AVAYAspaces™

GETTING STARTED
MAKE THE MOST OF
AVAYA SPACES™

Takeaways

Sign up for a free account. Use Google Chrome or Mozilla Firefox to access Spaces—don't forget to allow Spaces to access your microphone and camera (if you'd like to use video and/or voice chat). It will pop up near your address bar, the first time you create or join a space.

Create different spaces for different projects or work teams. You can invite teammates from within your organization or anyone else (as long as you have their email). Make sure you give them the appropriate level of access by assigning them as an 'Admin,' 'Member,' or 'Guest.'

Assign tasks to your space for things that need to get done. You'll be able to track and update tasks that you assign or are assigned to you from within Spaces.

You can access Spaces anywhere, anytime. **Download the mobile app on iOS or Android.**
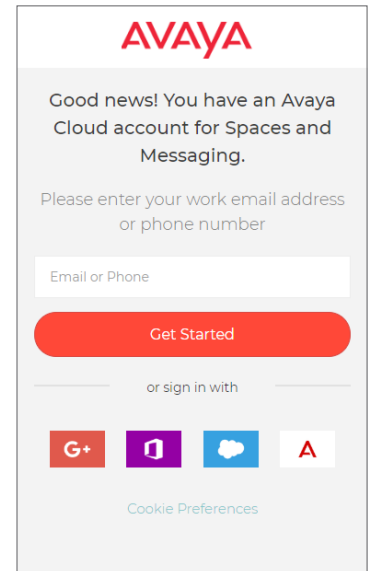
Sign Up

Avaya Spaces™ is a team collaboration and meeting tool that centralizes voice, video, messaging, sharing, and task management into one place— your browser! It's for anyone or any team that thrives in smaller working groups and needs an easy way to host meetings and manage getting work done.

Registering for a Spaces account is free and all it takes is visiting our **signup page**. Just enter your email into the 'Create an Account' area.

Now, check your inbox for an email that details how to complete the signup process (we really just need to confirm that you're not a robot!).

Once, you're done, you'll be taken directly to your Spaces account. Wow, that actually was pretty easy.

Anyways, also make sure to check your inbox for a welcome email—it details everything you'll need to know to get started using Spaces.

AVAYA

Good news! You have an Avaya Cloud account for Spaces and Messaging.

Please enter your work email address or phone number

Email or Phone

Get Started

or sign in with

G+ ◻ 💬 A

Cookie Preferences

Sign In

After you've signed up, it's time to log in to Spaces! There's a few ways to do this, but they all rely on visiting: spaces.zang.io.

Now, the first time you sign up for an account, you'll be taken directly to Spaces, so make sure to bookmark that URL. Although, if you didn't do that, you can also follow the link in your welcome email. These links will take you to the app or to the login page, depending on whether or not you're already signed in.

Let's take a quick look at what it takes to sign in to Spaces.

First, you have to be logged out and then visit spaces.zang.io. You'll notice a few different options for logging in to Spaces. You can log in with existing credentials from other apps (Google, Office 365, or Salesforce).

Or, towards the bottom, you can enter the email and password for Spaces account that you've already created. Enter the email address you used to sign up (the one where you received the welcome email) and the password you created, also during the signup.

If you'd like to save your credentials, check 'Keep me logged in', otherwise you may have to re-enter your credentials between sessions.

AVAYA

Good news! You have an Avaya Cloud account for Spaces and Messaging.

Sign In to continue

amandaz@zang.io ✕

Password

Sign In

☑ Keep me Signed In   Forgot password?

or sign in with

G+ ◻ ☁ A

Cookie Preferences

Spaces

Starting a conversation is as simple as creating a space. In fact, the first time you start using Avaya Spaces, you'll be asked to create one. All you've got to do is name the space and then invite participants by entering their email addresses.

