



Using Avaya Spaces

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Chapter 1: Introduction

Purpose

This document provides detailed information about using Avaya Spaces. It includes the following information:

- Navigating the Avaya Spaces interface, which you can access on your computer or from the mobile application.
The desktop application will no longer be supported as of August 30, 2023. Avaya recommends using the Avaya Spaces web interface.
- Managing user preferences, settings, and account information.
- Using My Meeting Room, group spaces, and direct messaging spaces.
- Managing meetings and accessing recordings.
- Working with chat, posts, and tasks.
- Using Avaya Spaces Calling to make audio calls.
- Scheduling meetings with the Avaya Spaces Meeting Scheduler add-on for Microsoft Outlook.
- Interoperability with other devices and applications.

This document is intended for end users and does not contain information about company or system administration tasks. For more information about company administration and other advanced administration tasks, see [Administering Avaya Spaces](#).

Guidelines for using this document and the Avaya Spaces articles

Short Avaya Spaces articles are also available on the [Avaya Documentation Center](#). You can use the articles to quickly get started with Avaya Spaces. Use this document if you need more detailed usage information or if the articles do not cover the task you need to perform.

Related links

[Documentation](#) on page 214

Avaya Spaces articles

The following tables list new, heavily restructured, and obsolete articles. Articles with minor updates are not listed. Most articles undergo minor changes in each release.

New articles

Article name	Publication date	Notes
Working with direct digital and audio calls on the Avaya Spaces web interface or desktop app	January 2022	This article describes how to make one-on-one calls using Avaya Spaces.

Restructured articles

Article name	Modification date	Notes
Working with the Avaya Spaces Meeting Scheduler add-on for Microsoft Outlook	April 2022	Change in scope. This article describes how to install and use the Avaya Spaces Meeting Scheduler add-on. It no longer includes information about old add-ons.
Working with Avaya Spaces Meetings	August 2022	This article has been reorganized.

Obsolete articles

Article name	Discontinuation date	Notes
<i>Types of spaces</i>	January 2022	The article is redundant. Similar information is covered in other articles.

Change history

This section outlines the key changes for recent versions of this document:

Issue	Date	Summary of doc changes
Issue 31	March 1, 2024	<ul style="list-style-type: none"> Updated Spaces panel and dashboard layout on the web interface on page 21 with information about notification bubbles and tagged notifications in a space. Added Replying to a chat message and viewing the thread on page 178. Replies are not supported on the Avaya Spaces mobile app. Updated the chat layout image and various other minor edits throughout the document.
Issue 30	August 30, 2023	<ul style="list-style-type: none"> Added Avaya Spaces desktop application deprecation on page 14. The desktop app is no longer supported as of August 30, 2023. Removed key desktop app content, including information about downloading the app, upgrading the app, and unique features. Removed information about integrating a B1xx series device with the Avaya Spaces desktop app to control calls. Updated related video links.

Chapter 2: Getting started with Avaya Spaces

Avaya Spaces is a cloud-based solution designed for team collaboration. With Avaya Spaces, you can work anywhere using a computer or mobile device. Avaya Spaces provides access to a personal meeting room, direct messaging, and group spaces for team collaboration. It integrates multiple forms of communication, such as voice calls, video conferencing, and chat.

You can set up as many group spaces as you need to collaborate with your team. You can have meetings, chat with your team, share content, create posts, and manage tasks. You can invite people to a group space as guests, members, or admins.

Use a direct messaging space for instant one-on-one or group chat conversations and calls. From a group direct messaging space, you can start a meeting with the people in the direct messaging space. From a one-on-one direct messaging space, you can make a digital call or call the other person's phone number with the Avaya Spaces Calling feature.

You can synchronize Avaya Spaces with your Microsoft Outlook (Office 365) and Google calendars to see upcoming meetings for the day on the Avaya Spaces dashboard. You can also use the Avaya Spaces Meeting Scheduler add-on to schedule meetings or manage your spaces from Microsoft Outlook.

 **Note:**

Your license affects the features you can access in Avaya Spaces. For example, calendar synchronization and Avaya Spaces Calling are not available with the free Essential license. Some features, such as the option to record calls or use the A.I. Immersive sharing mode, are only available if the space owner has a Power license.

Related links

[Feature comparison for each license type](#) on page 42

[Avaya Spaces overview \(video\)](#)

Options for accessing Avaya Spaces

You can access Avaya Spaces using the web interface or an Avaya Spaces application.

Browser access

You can access the Avaya Spaces web interface from a computer. In your browser, navigate to <https://spaces.avayacloud.com/>.

You can join Avaya Spaces meetings from your Google Chrome web browser in a Citrix virtual desktop environment. Use Browser Content Redirection (BCR) for optimal audio and video quality. Work with your administrator to configure Citrix integration and BCR. For more information about Citrix configuration, see [Administering Avaya Spaces](#).

Mobile application

If you want to use Avaya Spaces on a mobile device, download the Avaya Spaces mobile app. If you are using an Android device, you can download the mobile app from the Google Play Store. If you are using an iOS device, download the mobile app from the Apple App Store.

You can use Siri on iOS to perform common actions. This functionality is not supported with Google Assistant on Android. For more information about using Siri with Avaya Spaces, see [Siri support for the Avaya Spaces mobile app on iOS](#) on page 18.

Other supported devices

You can access a built-in Avaya Spaces application on your Avaya Vantage™ device. You can also join Avaya Spaces meetings from other Avaya and third-party devices.

For a detailed list of supported devices, see [Supported Avaya and third-party devices](#) on page 19.

Related links

[Siri support for the Avaya Spaces mobile app on iOS](#) on page 18

[Using the Avaya Spaces mobile application \(video\)](#)

[Managing your space from your Avaya Vantage™ device \(video\)](#)

Avaya Spaces desktop application deprecation

The Avaya Spaces desktop app is no longer supported as of August 30, 2023. For more information, see the *End of Manufacturer Support Notice* at <https://support.avaya.com/css/P8/documents/101086181>.

After the end of support date, you cannot download the desktop app. If you already have the desktop app and choose to use it, some functionality might not work as expected. Avaya recommends using the Avaya Spaces web interface instead.

Information about unique desktop app features has been removed from the documentation.

Supported browsers and operating systems

Supported browsers for the web interface

The web version of Avaya Spaces supports the following browsers:

Windows	Mac OS
<ul style="list-style-type: none"> • Chrome 83 and later • Firefox 77 and later • Edge 83 and later 	<ul style="list-style-type: none"> • Chrome 83 and later • Firefox 77 and later

Supported operating systems for the mobile application

The Avaya Spaces mobile app is available for the following operating systems:

- iOS 12 and later
- Android 6 and later

Some features might not work as expected on older Android and iOS operating system versions. For best results, keep the operating system up-to-date on your mobile device.

Related links

[Options for accessing Avaya Spaces](#) on page 13

Creating an Avaya Spaces account

About this task

You can join an Avaya Spaces meeting as a guest without logging in, but you require an Avaya Spaces account to access other features. Use this procedure to sign up for Avaya Spaces if you do not already have an account.

Procedure

1. Do one of the following:
 - On the web interface, navigate to <https://spaces.avayacloud.com/> to access Avaya Spaces.
 - On the mobile app, click **Sign In or Create Account**.
2. On the Login screen, type your email address in the **Email or Phone** field.
3. To create an account, click **Yes, Sign me Up!**

You will receive a confirmation email from Avaya Spaces.
4. Open the email and click **Confirm** to confirm your email address.

The My Account page opens in your browser.
5. **(Optional)** Upload your photo.
6. Type your first and last name.
7. Set up your password.
8. Click **Create Account** and accept the Terms of Use.

Next steps

After creating an account, log in to collaborate with your colleagues and friends.

Related links

[Creating a new account in Avaya Spaces \(video\)](#)

Logging in to Avaya Spaces

About this task

Avaya Spaces supports various login methods. You can log in using standard Avaya Spaces credentials or Single Sign-On (SSO) credentials.

You must type your email address to see the available login options for your company. Your company administrator can restrict the available login options.

The following image shows an example of the login options that are displayed after you provide your email address. In this example, the login options have not been restricted.



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

The screenshot shows the Avaya Cloud login interface. At the top, there are input fields for 'Email' (johnsmith@example.com) and 'Password'. Below these is a link to the [Terms of Use](#) and a note about agreeing to them. A large red 'Sign In' button is centered. Below the sign-in area, there are links for 'Yes, Sign me Up!', 'Forgot password?', and 'Use Enterprise SSO'. A blue 'Continue' button is visible. Further down, there are social login options: 'Google' (with a G logo), 'Microsoft' (with a purple square icon), 'Avaya' (with a white 'A' on a blue cloud-like background), and a 'Cloud' icon. At the bottom, there is a checked 'Keep me Signed In' checkbox.

Procedure

1. Type your email address in the **Email or Phone** field.
2. Click **Next** or press **Enter** to see the available login options.
3. Log in using one of the available options.

Depending on your company's login policy, you might not see some of these options.

- To log in using your native Avaya Spaces credentials, type your email address and password and then click **Sign In**.
- To log in with Google SSO credentials, click
- To log in with Microsoft SSO credentials, click

- To log in with Salesforce SSO credentials, click .
- To log in with your company's SSO account, click the button under Use Enterprise SSO.
- To log in with your Avaya SSO credentials, click .

