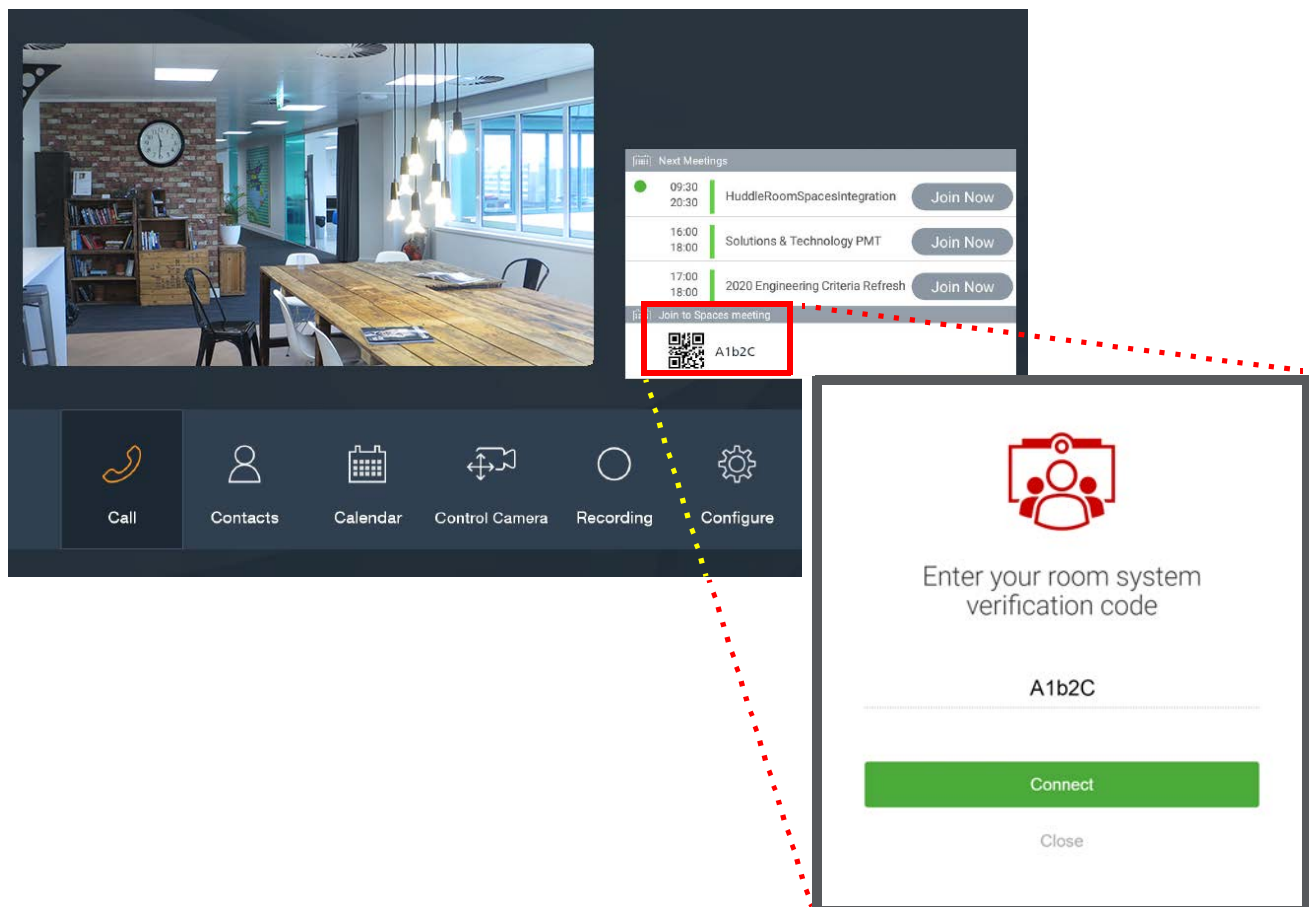
Joining a Spaces Video Call

1. Use your phone or computer system to enter the space. Enter the space and click the **Join Spaces Room** button at the top of the screen.



2. On the device monitor, you can join the meeting in four ways:

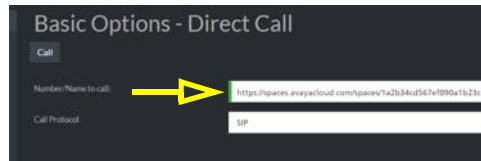
On-screen Codes: When the XT app has been configured to use Avaya Spaces, the Verification Code and the QR Code will appear in the window. Use a mobile device with the Spaces Mobile app installed to capture the QR Code to add the device to the meeting. You can also manually enter the Verification Code into any computer already running Spaces.



Calendar: If the XT calendar has been synched with a user's calendar (or if it has been given its own), the device can use an invitation to join the meeting. From the calendar, click the **Join Now** button to access the meeting. No Verification Code or QR Code is required.

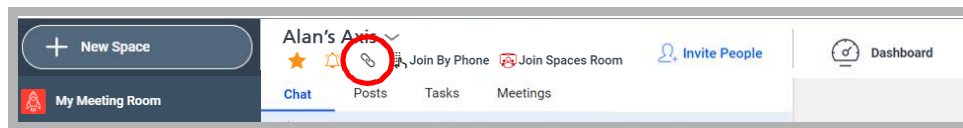


Direct Call: Any existing space can be joined by placing a Direct Call. Place the call and use the space's unique URL as the phone number, choosing SIP as the protocol. No Verification Code or QR Code is required.

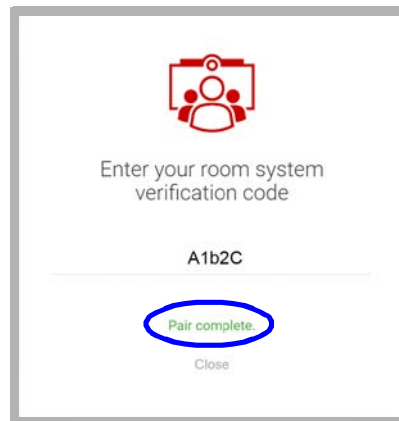


Contacts: An existing space can be joined by creating a new contact. Give the contact a name, and use the space's unique URL as the contact's phone number.

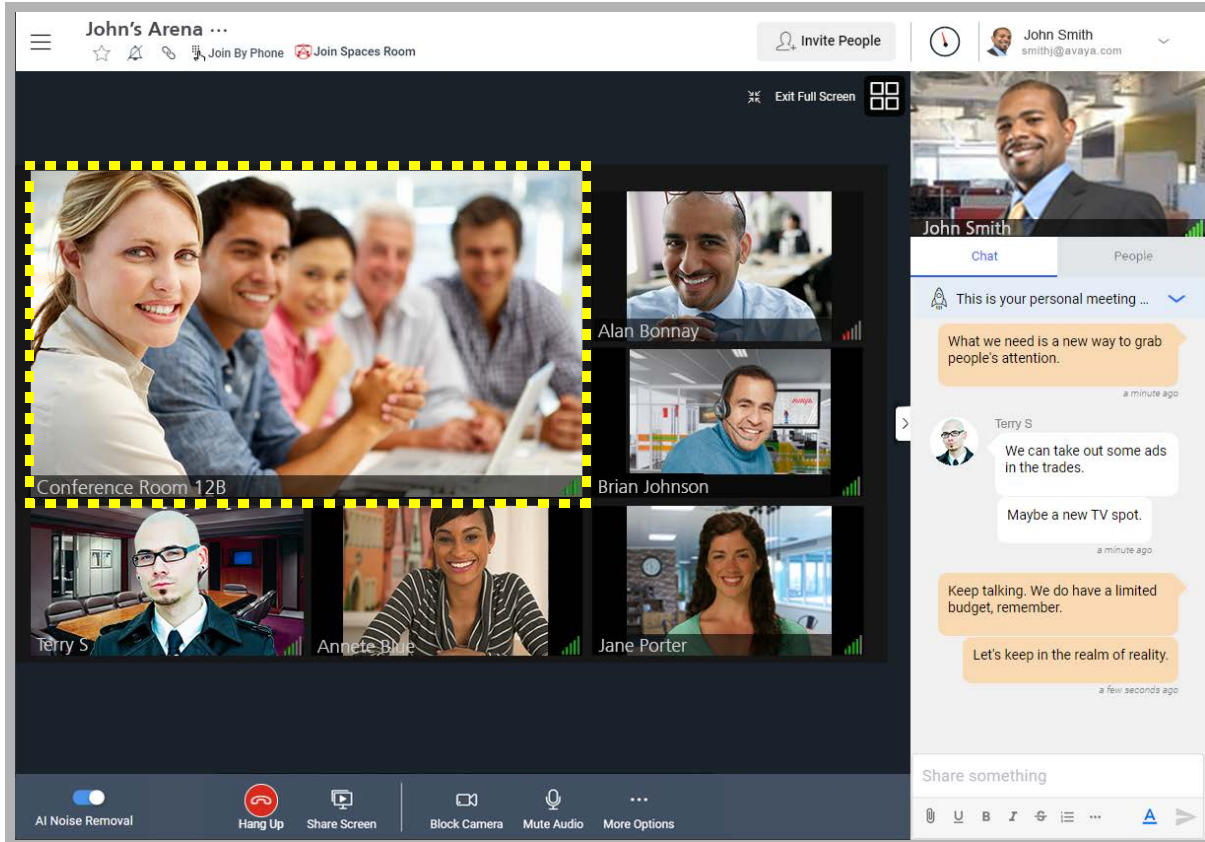
Hint: To copy the space URL directly to the clipboard, click the **Link** icon at the top of the Spaces window. Paste the address into the Call or Contact details, or email the link to someone else.



3. If you are using the Verification Code or the QR Code, when pairing is complete, click **Close** to dismiss the dialog box.



4. The XT device has joined the meeting as a new participant.



The XT system provides the video and microphones for the conference room. The monitor connected to the device provides the participants in the room with the video and audio streams from the other participants.

Note: The XT system is added to the space as a Guest. However, it will have no access to the Chat, Posts or Tasks tabs. Individual participants can still use their personal connection to the space to access these features.

Remote Controls

The XT system includes a remote that allows for control of the camera, microphones, and speakers.



Not all functions available on this remote will work with Spaces. The following features are supported:

Audio Mute	Audio Volume	Mute Video
Camera Zoom	Camera Pan	Picture-in-Picture
Hang Up	Change Layout	

15

DIAL-IN CONNECTIONS

Introduction

It may not always be possible for people who have been invited to a meeting to connect through Avaya Spaces™. When this happens, clients can use the dial-in feature which allows people to create an audio-only link to the meeting using a telephone or cell phone.


The Dial-in feature is included with a Avaya Spaces **Power** level subscription.

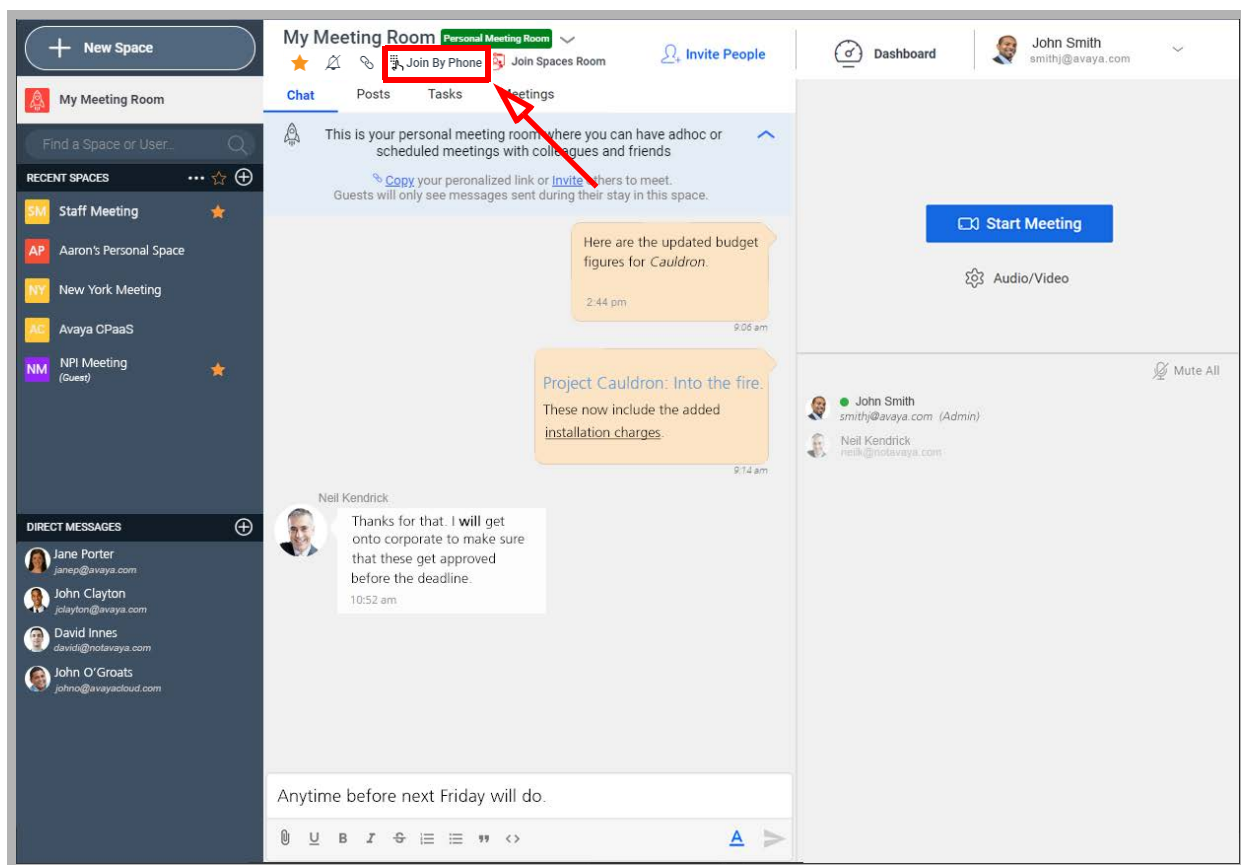
Warning: Local and long distance charges may apply to the call. Check with your telephone company for details.

Administrator Configuration

Although it is not necessary to setup the feature before it can be used, it may be desirable to take precautions to ensure the meeting remains private where appropriate.

This step is optional, and can only be configured by a meeting Administrator or Member.

- From within a space, click **Join By Phone** .



DIRECT PHONE NUMBERS: This dropdown menu lists the numbers that can be used to connect to the meeting. It is not necessary to select one since all of them are always active. They are provided for informational purposes only. Any of the numbers shown may be used.

- SPACE ID:** When calling into Avaya Spaces from a telephone, the system will prompt the user to enter the space ID (without the hyphens) through the telephone keypad. This allows the system to move the caller to the correct space. If a password has been configured for the meeting, the caller will also be prompted to enter it at this time.

Hint: To make it easier to invite people to the meeting who don't have Avaya Spaces, click **Copy Dial-in Info**. This puts the meeting details and the telephone numbers into the computer clipboard. Paste the information into an email to send it to the contact.

```
Space ID: 987-654-321
Password: 12345

Dial-In Numbers
US/CANADA Toll Free: +1 855-378-8822
US: +1 513-912-0606
CANADA: +1 647-799-6626
AUSTRALIA: +61 2 6064 2002
ARGENTINA: +54 221 513-8029
```

- **PASSWORD** (Optional): If desired, enter a password to protect the meeting against unauthorized access. A password can only contain numbers (0-9) and must be 6-10 digits in length. If this field is left blank, anyone who dials-in using this space ID can join the meeting. Enable the appropriate option below. Select only one option.

Join By Phone

Simply call one of the direct numbers listed below and enter your Space ID and Password when prompted.

[COPY DIAL-IN INFO](#)

DIRECT PHONE NUMBERS

Canada

+1 855-378-8822 **TOLL FREE**

+1 647-799-6626

+1 514-500-7751

SPACE ID

111-222-333

SECURITY

Password

123456

Your password must be between 6 and 10 digits (numbers only).

Required for all Guests
Password entry will be required from all Guests who connect to this Space via any method (i.e. mobile, browser, and phone).

Required for participants joining by phone

Embed password in link

The meeting password will be included in the join meeting link allowing participants to join with a single click.

Require for all guests: Enable this option to force all **Guests** joining the meeting to enter the password. This applies whether they are using a browser or a telephone to connect.

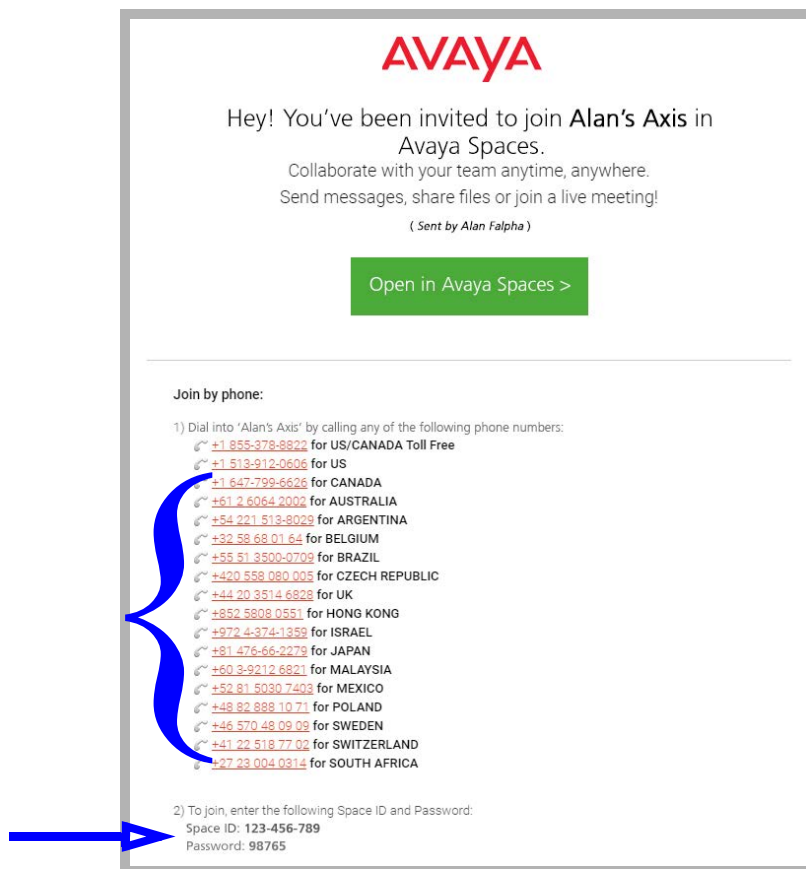
Require for participants joining by phone: Enable this option to force **all attendees** (Guests, Members and Admins) connecting using the dial-in option (i.e. via telephone) to enter the password.

Note: Entering a password is optional. This password only applies to dial-in connections.

5. Click **Save** to enable the configuration. These settings are permanent for this space until they are changed by an Administrator or a Member.

Using Dial-in

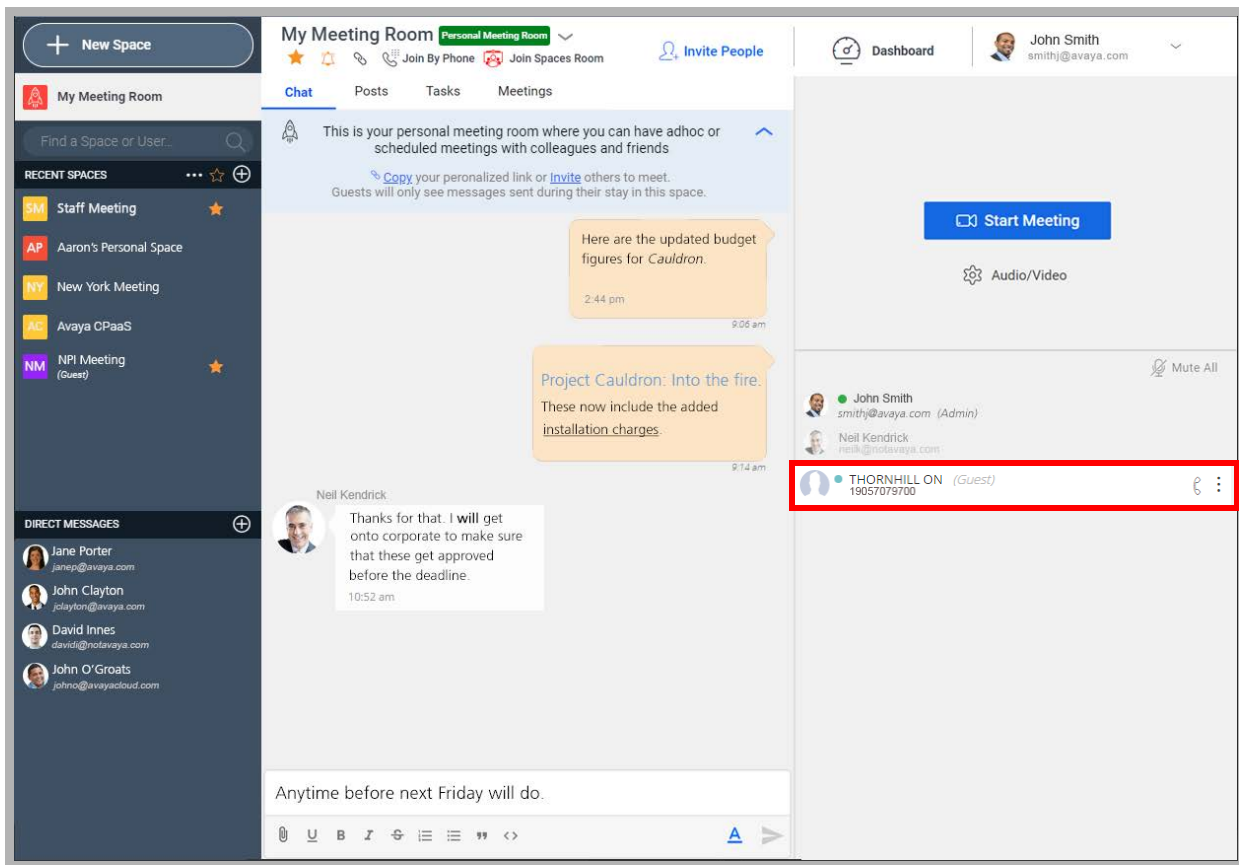
If you do not have access to Avaya Spaces from your current location, you can use a telephone or a cell phone to connect to the meeting through an audio-only link. You will need a number to call, the space ID for the meeting room, and the password (if one was configured). These were included in your invitation email.



1. Dial the phone number most appropriate for your location.
2. When prompted by the system, enter the space ID (without the hyphens) on the telephone keypad, followed by the pound key # (e.g. 987654321#). If no password has been configured, you will be taken directly into the meeting.
3. If prompted, enter the password for the meeting, followed by the pound key # (e.g. 12345#).

You will be added to the meeting through an audio-only connection.

Within Avaya Spaces, contacts who have joined using the dial-in feature are identified by the number and location they are calling from.



When the meeting has ended, hang-up.

16

THE MOBILE APP

Avaya Spaces™ is available as an App for your Android or Apple device. The app works the same way as the program does through the browser, except that everything is more compact.

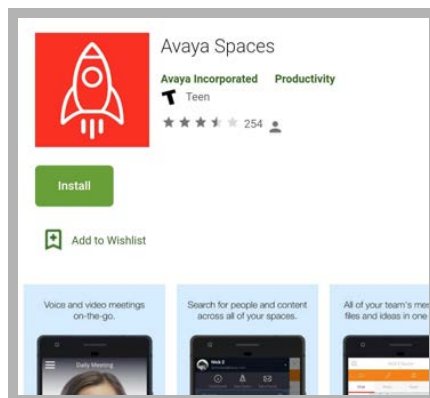
Android	5.0 or later ¹
iOS	10.0 or later

1 - Requires Google Play Services for Firebase Push Notifications.

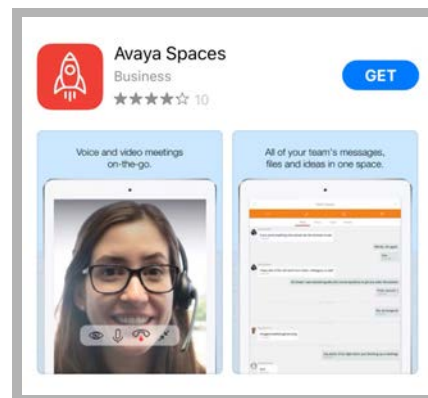
Getting the App

Avaya Spaces is installed from the Apple or Android app stores. It must be installed on your mobile device before you can participate in meetings or create ones of your own.

1. Search the store for **Avaya Spaces**. Tap **Install** / **Get** to add the app to your device.

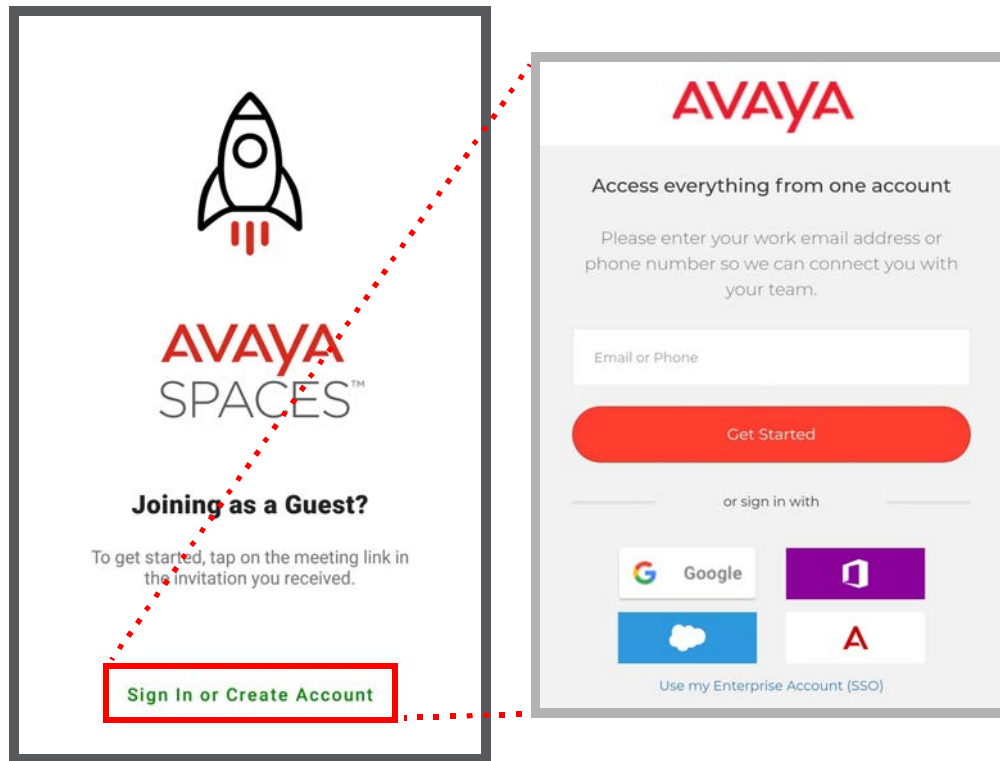


Android



iOS

2. Tap **Sign In or Create Account**, then login using your email and password.
If you do not have an account yet, click **Get Started** and follow the onscreen instructions to create one.