It's important to note that you can set different permissions for each participant, based on what type of actions you'd like for them to be able to take within your space. They're listed below:

Admin - An admin has the same type of access to a space as the person that initially created it. This means that on top of being able chat (via text, voice, or video), they can also share files, create/assign tasks, and most importantly, modify the permissions of other participants.

Member - A member has the exact same permissions as an admin (detailed above), but with one important difference—they don't have the ability to modify the permissions of other participants. This means that they cannot invite new members, change their permissions, or remove other participants from the space.

Guest - A guest is able to chat via text, voice, or video, but not able to share files via the 'Posts' tab, create/assign tasks, or modify the permissions of other participants.
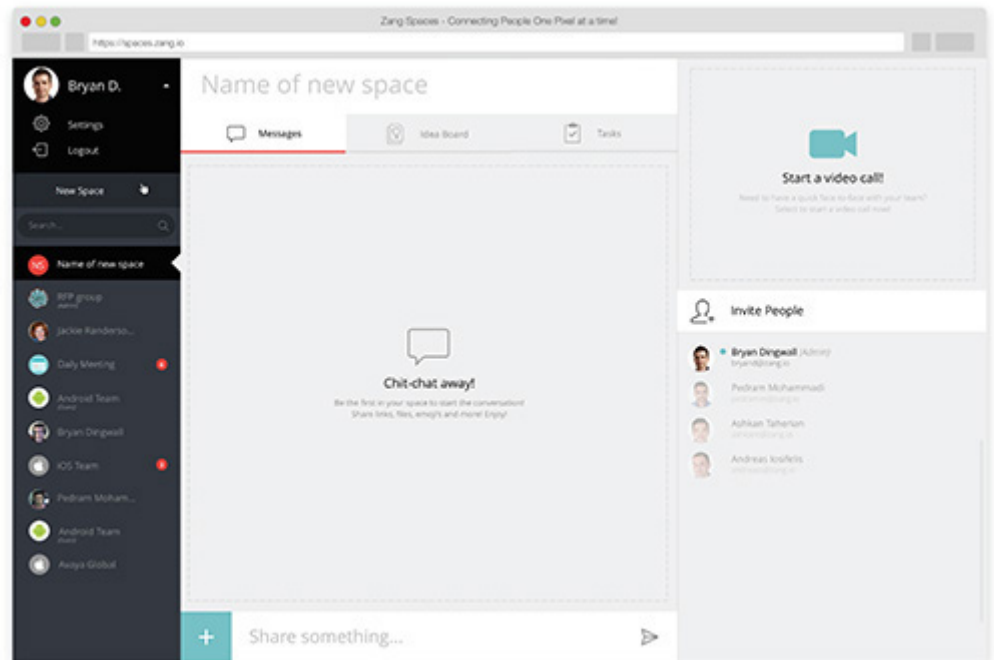
Next, once you've created the space, you can modify group membership at any time from within the same space. As an admin, you're able to invite new participants (from within your team and from outside your organization) or modify the permissions of existing members. If you're curious who's currently online in the space, you'll see a blue dot beside their name and if they're offline, their name will be 'grayed out.'

This view is also where you can find a direct link to the space, so you could add that link to your next calendar invite and since the space is persistent, it'll be there whenever you need to use it.

This view is also where you can find a direct link to the space, so you could add that link to your next calendar invite and since the space is persistent, it'll be there whenever you need to use it.

You're not limited to one space either, you can create multiple spaces to cover different projects, topics, or teams. All it takes is clicking 'New Space' along the left menu bar. You'll also be able to see a list of all your current spaces, with the ability to search among them.