If you are using one of the SSO options, you are redirected to the appropriate Login page. Type your credentials to log in to Avaya Spaces with your SSO account.

4. When prompted to confirm your login account, do one of the following:

- If the account listed is correct, click **Continue** to complete the login process.
- To log in with a different account, click **Log in using a different account**.

Related links

[Signing in and out of Avaya Spaces \(video\)](#)

[Activating your company user license \(video\)](#)

Siri support for the Avaya Spaces mobile app on iOS

On an iOS device, you can use Siri to perform common actions, such as sending a message, reading new messages, making a call, or accepting and declining a call in Avaya Spaces. You cannot use Siri to join a password-protected space as a guest.

The following are examples of commands you can use with Siri:

- Hey Siri, using Avaya Spaces, send a message to <space name or colleague's name>.
- Hey Siri, using Avaya Spaces, read messages from <space name or colleague's name>.
- Hey Siri, using Avaya Spaces, call <colleague's name>.
- Hey Siri, using Avaya Spaces, join <space name>.

You can use the Shortcuts app on your device to configure shortcuts, so you do not have to include “using Avaya Spaces” in the command. If you are using iOS version 15.4.1, you must configure shortcuts to join a call or send a message in a group space. With iOS 15.4 and lower or 15.5 and higher, shortcuts are optional. You can still work with spaces without shortcuts as indicated in the examples above.

Adding Siri shortcuts for Avaya Spaces

About this task

This high-level procedure outlines how to configure Siri shortcuts for Avaya Spaces from the Shortcuts app. For example, you can tap + next to the Send Message or Join Space options to configure shortcuts for them. For each shortcut option, you can accept the default shortcut phrase or customize it.

For general information about working with shortcuts, see <https://support.apple.com/en-us/HT209055>.

Procedure

1. On your iOS device, open the Shortcuts app and tap **Gallery**.
2. Tap **See All** and navigate to Avaya Spaces.
3. Tap **+** next to one of the options to configure a shortcut for it.
4. Do one of the following for the shortcut option:
 - Tap **Done** to accept the default shortcut.
 - Tap **Change Voice Phrase** to enter a custom shortcut phrase.
5. Tap **My Shortcuts** to ensure that the shortcut was added successfully.

Using your Avaya Spaces shortcuts

About this task

After adding a shortcut, you can use it to perform actions in Avaya Spaces.

Before you begin

Add the Siri shortcut and ensure you see it in the My Shortcuts area.

Procedure

To use an Avaya Spaces shortcut to perform an action, say, “Hey Siri, <shortcut name>.”

For example, to send a chat message in a group space, say, “Hey Siri, send a message” and then specify the space name and the message you want to send.

Supported Avaya and third-party devices

Built-in application on Avaya Vantage™

As of Avaya Vantage™ Release 3.x, you can access a built-in Avaya Spaces application from your Avaya Vantage™ device. Tap  to launch Avaya Spaces on your device.

For more information about using the built-in Avaya Spaces application on Avaya Vantage™, see *Using Avaya Vantage™*.

J100 SIP Series calendar integration

Avaya Spaces Calendar integration is supported on J100 Series SIP devices. The J100 device must be using the Calendar feature.

Using your J100 device, you can call into an Avaya Spaces meeting in your calendar. The calendar event must contain the link to the Avaya Spaces meeting.

Avaya CU360 and Avaya Room System XT Series

You can pair the Avaya XT Series or Avaya CU360 conference room systems with your space. For more information about these devices, see the following documents:

- *User Guide for Avaya XT Series*
- *Using Avaya Collaboration Unit CU360*

Third-party conference room systems

You can join an Avaya Spaces meeting from a third-party Poly or Cisco room system.

Avaya Spaces supports the following Poly conferencing systems:

- Poly Studio, Studio X30, and Studio X50
- Poly Group Series 310, 500, and 700

Avaya Spaces supports the following Cisco conferencing systems:

- Cisco Room Kits
- Cisco SX Series

From Avaya Spaces, you can obtain a third-party room link or URI. Enter this URI on your Poly or Cisco device to join the Avaya Spaces meeting.

Related links

[Quick access options for My Meeting Room](#) on page 53

[Quick access options for a group space](#) on page 73

[Working with a third-party conference room system](#) on page 208

[Documentation](#) on page 214

[Accessing Avaya Spaces on your Avaya Vantage™ device \(video\)](#)

[Integrating Avaya Spaces with Avaya CU360 \(video\)](#)

[Using the Avaya CU360 Calendar \(video\)](#)

Chapter 3: Avaya Spaces interface navigation

You can access Avaya Spaces in your web browser or using the mobile app on an Android or iOS device. Note that the desktop app is no longer supported as of late August 2023.

This chapter provides general navigational information and layout images for Avaya Spaces.

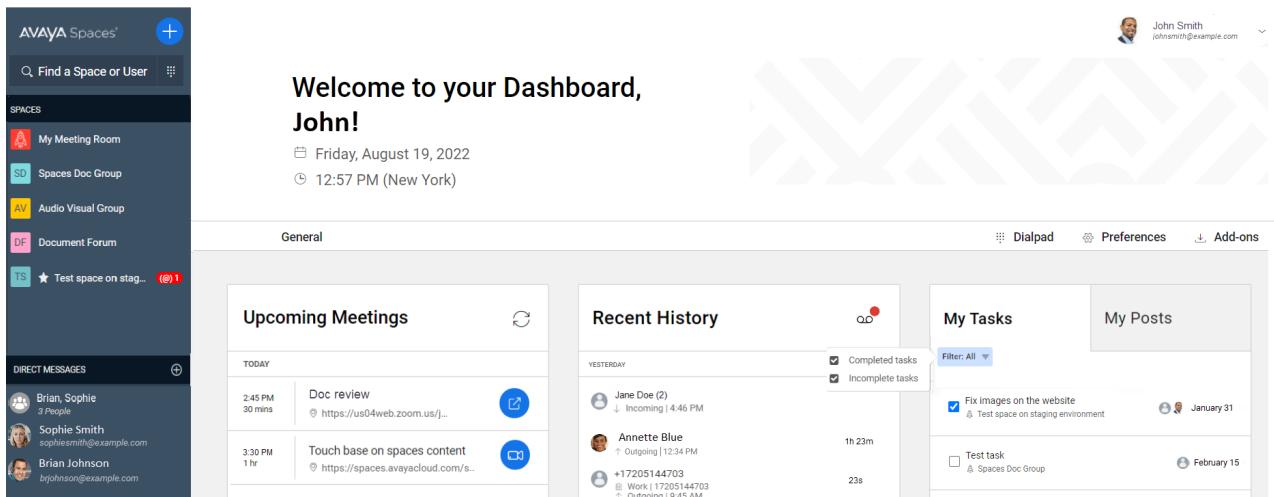
Related links

[Options for accessing Avaya Spaces](#) on page 13

[Avaya Spaces desktop application deprecation](#) on page 14

Spaces panel and dashboard layout on the web interface

The following image shows the Spaces panel and Dashboard page, which are displayed when you open the Avaya Spaces web interface:



In the Spaces panel, the group spaces and direct messaging spaces with the most recent activity are displayed at the top. The space order does not change based on someone joining a meeting, editing content, or deleting content in a space. You must enable notifications for a space to receive activity updates.

When there is new content in a space, a red notification bubble is displayed. In standard group spaces, the red notification bubble displays @ when someone tags or mentions you in a

message. This tagged notification bubble with @ is not displayed in direct messaging spaces. If you enabled notifications in a group space, the red notification bubble displays the number of unread messages. If you did not enable notifications in the space, a tagged notification is displayed when you are mentioned in a message, but the notification bubble does not show the number of unread messages.

The red notification bubble is displayed in the Spaces panel for standard messages but not for replies. The name of the space is bolded when there are replies. This applies to all replies regardless of whether you are mentioned. When you open the space, a red dot is displayed next to the unread replies.

To search for a space or user, start typing a name in the **Find a Space or User** field. Alternatively, press **Ctrl + K** on your keyboard to search.

On the main dashboard, you can:

- View your upcoming meetings after synchronizing Avaya Spaces with your Microsoft Outlook (Office 365) Calendar, Google Calendar, or both.
- Access call history.
- Access voicemail with Avaya Cloud Calling if it is configured in Avaya Aura®.
- Access a list of your posts and tasks.
- Make audio calls using the Dialpad option when Avaya Cloud Calling is enabled.
- Configure your preferences.
- Download applications and add-ons.

The following table describes the areas displayed in the image above:

Area	Description
Company logo	If your company administrator uploaded a company logo, it is displayed at the top of the Spaces panel.
Spaces	Under the Spaces area, you can access the following: <ul style="list-style-type: none">• My Meeting Room, which is your personal space. You can invite people as guests to join meetings in this space, but you cannot invite other people as members or admins.• Group spaces that you set up or someone invited you to join. You can invite people to a group space as guests, members, or admins. The people you invite receive an email, which they can use to join the space.
Direct Messages	These spaces enable you to instantly chat with one or more colleagues. You can also start a call from a direct messaging space. You can add up to 9 other people to a direct messaging space.

Table continues...