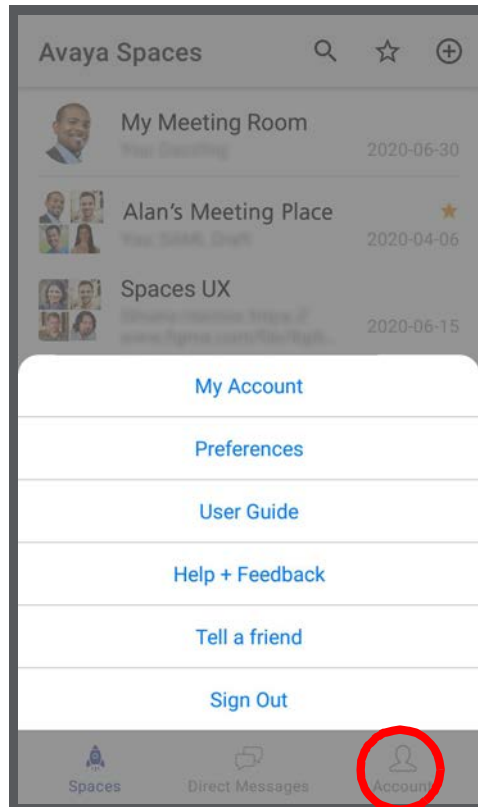
Note: When creating a new account, you should first consult your site administrator for the appropriate settings where applicable.

3. Avaya Spaces is launched.

More Options

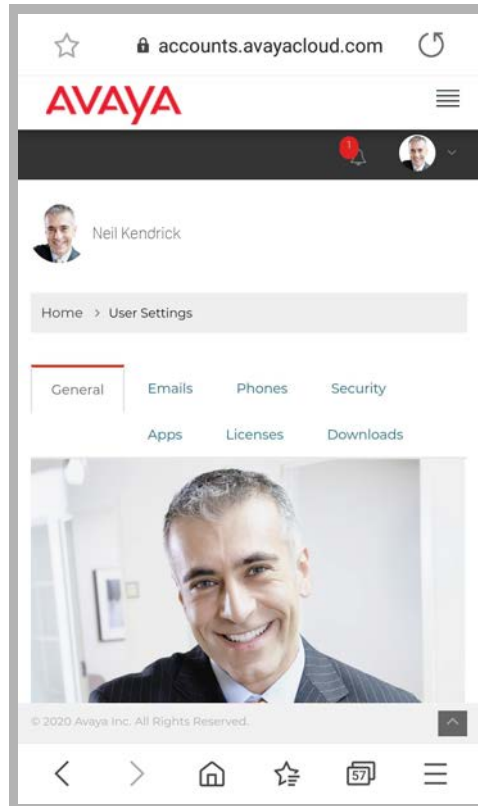
Exit the App

To logout of the app, tap the **More** icon and select **Sign Out**.



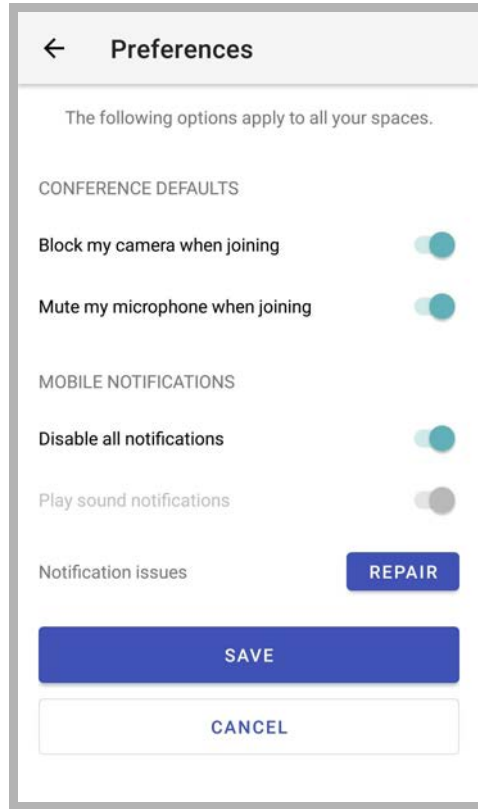
My Account

This panel allow you to configure the details (e.g. name, email address, time zone, profile picture etc.) for your spaces account.



Preferences

Use the Preferences panel to configure how you want spaces to behave.

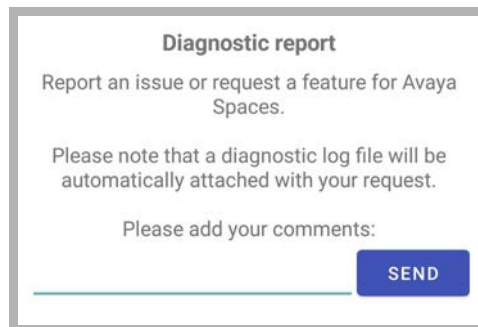


User Guide

If you are having difficulty finding a feature, access the User Guide (this document).

Help + Feedback

For issues not covered in the manual, or to report a bug or an enhancement request, use the Help + Feedback page. This will send a message to customer services.

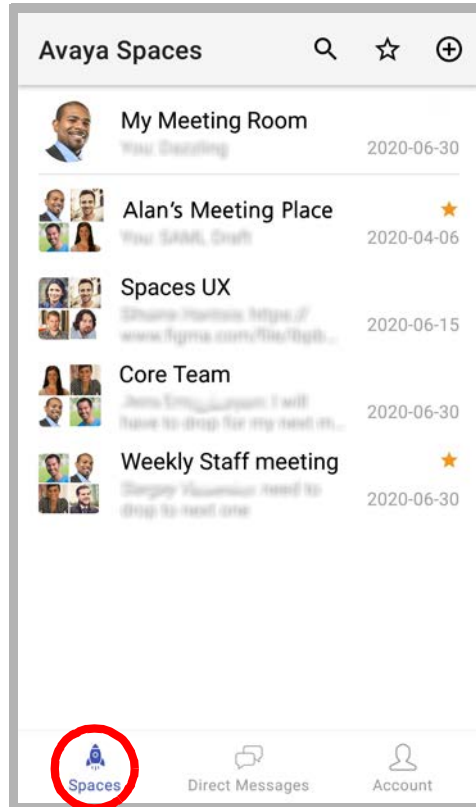



Spaces

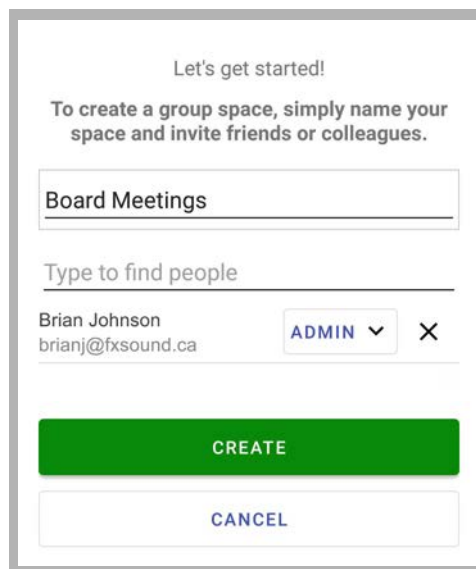
When the app is first started, it opens at the spaces page. All of the spaces you have visited are shown. Scroll through the list to find a space and tap to enter.

Tap **My Meeting Room** to open your own instanced room.

Use the spaces icon to return to this screen from other panels.



Use  to create a new space.



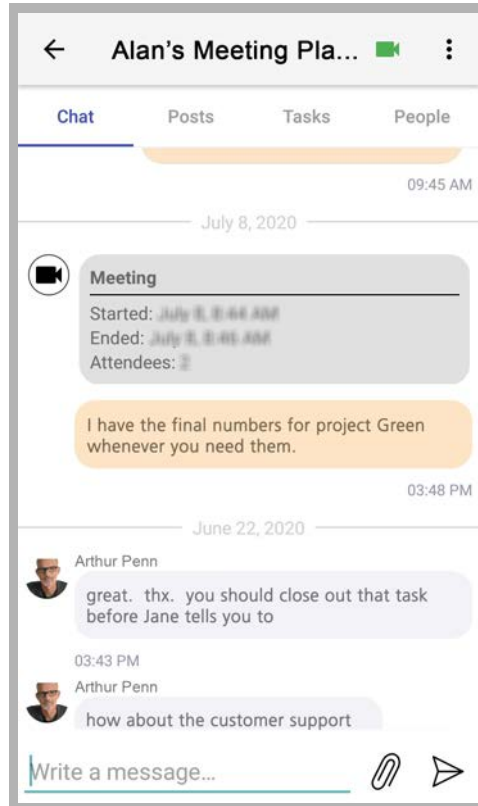
Give it a name, and add the people you want to invite to join the space. More people can be added later. When finished, tap **Create**.

The Tabs within Spaces

When you enter a space, the same tabs from the desktop version are present and they function similarly.

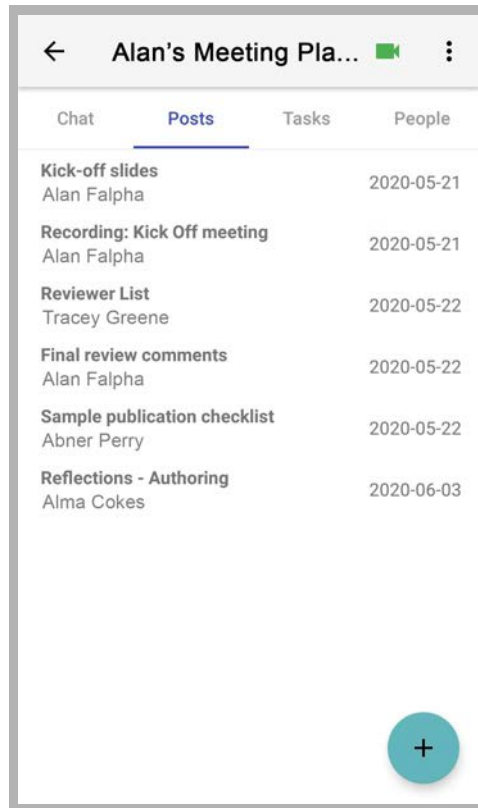
Chat

Typing in the **Chat** tab sends the message to all members of the space.

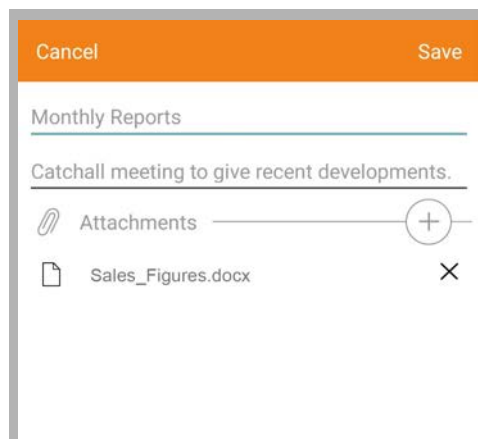


Posts

The **Posts** tab shows all of the files and other materials that have been shared with the group.



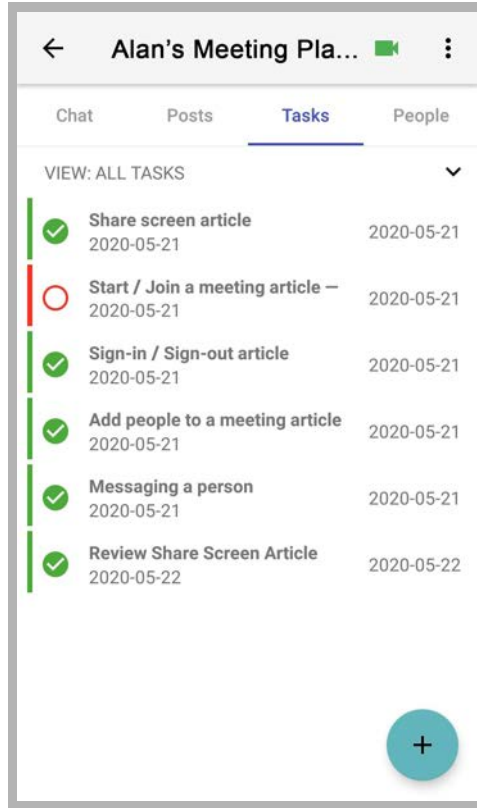
Tap **+** to add a new Post to the group.




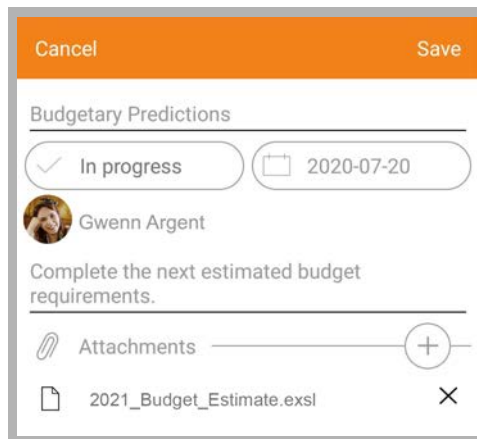
Give the new post a name and a description. Include any files that are required and click **Save**.

Tasks

Use the **Tasks** tab to view all of the tasks assigned within the group.

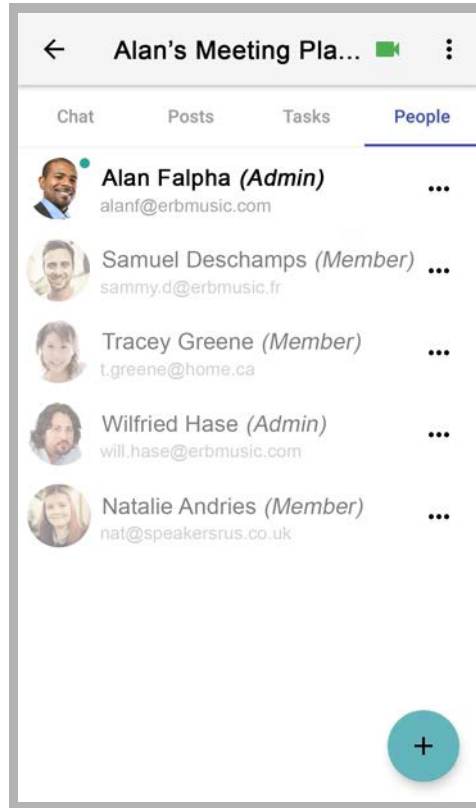



Tap the  icon to create a new task, assign it to a member of the group, and establish a target date for completion.

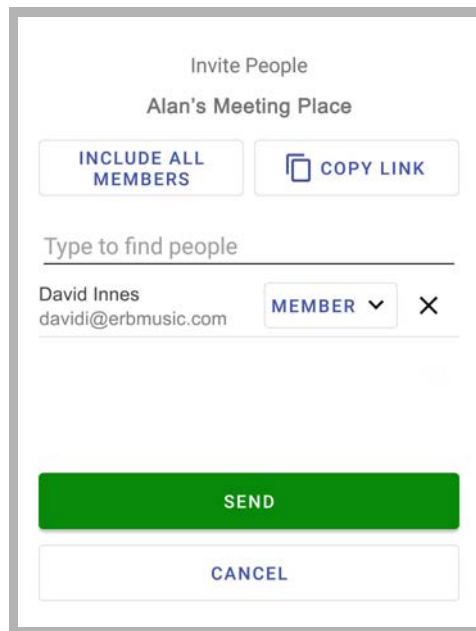


People

The **People** tab shows all of the contacts who have been invited into the current space.



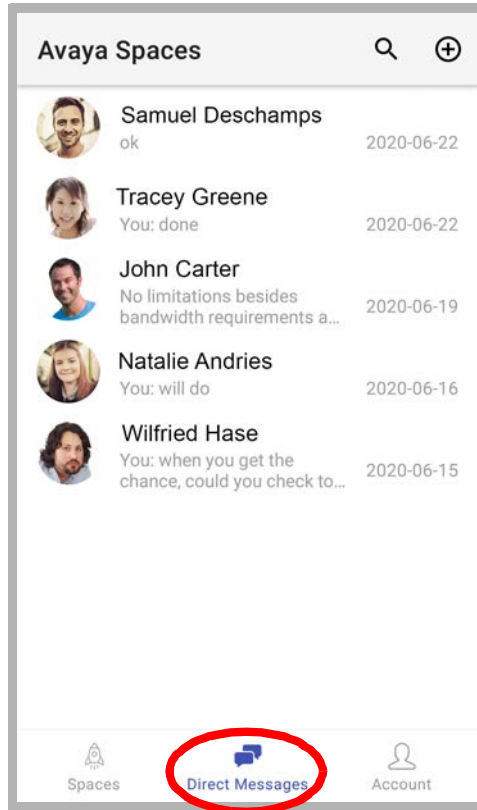
Use the  icon to add more people to the space.



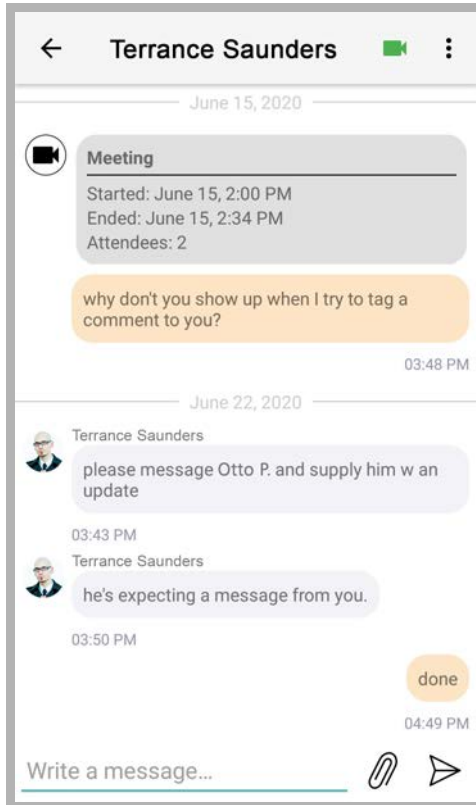
Enter a name or email address to search for and tap to select the person from the list of matches. Once selected, assign a level of access to that person for the space.

Direct Messages

Tap the **Direct Messages** icon to see the list of your contacts.

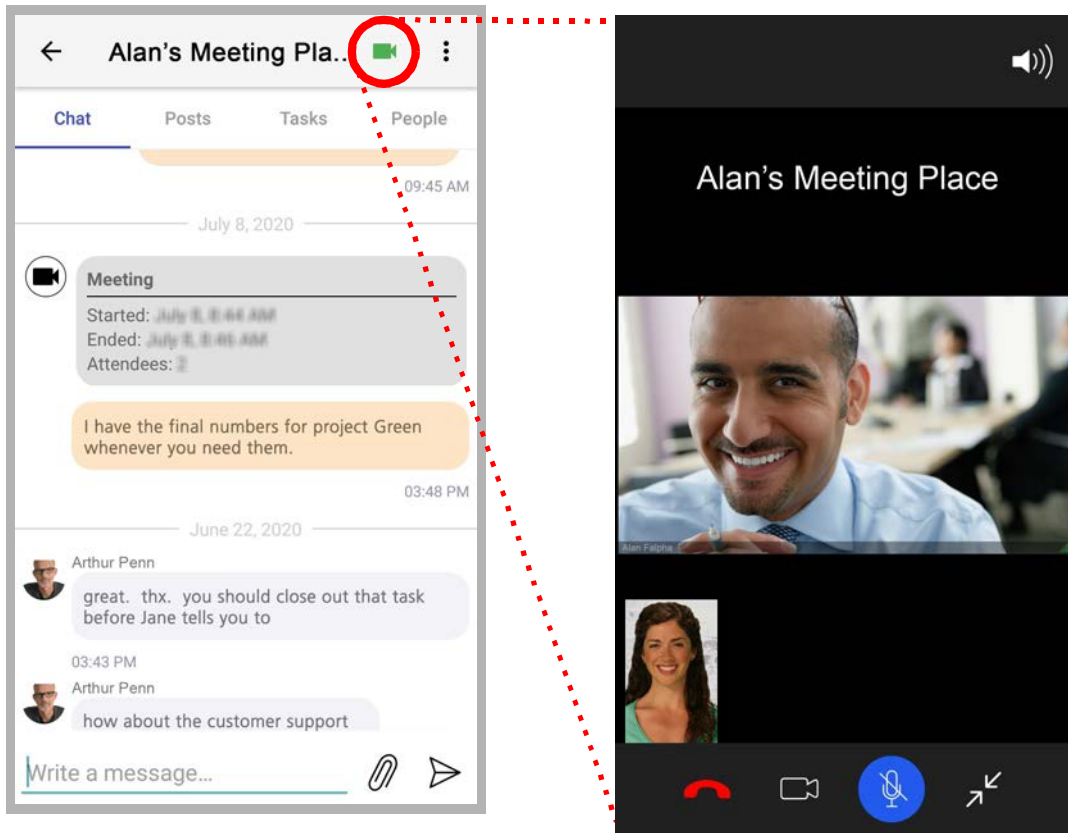


Selecting a contact will open the instant messaging panel where you can begin / continue a text message exchange with that person.

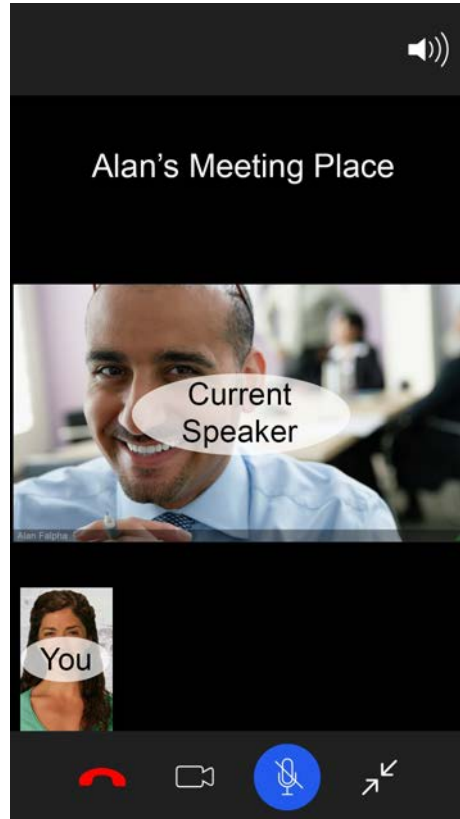


Video Calling

 Press this button to start a Video Call.



While On a Call



Only your video and the current speaker appear in this screen. The speaker may change during the call as the active speaker changes.

You can drag your video feed around the screen for better placement.



Touch the speaker's window to bring up call controls.





Hang Up: Leave the call.



Block / Unblock the Camera: Stop / Resume sending your video stream to the meeting.



Mute / Unmute Audio: Stop / Resume sending your audio feed to the meeting.

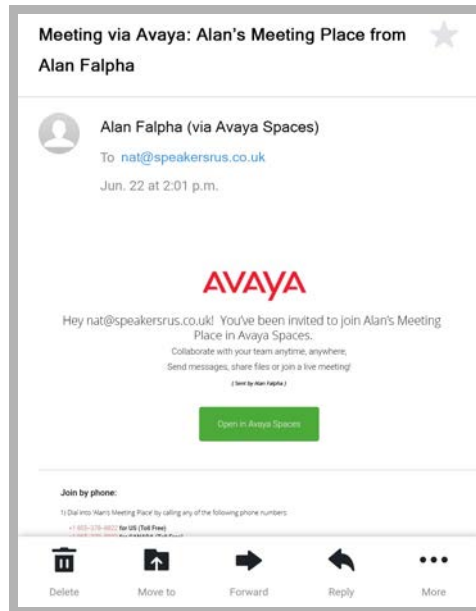


Tab View: While keeping the meeting running in the background, display the tabs for the space (Chat, Posts, Tasks, People). Return to the meeting by clicking the camera icon from the tabs window.

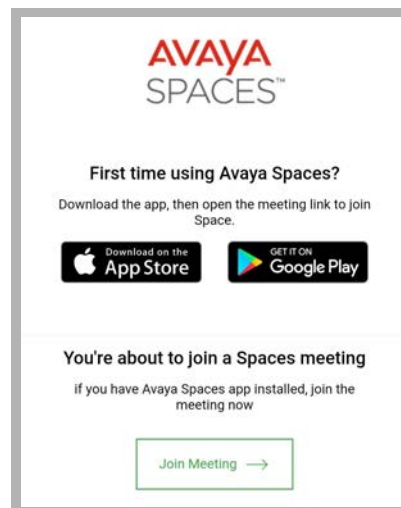
Joining as Guest without an Account

Anyone can receive an email invitation to join a meeting even if they do not have an account. You will need to install the Avaya Spaces app on your mobile device first, however. The program will walk you through the steps.