If there's a space you visit frequently, then go ahead and 'favorite' it, so it becomes easier to spot. You can do this by navigating to the top right of a space and clicking the 'star' icon.
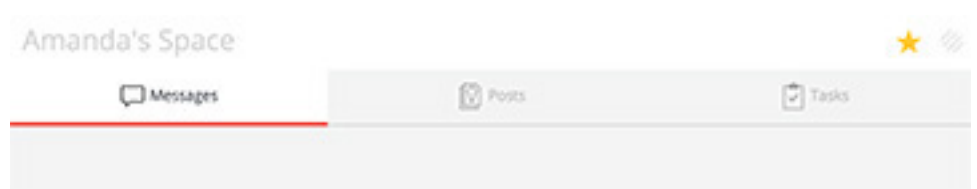
Also, right next to the 'star' icon are your space settings. This is where you can rename your space or disable/enable your notifications for that space. These notifications will let you know when people send messages, share their screen, post files, and much more.
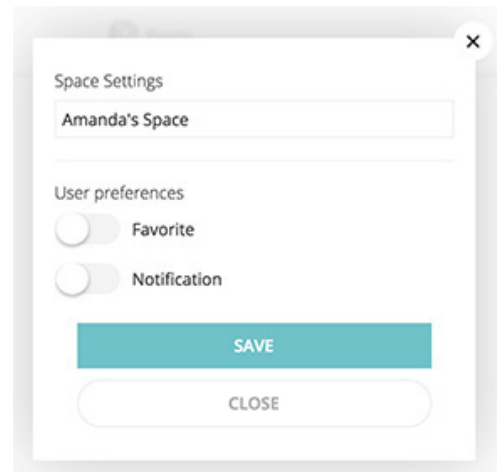
Next, just below the list of your spaces (along the left side of the app), you'll notice an area called 'People'. This is where you can direct message others in your organization. Click the '+' to search, then begin a chat and message each other privately, regardless of what space you're currently in.

You can privately share documents and even escalate you chat with audio/video. If you ever need to pick up the conversation, just click on their name under 'People'.

Finally, we support the ability to visit and contribute to a space while you already meeting over voice/video in another space.

I know... just bear with me! If you're hosting a voice or video meeting with people in one space, but you need to find a document or chat with someone in another one of your spaces, then click the space you want to enter (from the left menu bar) and you'll be able to multitask between spaces.
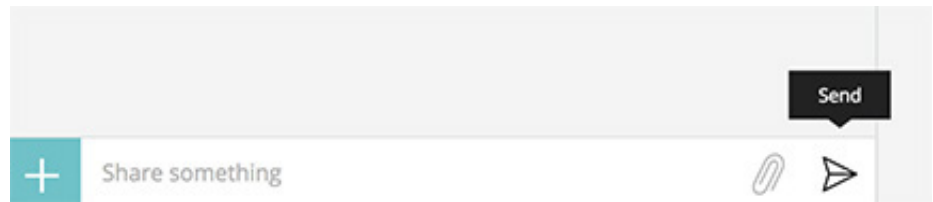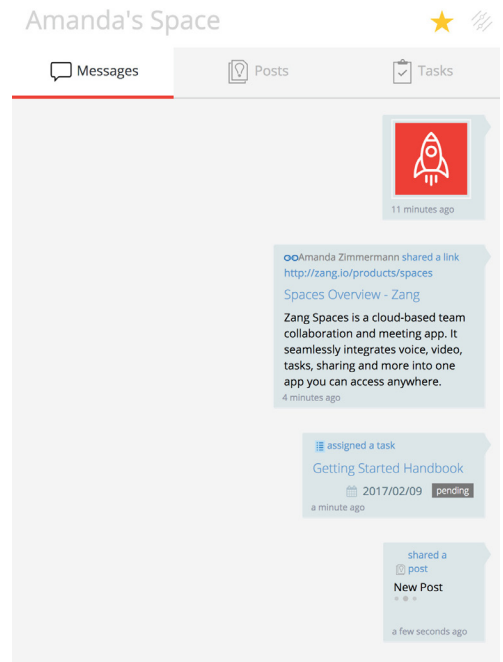
While you're meeting in one space, opening another space will create a pop-out towards the bottom of your screen. This view enables you to chat, post files, and create tasks, without having to juggle spaces or having to awkwardly leave a video meeting, just to find a doc.
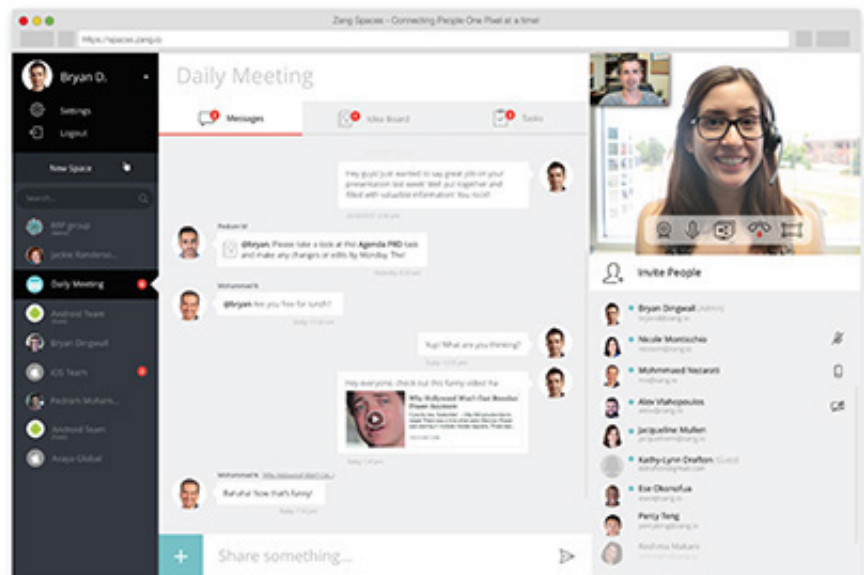
Messages