Area	Description
General tab > Upcoming Meetings	<p>The Upcoming Meetings area displays meetings and events for the day from your calendar. You can click an entry to view details. If the displayed meeting has an Avaya Spaces link, click  to join. For meetings in Zoom or another online location, click  to join.</p> <p>Use the Calendar tab in your preferences to synchronize Avaya Spaces with your Microsoft Outlook (Office 365) Calendar, Google Calendar, or both. If you synchronize Avaya Spaces with both calendars, the details for each meeting entry indicate whether it is from the Office 365 Calendar or Google Calendar.</p>
General tab > Recent History	<p>The Recent History area displays your Avaya Spaces call history, including calls you made to a person or space and calls you received.</p> <p>When voicemail is supported,  is displayed. A red dot () indicates that you have new voicemail messages. Voicemail is supported with Avaya Cloud Calling if the voicemail number is configured in Avaya Aura® and the Message Waiting Indicator (MWI) feature is enabled.</p> <p>Each call history entry provides information about the call, including the date, time, and duration. To make a call, hover over a call entry and click  or , depending on the type of call.</p> <p>If you call the same person or space multiple times in a day, a coalesced entry with a number in brackets is displayed. Click the arrow next to the entry to expand it for more information about each call.</p>
General tab > My Tasks	The My Tasks tab displays the tasks assigned to you. Use the filter to sort by completed tasks and incomplete tasks.
General tab > My Posts	The My Posts tab displays a list of your posts. Click a post to view it.
Dialpad tab	<p>After selecting Avaya Cloud Calling on the Calls tab in your preferences, you can use the Dialpad option to make audio calls to any phone number.</p> <p>You can access the dialpad from the:</p> <ul style="list-style-type: none"> • Spaces panel, next to the Find a Space or User field. • Dashboard.
Preferences tab	<p>From the User preferences window, you can do the following:</p> <ul style="list-style-type: none"> • Access general preferences and enable startup tips. • Manage notifications. • Set a light or dark theme option. • Configure meeting preferences. • Configure Avaya Spaces Calling preferences on the Calls tab. • Synchronize with your Microsoft Outlook (Office 365) Calendar, Google Calendar, or both.

Table continues...

Area	Description
Add-ons tab	You can download the following applications and add-ons: <ul style="list-style-type: none"> • Avaya Spaces mobile app for Android or iOS devices. • Avaya Spaces Calling extension for making audio calls from your Google Chrome or Microsoft Edge web browser. • Avaya Spaces Meeting Scheduler add-on for scheduling meetings and managing your spaces from Microsoft Outlook.

When you are in a space, you can click the **Dashboard** button to return to the dashboard.

Related links

[Supported browsers and operating systems](#) on page 14

[Managing user preferences on the Avaya Spaces web interface](#) on page 44

[Accessing voicemail on the web interface or desktop app with Avaya Cloud Calling](#) on page 114

[Using the Avaya Spaces Calling extension](#) on page 119

[Navigating Avaya Spaces using the Dashboard \(video\)](#)

[Synchronizing Office 365 and Google Calendar with Avaya Spaces \(video\)](#)

Home page view and dashboard layout on the mobile app

The following table describes the tabs on the Avaya Spaces mobile app. The appearance of some options might vary depending on your device.

 **Note:**

The Dashboard tab is displayed when both Meetings and History are available in your environment. If you have an Avaya Aura® account associated with your Avaya Spaces user account, you can access voicemail from the dashboard.

Tab	Description
Meetings	The Meetings tab displays meetings and events for the day from your calendar. You can tap an entry to view details. If the displayed meeting has an Avaya Spaces link, tap  to join the meeting. For meetings in Zoom or another online location, tap  to join. To synchronize Avaya Spaces with your calendar, navigate to User preferences > Calendar on the web interface or desktop app. You can synchronize with your Microsoft Outlook (Office 365) Calendar, Google Calendar, or both.

Table continues...

Tab	Description
History	<p>The History tab displays your Avaya Spaces call history, including calls you made to a person or space and calls you received. The History tab is available on the mobile app if you have an Avaya Aura® account associated with your Avaya Spaces user account.</p> <p>You can tap  or  next to an entry to make a call.</p> <p>If you call the same person or space multiple times in a day, a coalesced entry with a number in brackets is displayed. When you tap a coalesced entry, information about each call is displayed.</p> <p>If voicemail is available for your account, you can access it on the Dashboard or History tab. Tap  to access your voicemail messages. A red dot () is displayed when you have new messages.</p>
Spaces	<p>From the Spaces tab, you can access the following:</p> <ul style="list-style-type: none"> • My Meeting Room, which is your personal space. You can invite people as guests to join meetings in this space, but you cannot invite other people as members or admins. • Group spaces that you set up or someone invited you to join. <p>You can tap  at the top of the screen to search for a space.</p>
Messages	<p>From the Messages tab, you can access your direct messaging spaces. Use a direct messaging space for instant one-on-one or group chat conversations and calls.</p> <p>You can tap  at the top of the screen to search for a direct messaging space.</p>
Dialpad	The Dialpad tab is displayed on the mobile app if you enabled Avaya Cloud Calling. Tap Dialpad to make audio calls to any phone number.
Account	From the Account tab, you can access your account information, settings, and Avaya Spaces documentation. You can also report an issue or provide feedback.

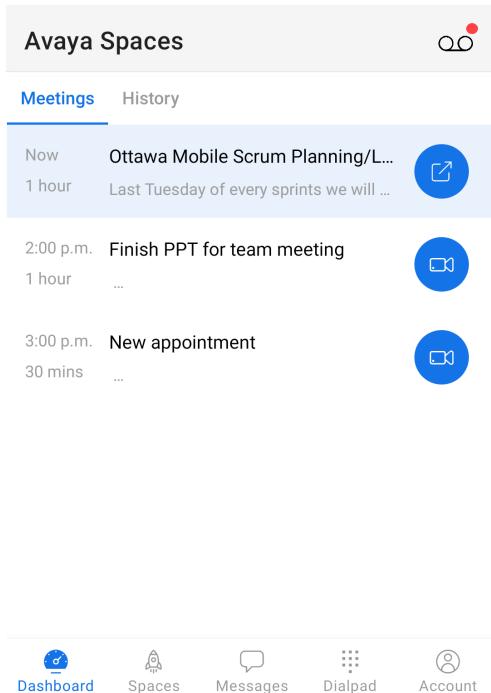
Spaces and direct messages with the most recently activity are displayed first.

Dashboard tab examples

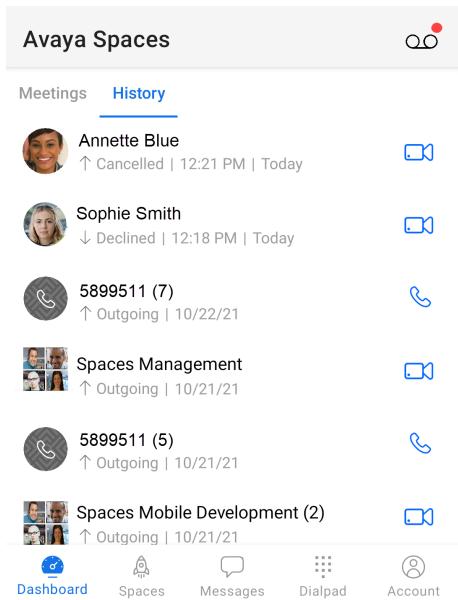
The Dashboard tab is displayed if Meetings and History are available in your environment. If you do not have both of these features available on your mobile app, you see a separate Meetings or History tab instead of the Dashboard. The example images in this section show the Dashboard tab.

The following image shows an example of the Meetings tab on Android:

Avaya Spaces interface navigation



The following image shows the History tab:



Related links

[Configuring preferences on the Calendar tab on page 49](#)

[Managing general settings on the Avaya Spaces mobile app on page 50](#)

[Accessing voicemail on the mobile app on page 115](#)

Profile settings view comparison

Profile settings on the web interface and desktop app

On the Avaya Spaces web interface or desktop app, you can access your profile settings by clicking your profile name at the top-right of the screen.

The following example image does not show the Admin Area option, which is only visible to company administrators.



Annette Blue
annetteblue@example.com

Profile & Account

User Preferences

Keyboard Shortcuts

Help Center

Sign Out

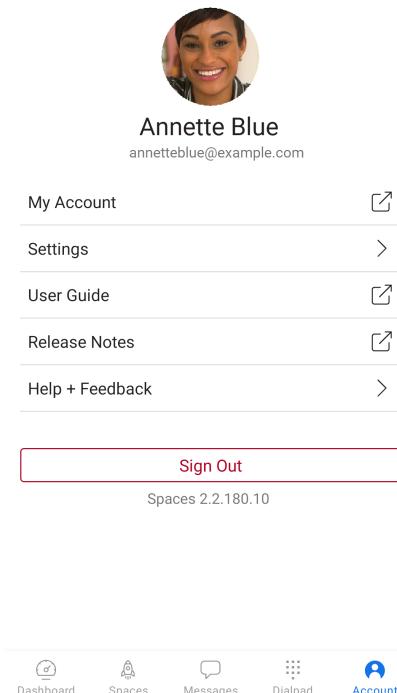
Avaya Spaces 4.28.0

[Terms of Use](#) • [Privacy Information](#)

Profile settings on the mobile app

On the mobile app, you can access your account information and other settings from the Account tab at the bottom of the screen:

Avaya Spaces interface navigation



Related links

- [Home page view and dashboard layout on the mobile app](#) on page 24
- [Accessing your profile settings on the Avaya Spaces web interface](#) on page 33
- [Managing general settings on the Avaya Spaces mobile app](#) on page 50

Space view comparison

Group spaces on the web interface and desktop app

The following image shows an example of a space on the web interface or desktop app:

When you click the arrow next to the space name, quick access options are displayed.