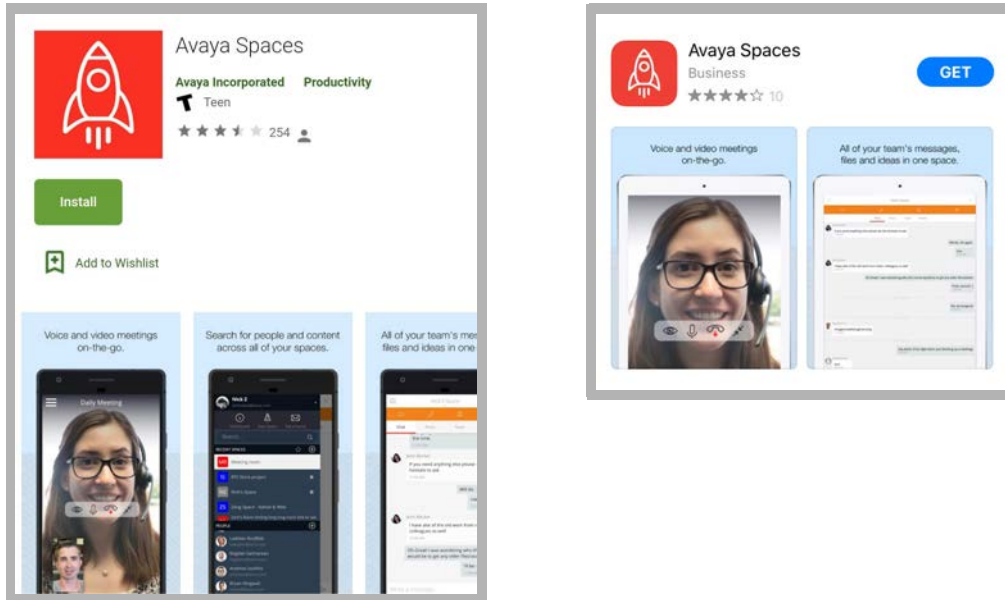
1. When you receive a meeting invitation to join a Spaces meeting, tap the link in the email to join the meeting.



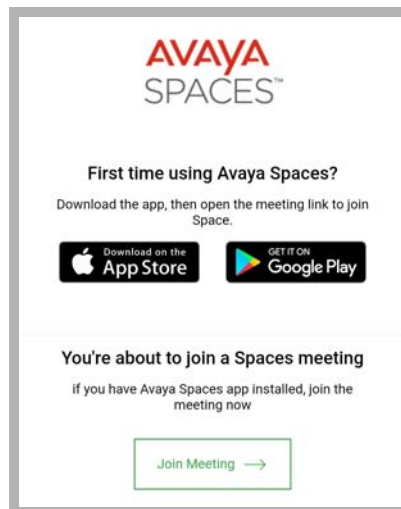
2. At the prompt, if you already have the Spaces app, tap **Join Meeting**. The app will start and you will be added to the meeting (skip to [step 5](#)). If you do not yet have the app on your device, tap to install from the appropriate source (App Store or Google Play).



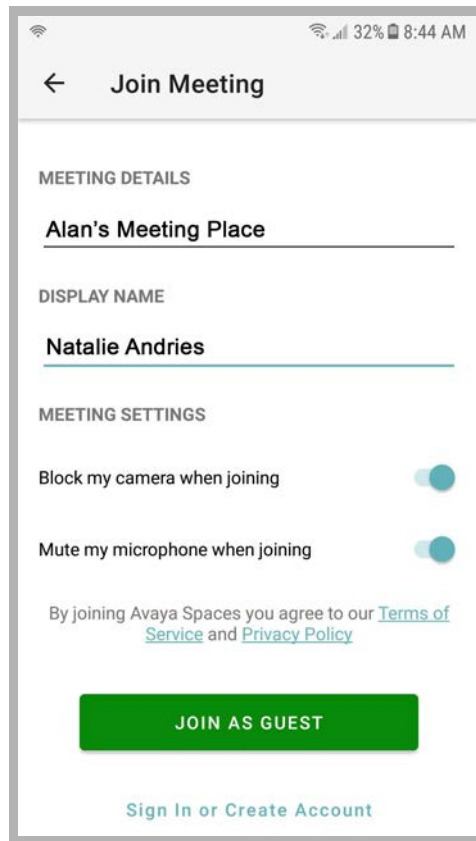
3. Tap **Install** / **Get** to add the app to your device.



4. Once the installation has finished, tap **Join Meeting** to enter Spaces.



- Enter the **Display Name** you want to use during the meeting. Other attendees will see this name on their screens. Select your desired meeting settings (camera and microphone) and tap **Join As Guest** to be added to the meeting.



- You are joined to the meeting with Guest privileges.

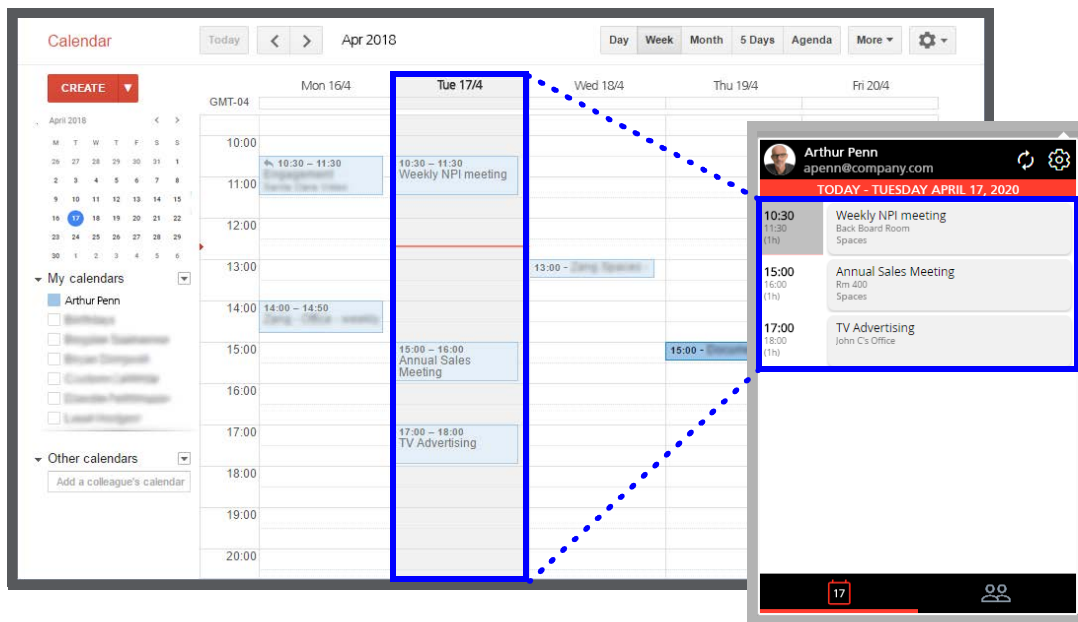


17

CHROME EXTENSION

Introduction

There is a Avaya Spaces™ extension available for Google's Chrome web browser. The extension integrates with your Google Gmail Calendar, providing a handy summary of your day's agenda. You can also use the extension to launch a meeting in Avaya Spaces.



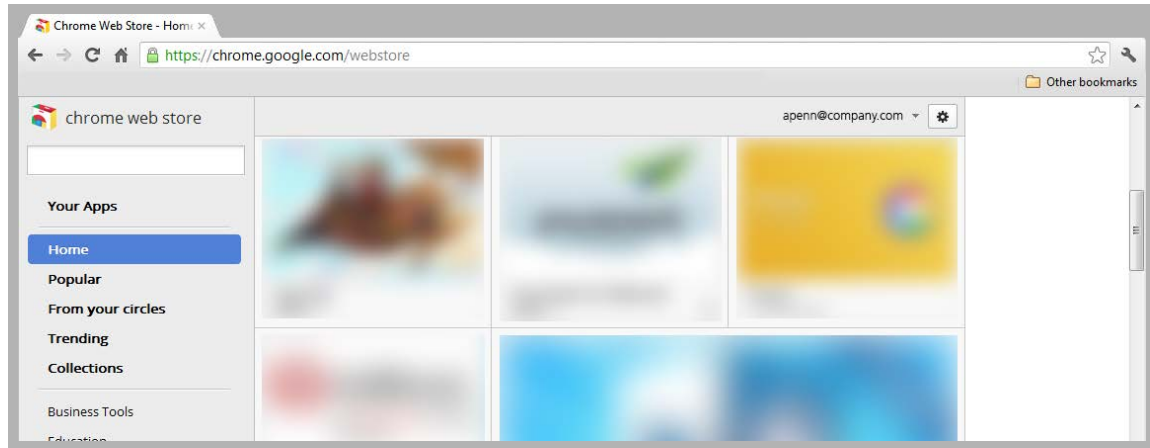
Note: It is necessary for the network administrator to add the [avayacloud.com](https://www.avayacloud.com) domain to the white list for the company site.

Installing the Extension

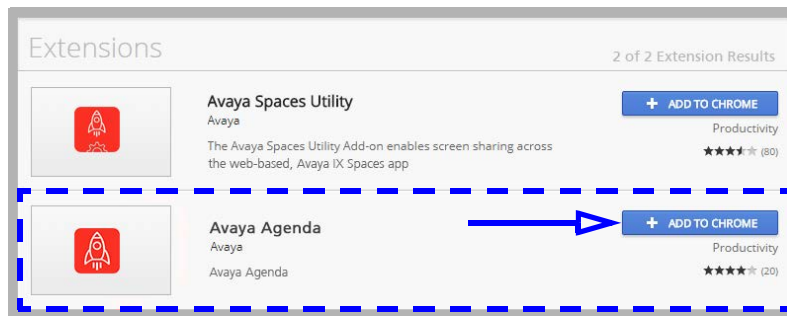
The extension is installed directly from the Chrome Web Store.

1. Open the Chrome browser and go to the web store at:

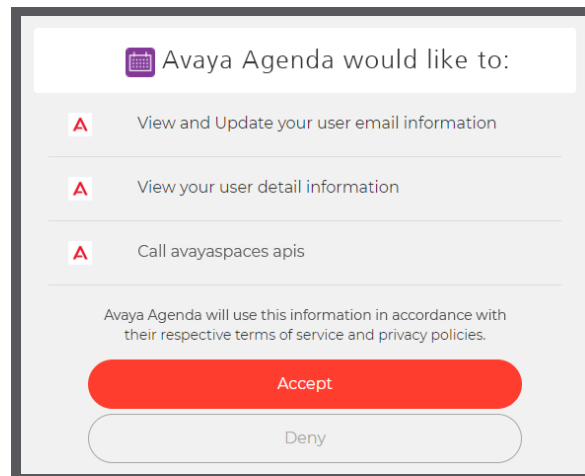
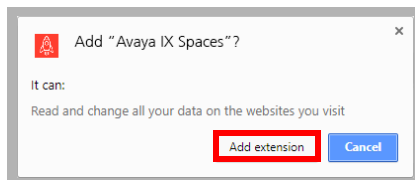
<https://chrome.google.com/webstore>



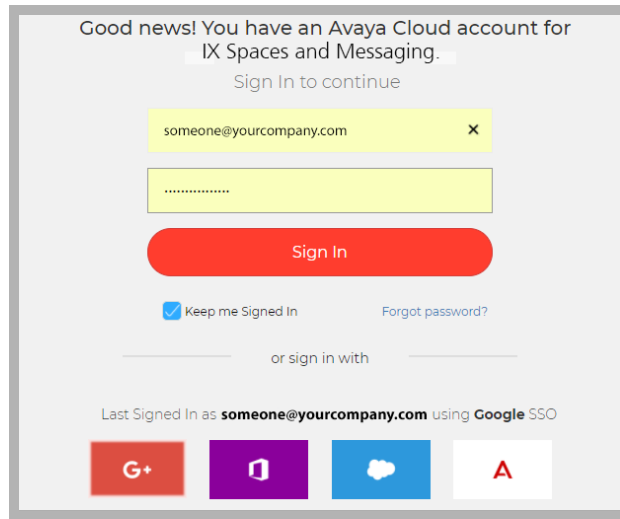
2. Select Extensions, and in the search bar, enter **Avaya Spaces**. Beside **Avaya Agenda**, choose **Add to Chrome**.




3. When prompted, select **Add extension**. At the prompt, click **Accept** to give the program the necessary permissions.



- You will need to login with your **Google**, **Salesforce**, **Office365**, or **Avaya** credentials to proceed. Select the credentials that you want to use. Provide your username and password when requested. If necessary, you can create a new account with **Avaya**. Follow the on screen instructions to complete your login.




- The extension will be added to the browser. The Avaya Agenda icon  will appear beside the address bar.




Adding your Calendar

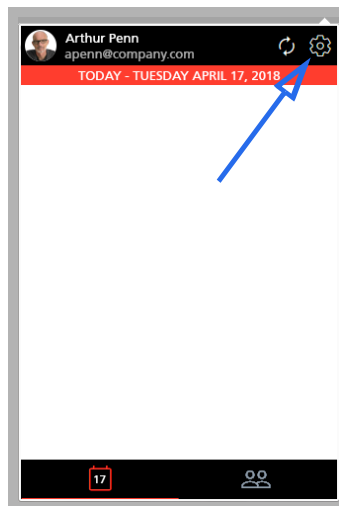
The Avaya Agenda Chrome Extension must be configured to connect to your Gmail calendar.

Note: Only a single Gmail account can be synchronized with Avaya Agenda at one time. Adding a second account will replace the first one.

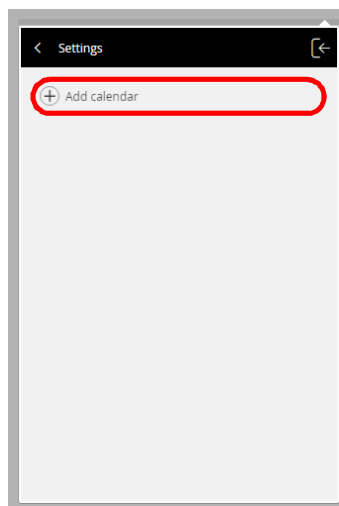
1. To open the extension, click the Avaya Agenda icon  beside the task bar.



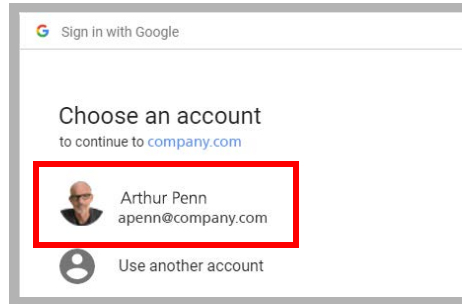
2. You will automatically be logged in with the same credentials used during the installation. Click the **Settings** icon .



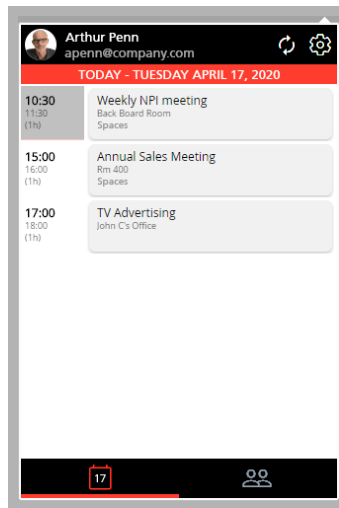
3. Click **Add calendar**.



4. Select the Google Gmail account that you want the extension to connect to.

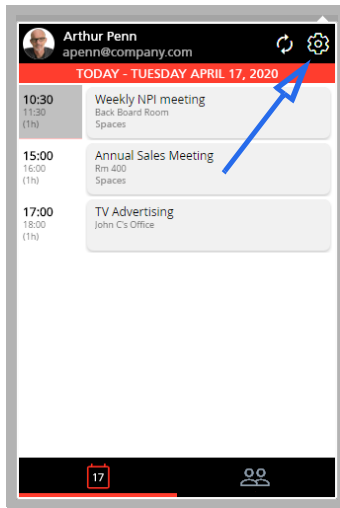



5. The extension links to your Gmail account and synchronizes all of your calendar entries each day.

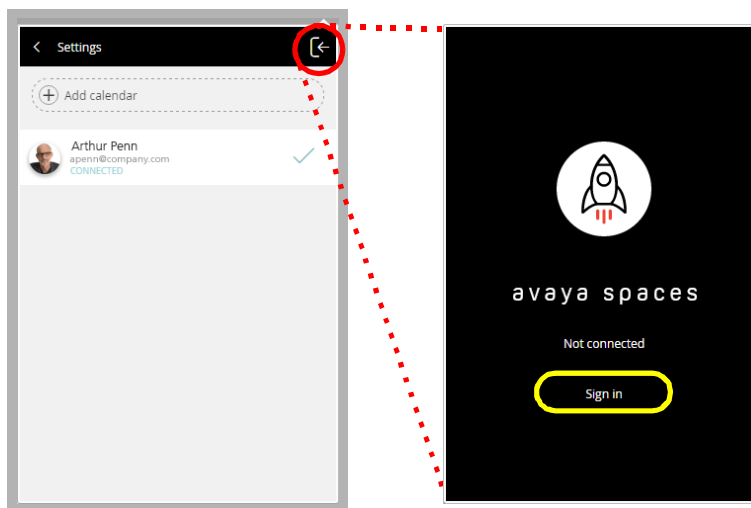


Logging Out

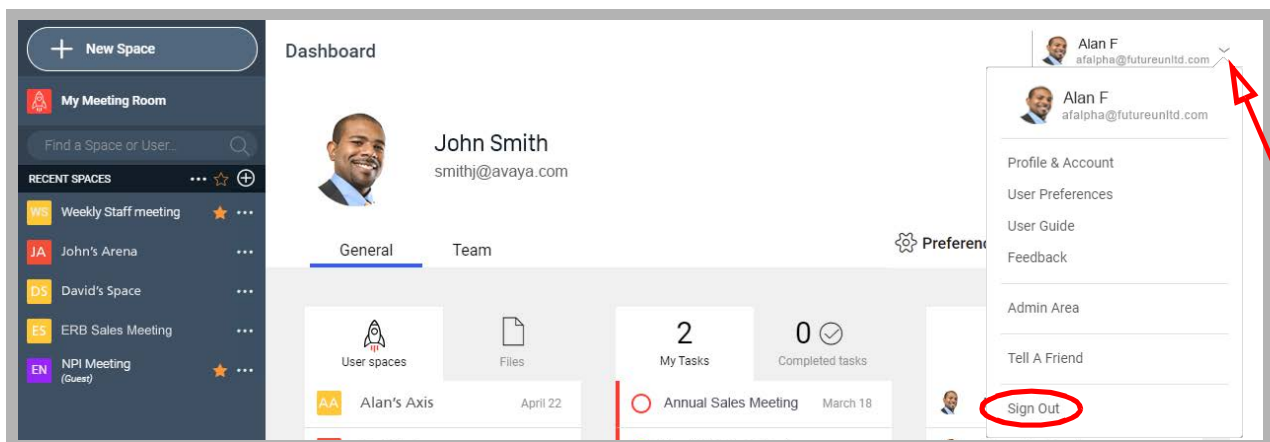
If you want to log out of the Avaya Spaces extension, from the main page click **Settings**.



Click the **Sign out** icon  to close the program and return to the login screen.



To completely sign out, you must also logout from Spaces in the browser.

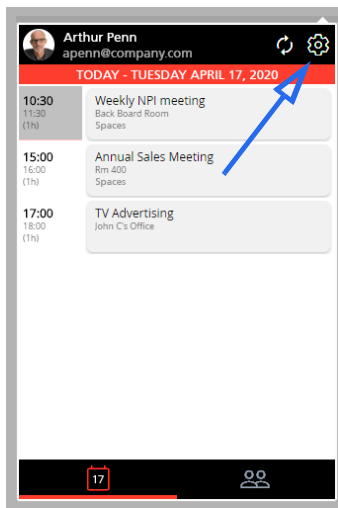


Login to Spaces and click **Sign in** when you are ready to return to the program.

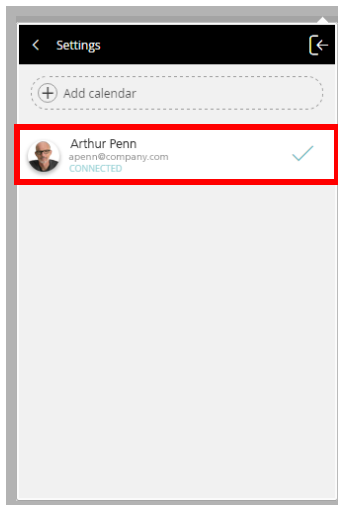
Disable or Remove an Account

You can disable the link to your account, or remove it entirely from the extension.

1. Click **Settings**.

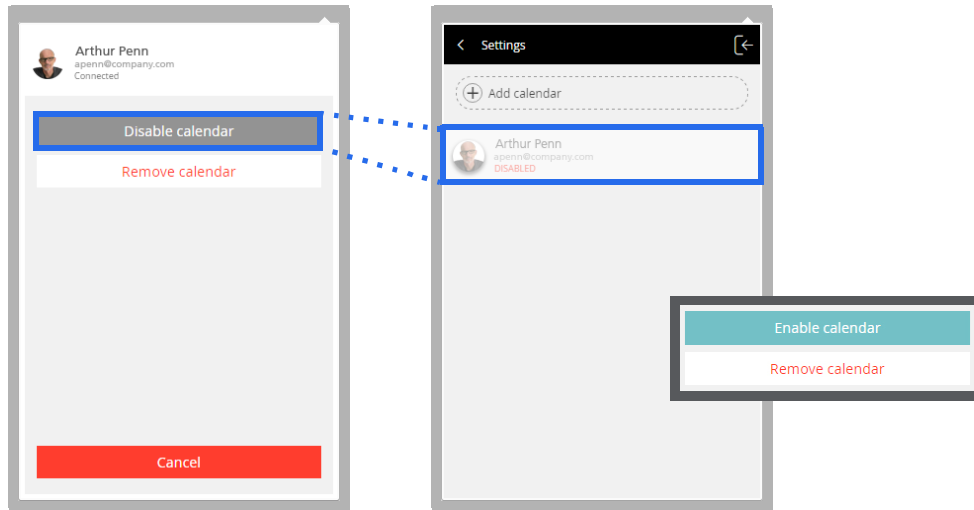


2. Select the account.

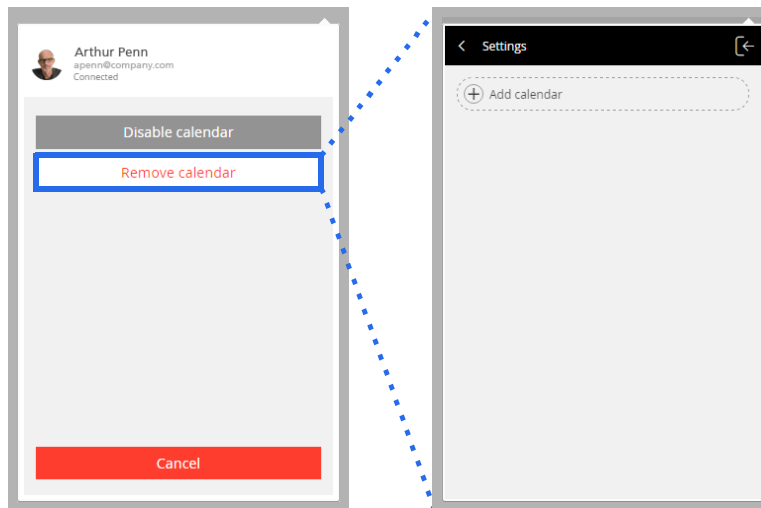


3. Choose either:

Disable calendar - Stop synchronizing with the calendar and remove the agenda details. Click the disabled account again to reconnect to the calendar.



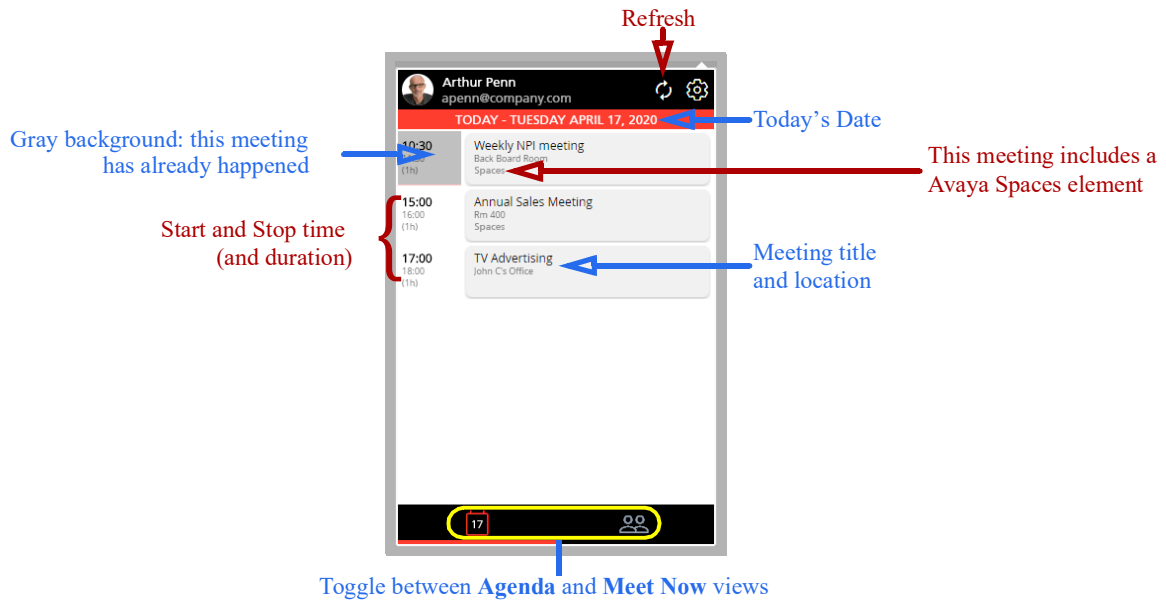
Remove calendar - Delete the connection from the extension. It can be added again at a later time.



Using the Extension

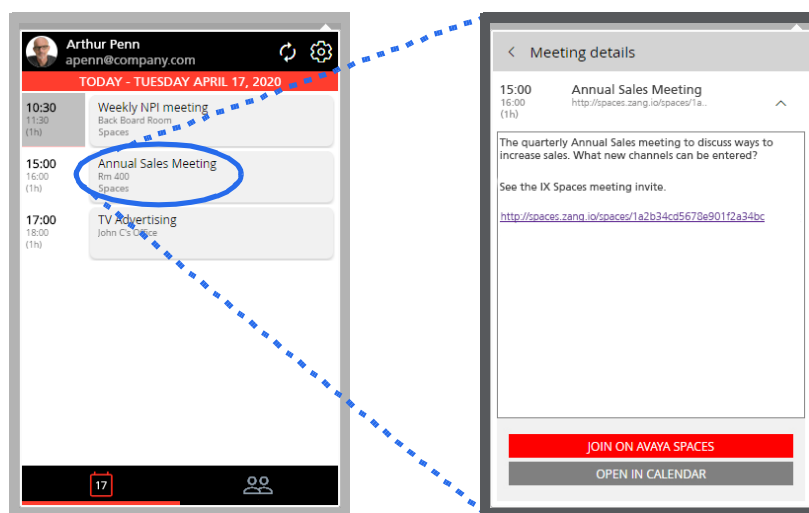
Agenda

Click the calendar icon **17** to display your Agenda. This page of the extension shows your Gmail calendar entries for today. It is refreshed frequently to keep pace with any changes.