The 'Messages' tab is the first thing you, the first time you enter a space. It catalogues the entire public conversation for that space, including general messages, task progress, and any ideas or files that were shared.

Sending a message is done by typing your thoughts in the area labelled 'Share Something.' Attaching files to your posts can be done by clicking on the paperclip icon and selecting something to share from your device. The plus icon (+) is where you can post ideas or assign tasks— clicking on either of these options opens a new menu where you can drag and drop files, add descriptions, and in the case of 'tasks,' assign them to individuals and attach due dates.

Amanda's Space

Messages   Posts   Tasks

11 minutes ago

∞Amanda Zimmermann shared a link
http://zang.io/products/spaces
Spaces Overview - Zang
Zang Spaces is a cloud-based team collaboration and meeting app. It seamlessly integrates voice, video, tasks, sharing and more into one app you can access anywhere.
4 minutes ago

assigned a task
Getting Started Handbook
2017/02/09 pending
a minute ago

shared a post
New Post
a few seconds ago

Send

+ Share something

Finally, you can direct message people in your organization from the 'People' area towards the bottom left of the app.

Just search for people by their name or email address and start chatting privately, regardless of what space you're currently in.
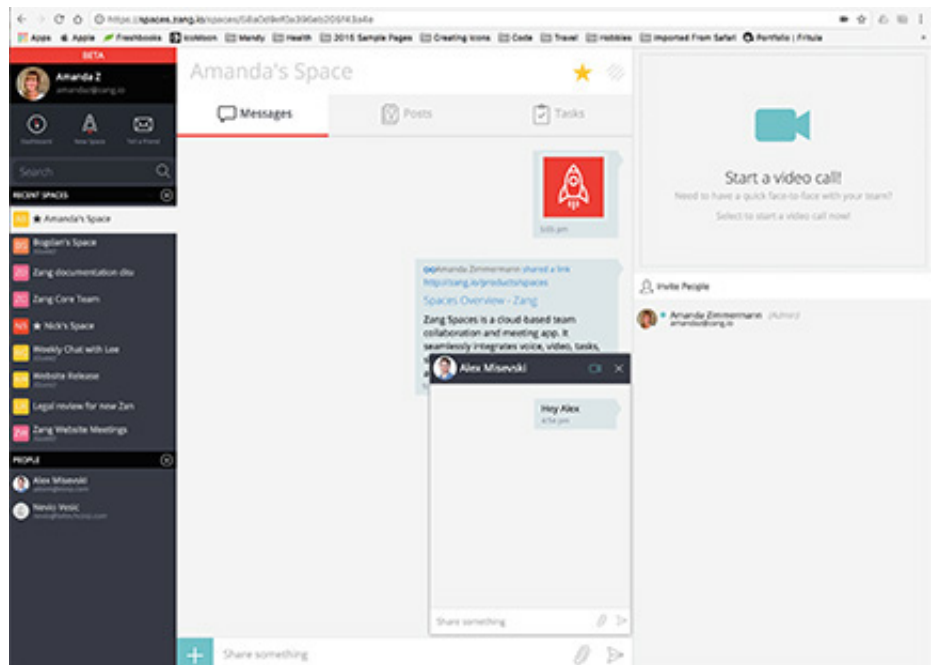
Voice + Video