Group spaces on the mobile app

On the Avaya Spaces mobile app, the People tab is also displayed. Use the People tab to view people in the space. You can also access filtering options or tap to quickly invite people to your space.

The following image shows a space on the mobile app for Android. The space view is similar on iOS.

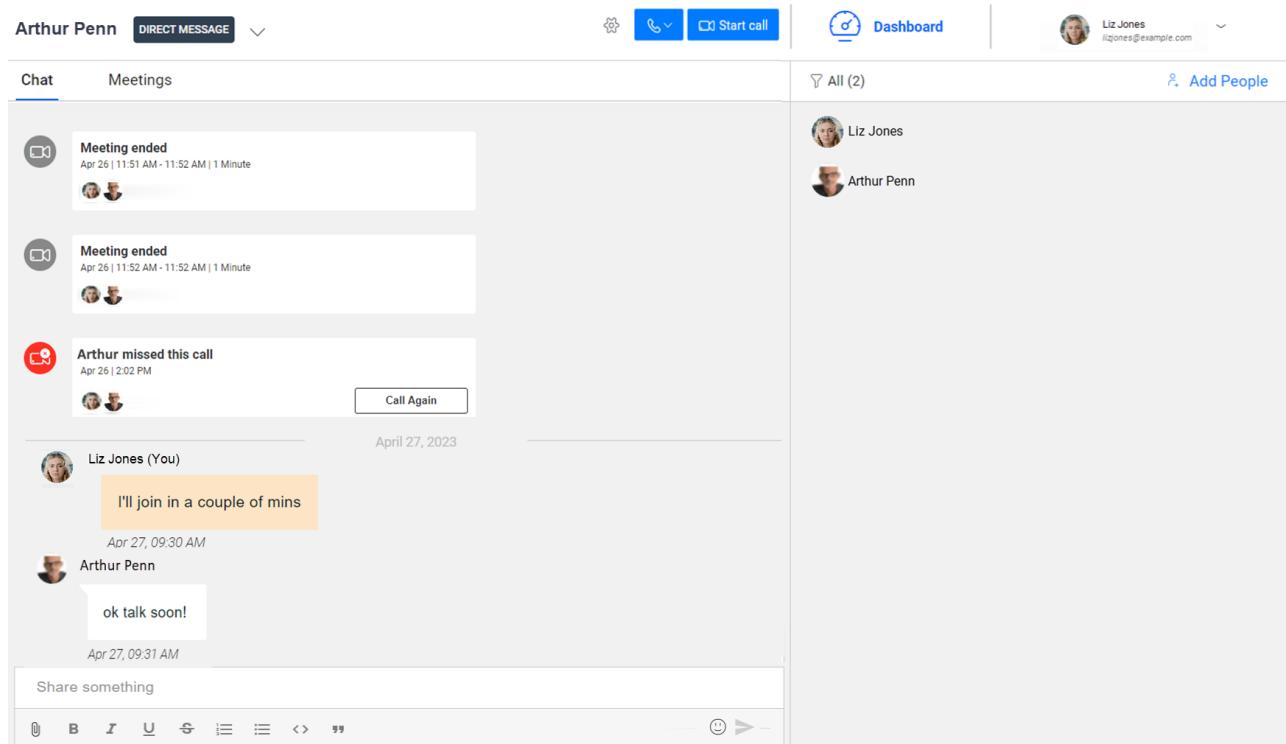
To access space options, tap : at the top of the space on Android or tap the space name on iOS.

Direct messaging view comparison

When you open a direct messaging space, the Chat and Meetings tabs are displayed. The Chat tab displays chat messages and other notifications, including call history. You can access recordings from the Meetings tab. In a group direct messaging space on the mobile app, the People tab is also displayed.

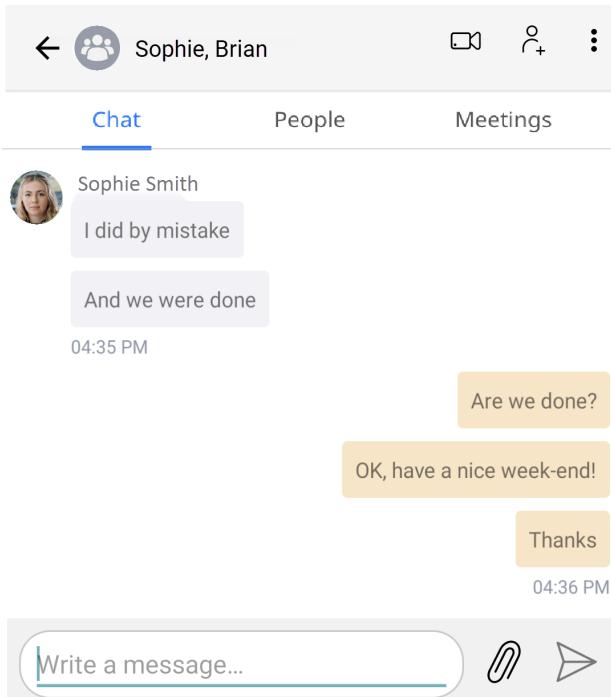
Direct messaging space on the web interface and desktop app

The following image shows a one-on-one direct messaging space on the web interface or desktop app:



Direct messaging space on the mobile app

The following image shows a group direct messaging space on the mobile app:



Call history in a direct messaging space

Both the Chat and Meetings tabs display call history entries for the direct messaging space.

On the Chat tab, indicates an audio call in a one-on-one space, while indicates a one-on-one digital call or group meeting. The appearance of the indicator changes slightly for missed or declined calls. For example, indicates a missed call.

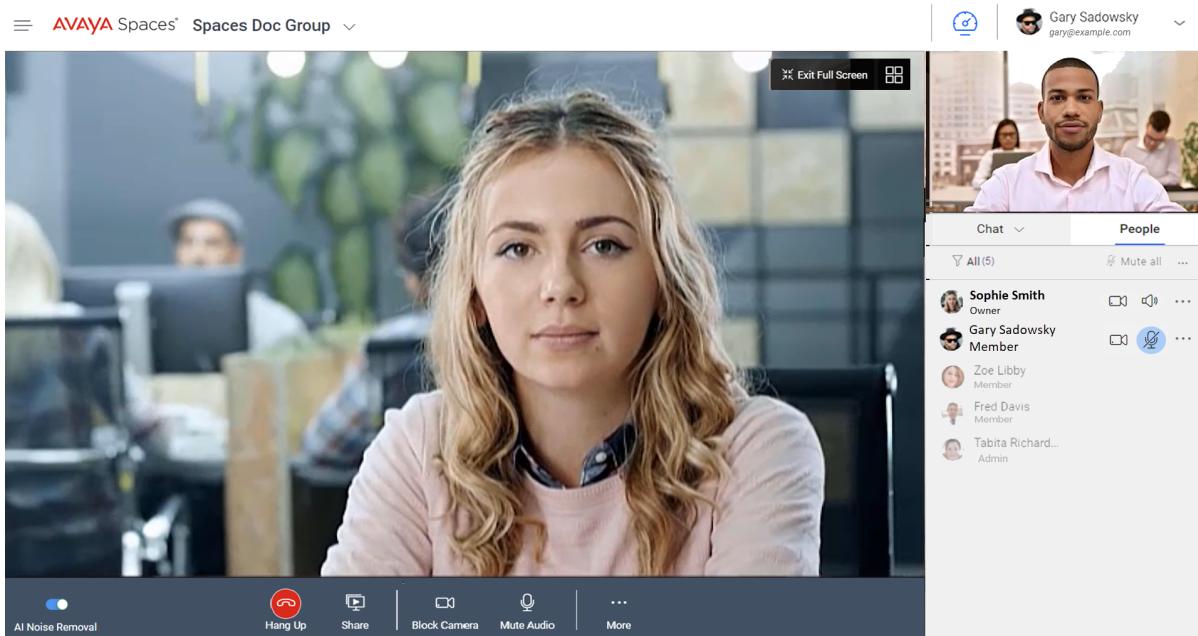
Meeting view comparison

The following images show the Avaya Spaces meeting window. When you collapse the meeting window, a smaller picture-in-picture window is displayed.