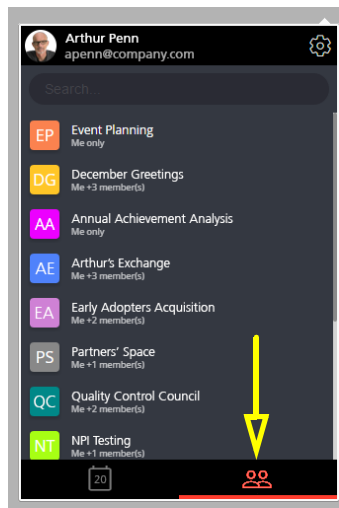
Meeting Details

Click a meeting in the Agenda window to display the meeting details. These are drawn directly from the calendar. From this screen you can join the meeting if it includes a Spaces connection. Open the Gmail calendar page for complete details.



Spaces

Click the **Meet Now**  icon to open a listing of all of your spaces. Clicking an entry will open that space in the browser.



18

MICROSOFT OFFICE 365: AVAYA MEETING SCHEDULER ADD-IN

Introduction

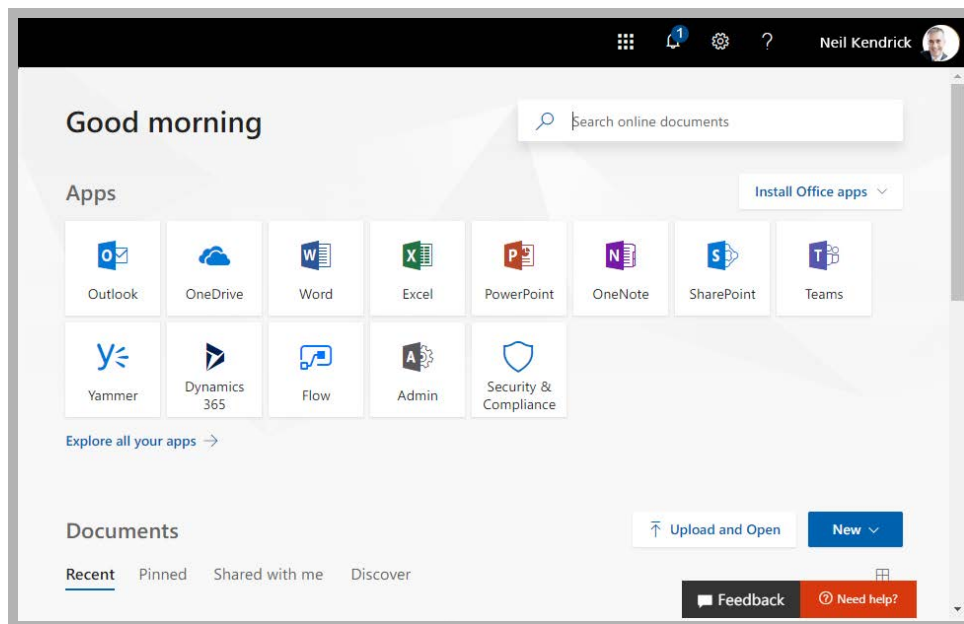
Avaya Spaces™ offers an add-in for Microsoft Office 365 called Avaya Meeting Scheduler. Create your event using Office 365 and arrange to hold the meeting in Avaya Spaces, providing a location that includes audio, video and document sharing capabilities.

Note: It is necessary for the network administrator to add the [avayacloud.com](https://www.avayacloud.com) domain to the white list for the company site.

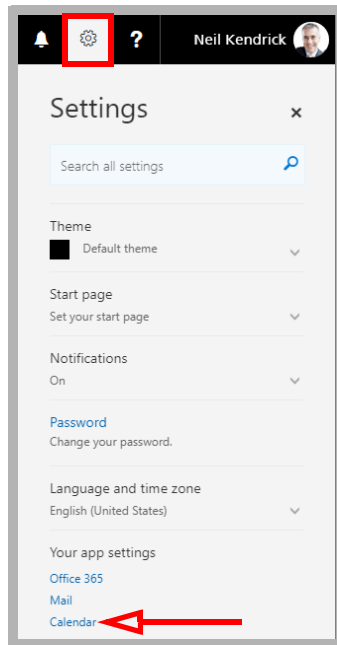
Set-Up

The Avaya Meeting Scheduler add-in for Microsoft Office 365 must be added to the program before it can be used.

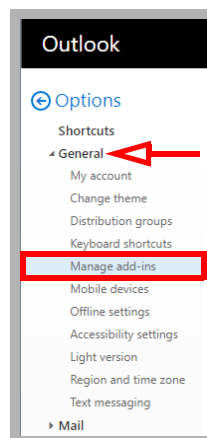
1. Open and login to Microsoft Office 365 with administrator credentials.



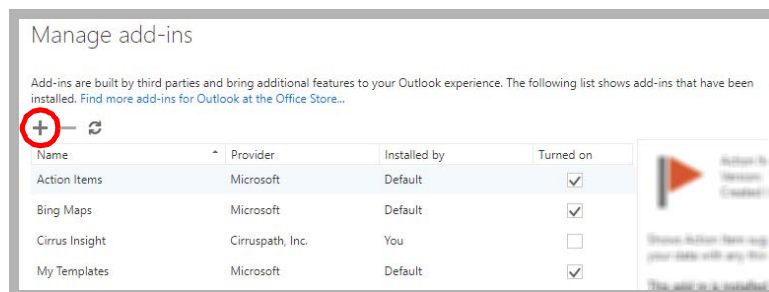
2. Click **Settings** and choose **Calendar**.



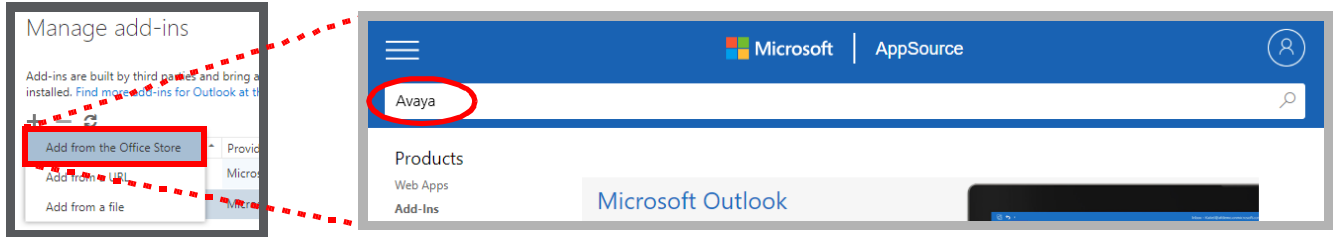
3. In the left-hand pane, open **General** and click **Manage add-ins**.



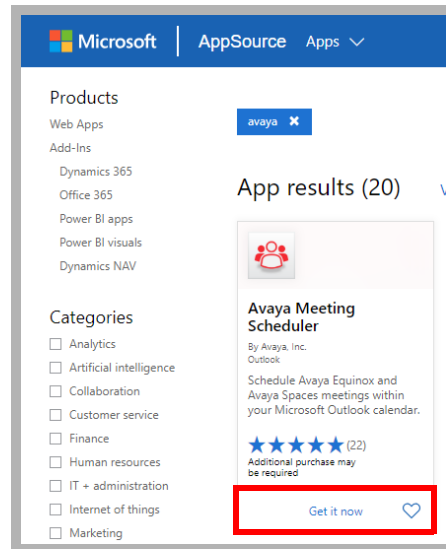
4. In the **Manage add-ins** window, click **+** to add a new program.



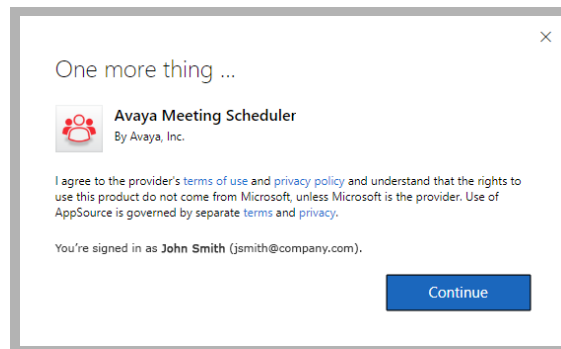
5. From the dropdown menu, select **Add from the Office Store**. Type **Avaya** into the search bar.



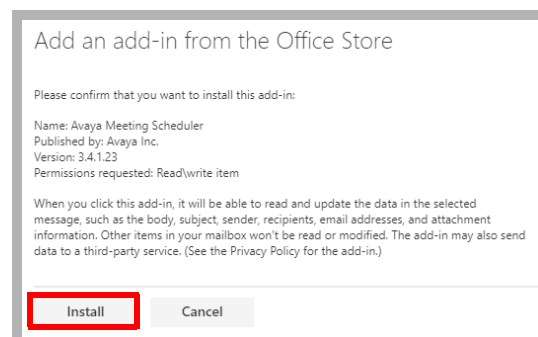
6. Beneath the entry for **Avaya Meeting Scheduler**, click **Get it now**.



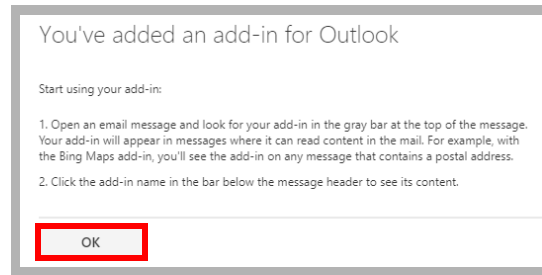
7. Click **Continue** to agree to the terms of service.



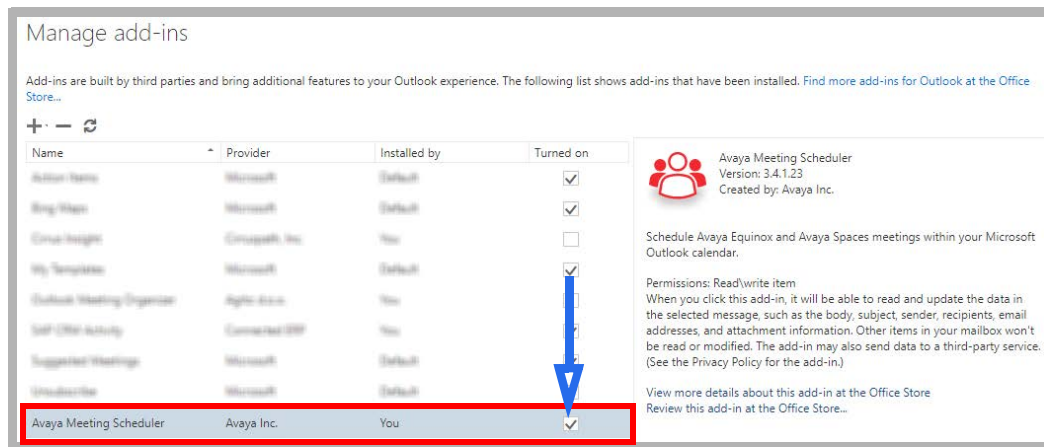
8. When prompted to confirm the installation, click **Install**.



9. Click **OK** to complete the installation.




10. The add-in will be installed into Microsoft Office 365. It will appear in the list of add-ins. Verify that it is turned on.

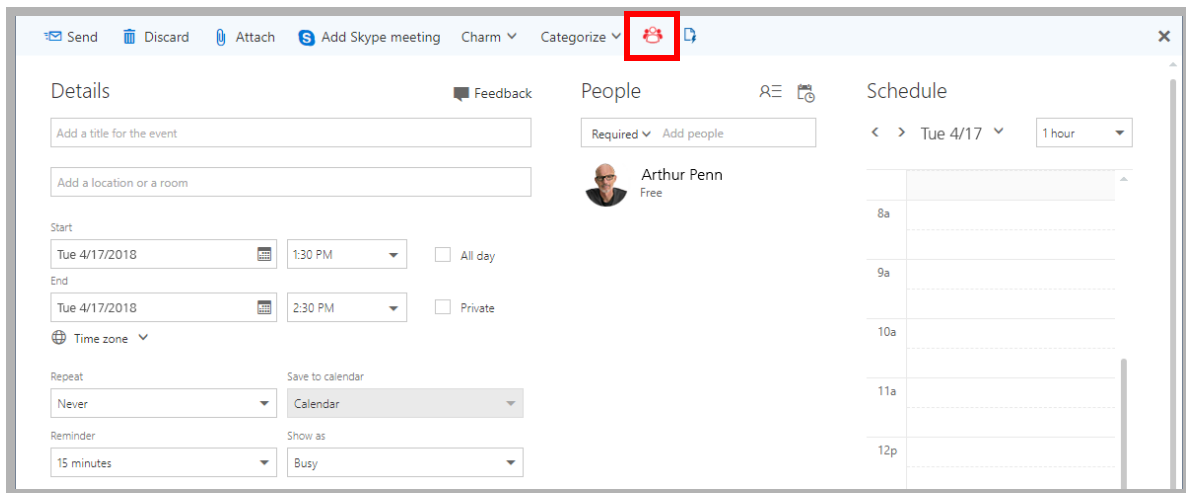


The installation of the add-in is complete.

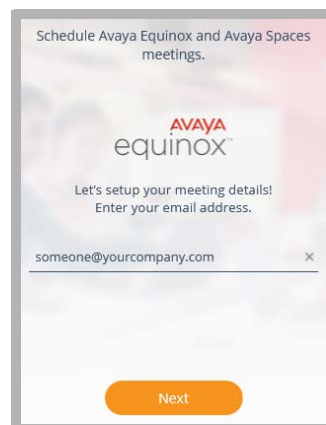
Scheduling an Event

Whenever you create a new event within Office 365, you can add a Avaya Spaces or Equinox element to it. This allows you to use the power of Spaces to communicate almost face-to-face with your contacts.

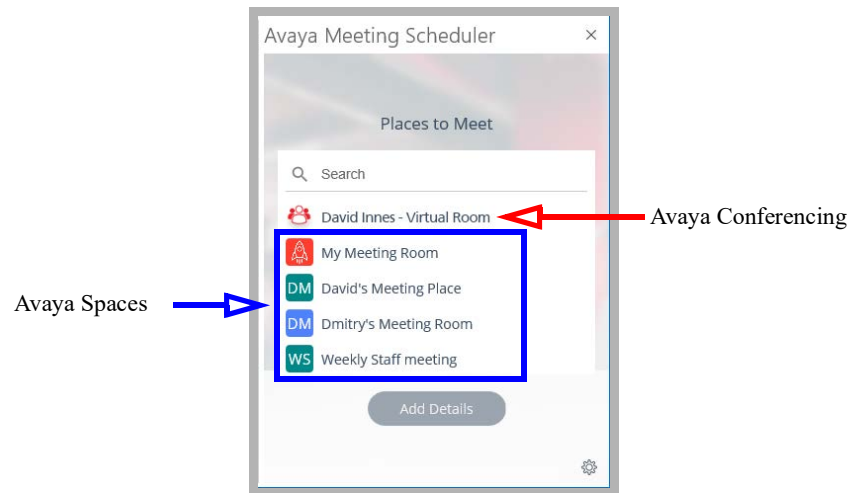
1. Schedule an Event as you normally would (i.e. through the calendar, a contact, etc.). Add all of the people that you want to attend the meeting. More people can be added later as necessary.
2. While entering the details for the event, you will notice the Meeting Scheduler icon  at the top of the window. Click the icon to schedule the meeting.



3. The first time you login, you may be asked to sign in using your credentials.



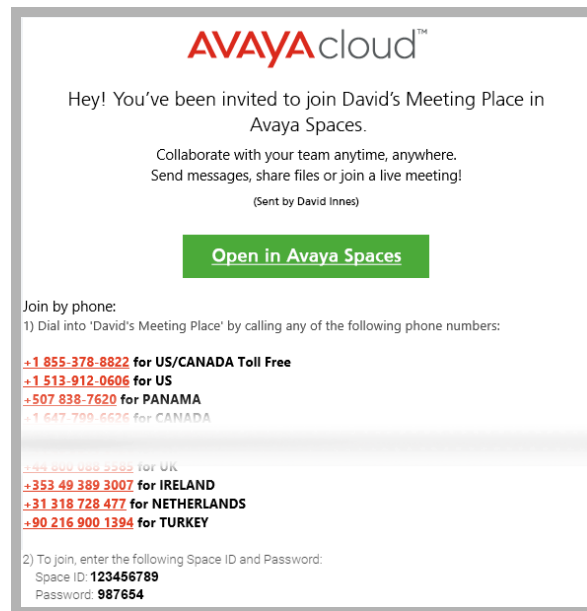
4. Select the space that will host the meeting. The rooms listed are those that have already been created within Spaces.



Note: The top entries on the list  will open **Avaya Conferencing** for the meeting **instead of Spaces**. You must have an Avaya Conferencing account to use this option.

Hint: You can create a new space from this panel. Enter the desired name for the new space in the **Search** field. When prompted, click **+** then **Create Topic** to build the new space.

5. With the space selected, click **Add Details** to create the email to send out to all invitees.



Hint: You can modify the body of the email to add, remove or change any of the details of the meeting.

6. When ready, click **Send** to transmit the invitation email to all selected participants.

Joining a Meeting

To join an event, all participants should open the invitation email and click the **Open in Avaya Spaces** button.

For those people who do not have access to Avaya Spaces or the Internet, they can call one of the listed telephone numbers instead, although this provides an audio only connection. At the prompt, enter the space ID on the telephone keypad. If one has been configured for dial-up connections to the space, you will be asked to enter the password as well.

AVAYAcloud™

Hey! You've been invited to join David's Meeting Place in Avaya Spaces.

Collaborate with your team anytime, anywhere.
Send messages, share files or join a live meeting!

(Sent by David Innes)

[Open in Avaya Spaces](#) ← **Click**

Join by phone:

1) Dial into 'David's Meeting Place' by calling any of the following phone numbers:

- [+1 855-378-8822](#) for US/CANADA Toll Free
- [+1 513-912-0606](#) for US
- [+507 838-7620](#) for PANAMA
- [+1 647-799-6636](#) for CANADA

+44 200 900 9962 for UK

- [+353 49 389 3007](#) for IRELAND
- [+31 318 728 477](#) for NETHERLANDS
- [+90 216 900 1394](#) for TURKEY

2) To join, enter the following Space ID and Password:

Space ID: **123456789**

Password: **987654**

Note: Passwords / PINs are optional and are configured within each space independently. They apply only to **dial-up connections** to that space. Connections using the email link, or through Spaces directly, do not require or use a password.

19

MICROSOFT OUTLOOK ADD-ON

Introduction

Avaya Spaces™ offers an add-on for Microsoft Outlook. Create your event using Outlook and arrange to hold the meeting in Avaya Spaces, providing a location that includes audio, video and document sharing capabilities.

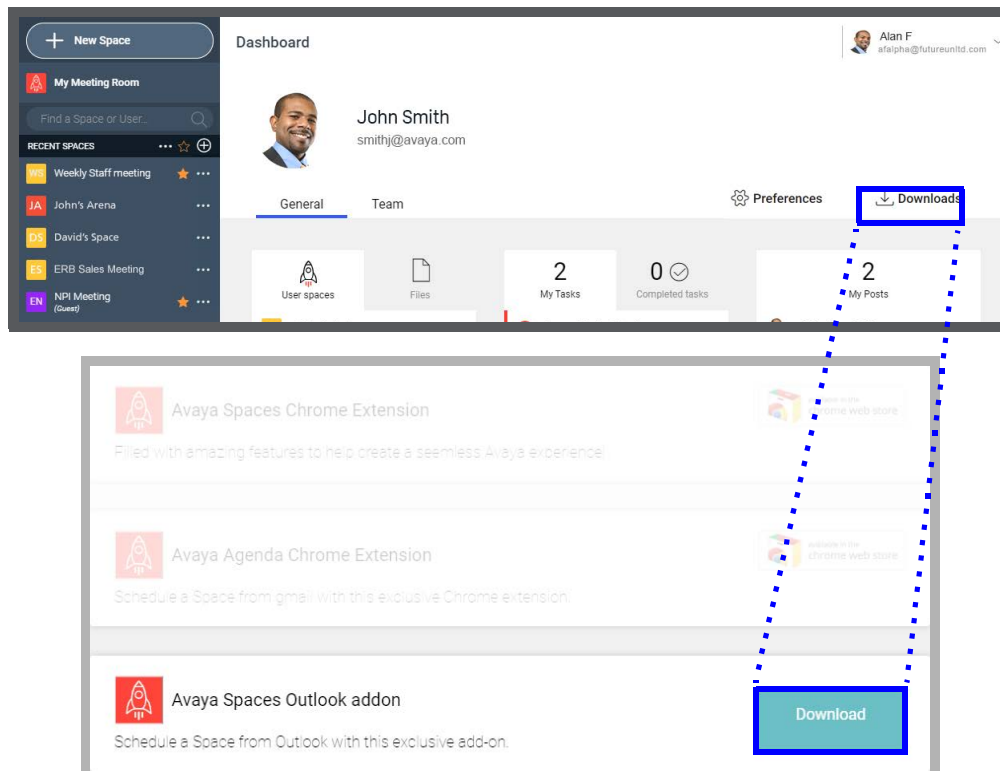
Caution: Microsoft Office for Apple devices is not supported. Only Windows devices are supported at this time.

Note: It is necessary for the network administrator to add the avayacloud.com domain to the white list for the company site.

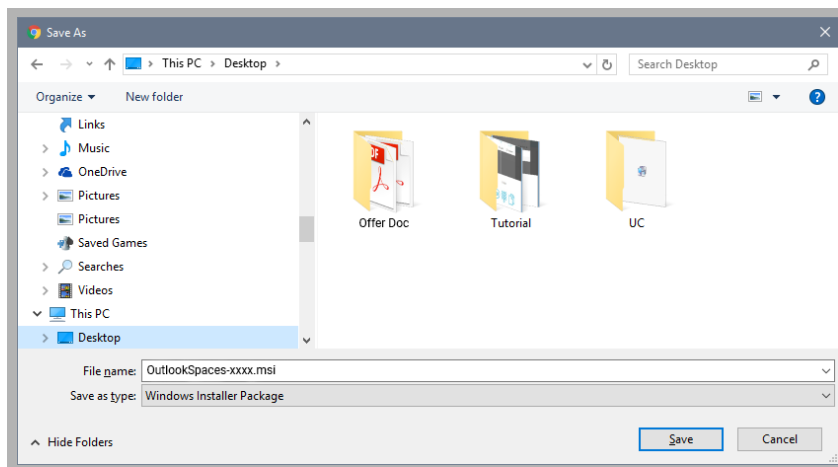
Set-Up

The Avaya Spaces add-in for Microsoft Outlook must be installed before it can be used.

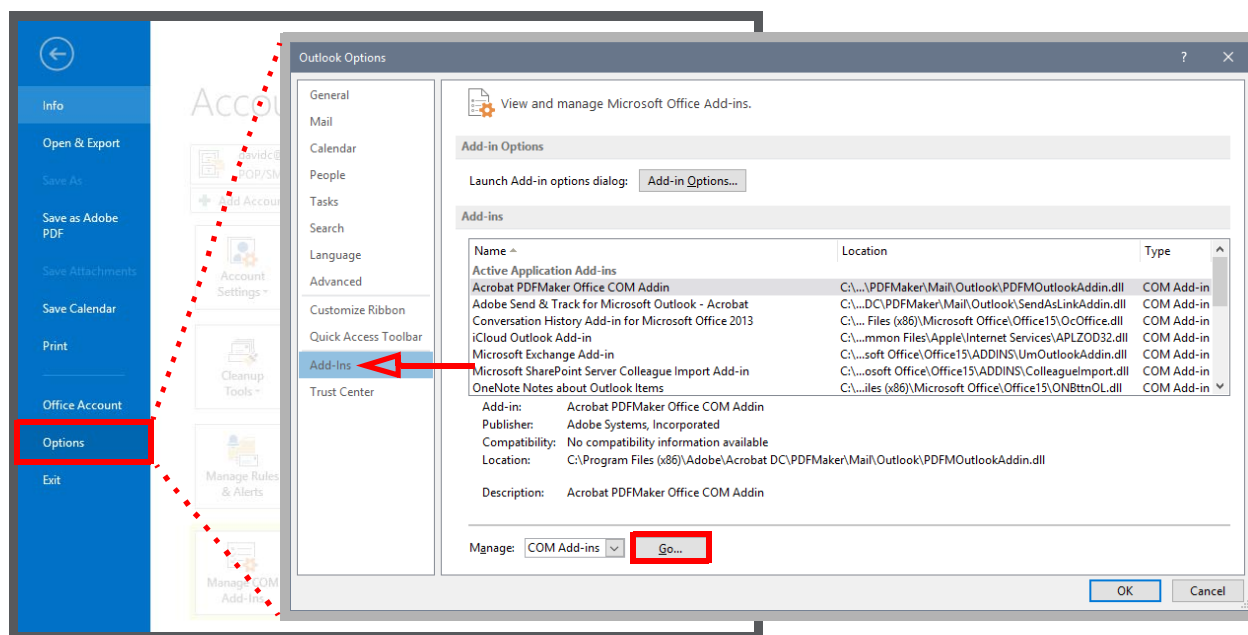
1. Open and login to Avaya Spaces.
From the **Dashboard**, click **Downloads**, then click **Download** beside **Avaya Spaces Outlook add-on**.