It's recommended that for an individual wanting to use voice and video capabilities, you do so by accessing Spaces from within a Google Chrome or Mozilla Firefox web browser.

The first time you enter a space, your Chrome or Firefox browser will launch a pop up near the top of your screen (where the address bar is located) asking for access to your device's microphone and video camera. You'll need to allow this access, in order to use the voice and video features within Spaces.

Next, when you create or join a space, your video feed will begin by default and you'll also be able to see/hear everyone else that also has enabled the video and/or voice chat functionality. Whenever you hover over the video, you'll find options to disable/re-enable your camera and microphone, hang up, or even share your screen [1].

---
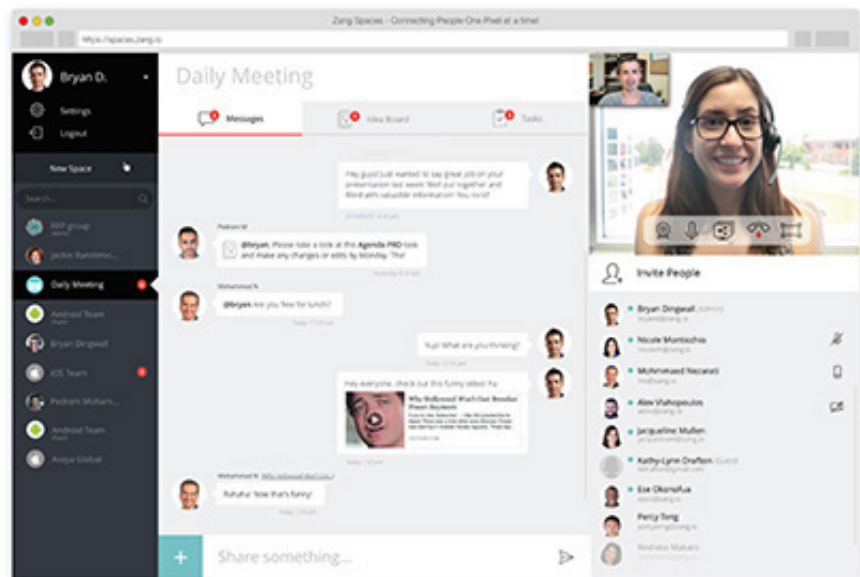
[1] Currently only available via the Chrome browser or Spaces mobile apps.
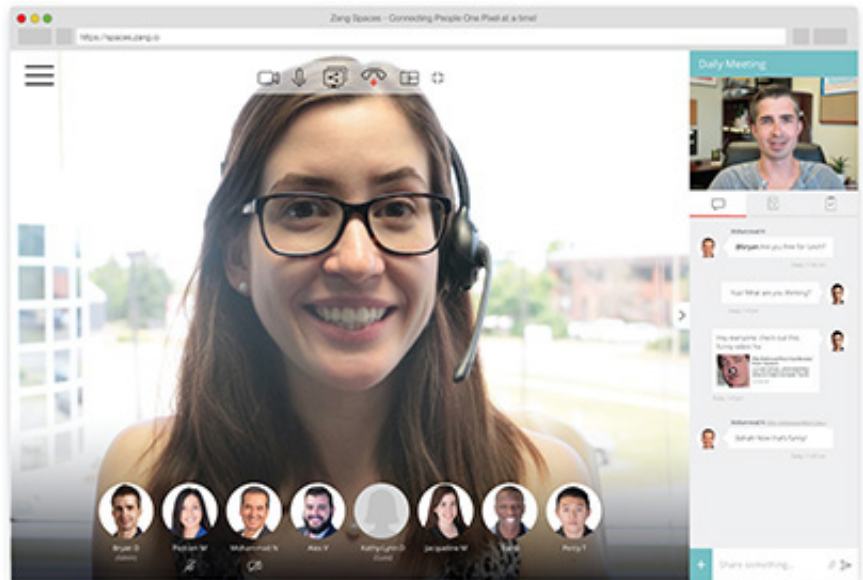
The last option is called 'Expand video' and enables an alternate view, where video becomes prominent and the chat menu shrinks. It's another way to see Spaces and you can swap behind this view and the default view any time you'd like!