Meeting view on the web interface and desktop app

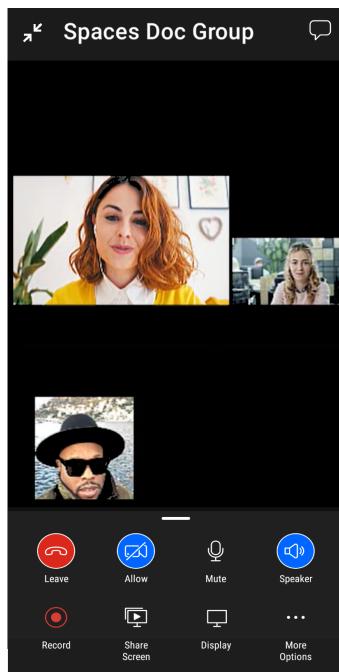
The following image shows a meeting on the Avaya Spaces web interface or desktop app:

Avaya Spaces interface navigation



Meeting view on the mobile app

The following image shows a meeting on the Avaya Spaces mobile app:



Related links

- [Collapsing and expanding the meeting window on the web interface](#) on page 166
- [Collapsing and expanding the meeting window on the mobile app](#) on page 167

Chapter 4: Managing your settings and preferences

This chapter provides procedures for the following:

- Managing your profile settings and preferences
- Managing your Avaya Cloud account settings, including updating your phone number and email address
- Viewing your license information

Accessing your profile settings on the Avaya Spaces web interface

About this task

On the Avaya Spaces web interface or desktop app, you can access various options and settings by clicking your profile name at the top-right of the screen.

Procedure

1. Click your profile name at the top-right of the screen.

2. **(Optional)** Click your profile picture to change it.

For more information about changing or removing your profile picture, see [Updating your profile picture](#) on page 34.

3. Select one of the following options:

- **Profile & Account:** To access account settings in your browser. For more information about these settings, see [Avaya Cloud account settings](#) on page 35.

- **User preferences:** To manage your Avaya Spaces preferences. For more information, see [Managing user preferences on the Avaya Spaces web interface](#) on page 44.

- **Keyboard shortcuts:** To view the list of available keyboard shortcuts.

- **Help Center:** To access the Avaya Spaces Help Center. From here, you can provide feedback, request a new feature, raise a support ticket on Avaya OneCare, and access customer documentation and other helpful resources. You can also save logs.

 **Tip:**

If you open the Help Center while you are in a space and then click **Save Logs**, the downloaded log file includes information about that space.

- **Sign out:** To log out of Avaya Spaces.

Related links

[Using keyboard shortcuts \(video\)](#)

Updating your profile picture

About this task

This procedure describes how to change your profile picture from the profile settings menu on the Avaya Spaces web interface or desktop app. Alternatively, you can change your profile picture from:

- The General tab in your user preferences.
- The User Settings page at <https://accounts.avayacloud.com>.

You can upload an existing picture or take a new one. You can also remove your profile picture if you want to use the default Avaya Spaces avatar.

Before you begin

If you plan to take a new picture, you need access to a built-in camera or webcam on your computer.

Procedure

1. To access the profile settings menu, click your profile name at the top-right of the screen.
2. Click your profile picture at the top of the menu.
3. On the Change your profile picture window, do one of the following:
 - To browse to and upload an existing picture, click **Upload Picture**.
 - To take a new picture, click **Take a picture** and then click  above the preview of your picture.
- If you are not happy with your picture, you can click  to take another one.
- To remove your picture and use the default Avaya Spaces avatar, click **Remove Picture** and then confirm when prompted.
4. Click **Save Changes** to save your changes.

Related links

[Managing your general settings](#) on page 36

[Configuring preferences on the General tab](#) on page 45

Accessing your account information and settings on the Avaya Spaces mobile app

About this task

Use this procedure to access your account information, settings, and other resources on the Avaya Spaces mobile app.

Procedure

1. Tap  **Account** at the bottom of the screen.
2. Select one of the following options:
 - **My Account:** To access your account settings in your browser. For more information about these settings, see [Avaya Cloud account settings](#) on page 35.
 - **Settings:** To manage your general settings or preferences. For more information, see [Managing general settings on the Avaya Spaces mobile app](#) on page 50.
 - **User Guide:** To open this *Using Avaya Spaces* document on the Documentation Center.
 - **Release Notes:** To access Avaya Spaces release notes.
 - **Help + Feedback:** To report a problem, provide feedback, or request a feature.
 - **Sign Out:** To log out of Avaya Spaces.

Avaya Cloud account settings

You can modify your account settings from the User Settings page at <https://accounts.avayacloud.com>. You can open this page directly from Avaya Spaces:

- On the web interface or desktop app, from the drop-down menu next to your profile name, click **Profile & Account**. Alternatively, you can click **Go to Accounts** from **User preferences > General**.
- On the mobile app, tap  **Account > My Account**.

When the User Settings page opens in your browser, the following tabs are available:

Tab	Description
General	Update your profile picture, name, language, and time zone settings. The option to change your profile picture is also available on other tabs.
Emails	Manage your email addresses.
Phones	Manage your phone numbers.

Table continues...

Tab	Description
Security	<p>Manage security settings for your account, change your password, or initiate the process to delete your account and associated data.</p> <p>You can set up two-factor authentication for additional security, so you require more than just a password to log in. To use the Short Messaging Service (SMS) option for two-factor authentication, you must belong to a company with a verified domain. The SMS option is not available for users who are not associated with a company.</p> <p>Contact an administrator if you require assistance with security settings.</p>
Apps	View installed applications.
Licenses	View your allocated license. Your license affects the features you can access.

Related links

[Accessing your profile settings on the Avaya Spaces web interface](#) on page 33

[Accessing your account information and settings on the Avaya Spaces mobile app](#) on page 35

[Managing your profile and account settings \(video\)](#)

Managing your general settings

About this task

On the General tab, you can update your general account settings or change your profile picture. The option to change your profile picture is also available on the Emails and Phones tabs. Alternatively, you can change your profile picture from the Avaya Spaces interface.

The steps in this procedure might not change the language and time zone on your Avaya Spaces mobile app. Check your device settings and update them as required.

Procedure

- From the User Settings page at <https://accounts.avayacloud.com>, click the **General** tab.
- To change your profile picture, click **Change picture** below your profile picture and then do one of the following:
 - To browse to and upload an existing picture, click **Select a photo from your computer**
 - To remove your picture and use the default Avaya Spaces avatar, click **Remove Picture** and then confirm when prompted.

Save your changes when you finish updating your profile picture.

- In **First Name**, type your first name.
- In **Last Name**, type your last name.
- In **Time Zone**, select your time zone.
- In **Language**, select a language.
- Click **Save** to save your changes.

It might take a few minutes for your changes to take effect.

Adding an email address

About this task

You can add additional email addresses to your account. You will receive an error message if:

- You enter an invalid email address.
- Your administrator has restricted the email domain.
- Another user is using the email address.

To change your primary email address, you can add an additional email address and then set that as the primary email.

Procedure

1. From the User Settings page at <https://accounts.avayacloud.com>, click the **Emails** tab.
2. Under **Add another email**, type an email address and then click **+Add**.
A confirmation email is sent to the new email address.
3. Open the email and confirm that you want to add this email address to your account.
4. **(Optional)** To make the new email address the primary email for your account, click **Set As Primary**.

Deleting an email address

About this task

After adding an additional email address to your account, you can use this procedure to delete it when it is no longer required. You cannot delete the email address that is currently set as your primary email. However, if your account has more than one email address, you can set another email as the primary email and then delete the original email address.

Procedure

1. From the User Settings page at <https://accounts.avayacloud.com>, click the **Emails** tab.
2. Click  next to the email you want to delete.
3. When prompted to confirm, click **Delete**.

Adding a phone number

About this task

You can add one or more phone numbers to your account. When adding a phone number, you must select the type of phone number. Alternatively, you can enter a custom phone number type.

The phone number can only contain numbers. You cannot add letters, brackets, hyphens, or other formatting. Include the area code with the phone number.

When you add a phone number and make it visible to others, colleagues can make audio calls to your phone number from a one-on-one direct messaging space. The Avaya Spaces Calling feature enables you to make audio calls.

Procedure

1. From the User Settings page at <https://accounts.avayacloud.com>, click the **Phones** tab.

2. Click **+Add a phone number**.

The Add your phone number window is displayed.

3. From the drop-down list, select the type of phone number you are adding.

The available options are:

- **Work**
- **Mobile**
- **Home**
- **Pager**
- **Fax**
- **Custom**

Use the **Custom** option if you want to add a new phone number type.

4. **(Optional)** If you selected **Custom** from the drop-down list in the previous step, enter a name for the phone number type in the **Custom** field.

5. From the drop-down list with the flag and country code, select a country if the correct one is not already selected by default.



6. Type your area code and phone number next to the country code.

Do not add hyphens, brackets, or other formatting when entering the phone number.

7. **(Optional)** Select the **Primary** check box to make this phone number your primary number.

Use this option for your primary work phone number.

8. Select the **Allow others to view and call this number** check box to make the phone number visible to your colleagues.
9. Click **Add** to finish adding the phone number.

Related links

[Configuring Avaya Spaces Calling preferences on the Calls tab](#) on page 48

Adding an extension number

About this task

You can add a workplace extension number to your account. Your colleagues can make audio calls to your extension number if you make it visible to others.

You cannot add an emergency number as your extension.

Procedure

1. From the User Settings page at <https://accounts.avayacloud.com>, click the **Phones** tab.
2. Click **+Add a work phone extension**.
3. In the Add a work phone extension window, enter your extension.
4. **(Optional)** Select the **Primary** check box to make this phone extension number your primary number.
5. Select **Allow others to view and call this number** check box to make the extension number visible to your colleagues.
6. Click **Add** to finish adding the extension number.

Verifying a phone number

About this task

You must verify a phone number if you want to:

- Use the phone number to log in to your account.
- Enable your colleagues to use the phone number to search for your account.