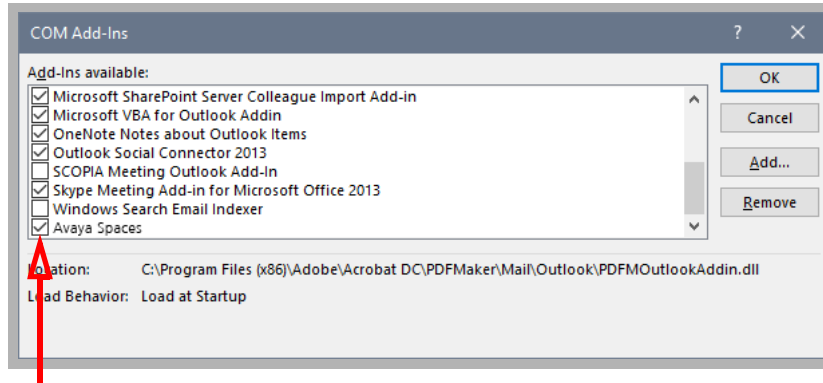
2. Save the **OutlookSpaces-xxxx.msi** file to your hard drive.



3. Double-click the file to install the add-on.
4. When finished, verify that the add-on has been correctly installed and is active on your system. From Outlook, go to **File > Options**. Select **Add-ins** and click **Go...**



- From the list, find Avaya Spaces and ensure that the checkbox beside it is enabled.

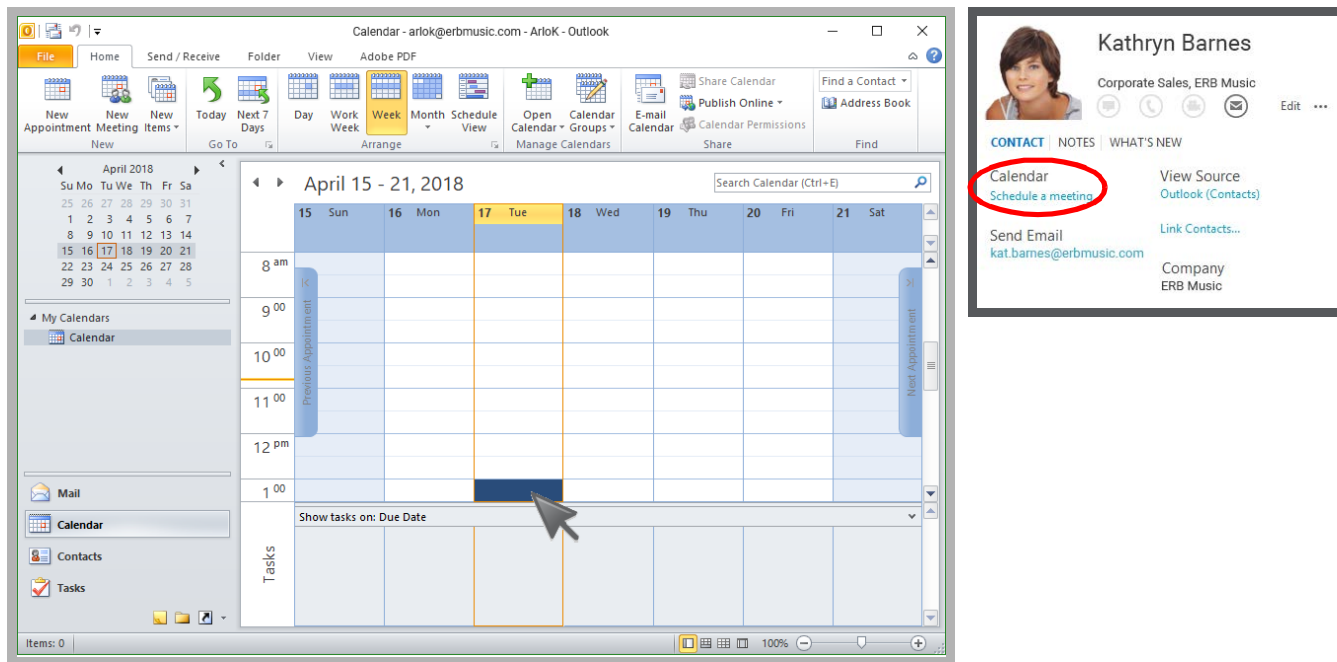


The installation of the add-on is complete.

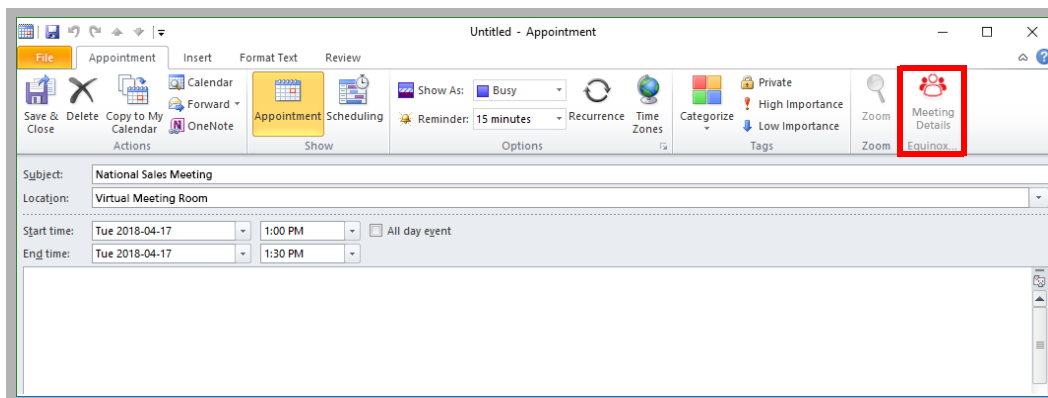
Scheduling an Event

Whenever you create a new event within Outlook, you can add a Avaya Spaces element to it. This allows you to use the power of Spaces to communicate almost face-to-face with your contacts.

1. Schedule an Event as you normally would (i.e. through the calendar, a contact, etc.).

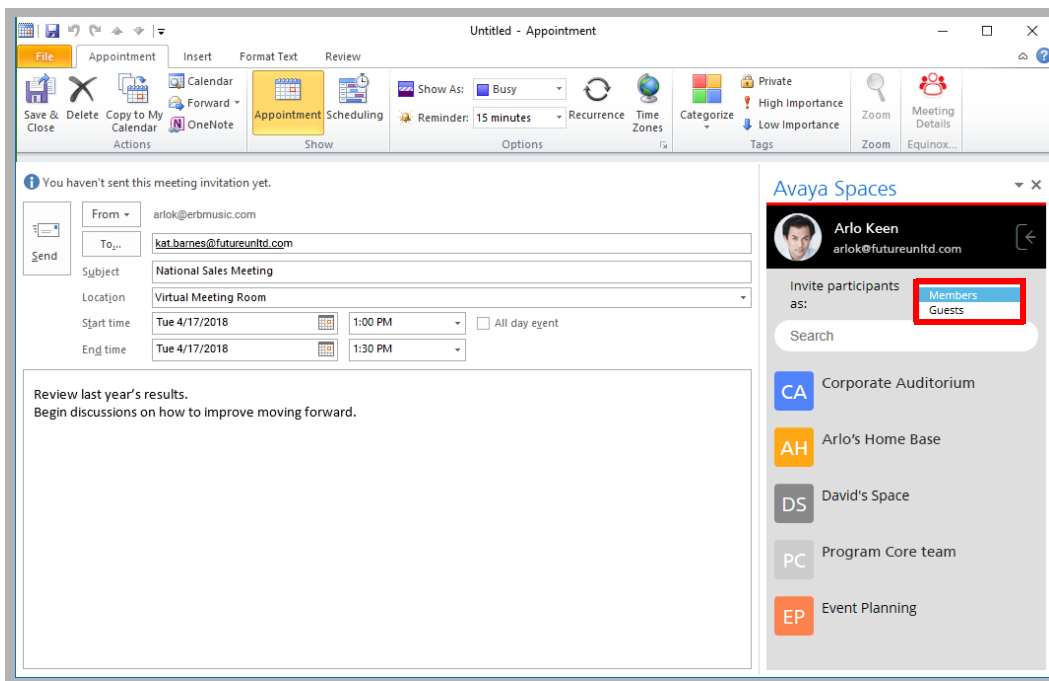


2. While entering the event details, you will notice the Meeting Details icon at the top of the window. Click the icon to hold the meeting within Avaya Spaces or Avaya Conferencing.

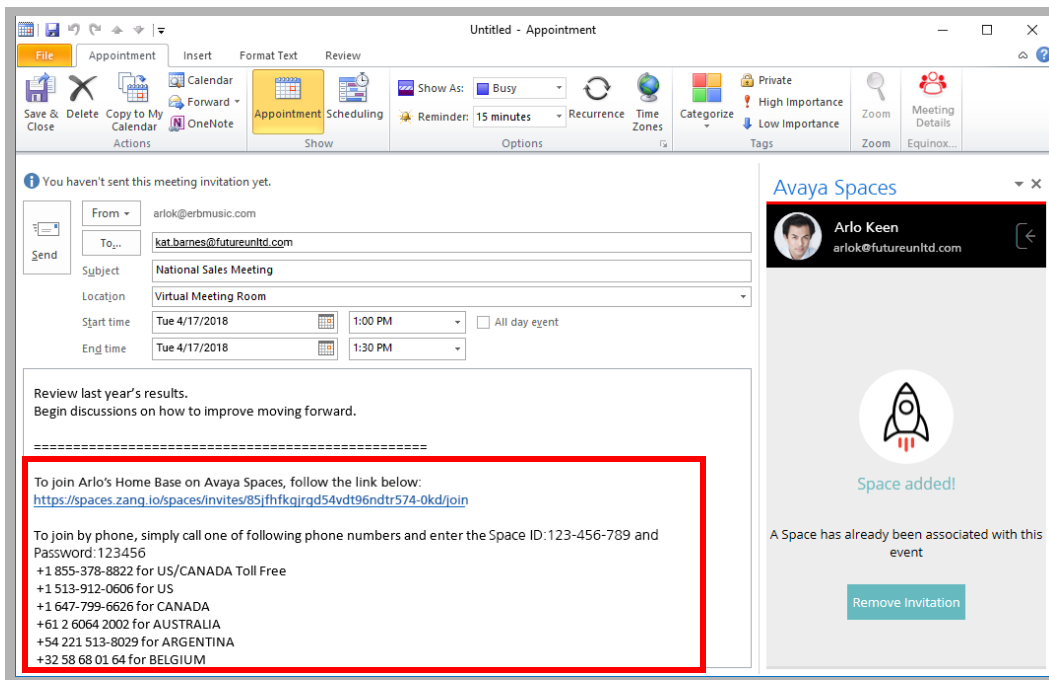


Note: If you have not already done so, you will be asked to enter your credentials for Avaya Spaces.

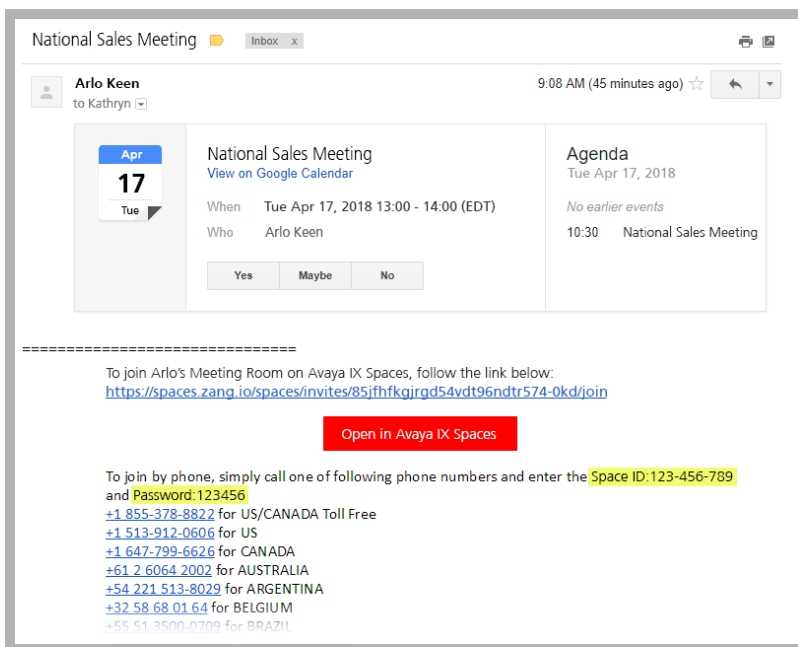
- Clicking the icon opens the Avaya Spaces user interface within Outlook. Select the space that will host the event. Choose whether invitees to the meeting will receive **Member** or **Guest** access to the event.



- An invitation email will be generated within Office. The message contains a link to join the meeting, the space ID and password (if configured), as well as a list of telephone numbers that can be dialed for those who do not have access to Avaya Spaces.



5. If you have not done so already, choose the people to invite and the date and time of the meeting. When you **Send** the notifications, an email will be delivered to everyone invited to the event.



Joining an Event

To join an event, all participants should open the invitation email, and then either click the link, or the **Open in Avaya Spaces** button.

For those people who do not have access to Avaya Spaces or the Internet, they can call one of the listed telephone numbers instead, although this provides an audio only connection to the event. At the prompt, enter the space ID on the telephone keypad. If one has been configured, you will be asked to enter the password as well.

20

MICROSOFT TEAMS

Introduction

Avaya Spaces™ provides two means of integrating with Microsoft Teams: an extension for Google Chrome that is downloaded from the Spaces Dashboard, and a native app loaded directly from within the Teams web interface. Both allow you to setup meetings with both audio and video components using Avaya Spaces from within the Teams web workspace.

Note: Avaya Spaces works with the Google Chrome plug-in and the Microsoft Teams web-based application. Integration with MS Teams for desktop is not supported.

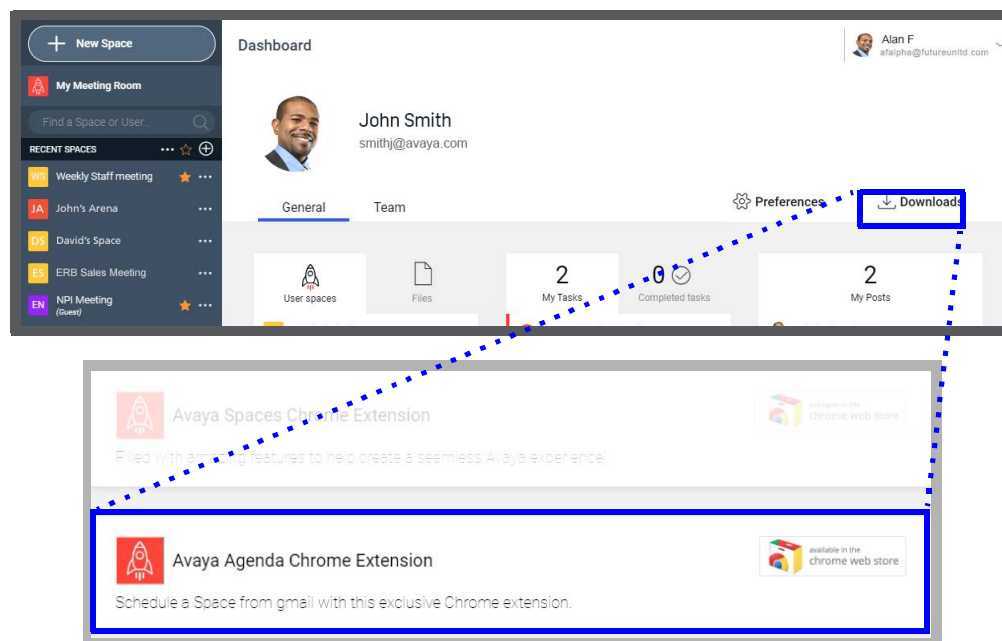
Note: It is necessary for the network administrator to add the avayacloud.com domain to the white list for the company site.

Extension for Google Chrome

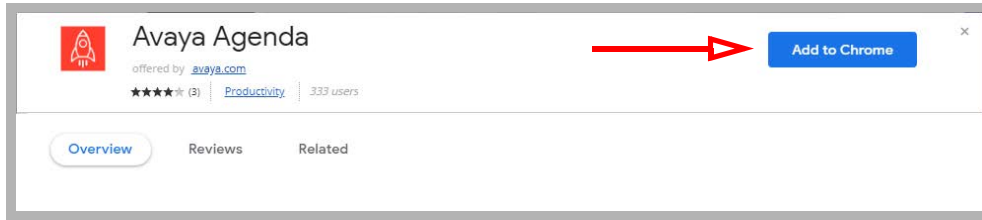
Set-Up

The Avaya Spaces™ Chrome extension for Microsoft Teams must be added to your Chrome Web browser before it can be used.

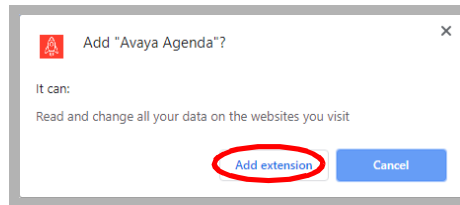
1. Launch the Google Chrome Web browser and login to your Avaya Spaces page. From the **Dashboard**, click **Downloads**, then select **Avaya Agenda Chrome Extension**.



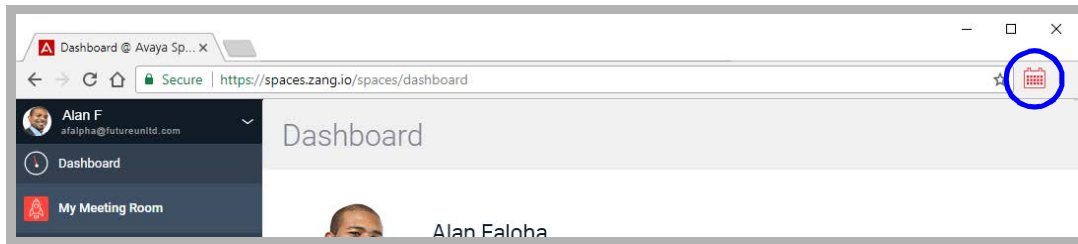
2. Click **Add to Chrome**.



3. Click **Add extension** to install the application into your browser.



4. The Extension is added to Chrome, and the Avaya Agenda icon  appears to the right of the address bar.



5. Close all tabs in Google Chrome and relaunch the browser to complete the installation.


Using Avaya Spaces with Microsoft Teams

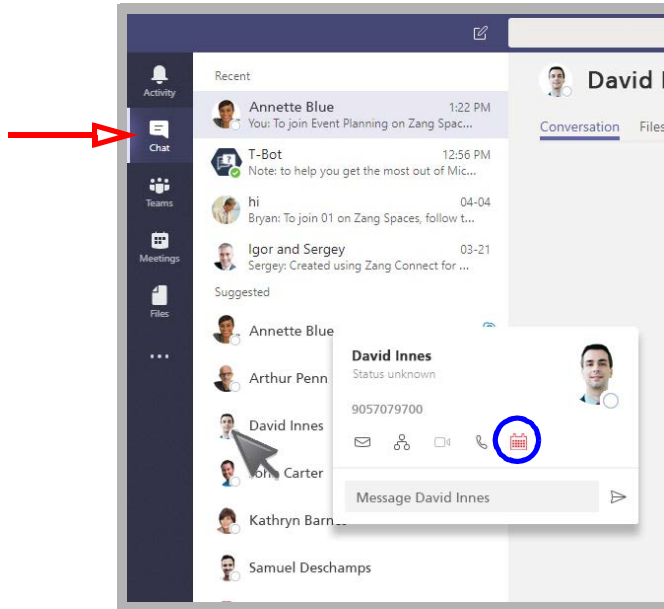
Once the Chrome Extension has been installed, Avaya Spaces icons will appear in many places within Microsoft Teams. Clicking this icon will launch an interface which allows you to invite people to a meeting and launch the event in an Avaya Spaces tab.

Launch Microsoft Teams to continue.

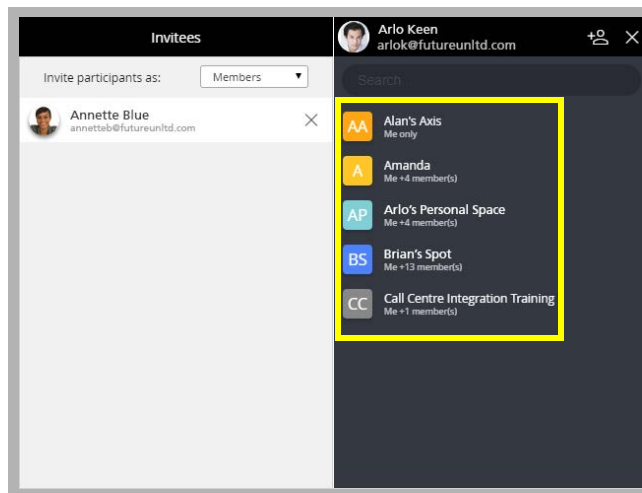
Chat: Contact Card

In the Chat window, hovering the mouse above or clicking a person's picture brings up the contact card for that person.

Across the bottom of the card are a set of action icons including Avaya Spaces .



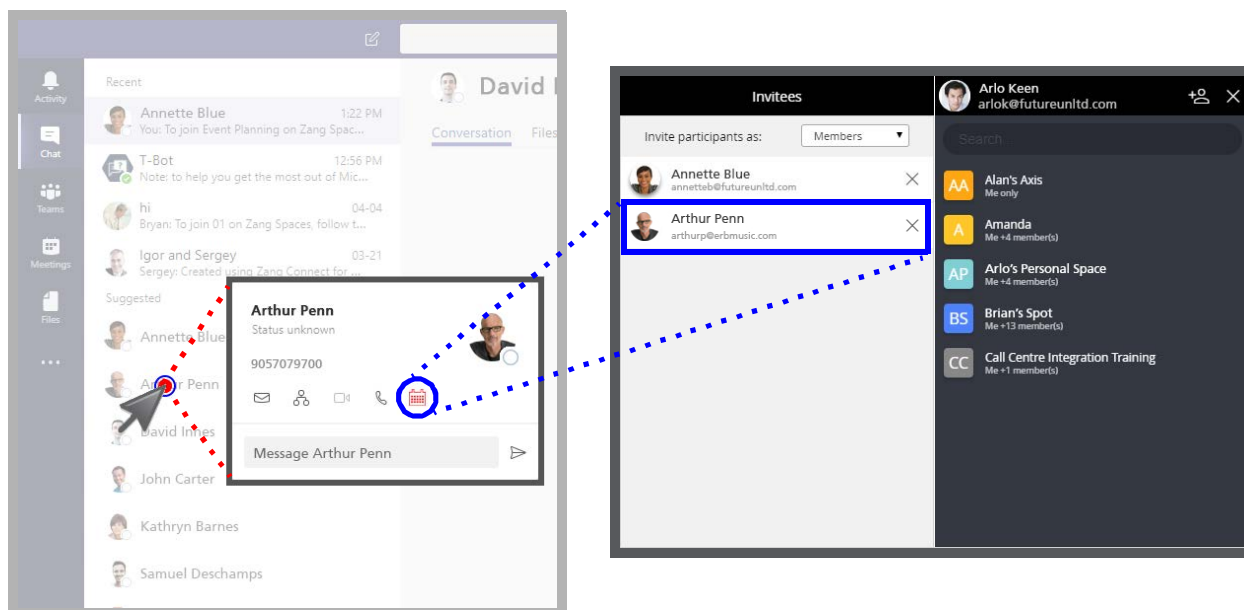
Click the icon and an Avaya Spaces window appears with the selected individual on the left, and the list of your spaces on the right.



- Click one of the spaces in the right-hand pane to start a meeting. The selected contact will receive an email that includes a link to join. Your browser will open the selected room within Spaces.

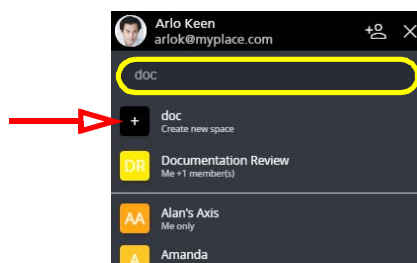
OR

- Go back to Teams and select another person to invite by clicking the Spaces icon on their contact card. Continue until all of the necessary participants have been added to the list. Click **X** to remove a contact from the list. When everyone that you want to attend appears in the list on the left-hand side, click the space that will host the event. Each person on the list will receive an email that includes a link to join the meeting. Spaces will open the chosen room in your browser.



OR

- Enter a value into the **Search** field. A list of matching existing spaces is displayed. Select the one that will host the meeting, or finish entering a name and click **Create new space** to build a new room for the meeting. The new room will be permanently added to your list of available spaces. Your browser will open the selected room within Spaces.



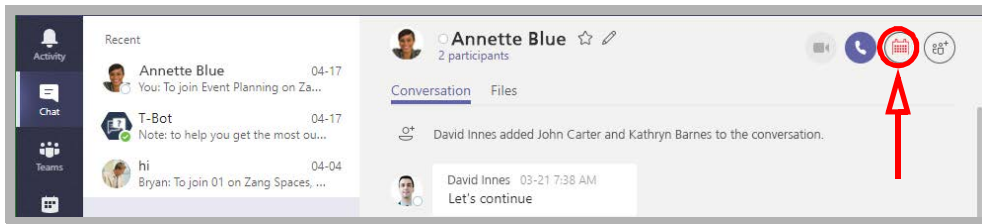
Each person on the list will receive an email that includes a link to join the meeting.

Note: Before starting the meeting, you can specify if all of the invitees are to be given **Member** or **Guest** status. All invitees receive the same level of access. See [page 62](#) for more information on access levels.

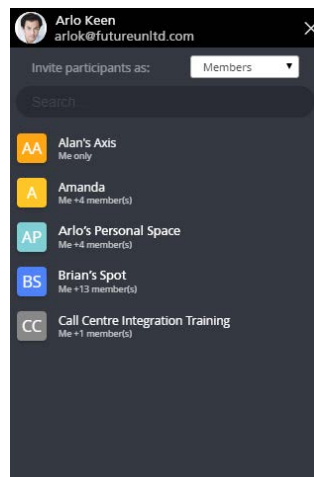
Note: You can always add more people to the meeting using Spaces once the meeting is underway.

Chat: Chat Window

Within the MS Teams Chat window, the Avaya Spaces icon appears in the upper right.