HANDY KEYBOARD SHORTCUTS

- Enable/disable video with Ctrl + Shift + V
- Mute/unmute audio with Ctrl + Shift + A
- Share your screen/stop sharing your screen with Ctrl + Shift + S
- Hangup with Ctrl + Shift + H
- Expand video with Ctrl + Shift + E

Sharing

Sharing is caring, so show your teammates you care by sharing files and documents from within Spaces. From the 'Messages' view, you can share documents by attaching them to your comments. They'll show up as regular messages and can be accessed by everyone else in the space.

You can also share your screen while you're chatting over video—just enable it by hovering over the video chat and clicking 'Share Screen.'

Next, the 'Posts' view is where all the documents and files are housed—the ones shared by you and your teammates. Clicking on any of the posts enables you to make comments, download the file, or attach more items, perhaps a revised version, if you're editing a document.
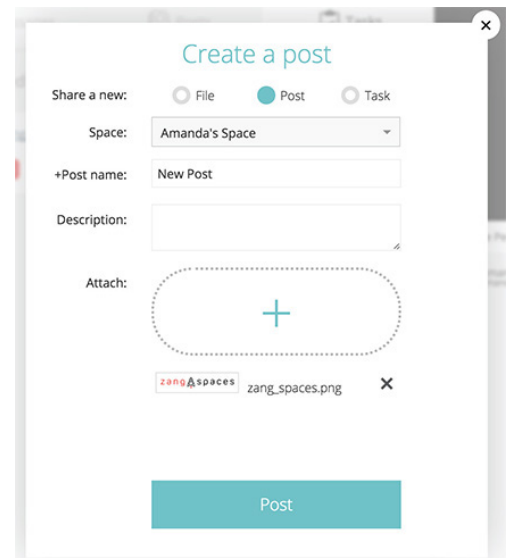
Tasks

Tasks are simply things that need to get done and Spaces enables you to assign tasks to other members of your space. From the 'Messages' view, you can assign tasks, which will show up as regular messages and at the same time this action will email the person(s) that the task was 'assigned to' with an update.

Tasks can also be managed via the 'Task' tab. From here you can assign tasks for individuals, as well as determine due dates, make additional comments, and post related documents. This view also enables you to manage the tasks that are assigned to you. All it takes to notify others of your progress is updating the status of the item as you complete it.