Procedure

1. From the User Settings page at <https://accounts.avayacloud.com>, click the **Phones** tab.
2. Click **Verify Now** next to the phone number you need to verify.
3. In the Verify Phone Number window, select one of the following:
 - **Text me:** To receive a four-digit verification code in a text message. This option is available for devices that support text messages.
 - **Call me:** To receive a phone call with a four-digit verification code.
4. Enter your verification code and click **Verify**.

Editing a phone number

About this task

Use this procedure to edit a phone number you added. After verifying a phone number, you cannot change the country code or phone number.

Procedure

1. From the User Settings page at <https://accounts.avayacloud.com>, click the **Phones** tab.
2. Next to the phone number you want to edit, click **Edit**.
3. **(Optional)** In the Edit a phone number window, select one of the following phone type options:
 - **Work**
 - **Mobile**
 - **Home**
 - **Pager**
 - **Fax**
 - **Custom**
4. To make this your primary phone number, select the **Primary** check box.
5. If you want the phone number to be visible to others, select the **Allow others to view and call this number** check box.
6. **(Optional)** If you verified the phone number, select the following additional check boxes:
 - **Allow colleagues to find my account using this phone number:** To enable others to search for your account using this phone number.
 - **Allow me to login to my account using this phone number:** To use this phone number to log in to your account.
7. Click **Save** to save your changes.

Deleting a phone number

About this task

If you added a phone number to your account, you can use this procedure to delete it.

Procedure

1. From the User Settings page at <https://accounts.avayacloud.com>, click the **Phones** tab.
2. Click  next to the phone number you want to delete.
3. In the confirmation dialog box, click **Delete**.

Deleting your account

About this task

Your Avaya Cloud account provides access to Avaya Spaces and other services. You can initiate a request to delete your Avaya Cloud account and all associated data. This process deletes your direct messages, group spaces for which you are the owner, and all data in these spaces. If other people still need access to a space you own, transfer the ownership of the space before deleting your account.

Procedure

1. From the User Settings page at <https://accounts.avayacloud.com>, click the **Security** tab.
2. Click **Delete Account**.
3. Do one of the following to confirm your identity:
 - If you use a standard password to log in to your account, type your password when prompted.
 - If you use SSO to log in to your account, click **Continue** in the confirmation dialog box to proceed with logging out.You are redirected to the Login page. Use the same SSO method to log in again.
4. Read the information on the Delete Your Account page carefully.
5. To proceed with deleting your account, click **Yes, I want to permanently delete this account and all of its data**.
6. When prompted to confirm, click **OK**.

Result

You will receive a confirmation email when the account removal process is complete.

Related links

[Logging in to Avaya Spaces](#) on page 16

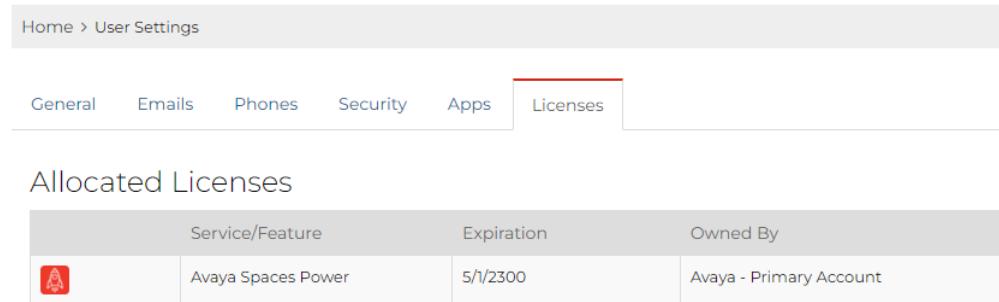
Viewing your license information

About this task

You can check which license type is allocated to you. Your license affects the features you can access.

Procedure

From the User Settings page at <https://accounts.avayacloud.com>, click the **Licenses** tab to view your license details.



The screenshot shows the 'User Settings' page with the 'Licenses' tab highlighted. Below it, a table titled 'Allocated Licenses' displays one row:

	Service/Feature	Expiration	Owned By
	Avaya Spaces Power	5/1/2300	Avaya - Primary Account

Feature comparison for each license type

The following license types are available:

- Essential: This is the basic license, which is free of charge.
- Business: This is the mid-tier license. This license provides features that are not available with the Essential license.
- Power: This is the advanced license. This license provides features that are not available with the Essential and Business licenses.

Your company administrator can purchase and allocate Business or Power licenses. If your company administrator does not allocate a Business or Power license to you, the Essential license is automatically assigned.

The following is a summary of the features available with each license type:

Feature	Essential	Business	Power
Personal meeting room	✓	✓	✓
One-on-one video calling	✓	✓	✓
Voice and video conferencing	✓ Up to 100 participants With an Essential license, you can host up to 2 meetings a day. Each meeting can be up to 1 hour long.	✓ Up to 200 participants.	✓ Up to 1000 participants. ¹

Table continues...

¹ Enable large meetings for a space before hosting meetings with more than 250 participants.

Feature	Essential	Business	Power
Multi-video view ²	✓ View up to 4 other participants plus self-video view.	✓ View up to 34 other participants.	✓ View up to 61 other participants.
Video background blur	✓	✓	✓
1080p video resolution ³	-	-	✓
Live captions	-	✓	✓
Unlimited group spaces creation	✓	✓	✓
Screen sharing ⁴	✓	✓	✓
Meeting recording	-	-	✓
AI noise removal	✓	✓	✓
Phone dial-in option	-	-	✓
Direct and team messaging	✓	✓	✓
Unlimited file storage	1 GB total storage for 30 days.	✓ Unlimited storage. Each file can be a maximum of 2 GB.	✓ Unlimited storage. Each file can be a maximum of 2 GB.
Group task management	✓	✓	✓
Application integration (Outlook add-on, Slack, and more)	✓	✓	✓
Calendar integration	-	✓	✓
Avaya Spaces Calling (including Avaya Cloud Calling)	-	✓	✓
Data encryption	✓	✓	✓
Password protection for a space	✓	✓	✓

Fair use policy

Avaya Spaces is a shared resource, so your usage can affect others. Avaya Spaces uses a Fair Use Policy (FUP) for monitoring and controlling usage to ensure that everyone has fair access to the available capacity and resources.

² The number of participants you see depends on the video resolution setting for the meeting. For example, the video resolution must be 480p or above to see 34 video participants. To see 61 participants, the video resolution must be 720p.

³ The 1080p resolution option is supported on the web interface, desktop app, and iOS app for iPads. It is not supported on cell phones.

⁴ The A.I. Immersive sharing mode is available on the web interface and desktop app if the space owner has a Power license.

The FUP is used to monitor, notify, and restrict anyone who crosses the following simultaneous usage thresholds. The following table indicates the number of meetings or calls you can have at the same time:

Simultaneous usage threshold limits	Power	Business	Essential
Simultaneous group meetings or conference calls hosted by the space owner	5	3	1
Simultaneous peer-to-peer digital calls	5	3	1
Avaya Spaces Calling Avaya Aura® or IP Office PBX calls, excluding calls answered by another endpoint	5	3	0

Related links

[Understanding user licensing \(video\)](#)

Managing user preferences on the Avaya Spaces web interface

About this task

You can access user preferences from the profile settings menu or your dashboard. Some options are not available if you are an Essential license user.

Procedure

1. To access your preferences, do one of the following:
 - Click the **Preferences** tab on the dashboard.
 - Click your profile name at the top of the screen and then click **User preferences**.
2. In the User preferences window, click the following tabs on the left to configure your preferences:
 - General
 - Notifications
 - Theme
 - Meetings
 - Calls

- Calendar

 **Note:**

As of late August 2023, the Avaya Spaces desktop app is deprecated and the Desktop app tab is no longer available in user preferences on the web interface.

Related links

[Avaya Spaces desktop application deprecation](#) on page 14

[Feature comparison for each license type](#) on page 42

[Configuring your user preferences \(video\)](#)

Configuring preferences on the General tab

About this task

From the General tab, you can:

- Access a shortcut to your account settings.
- View your profile information, including your name, time zone, and language setting.
- Change your profile picture.

You can also change your profile picture from the profile settings menu or from <https://accounts.avayacloud.com>.

- Control whether tutorial tips are displayed when you start Avaya Spaces.

Procedure

1. From the User preferences window, click the **General** tab.
2. To open your account settings at <https://accounts.avayacloud.com>, click **Go to Accounts**.
3. To update your profile picture, click **Change your profile picture** and then do one of the following:
 - To browse to and upload an existing picture, click **Upload Picture**.
 - To take a new picture, click **Take a picture** and then click  above the preview of your picture.

If you are not happy with your picture, you can click  to take another one.

- To remove your picture and use the default Avaya Spaces avatar, click **Remove Picture** and then confirm when prompted.

Save your changes when you finish updating your profile picture.

4. To see tutorial tips and guidance when Avaya Spaces starts, enable the **Show Tips on Startup** switch.
5. (Optional) To replay the startup tips, click **Reset Tips**.

Related links

[Accessing your profile settings on the Avaya Spaces web interface](#) on page 33

[Updating your profile picture](#) on page 34

[Accessing your account information and settings on the Avaya Spaces mobile app](#) on page 35
[Avaya Cloud account settings](#) on page 35

Configuring preferences on the Notifications tab

About this task

Use the Notifications tab to manage your notification preferences. You can enable general notifications and sound alerts.