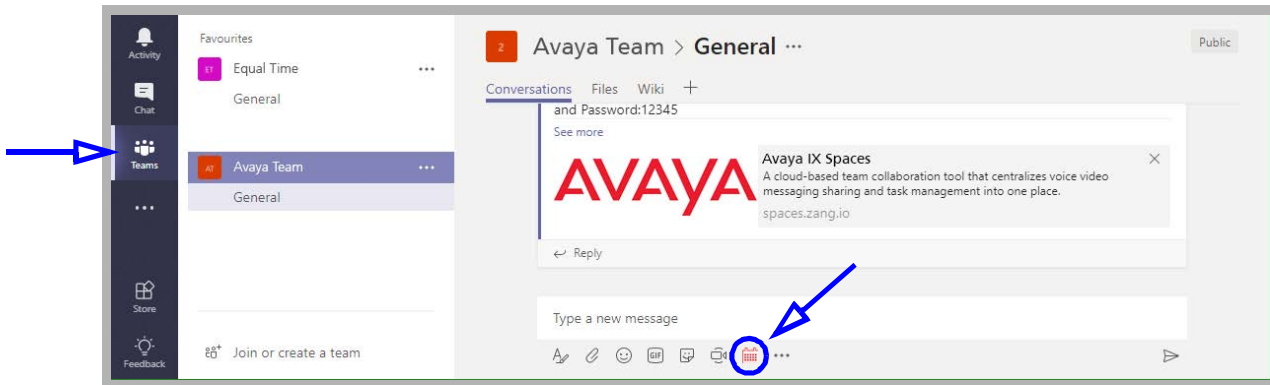


Click the icon to open the Avaya Spaces window. Choose which space will host the meeting to send each person already in the chat session a text message through Teams inviting them to attend. Your browser will open the selected room within Spaces.

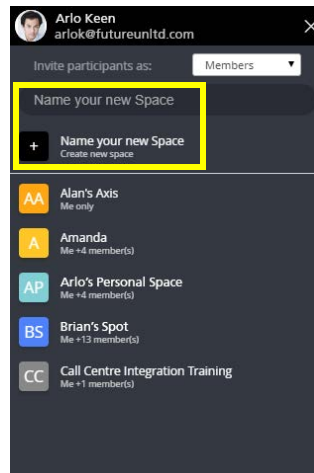


Teams

When working within a MS Team's window, the Avaya Spaces icon appears at the bottom of the action item window.



Click the icon to open the Avaya Spaces interface. You may either select an existing space to host the meeting, or create a new space by providing a name, then clicking the **Create new space** button. Once you have selected the space, each person on the current Team will receive a text message through Teams Chat inviting them to attend.



Your browser will open directly into the selected space.

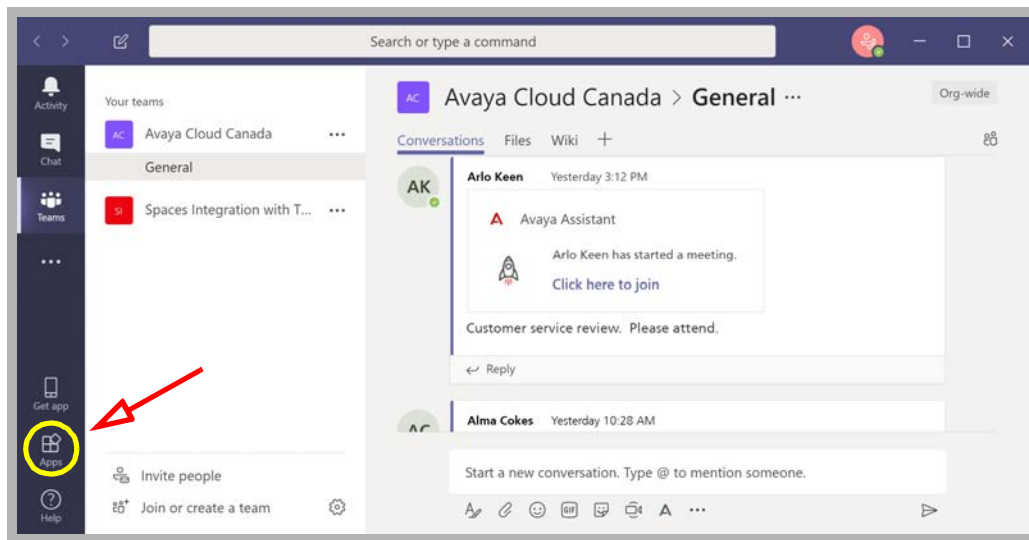
Native App Within MS Teams

Important: Remember that Avaya Spaces is only compatible with the Google Chrome, Microsoft Edge (ver. 81+) and Mozilla Firefox.

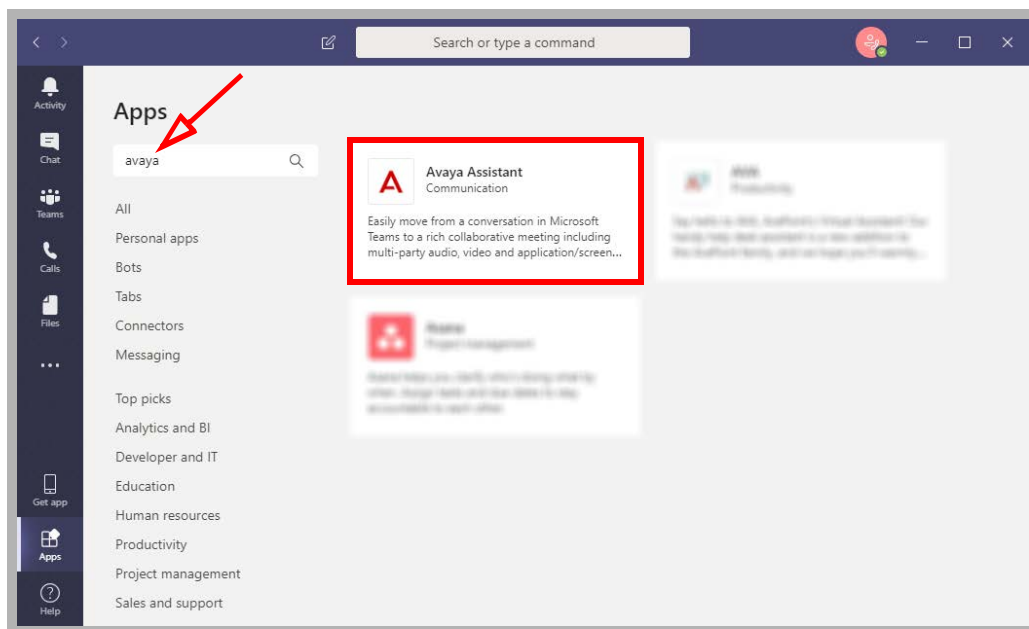
Set-Up

The Avaya Spaces native app for Microsoft Teams is installed from the Apps button from the Teams dashboard.

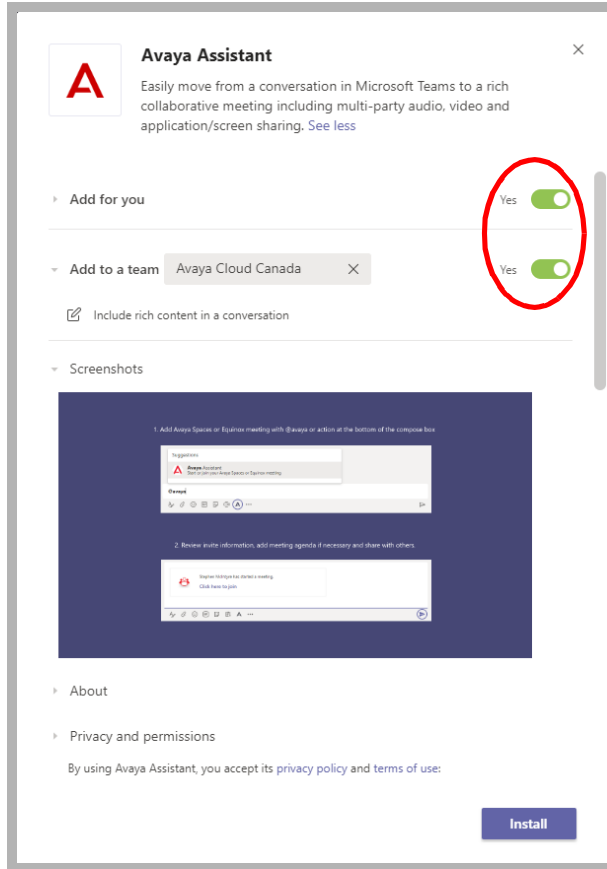
1. Launch Microsoft Teams and login. Click the **Apps** icon.



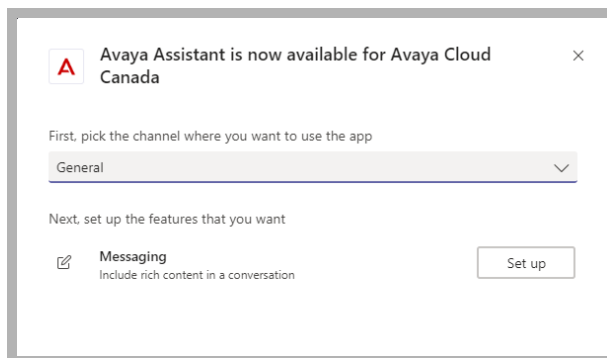
2. In the search bar, enter **Avaya**. From the list of matches, select **Avaya Assistant**.



- 3. Enable **Add for you**.
Enable and add this feature to a Team if necessary. Select the team to apply this feature to. When ready, click **Install**.



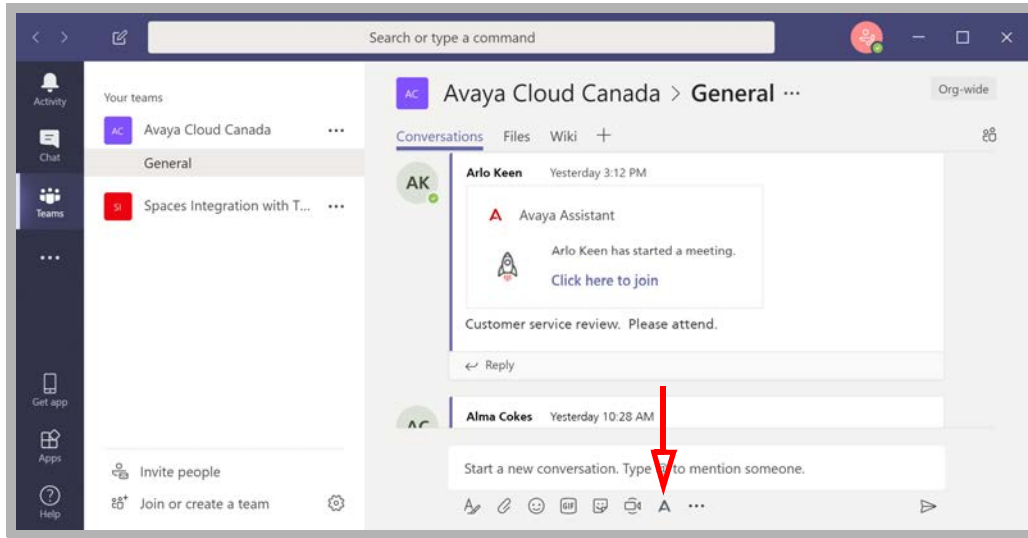
- 4. From the dropdown menu, choose a channel to add Assistant to. When ready, click **Setup**.



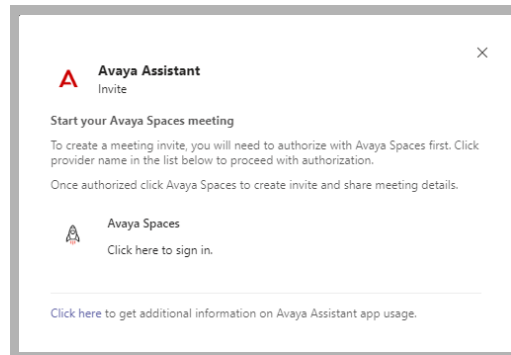
The setup of the native app is complete.

Using the Avaya Spaces Native App with MS Teams

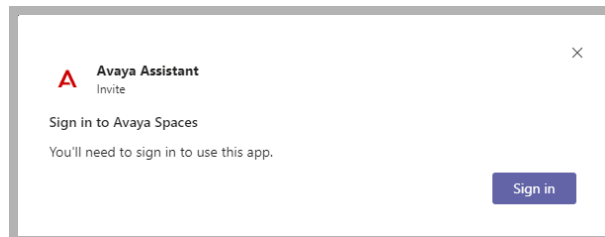
Once the native app has been installed, a new icon **A** is added to the bottom of the Teams screen.



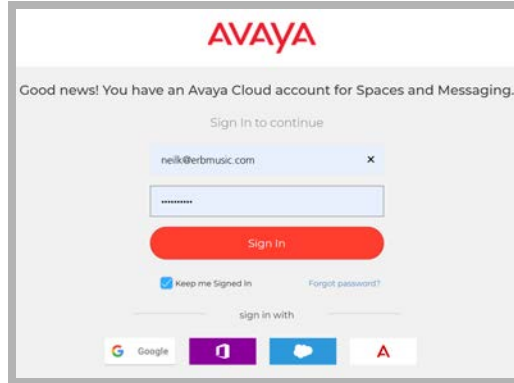
1. Click the icon and select **Invite**.
The first time you click, you will need to connect to your Spaces account before the program will launch. Choose **Click here to sign in**.
If you have already signed in, you can [skip ahead to step 5](#).



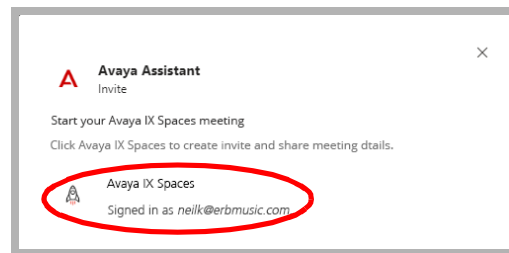
2. Click **Sign in**.



3. Enter your credentials for Avaya Spaces and click **Sign In**.

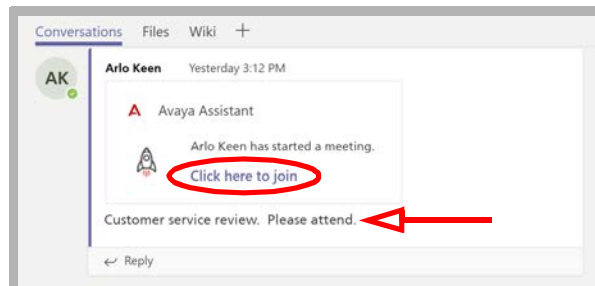


4. Your access will be confirmed.



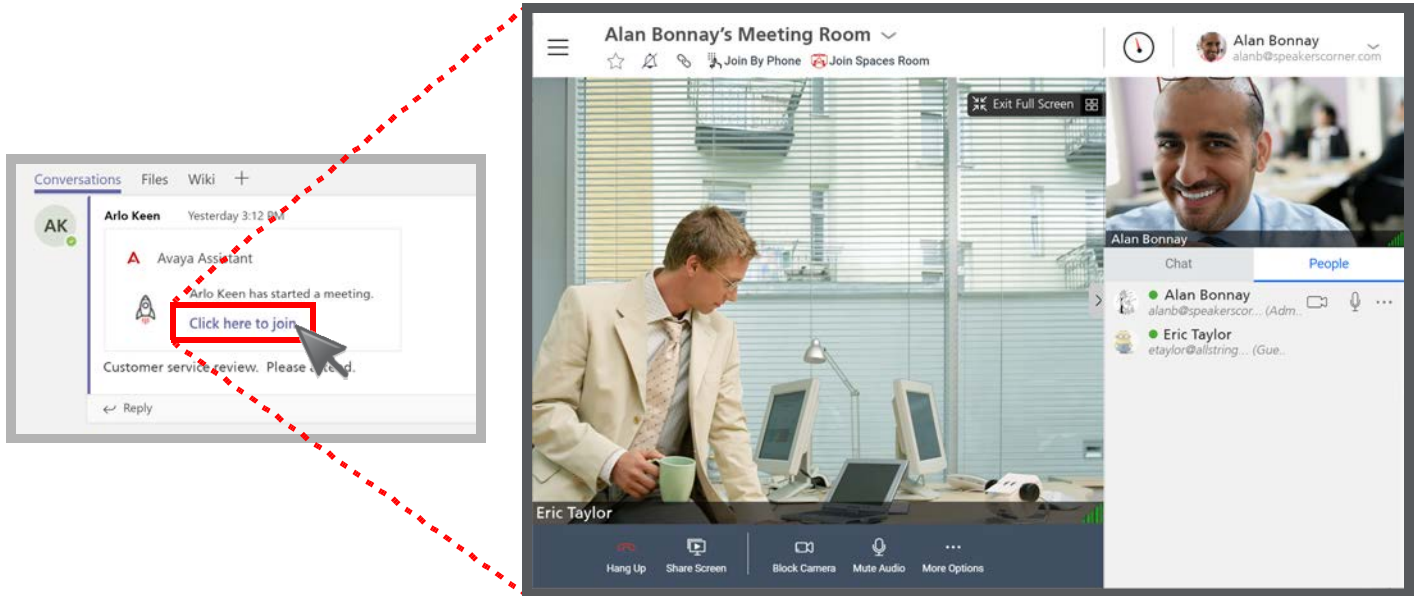
If necessary, click the **A** icon again.

5. Click **Invite** to generate a link for all Team members to access the meeting. Enter a title or summary for the meeting in the chat window.



When ready, send the message and all members of the team will receive a notification of the meeting in their chat window. The notification includes a link to launch Spaces in the browser.

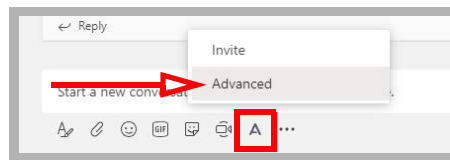
- For all Team members, clicking the link will launch Spaces in the Google Chrome browser.



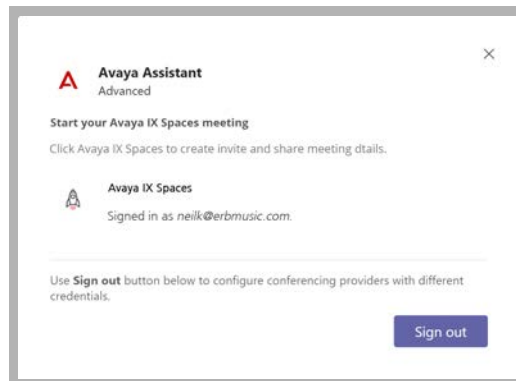
Note: The meeting will be held in the **My Meeting Room** Space of the person who created the meeting. Any member of the Team can start the meeting.

Logging Out

- To log out of Avaya Spaces from MS Teams, click the **Assistant** icon and select **Advanced**.



- Click **Sign out** to disconnect MS Teams from Avaya Spaces.



You can login again at any time by clicking the Assistant icon.

21

SLACK INTEGRATION

Introduction

The Avaya Assistant integrated with Slack can be easily configured to work with your Avaya Spaces™ deployment. This will allow users to easily join Spaces hosted meetings from Slack.

Note: Setting up Avaya Spaces requires no extra configuration, as it is only available in the Avaya Cloud.

Note: It is necessary for the network administrator to add the avayacloud.com domain to the white list for the company site.

Corporate Profile: Avaya Equinox Cloud Client

Caution: This is intended for advanced users only.

Important!: Setup your Equinox Client configuration, if you have not already done so.

You need to point the Avaya Assistant towards your Equinox conferencing portal URL.

To configure the Avaya Assistant to use Equinox conferencing, the customer administrator will need to setup **Meeting Portal Settings**. Open an Avaya Spaces account, create a company domain, then configure the company's **Equinox Cloud Client** settings. This configuration is not required if you are using **Avaya Equinox Meetings Online**.

Once the company details have been created, proceed with the configuration of the application within the account.

The Avaya licensing engine enables provisioning of application settings on a per customer domain basis. This is termed the Site Profile. Once the parameters have been applied to a site, they are picked up by the client application at the next login.

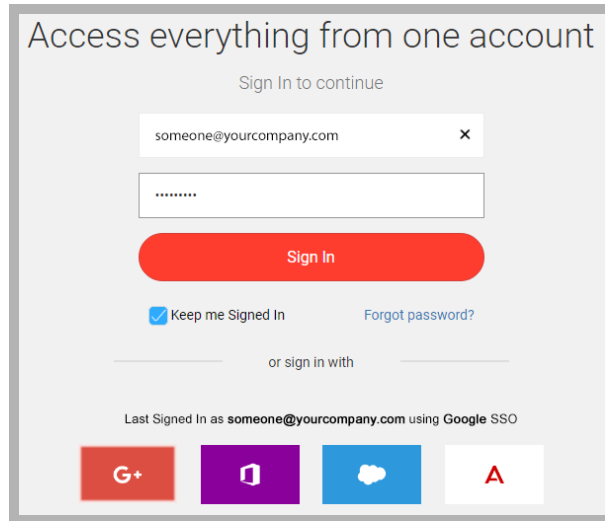
The site profile is defined as a JSON object. The parameters that are available depend upon the application.

Not all applications are supported.

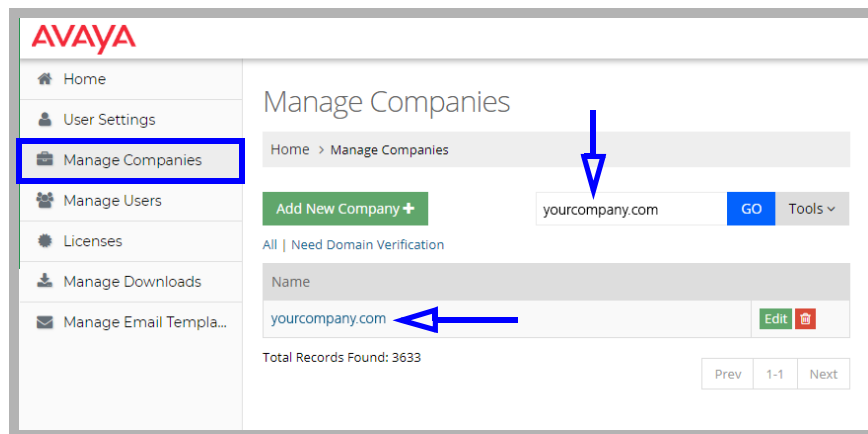
Please be aware that the settings names are case sensitive.

The site profile is created and modified from the accounts.avayacloud.com website. Profile changes are specific to each product; changes to one application will not affect another.

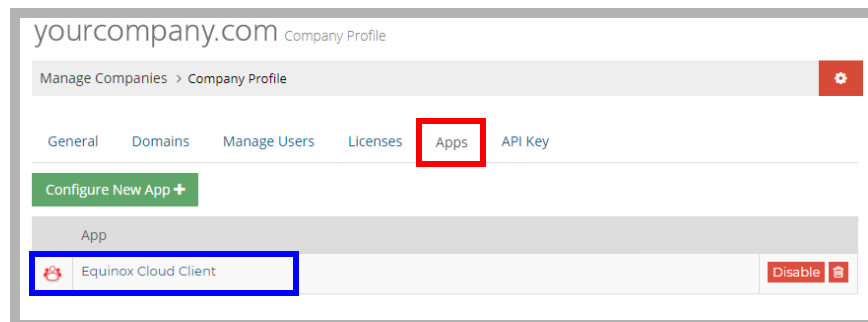
1. Open a browser and go to accounts.avayacloud.com. Login using your administrator credentials.



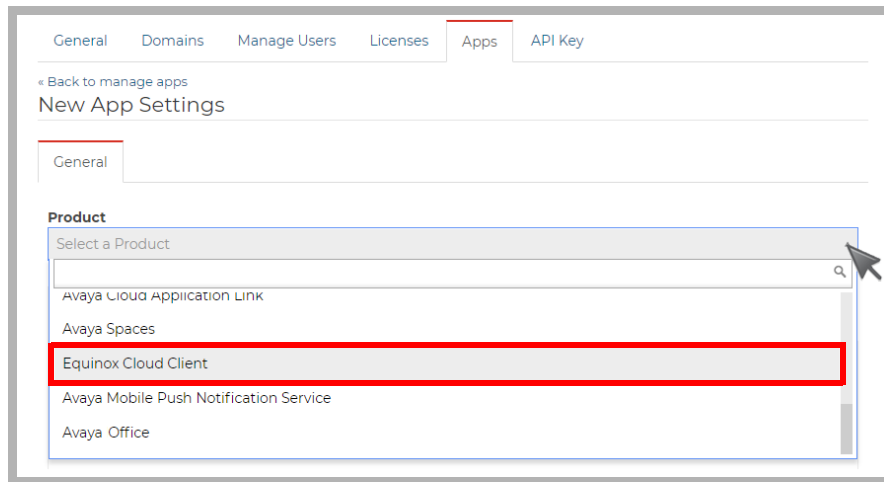
2. From the dashboard, select **Manage Companies** from the left-hand pane. Click on the company (or use the Edit button) you wish to modify the profile for. If necessary, use the search field to locate the company.



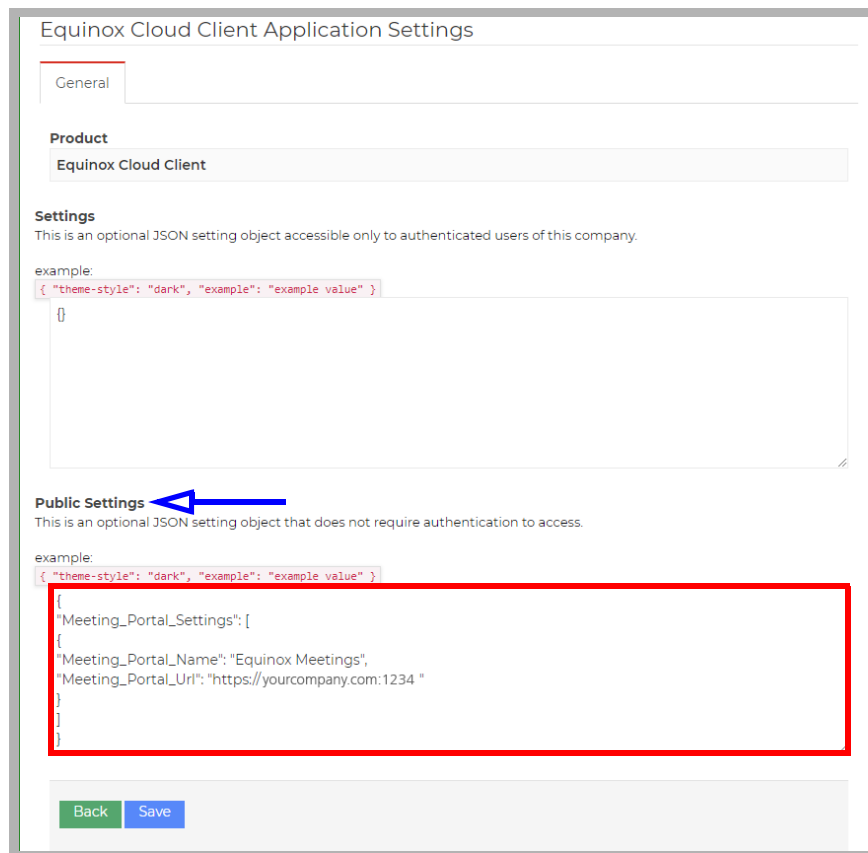
3. On the **Company Profile** page, open the **Apps** tab. Click **Equinox Cloud Client**.