We recommend you use 'Tasks' to track items that need to get done among your team members or as the result of a meeting. It's an easy way to merge your individual 'To- Do' lists into one, simple view that's shared between teammates.
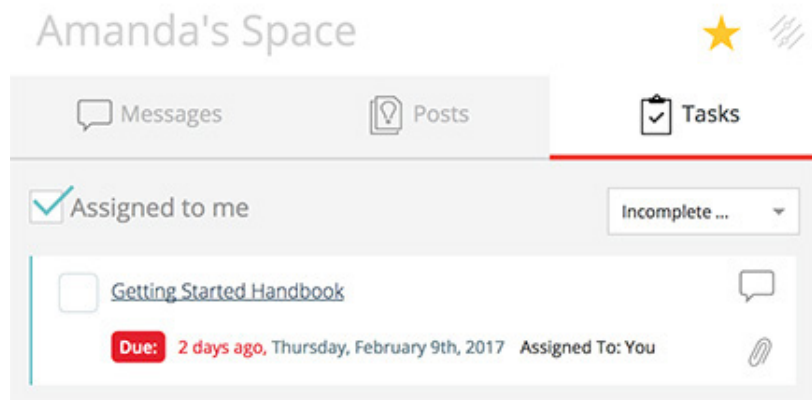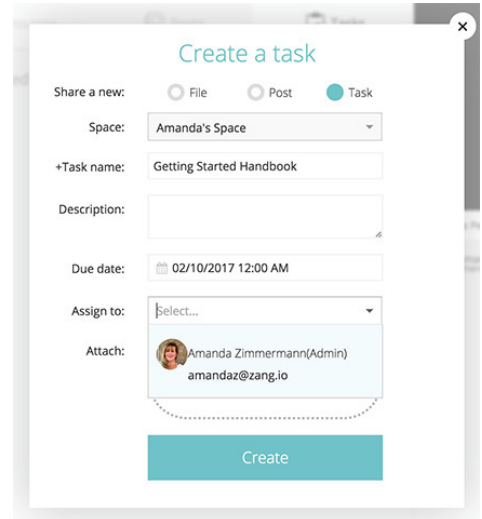
Mobile

You can download the Spaces mobile apps on iOS or Android for free. This means you can access Spaces on your laptop at work, your tablet at home, your phone on-the-go, or even from the dark depths of outer space (well, that last one could be an exaggeration).
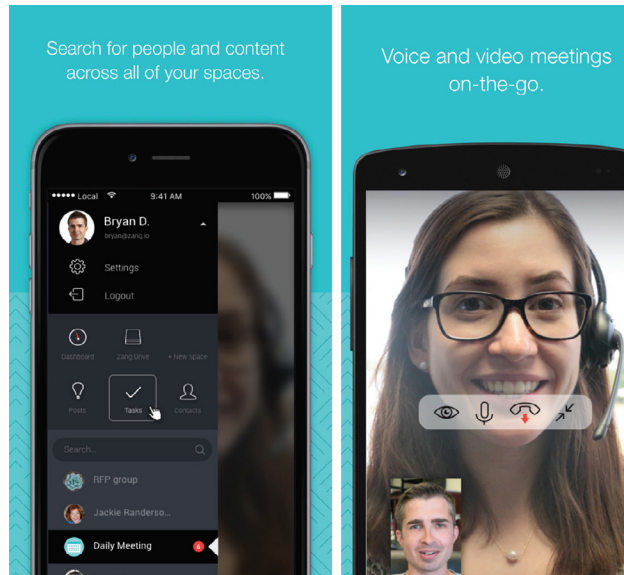
Once you've downloaded the app, log in with your Spaces account details and you can pick up from exactly where you left off on your computer. The mobile app enables you to chat, meet over audio and video, create tasks, and post docs, just like you can from a computer.

Learn More

Visit: **Avaya.com/spaces**

About Avaya

Avaya is a global leader in digital communications software, services and devices for businesses of all sizes. Our open, intelligent and customizable solutions for contact centers and unified communications offer the flexibility of Cloud, on-premises and hybrid deployments. Avaya shapes intelligent connections and creates seamless communication experiences for our customers, and their customers. Our professional planning, support and management services teams help optimize solutions, for highly reliable and efficient deployments. Avaya Holdings Corp. is traded on the NYSE under the ticker AVYA. For more information, please visit www.avaya.com.

Provide feedback for this document