If Equinox Cloud Client is not present, select **Configure New App** and choose Equinox Cloud Client from the dropdown menu.



4. Personalize, copy and paste the script shown under **Programming Commands** into the window for **Public Settings**.



5. When all of the changes have been made, click **Save**.

The next time a user logs into the application, the new profile settings will be used.

Programming Commands

The parameters available are specific to the application that they are to be applied to. Adding a script to one application will not affect any of the other programs within your company profile.

To connect with Slack, modify this script with the URL of your Avaya Equinox Conferencing Portal, then copy and paste it into the Application Settings window.

```
{  
  "Meeting_Portal_Settings": [  
    {  
      "Meeting_Portal_Name": "Equinox Meetings",  
      "Meeting_Portal_Url": "https://<yourportalURL>"  
    }  
  ]  
}
```

Hint: The URL for your portal can optionally include the port value.
For multi-tenant installations, add `/portal/tenants/<tenant-id>/` to the end of the string.
For example: **`https://yourportal.com:1234/portal/tenants/toronto100/`**

Note: If any of these values have been configured through the application, those configurations will override the changes made here. To clear changes made through the UI, remove the application and reinstall so these site profile values will be used instead.

22

AVAYA SPACES IN A CITRIX ENVIRONMENT

Introduction

Avaya Spaces supports Browser Content Redirection (BCR) on the Citrix Virtual Desktop Infrastructure (VDI) solution. This allows users on virtual desktops to join meetings in Avaya Spaces with excellent quality audio and video.

Users can join meetings using Avaya Spaces on virtual environments without BCR, but if they join with BCR then the media traversal happens between the user's local machine with the Avaya Spaces back-end cloud infrastructure providing the optimization. Using BCR offloads network usage, page processing, and graphics rendering to the end user's machine instead of occupying server resources.

System Requirements

Client Side

The client machine requires the following.

- Windows 10
- Google Chrome web browser
- Citrix Workspace App 1812 or later

Note: Screen sharing requires Citrix Workspace App 2002 or later. Users of older versions of Citrix Workspace App cannot share their screen but can see content shared by others.

- Citrix Browser Content Redirection (BCR) requires Citrix Workspace App and will not work with Citrix Receiver, including the LTSR (Long Term Service Release) version.
- BCR will not work with Citrix Workspace App for Windows 1912 LTSR (Long Term Service Release) due to the removal of the embedded browser. We recommend Citrix Workspace App 2002 CR (Current Release) or later. For more information, refer to CTX270599: <https://support.citrix.com/article/CTX270599>.
- Configure Google Chrome to **Always allow pop-ups and redirects**.

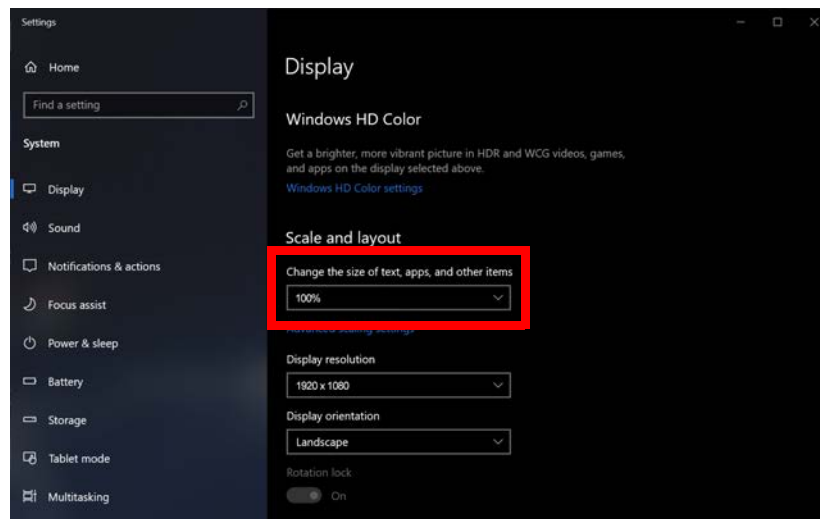
Server Side

The Citrix server requires the following.

- Citrix Virtual Apps and Desktops 7 (1811 or later)
- Virtual Delivery Agent (VDA) operating system: Windows 10 (minimum version 1607) or Windows Server 2016
- Browser for the VDA must be Google Chrome v 72 or higher

Important Notes

- Ensure that the Windows display scaling setting for the monitor is set to 100% or less. The Spaces interface will not work correctly if this value is larger than 100.



- For the best resolution and performance on the client computer, open the Citrix Workspace from the taskbar and select **Advanced Preferences**.
Set **High DPI** to **Yes** then click **Save**.
Restart Citrix Workspace.

Client Side Configuration: Citrix BCR Setup

The network administrator must install and configure the Citrix Server before continuing. As Avaya Spaces is WebRTC based, Citrix BCR for VDI can only work with the Windows platform. For more information, see Citrix Virtual Apps and Desktops at:

<https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/multimedia/browser-content-redirection.html>

Procedure

1. Install the Citrix Workspace application, version 18.12.0.12(1812) or higher, on a local machine.

Note: Check with your network administrator for the Citrix Workspace applications and versions to install, the server address and the correct credentials to use when accessing the Citrix server. **Do not** install Citrix Receiver.

2. To use Avaya Spaces in a Citrix BCR session, logging into the Citrix workspace application is not required. On your local machine, open the Chrome browser and go to the Citrix server URL and login with your credentials. Open the Citrix virtual Google Chrome browser app on virtual Windows desktop.
3. Connect your microphone/camera/speaker devices to the client computer. The VDA does not need access to these devices since the Citrix workspace application will access these devices directly through the local machine.
4. On the virtual desktop, click **Preferences** and go to the **Select Connections** tab. Under **Microphone and webcams**, set **Session Settings** to **Do not connect**.
5. Install the BCR extension for Chrome on the remote virtual machine. Use the **Browser Content Redirection Extension** (see <https://chrome.google.com/webstore/detail/browser-redirection-exten/hdppkjifljbdpckfajcmlblbchhledln>).

Note: The extension is not required on the user's client machine, only on the VDA.

6. Launch Chrome on the VDA and enter an Avaya Spaces meeting. After launching Spaces, the color of the logo for the Citrix BCR extension shows its current status.
 - **Green:** The connection has been successfully made.
 - **Grey:** The connection is not active or is idle. It may also be that the current URL is not allowed/not configured to use the BCR redirection feature
 - **Red:** The system is having problems connecting to either the Citrix server, or to the Citrix Workspace App on the client machine.

Server Side Configuration: Citrix BCR Setup

The network administrator must install and configure the Citrix Server before continuing. Setup the environment to make **Client fetch** and **Client rendering** work with the Citrix Virtual Apps and Desktops 7.

Citrix BCR for VDI only supports the Windows platform in the current release.

For more information, see Citrix Virtual Apps and Desktops

(<https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/multimedia/browser-content-redirection.html>).

Procedure

1. Install Citrix Virtual Apps and Desktops 7 version 1811 or higher. Make sure that the virtual machine has Citrix Virtual Delivery Agent 1811.1 or higher installed, as earlier versions do not support Google Chrome.
2. Install the Citrix Workspace on a local machine. Use version 1812 or higher. Do not install Citrix Receiver.
3. Install the BCR extension for Chrome on the remote virtual machine (see <https://chrome.google.com/webstore/detail/browser-redirection-exten/hdppkjifljbdpckfajcmblbchhledln>).

Note: The extension is not required on the user's client machine, only on the VDA.

4. Under **Policy**, enable **Browser Content Redirection > Policies** in Citrix Studio. Set this to **Allowed**.

Policy Name	Value	Description
Browser Content Redirection	Allow / Prohibited	Enables / Disables the BCR feature. The Default is Allow .
Browser Content Redirection ACL Configuration	List of URLs	Defines which websites should be redirected to the local client. Wildcards are permitted but not as part of the protocol or domain.
Browser Content Redirection Authentication Sites	List of URLs	Defines which websites can be used to authenticate the users on the sites listed under the ACL Configuration policy.

5. In **Citrix Studio**, go to **Browser Content Redirection ACL Configuration > Policies**. Add the following entries.
 - https://spaces.avayacloud.com/*
 - https://accounts.avayacloud.com/*
 - https://accounts.google.com/*
 - https://login.microsoftonline.com/*
 - https://login.live.com/*
6. In **Citrix Studio**, go to **Browser Content Redirection Authentication Sites > Policies**. Configure the list of URLs that support authentication using 3rd party sites (e.g. Google, Microsoft Office 365). These are the URLs for which BCR remains active (redirected) when navigating away from a URL in the **Allowed** list. Add the following entries to the policy.
 - https://spaces.avayacloud.com/*
 - https://accounts.avayacloud.com/*
 - https://accounts.google.com/*
 - https://login.microsoftonline.com/*
 - https://login.live.com/*

Any website used for Single Sign On (SSO) must be added to the authentication sites policy, and there could be more than one.

Verification

When finished with the configuration, you must verify that both **Client Fetch** and **Client Render** are working.

Procedure

1. Connect to a VDA system from a local machine using Windows.
2. Launch the Chrome browser on VDA and join an Avaya Spaces meeting. Check that you can send and receive audio and video, and that screen sharing is working properly.

Spaces Limitations in Citrix

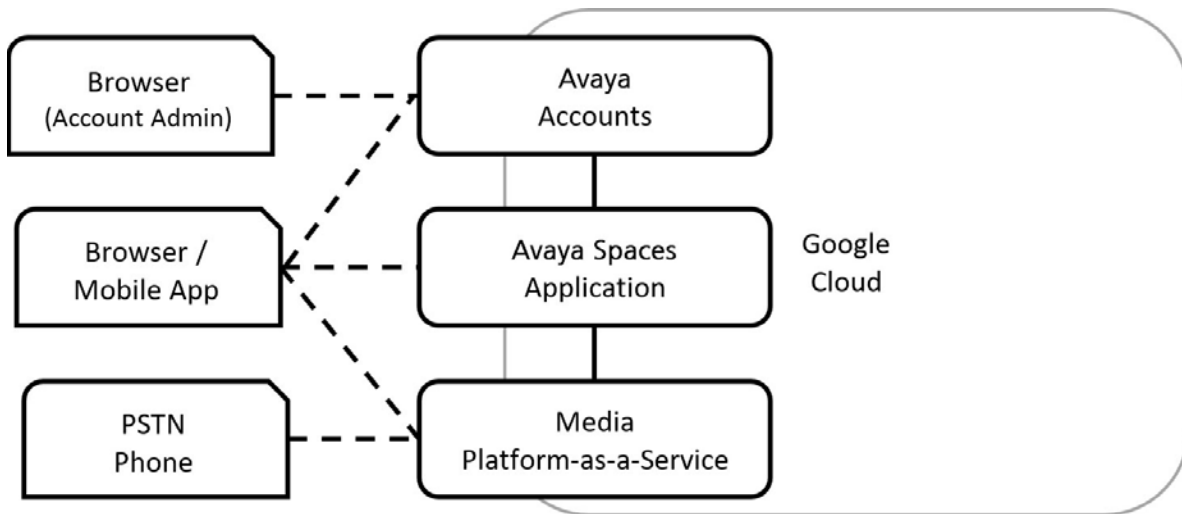
- Google Chrome is the only web browser supported.
- The Browser Content Redirection feature will not work with the Citrix Workspace App for Windows 1912 Long Term Service Release (LTSR) due to the removal of the embedded browser. It is recommended to use Citrix Workspace App 2002 CR (Current Release) or later. For more information refer to CTX270599 (<https://support.citrix.com/article/CTX270599>).
- When using the Citrix Workspace App for Windows version 1905 and earlier, websites that use Integrated Windows Authentication (IWA) may not work since BCR cannot interpret the pop-up "Windows Security" dialog box. This does not impact Avaya Spaces, but Single Sign On (SSO) web sites used for authentication that employ IWA will not work. It is recommended that Citrix Workspace App for Windows version 1907 or higher be used. For more information refer to CTX230052 (<https://support.citrix.com/article/CTX230052>).
- Screen sharing in Spaces requires Citrix Workspace App 2002 or later. With older versions, users cannot share their own screen but they can see content shared by others.
- Avaya Spaces provides 3 tabs for screen sharing: Share an application window, share and entire screen, and share the browser window. Sharing the browser window is not supported when using Citrix BCR, but the other tabs are unaffected.
- Citrix BCR does not support Push Notification, so Chat and message notifications do not work.
- Console logging is not supported.

APPENDIX A: SECURITY OVERVIEW

Introduction

This document provides a high-level description of security techniques utilized by Avaya Spaces™. It is intended for IT managers and customers who require a deeper understanding of how data, including Personally Identifiable Information, is managed and secured within the solution architecture.

Avaya Spaces is made up of these solution components:



Component Name	Component Description
Avaya Accounts	A Cloud-native licensing engine. This component provides correlation of licensed Users, Companies and Applications including Avaya Spaces. This component integrates with Identity Providers for Authentication / Authorization (Google, O365).
Avaya Spaces (Front End) Application	The Avaya Spaces application provides the business logic to deliver the intended functions and features to the end users.
Media Platform-as-a-Service (MPaaS)	The Avaya Spaces business logic includes the ability to participate and create audio, video, and web conferences. These meetings are hosted on a common Avaya developed and delivered service based upon the Avaya Media Service MPaaS. This embedded component provides functions to manage all aspects of a multimedia meeting. However, is completely decoupled from the adopting application.
Google Cloud (/Compute Engine)	Avaya Spaces is a Cloud-native service, leveraging Cloud platform services from Google, specifically the Google Compute Engine. Much of the lower level functionality (networking, compute, storage, encryption, resiliency, etc.) is provided and managed by Google as a part of their services offering.
Browser Client	Users interact with the Spaces application via an HTML5 / Web RTC enabled browser.
Mobile App	On mobile devices (iOS / Android), users can operate Avaya Spaces using an app downloaded from Google Play or Apple iTunes.
PSTN Phone	Licensed Users may schedule an conference within Avaya Spaces. Anyone can join via a PSTN connected phone with the proper spaces ID and optional user defined PIN.

User Authentication and Authorization

Avaya Spaces uses JWT / OAuth2 for Authentication and Authorization. Users can connect to Spaces using their Office 365, Google, or Salesforce Cloud credentials. If none of these options are available, they can also login to Spaces using a native flow.

The Administrator for the Company domain can select which authentication mechanisms are available for their environment. For example, you can configure authentication to allow only O365 authentication and disable all other username/password options.

The Authentication flow is through Avaya Accounts (accounts.avayacloud.com). The selected Identity Provider will be used, and an access token will be passed to the Resource Server which is the Spaces application.

All Browser client and Mobile App interactions with the Spaces application are encrypted and Authorized via this Token. Connections to the Media Platform-as-a-Service component are also encrypted and authorized via an application exchanged Token.

User Account Management and Avaya Spaces Licensing

All Avaya Spaces Users require an account on Avaya Accounts. There are currently three licensing tiers;

Essential: These licenses are automatically created and allocated to all Users who do not have another account.

Business: Business level licenses are purchased and are allocated on a First-Come-First-Served basis. However, they can also be assigned manually.

Power: Always manually assigned as a best practice.

There are two classes of accounts; **Personal** and **Company**. To make it easy to collaborate across organizational boundaries, Users can sign-up to participate in Spaces without requiring their Company to purchase license. By default, all Users will be given an Essential license. It is also possible to manage access at the domain level or "Company". An IT Service manager (or business partner) can manage domain specific functions. User account management is provided on Avaya Accounts (accounts.avayacloud.com). There may be situations when users have previously signed in with their company email address before any company specific details were configured. In this case, once the company configuration has been completed, all user accounts within the same domain will absorb the new company settings and policies.

Securing Data

The Avaya Spaces application is built on the Google Cloud. Data is stored on the Cloud back-end application and the mobile / browser client that is accessible by a privileged user.

- Data required by the Cloud application is stored in encrypted form via Google Cloud.
- Data required by the Browser client is stored in the Browser itself (i.e. cookies, cache).
- Data required by the mobile application is stored on the mobile application container service provided by the O/S. Recent O/S versions support encrypting application container data.
- When Data is being transmitted over a network, it is encrypted.

Roles Based Access Controls

An authenticated and authorized User interacts with the Browser & Mobile application, which synchronizes with the data stored on the Cloud. No direct human access to data stored on the Cloud is available. A Browser or Mobile App must be used.

Company Admin Role:

Company Information: Includes company specific information, such as Users and associated licenses.

Account Information: These are User names, email addresses, photos, phone numbers and company details.

User Role:

Account Information: These are User names, email addresses, photos, phone numbers and company details.

User Preferences: A User's preferred operation of a product function.

Spaces: Persistent Group Chats - A user may be the Owner (Admin), Member, or a Guest within a space.

Direct Messages: A 1:1 Persistent Chat between two users.

Content: Information posted in a space or a Direct Message by the User. A privileged user can Post and View content (Text, Files, Images).

Roles Based Access Control of a Space

A space provides an environment for Users to connect, share and collaborate. Each space has a strong Roles Based Access Control paradigm.

Each space is created and managed by a User, and by default they will inherit the **Admin** role for the space. The Company Admin role discussed previously does not provide unique access to Spaces managed by a User even if the User is managed at the domain level.

Admin

The **Admin** of a space has the following Modify, View, and Delete rights:

- Invite users into the space as an Admin, Member or Guest.
- Modify a Member of a space to be an Admin or a Guest of the space.
- Modify a Guest to be a Member or Admin while that User is connected to the space.
- View and Delete all Content (Text, Files, Images, Tasks) created in the space by any User of any type at any time.
- View and Modify all Settings of a space.
- Archive a space.
- Delete a space.
- Configure a space to be Public.

Member

A **Member** of a space has the following Modify, View, and Delete rights:

- Invite another User into the space as a Guest only.
- View all Content (Text, Files, Images, Tasks) created in the space by any User of any type at any time.
- Delete Content (Text, Files, Images, Tasks) created by themselves.
- View and Modify some Settings of a space.

Guest

A **Guest** of a space can view Chat messages that were created **ONLY** while active in the current session within a space (no historical data). Guests can also create Chat messages.

Public Spaces

The Admin of a space can choose to make a Space **Public**. The purpose of a Public Space is to allow any User to connect and collaborate without any special access rights, other than being a registered and authenticated User of Avaya Spaces. Admin and Member rights are unchanged, but the following privileges are made available to a Guest:

A Guest of a **Public** Space view all Content (Text, Files, Images, Tasks) created in the space by any User of any type at any time. Guests cannot create or delete any Pots or Tasks, but they can contribute to Chat.

Direct Messaging between two people is also available. For Direct Messaging, each member can:

- Delete Content (Text, Files, Images, Tasks) created by themselves.
- Hide the messaging session from their view, without deleting the Content. The session is no longer visible in the UI, but the data remains in the database.
- Delete a messaging session, including all of the content created by either member. The information is permanently deleted for **both** parties.

Personal Data Encryption Controls

Personally Identifiable information is stored on the Google Cloud. The **at Rest** Encryption controls for data stored on the Google Cloud are provided via Google storage services.

- All stored data is encrypted.
- All client-server data connections are encrypted 'in-Transit' via TLS 1.2 or higher.
- External participants may be invited to connect to an audio conference by dialing from the PSTN. In these cases, the Avaya Spaces application cannot assure end-to-end encryption of the voice / signaling path across global service provider networks.

Network Access Requirements

The following information is for network admins configuring Avaya Spaces from behind secure firewalls and proxies. Avaya Spaces endpoints use the following transport protocols:

- HTTPS and WSS (<https://en.wikipedia.org/wiki/WebSocket>).
- WebRTC (<https://en.wikipedia.org/wiki/WebRTC>) which includes ICE, STUN and TURN protocols over DTLS-SRTP.

TLS traffic is used for HTTPS and WSS. TLS-inspection should support both or have an exception for spaces' hosts.

White-listing **based on IP address** is not recommended since these may change dynamically. The domain **avayacloud.com** must be added to the network white list. HTTP headers such as Authorization should be left intact.

The following hosts and protocols should be unrestricted for all Avaya Spaces features to work as intended.

Hosts	Ports	Protocol	Transport	Description
*.avayacloud.com ¹	80, 443	HTTPS, WSS	TCP / TLS	Mandatory for any Spaces features (chat, presence, video, collaboration, etc.)
spaces.sip.mpaas.avayacloud.com	5061	SIPS	TCP / TLS	CU360 and XT Room System connectivity in SIP mode.
*.googleapis.com	80, 443	HTTPS	TCP / TLS	File sharing
*.esna.com	80, 443	HTTPS	TCP / TLS	Mobile app authentication
ASN of 15169	5228, 5229, 5230 ²	TCP	TCP / TLS	Push notification
accounts.google.com	80, 443	HTTPS	TCP / TLS	SSO
login.microsoftonline.com	80, 443	HTTPS	TCP / TLS	SSO
login.salesforce.com	80, 443	HTTPS	TCP / TLS	SSO
*.avaya.com	80, 443	HTTPS	TCP / TLS	SSO
*.gstatic.com	80, 443	HTTPS	TCP / TLS	CDN
155.184.0.0/20 155.184.16.0/22	3000-4999	SRTP / SRTCP	UDP	Low latency audio and video traffic. Most preferred transport for media.
Dynamic	80	TURN	TCP	Media tunneling. Only used if preferred transport for media fails. Typically used for guests.
Dynamic	443	TURN	TCP / TLS	
Dynamic	3478	TURN	UDP	

1 - This includes: spaces.avayacloud.com, spacesapis.avayacloud.com, spacesapis-socket.avayacloud.com, mpaas.avayacloud.com, us-central1-mpaas-production-230415.cloudfunctions.net, storage.googleapis.com, lh3.googleusercontent.com.

2 - If it is not possible to open these ports without IP Address restrictions, then all of the addresses listed at [goog.json](#) should be added to the company white list.

Note: The URL [mpaas.avayacloud.com](#) may resolve to two addresses; [34.95.99.38](#) and [34.107.204.89](#). When white-listing, you must include both IP Addresses.

The preferred media transport protocol is UDP as it provides the best user experience. Tunneling media over TCP/TLS is provided for users behind highly restrictive firewalls and should not be planned as the primary method for accessing Avaya Spaces.

To ensure media traverses your network firewall securely, we recommend configuring an address restricted dynamic cone NAT, or a port restricted dynamic cone NAT for the UDP port range specified above. This configuration is supported by all major stateful firewall vendors. Use of a symmetric NAT may result in sub optimal tunneling of audio/video and connection failures are possible. For more information on network address translation methods, refer to this article:

https://en.wikipedia.org/wiki/Network_address_translation#Methods_of_translation

Since media is latency sensitive, we recommend connecting to the Internet through the shortest path possible. This will reduce round trip times and improve the quality of service. The media host IP addresses for UDP are provided in CIDR format above. These addresses can be used to program software defined network infrastructure to recognize the media traffic and route to the Internet seamlessly. This is not required but is recommended for larger enterprises with multiple sites with a centralized network data center architecture.

APPENDIX B: SECURITY POLICY

Introduction

Note: This section is intended for use by the system administrator only.

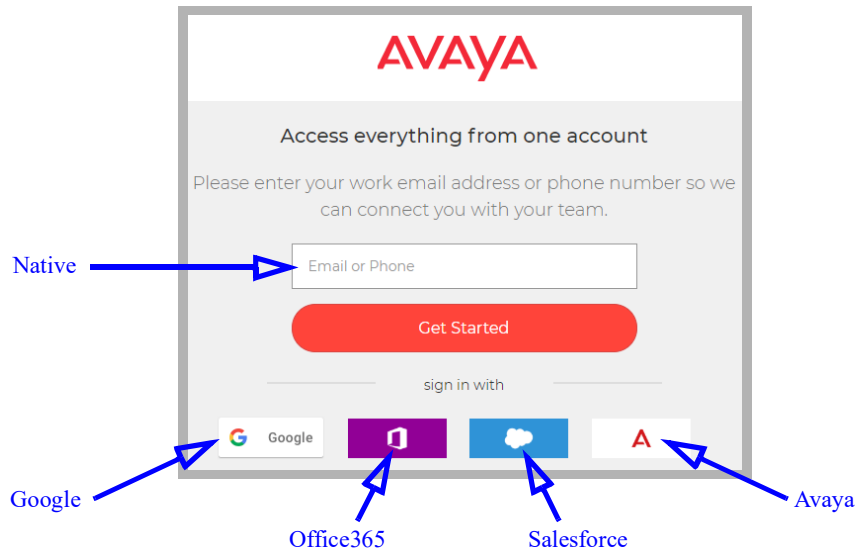
Logging into Avaya Spaces™, by default, offers several sets of credentials to the user. People can login to Spaces using any of the following credentials: Native, Google, Microsoft Office 365, Salesforce, and Avaya. The administrator can create a security policy to disable one or more of the login options.

Note: Additional licenses and accounts may be required for each login option. For example, you need a licensed Salesforce account to use Salesforce credentials for Avaya Spaces.

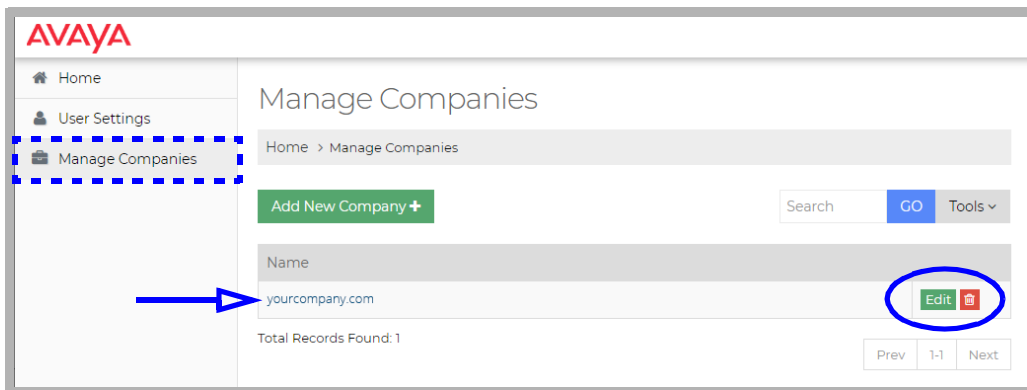
Allowed Login Methods

By default, all of the login options are enabled. To disable one or more sets of credentials, use this procedure.

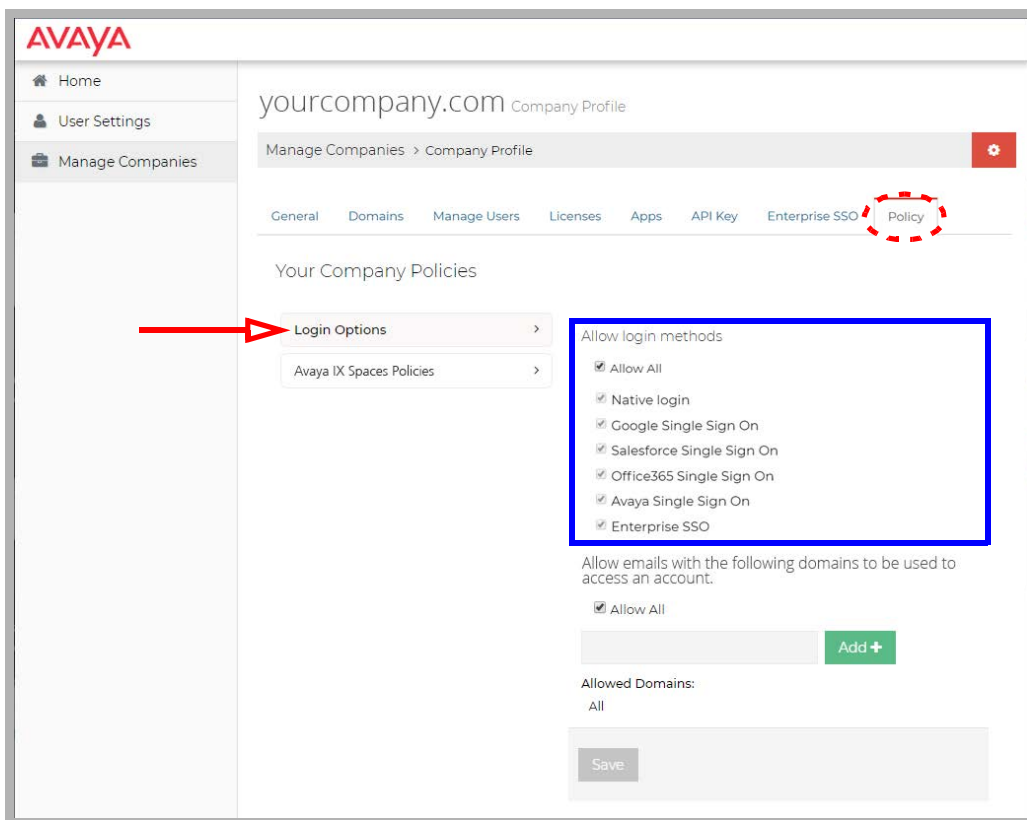
1. Open a browser and go to accounts.avayacloud.com. Login using your administrator account credentials.



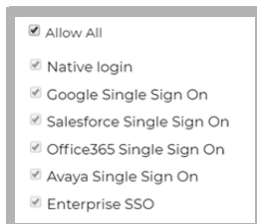
- From the dashboard, open **Manage Companies** and select the company to edit.



- Go to the **Policy** tab, and open **Login Options**.

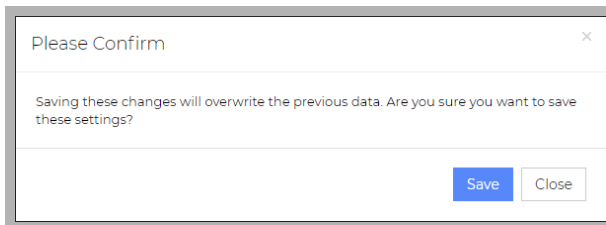


- By default, Allow All is enabled, meaning that all credentials are accepted. To set a different policy, uncheck **Allow All**, then disable all of the credentials you do not want clients to be able to use to access Spaces.



Caution: At least one login method must always be enabled for the company.

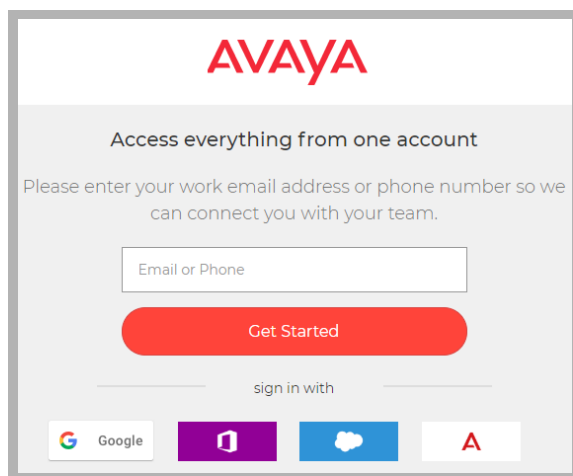
5. When ready, click **Save**. At the prompt to confirm the new policy settings, click **Save** again.



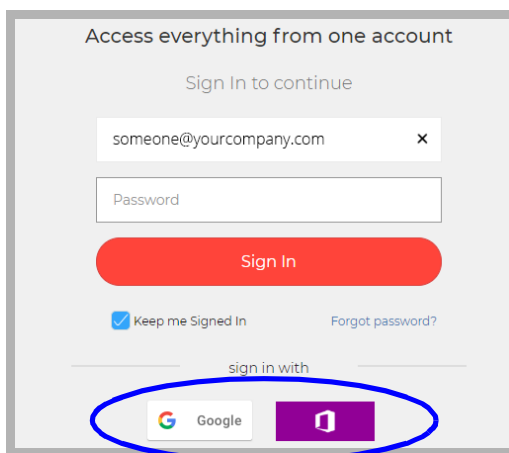
Once the policy has been saved, users will no longer be able to use the disabled credentials to access Avaya Spaces.

Logging In with Disabled Credentials

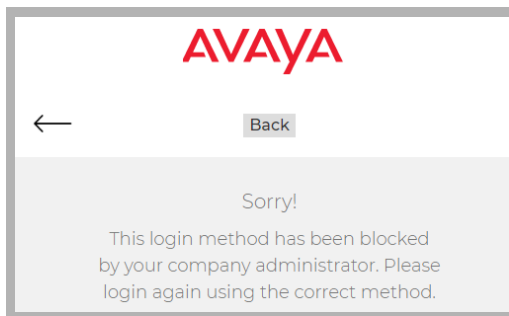
When users go to **spaces.avayacloud.com**, all login options are still enabled as the system does not yet know which company's policy to apply.



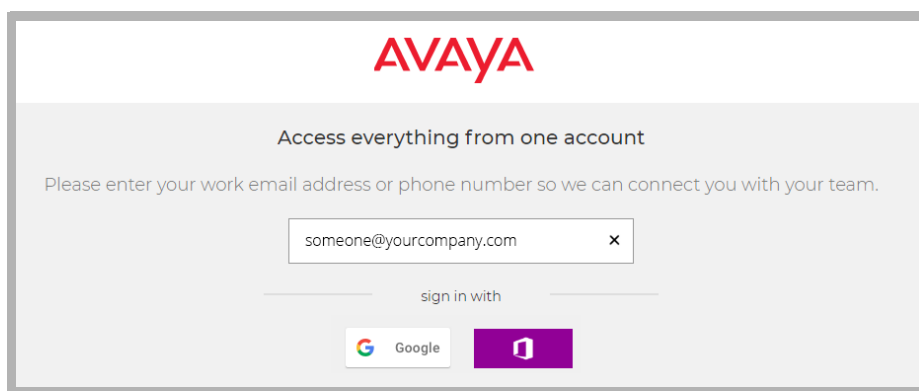
Once a user enters an email address in the field provided, the system will remove the icons for all disabled options based upon that company's domain policy settings.



If a user does not enter an email address, and then attempts to use credentials that have been disabled by policy, they will still be asked to enter their username and password (i.e. for Salesforce) for verification. However, when the authorization returns to the accounts.avayacloud.com server, it will be rejected by policy and an error will be displayed.



If a user enters an email address into the field provided and **Native** logins have been disabled, the option to enter a password and the Sign In button are removed, requiring the user to login using approved credentials.

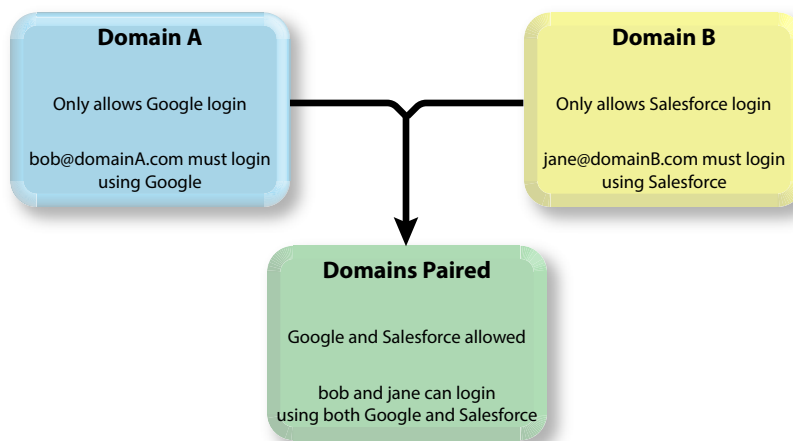


Allowed Domains

All users from a particular domain attempting to login to an app are subject to the policy rules set-up by their administrator as shown above. The administrator can pair other domains with this one to allow users to authenticate using the credentials allowed by either domain.

For example, if Domain A only allows its users to authenticate with Google, and Domain B only allows Salesforce credentials, once paired, users from either domain will be able to login using either set of credentials. The allowed login methods from each domain are combined.

The user must have an account on the authorizing platform / application before they can use those credentials to login. For example, to use Salesforce credentials, the user must have a Salesforce account.

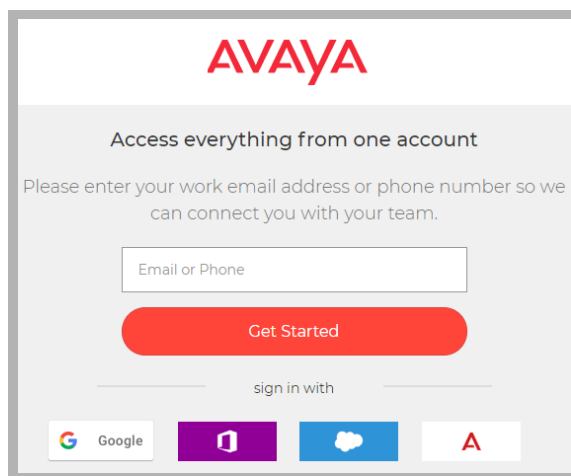


Note: If one of the domains allows all login methods, then both domains will allow all login methods.

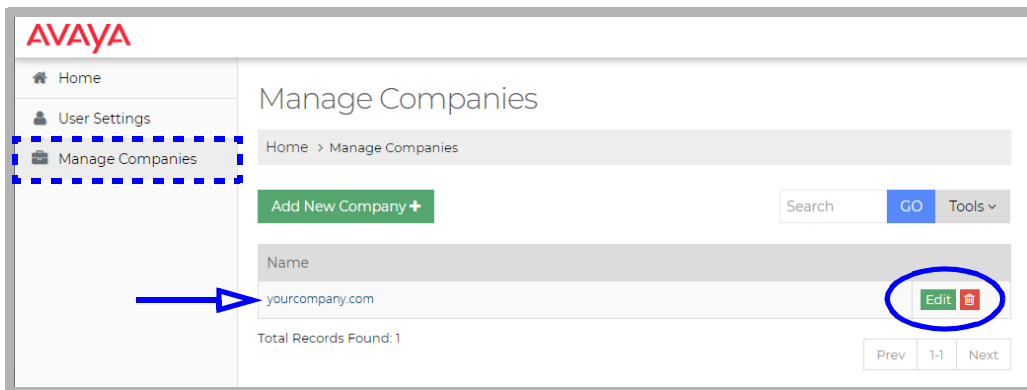
Caution: Consider the issue carefully before pairing 2 domains as it can become complicated if the domains are ever separated. Users from both domains will have new email addresses created for the disconnected domain.

Linking Domains

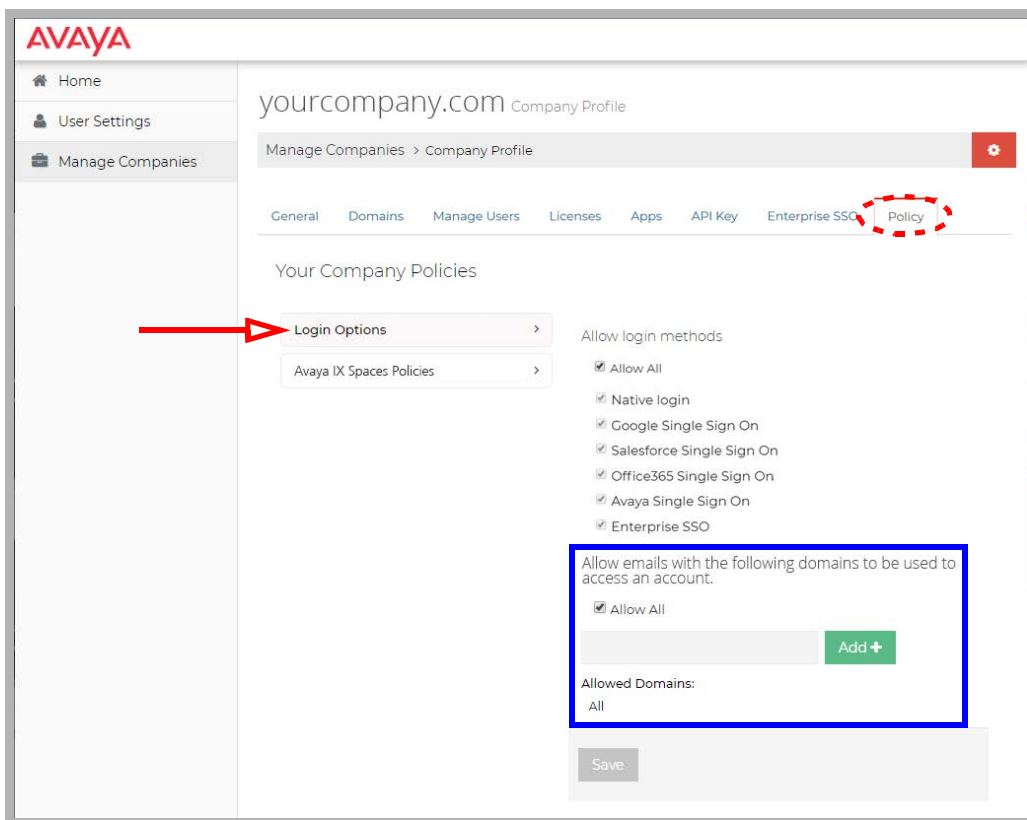
1. Open a browser and go to accounts.avayacloud.com. Login using administrator credentials for the domain.



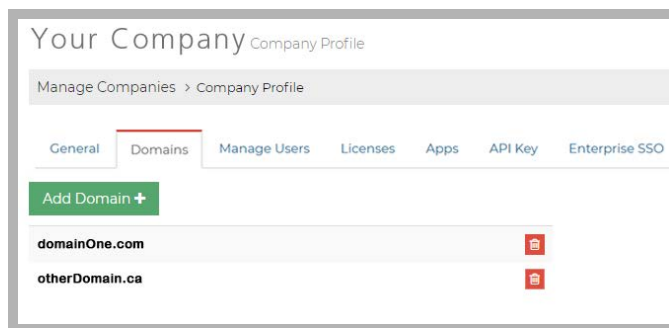
- From the dashboard, open **Manage Companies** and select the company to edit.



- Go to the **Policy** tab, and open **Login Options**.

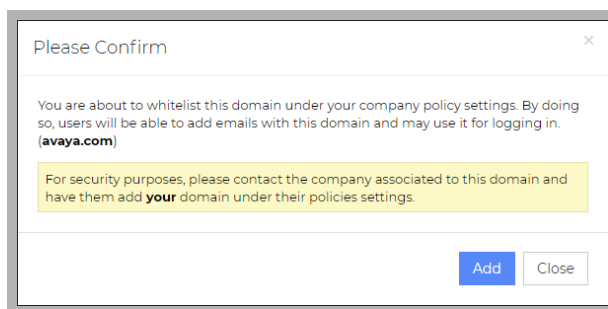


4. When **Allow All** is enabled for **Allow emails with the following domains**, the domains that use the login methods configured by the administrator are those already defined for the company under the **Domains** tab.

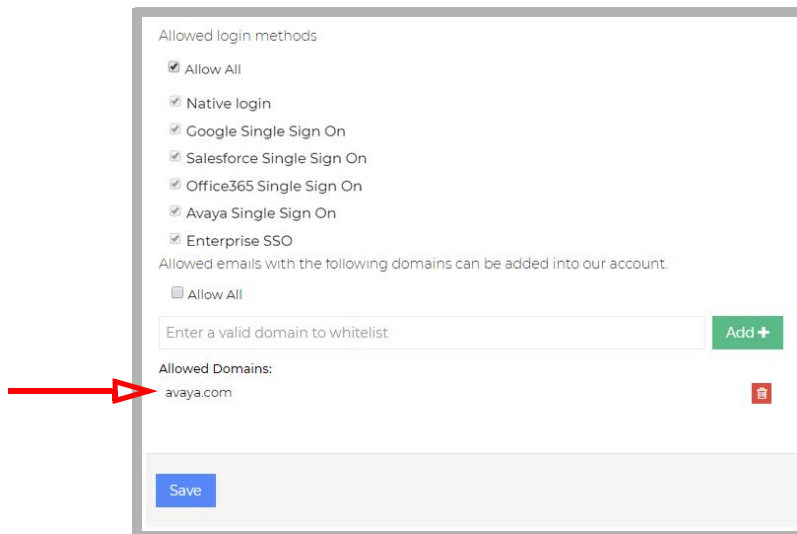


Disable **Allow All**. In the space provided, enter the name of another domain to share login methods with, then click **Add**.

When prompted, click **Add** to confirm the change.



5. When ready, click **Save**.



6. The admin for the other domain must also follow steps 1-5 for their domain.

Important! If the administrators for both domains do not follow this procedure, then the pairing will not occur. Both domains must accept the pairing or the procedure will fail.

Note: One domain can be paired with any number of others. The administrators for both sides of the pairing must add the domain of the other or the sharing cannot occur. Each pairing is a **one-to-one** relationship and has no affect on any other pairing involving either domain.

APPENDIX C: DATA CENTERS

Avaya Spaces Data Centers

Avaya maintains data centers in the following locations.

Region	Data Center Location
North America - Central	Council Bluffs, Iowa, USA
North America - West	Los Angeles, California, USA
North America - East	Moncks Corner, South Carolina, USA
North America - North East	Montreal, Quebec, Canada
Europe	Eemshaven, Netherlands
Europe - Central	Frankfurt, Germany
Europe - West	London, England
Asia	Jurong West, Singapore
Asia - South	Mumbai, India
South America	Sao Paulo, Brazil

APPENDIX D: REVISION HISTORY

Date	Change Summary
2 March, 2017	Initial GA document release.
4 April, 2017	Included Chrome Extension.
5 May, 2017	Added chapters for the Outlook add-on and the Outlook plug-in features.
4 August, 2017	New admin menu items added. Redesign of the UI has been included.
6 October, 2017	Updated UIs with recent changes. Added chapters for Microsoft Office 365 and Outlook integration.
14 December, 2017	Clarified and added pop-up notification images.
20 April, 2018	Added support for Microsoft Teams. General update.
19 June, 2018	Rebranded to Avaya Spaces. Included instructions for Public Spaces.
30 October, 2018	Updated the company and domain setup section. Expanded upon bulk user imports via CSV.
31 January, 2019	Revised the installation for the O365 add-in. Rebranded Zang Spaces to Avaya Meeting scheduler. Incorporated the Slack integration document into its own chapter.
20 February, 2019	Release of v2.0. Added Security Overview chapter.
18 March, 2019	Updated for new User Interface. Included Public Spaces and Personal Meeting Rooms.
15 April, 2019	Added appendix for Security Policy through accounts.zang.io.
6 June, 2019	New device selection feature (microphone, speaker, camera). Full screen video as default. More UI updates.
5 July, 2019	Added Option to delete a space, and to Hide or Delete a Direct Message contact.
19 July, 2019	A new app that enables integration natively from within MS Teams was added. This is in addition to the Chrome extension.
22 October, 2019	Rebranded to Avaya IX Spaces
6 January, 2020	Added Network Quality Meter, Zoom function for screen sharing, and the Unread Messages indicator. Removed AMS video setting and other references. Changed IX Spaces plug-in references to Avaya Agenda. Updated icons for Teams integration. Reworked network requirements under Security Overview.
16 January, 2020	Included new feature for Message Retention.

Date	Change Summary
9 March, 2020	Added note requiring avayacloud.com to be added to a site's white list. Removed IX from the Avaya Spaces.
13 March, 2020	Clarified the rights assigned to Guests of a Public Space. Create and delete are not allowed. Only view.
16 March, 2020	Removed requirement for Screen Sharing to install an add-on to Chrome. It is now native. Revised screen sharing.
18 March, 2020	Added hosts and port ranges to network requirements that increase capacity. New table listing supported languages.
31 March, 2020	New feature added: event recording.
6 April, 2020	New feature added: integration with Avaya IX Collaboration CU360 conference room web cam.
13 April, 2020	Added Feature comparison table.
27 April, 2020	Updated the call controls in the Mobile app video conference screen. New Password feature to ensure meeting security. Private Meeting room setting added.
1 May, 2020	Added support for MS Edge 81 and later.
5 May, 2020	Removed "Auto Accept Meeting Invitation" from User Preferences.
27 May, 2020	New feature provides optimized servers for large spaces (>250 attendees). The Avaya XT conference room system is now supported. Updated the Network Access Requirements.
10 June, 2020	Rich text formatting (bold, italics, underline, etc.) of chat messages and descriptive text (i.e. for Post descriptions) is supported. Updated the CU360 and XT device integration sections.
16 June, 2020	Included list of domains for the required network access components.
13 July, 2020	Added new Guest flow for people without an account. Updated Mobile chapter with new UI elements. Updated network port requirements.
23 July, 2020	Updated the supported browsers table.
18 August, 2020	Updated the bandwidth requirements table.
20 August, 2020	Added the video guide links in chapter one.
28 August, 2020	Added more IP addresses to the Network Access Requirements table.
29 September, 2020	Avaya Spaces on a Citrix system is supported. New Dark Theme added. Indicator for when people are typing in Chat. Enhanced Meeting Cards. Created a new panel showing available Keyboard Shortcuts. Notification of recordings now shows who started the recording and who has stopped it.

Date	Change Summary
21 October, 2020	The local user can now see their own network performance meter. The space admin can now select a layout for the meeting that all users will see. These are: Auto, Concert, Grid, Lecture and Lecture Panel. Many changes to the User Interface and the icons have also been made.
22 October, 2020	Avaya Spaces can now be used directly from the desktop without the need for a web browser. This allows people who do not use a supported browser to use Spaces.
2 November, 2020	You can now mute other people when in a Direct Messaging space.
17 November, 2020	Included a list of the Avaya Spaces data centers for reference. New note regarding Screen Sharing on older versions of Google Chrome (<v72) not supported. Updated file sharing limitations for the different license levels.
26 November, 2020	Modified User Preferences with Light/Dark mode, removing Blue/Orange.
17 December, 2020	Added new pre-meeting invitation flow. When opening/joining a video meeting, you are asked about your microphone, camera and speaker preferences.
19 January, 2021	Updated the landing page for the Avaya Spaces training video.s
2 February, 2021	Removed Safari from the list of supported browsers.
10 February, 2021	Updated Network Access Requirements.
2 March, 2021	Modified security requirements with a list of IP Addresses that can be white listed if necessary. New Mute All / Raise Hand feature added. Noise reduction in controlled introduction.
12 March, 2021	File upload limits for Power Users have been increased to 2GB per file.
15 March, 2021	Added new commands to the keyboard shortcuts table.
31 March, 2021	New Digital Calling features included: Direct Message calling and Chrome Extension Digital Calling. Removed no longer used Network Access Requirements IP Addresses.
7 April, 2021	Noise removal no longer in controlled release, now GA. Refined digital calling feature naming and organization.
9 April, 2021	Added minimum hardware requirements / prerequisites. Revised list of supported languages.
13 April, 2021	Tweaked call controls to cover the Leave / Hang Up buttons for admins and members / guests.
26 April, 2021	Notification (new icon) when your camera is already in-use by another application. Updated layout for User Preferences.
3 May, 2021	Updated Hang Up and Leave functions and UI.
10 May, 2021	Added links to video tutorials to the title page.
20 May, 2021	Copy and paste text into chat messages using the right-mouse button. Admins to a space can remove a non-admin from the space. They are removed from the roster and must be added again to rejoin.

Date	Change Summary
23 June, 2021	Updated the Digital Calling chapter to include support for Avaya IP Office. Added note on how to purchase Avaya Spaces licenses.
29 June, 2021	Added more details on configuring and using Spaces Digital Calling.