To receive alerts for a group space, manually enable notifications within that space.

Procedure

1. From the User preferences window, click the **Notifications** tab.
2. To enable notifications or alerts in Avaya Spaces, enable the **In app notifications** switch.
3. To receive sound alerts for notifications and incoming Avaya Spaces calls, enable the **Play sound** switch.

This setting does not enable notifications in your spaces. This setting only controls whether a sound plays when notifications are enabled.
4. From the **Output Device** drop-down list, select an audio device for notification sounds.

You also hear ringing for incoming Avaya Spaces calls on this device.

Configuring preferences on the Theme tab

About this task

Avaya Spaces is supported in light and dark mode. On the web interface or desktop app, you can select one of these modes from your user preferences.

Your company administrator can set a company-level theme for the season, such as a Winter theme, which you will see regardless of whether you select the light or dark mode in your preferences. All company users see this theme. You cannot disable it.

Procedure

1. From the User preferences window, click the **Theme** tab.
2. Select one of the following options:
 - **Light:** To display a white background in Avaya Spaces.
 - **Dark:** To display a black background in Avaya Spaces.
 - **Automatic:** To automatically use the settings selected for your operating system. When you select this option, any browser-specific settings for the color theme are ignored.

Configuring preferences on the Meetings tab

About this task

On the Meetings tab, you can configure default meeting settings, which apply to all Avaya Spaces meetings you join. For example, you can choose whether your microphone and camera will be automatically disabled when you join a meeting.

From the Virtual Background area, you can choose to blur your video background. Background blur works on the client-side and can affect your video resolution and computer performance. You cannot use this feature if your computer CPU has less than 4 logical cores. This feature is not supported on the Firefox web browser.

From the Max Resolution area, you can set your preferred maximum video resolution setting for Avaya Spaces meetings. Your maximum video resolution cannot exceed the maximum resolution set for the company. If the maximum resolution for a space is lower than the preference you selected, you will join meetings in that space with the lower resolution setting. For example, if the maximum resolution for a space is 480p and your resolution preference is 720p, your video quality cannot exceed 480p for meetings in that space.

Procedure

1. From the User preferences window, click the **Meetings** tab.
2. To automatically launch a meeting when you open a space, enable the **Automatically start meetings** switch.
3. If you want Avaya Spaces to prompt you to check your camera and audio settings every time you join a meeting, enable the **Show preview when joining** switch.
The meeting preview is not displayed when you make a digital call from a one-on-one direct messaging space.
4. If you want Avaya Spaces to display a confirmation message before you leave a meeting, enable the **Always show hangup confirmation** switch.
5. If you want your video to be turned off by default when you join a meeting, enable the **Block my camera when joining** switch.
You can enable your camera anytime during the meeting.
6. If you want your microphone to be muted when you join a meeting, enable the **Mute my audio when joining** switch.
You can unmute yourself during the meeting.
7. To automatically enable noise removal when you join a meeting, enable the **Automatically turn on AI noise removal** switch.
This setting helps to eliminate background noise while you are in a meeting.
8. For meetings with video, select one of the following virtual background options:
 - **Off:** No virtual background option is selected. When your camera is enabled during a meeting, people can see your standard background.
 - **Blur:** When your camera is enabled during a meeting, your background is blurred, so people cannot see it clearly.

9. Select your maximum video resolution preference:

- **1080p** (available with the Power license)
- **720p**
- **480p**
- **360p**
- **Audio Only**

Related links

[Supported Avaya and third-party devices](#) on page 19

[Modifying video quality settings for My Meeting Room](#) on page 59

[Modifying video quality settings for a space](#) on page 84

[Using the pre-meeting setup \(video\)](#)

Configuring Avaya Spaces Calling preferences on the Calls tab

About this task

On the Calls tab, select an option for making audio calls with Avaya Spaces Calling. You can use Avaya Cloud Calling direct media, the Avaya Spaces Calling browser extension, Avaya Workplace Client, or a third-party application to make audio calls.

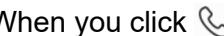
You can make audio calls from a one-on-one direct messaging space as long as the other user has a phone number configured in their account settings. When Avaya Cloud Calling is enabled, you can also use the Dialpad option to make calls to any phone number.

The Calls tab is not available with the free Essential license.

Before you begin

Before you can use Avaya Spaces Calling, your company administrator must configure it. Avaya Cloud Calling requires additional Avaya Aura® configuration.

Procedure

1. From the User preferences window, click the **Calls** tab.
2. Select one of the following options:
 - **Ask me:** No application is selected. When you click  in a direct messaging space, you are prompted to select an application.
 - **Avaya Cloud Calling:** Select this option to make audio calls through Avaya Aura® direct media. When you select this option, you are automatically opted in to the Avaya Aura® system. Avaya Cloud Calling also enables the Dialpad feature in Avaya Spaces. You can either make audio calls from a direct messaging space or from the dialpad.
 - **Avaya Spaces Calling Chrome Extension:** Select this option to make audio calls using the Avaya Spaces Calling extension in your Google Chrome or Microsoft Edge browser.
When you click  in a direct messaging space, the call starts in the Avaya Spaces Calling extension.

- **Avaya Workplace Client:** Select this option to use Avaya Workplace Client for audio calls. When you click  in a direct messaging space, the call starts in Avaya Workplace Client.
 - **Any dialing application (Tel URI):** Select this option to use a third-party softphone or dialing application.
3. **(Optional)** If multiple systems are available for Avaya Cloud Calling, select the system you want to use from the **You are assigned to** drop-down list.

You can only select an Avaya Aura® system that your company administrator enabled for users to select. If the Avaya Aura® system is disconnected, you see an error message indicating that the service is not responding. You also see an error message if a registration or opt-in failure occurs. If an error message is displayed, contact your company administrator for assistance.

Related links

[Feature comparison for each license type](#) on page 42

[Making an audio call from a one-on-one direct messaging space on the web interface or desktop app](#) on page 109

[Using the Avaya Spaces Calling extension](#) on page 119

Configuring preferences on the Calendar tab

About this task

On the Calendar tab, you can synchronize Avaya Spaces with your Microsoft Outlook and Google calendars to view upcoming meetings and events on your Avaya Spaces dashboard. You can also specify which calendar events are displayed. For example, if your Microsoft Outlook Calendar contains your main calendar and shared calendars, you can choose to only see the main calendar in Avaya Spaces.

The Calendar tab is not available with the free Essential license.

Procedure

1. From the User preferences window, click the **Calendar** tab.
2. To synchronize Avaya Spaces with your Microsoft Outlook Calendar, click **Sync with Office 365**.
If prompted, log in to your Microsoft account.
3. To synchronize Avaya Spaces with your Google Calendar, click **Sync with Google** and select your Google account when prompted.
If your Google account is not listed, enter the email address and log in.
4. Do the following to manage the calendar events displayed in Avaya Spaces:
 - a. From Active Calendars, click .
 - b. Clear the check boxes next to the calendar options that you do not want to see in Avaya Spaces.

- c. Click **Save**.
5. **(Optional)** To disconnect your calendar, do one or both of the following:
 - To disconnect your Microsoft Outlook Calendar, click **Disconnect Office 365**.
 - To disconnect your Google Calendar, click **Disconnect Google**.

Related links

[Synchronizing Office 365 and Google Calendar with Avaya Spaces \(video\)](#)

Managing general settings on the Avaya Spaces mobile app

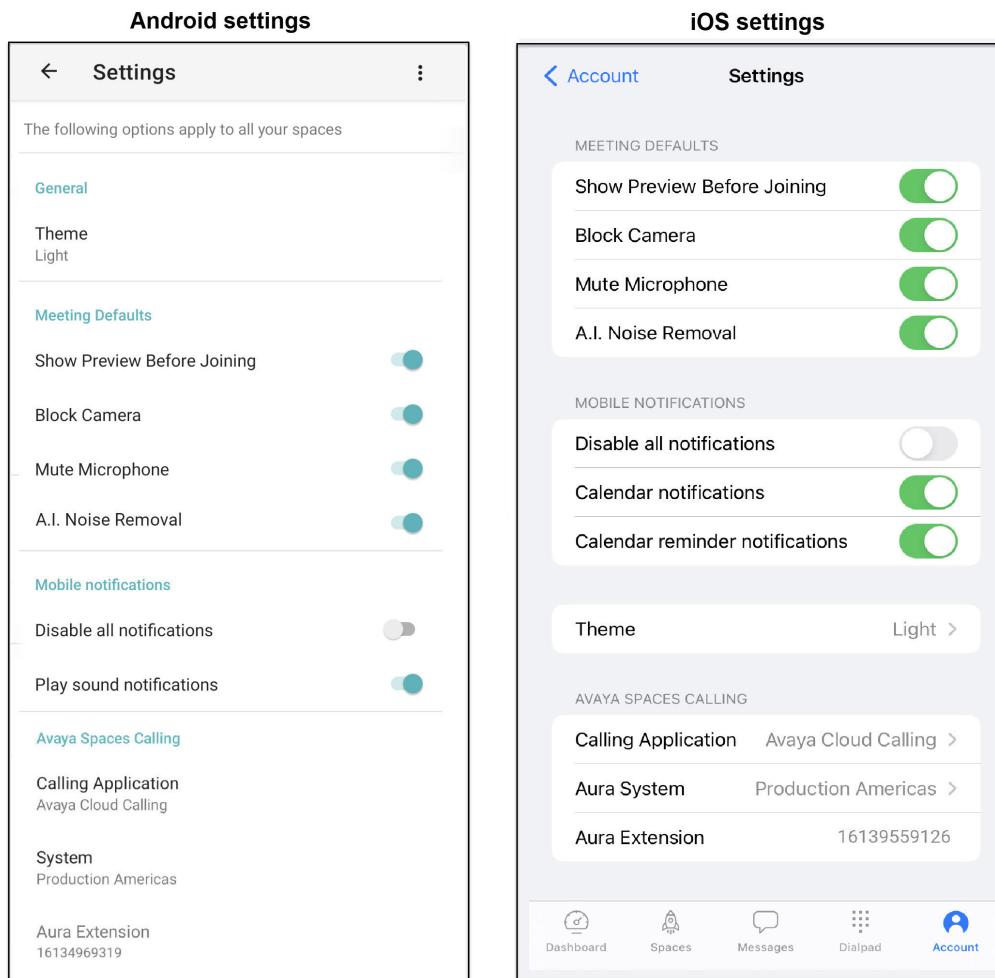
About this task

You can access your settings or preferences from the Account tab on the Avaya Spaces mobile app. You can do the following:

- Configure meeting default settings.
- Choose to see a preview before joining a meeting.
Avaya Spaces bypasses this preview in some situations, such as when using Bluetooth in a car, lifting an Avaya Vantage™ handset, making an audio call, or making a digital call from a direct messaging space.
- Manage notifications.
- Set a light or dark theme.
- Select an option for making audio calls with Avaya Spaces Calling.

The Avaya Cloud Calling option enables you to make calls through Avaya Aura® direct media. Avaya Cloud Calling also enables additional features, such as the dialpad.

The mobile app settings vary slightly depending on whether you are using an Android or iOS device, as shown in the following image:



Before you begin

- Before you can use Avaya Spaces Calling, your company administrator must configure it. Avaya Cloud Calling requires additional Avaya Aura® configuration.
- To view meetings in Avaya Spaces, you must synchronize Avaya Spaces with your calendar on the web interface. You can manage calendar notifications on your mobile device.

Procedure

- Tap **Account** at the bottom of the screen and then tap **Settings**.
- To set a light or dark theme for the Avaya Spaces application on your device, tap **Theme**. You can select one of the following theme options:
 - Light:** To display a white background in Avaya Spaces.
 - Dark:** To display a black background in Avaya Spaces.
 - Use device setting:** To automatically use your mobile device display setting.
- Enable the **Show Preview Before Joining** switch to check your meeting settings before joining a meeting.

The preview shows the selected audio and video device, whether your microphone is muted, and whether your camera is blocked. If your camera is unblocked, you can use  to reverse or change your camera view.

4. Enable the **Block Camera** switch to turn off your video by default when joining a meeting.

5. Enable the **Mute Microphone** switch if you want your microphone to be muted when joining a meeting.

You can manually unmute yourself.

6. Ensure that the **A.I. Noise Removal** switch is enabled if you want noise removal to be turned on automatically when joining a meeting.

This setting helps to eliminate background noise when you are in a meeting.

7. To disable all Avaya Spaces notifications, enable the **Disable all notifications** switch.

If you have Avaya Workplace Client installed, there is also a separate option to disable notifications for direct messages in Avaya Spaces to prevent duplicate notifications.

8. On an Android device, enable the **Play sound notifications** switch to receive sound alerts for notifications.

The **Play sound notifications** setting only applies to the device you are using. This setting controls whether a sound plays when notifications are enabled. You can manually enable notifications in a space.

9. **(Optional)** If you synchronized Avaya Spaces with your calendar on the web interface, use the following options to manage calendar notifications on iOS.

On Android, you can manage apps and notifications from your device settings.

- a. Disable the **Calendar notifications** switch if you do not want to receive notifications on your mobile device when a meeting starts.
- b. Use the **Calendar reminder notifications** switch to manage whether you want to receive reminder notifications before a meeting starts.

The **Calendar reminder notifications** switch is disabled by default. Enable this switch to receive reminder notifications on your mobile device.

10. Select the option to use for Avaya Spaces Calling.

If you select Avaya Cloud Calling, you can choose the Avaya Aura® system you want to use if multiple systems are available. You can only select an Avaya Aura® system that your company administrator enabled for users to select.

Related links

[Home page view and dashboard layout on the mobile app](#) on page 24

[Configuring Avaya Spaces Calling preferences on the Calls tab](#) on page 48

[Configuring preferences on the Calendar tab](#) on page 49

[Starting or joining a meeting after logging in to Avaya Spaces on the mobile app](#) on page 137

Chapter 5: Working with My Meeting Room

From the Spaces panel on the left side of the screen, click **My Meeting Room** to access your personal meeting space. You can invite people as guests to join meetings in this space, but you cannot invite other people as members or admins.

When you schedule a call in My Meeting Room, any call participant can send chat messages during the call. After the call ends, only you can see the chat messages on the Chat tab.

If you record a call in My Meeting Room, you can access the recording from the Meetings tab after the call, but other people cannot see recordings in this space. You can download the recording and send it to other people separately.

Other people also cannot see posts or tasks in My Meeting Room.

Related links

[Avaya Spaces desktop application deprecation](#) on page 14

[Managing My Meeting Room \(video\)](#)

Quick access options for My Meeting Room

After opening My Meeting Room on the web interface or desktop app, click the arrow next to the space name to edit the space or access the following additional options:

Option	Description
 Enable notifications for this Space	Click this option to enable notifications for the space. If notifications are already enabled in the space, you can click  Disable notifications for this Space to disable them.
 Copy link	Copy the link for the space. You can paste the link into a message and share it with other people.

Table continues...

Option	Description
 Join By Phone	<p>Displays dial-in information for the selected country. You can select a country from the DIRECT PHONE NUMBERS drop-down list.</p> <p>Click COPY DIAL-IN-INFO to share the dial-in details for the space with other people. Using this information, people can dial in to your space using a standard phone.</p> <p>Note:</p> <p>The dial-in option is only available if you have a Power license.</p>
 Join Spaces Room	<p>Enables you to pair an Avaya CU360 or XT Series conference room camera to your space.</p> <p>For more information about these room system devices, see the following documents on the Avaya Support website:</p> <ul style="list-style-type: none"> • <i>User Guide for Avaya XT Series</i> • <i>Using Avaya Collaboration Unit CU360</i> <p>You cannot use this option for a third-party conference room system.</p>

Related links

- [Editing My Meeting Room settings on the Avaya Spaces web interface or desktop app](#) on page 55
- [Editing My Meeting Room settings on the mobile app](#) on page 62
- [Working with a third-party conference room system](#) on page 208
- [Using quick access icons \(video\)](#)
- [Integrating Avaya Spaces with Avaya CU360 \(video\)](#)
- [Using the Avaya CU360 Calendar \(video\)](#)

Adding a shortcut to My Meeting Room on your mobile app home screen

About this task

You can add a shortcut to My Meeting Room on your mobile device home screen. This is a great way to instantly access a space you use often without navigating through the Avaya Spaces app.

Procedure

Use the following high-level instructions to add the shortcut on your Android or iOS device:

- On Android, open My Meeting Room and tap : > **Add to Home Screen**.
For more information about adding a space shortcut on Android, see [Adding a space to your home screen on Android](#) on page 74.
- On iOS, press and hold the space and then tap **Add to Siri**.

You can then use the Shortcuts app to add a shortcut to your home screen. For more information about adding a shortcut on your iOS home screen, see [Adding a space to your home screen on iOS](#) on page 75.

Inviting people as guests to My Meeting Room

About this task

You can invite people as guests to your My Meeting Room space. The people you invite receive a permanent link to My Meeting Room. Guests cannot access the Posts, Tasks, or Meetings tabs.

If you enabled the Waiting Room feature for My Meeting Room, guests must wait to be admitted into meetings.

Procedure

1. Open My Meeting Room.
2. Click **Invite People**.
3. **(Optional)** To copy the link to My Meeting Room, click **COPY LINK**.

You can paste the link into a message or meeting invitation and share it with others.

4. In the **Enter name, email address or phone number** field, type the name or email address of the person you want to invite.
The role assigned to the people you invite is Guest. You cannot change this.
5. Repeat the previous step to invite more people.
6. When you are ready to send the invitation, click **Invite**.

Editing My Meeting Room settings on the Avaya Spaces web interface or desktop app

About this task

You can edit the space settings for My Meeting Room.

Procedure

1. To edit your space settings, do one of the following:
 - In the Spaces panel on the left side of the screen, click ... next to My Meeting Room and then click **Edit Space**.
 - If My Meeting Room is open, click the arrow next to the space name and then click **Edit Space**.

2. Update your settings on the following tabs:
 - General
 - Meeting
 - Permissions
 - Video Layout
 - Video Options
 - Security
 - Message Retention

Related links

[Editing My Meeting Room settings on the mobile app](#) on page 62

Managing general settings

About this task

From the General tab, you can automatically start meetings and enable notifications. You cannot change the name of the My Meeting Room space.

Procedure

1. Click **Edit Space**.
2. Click the **General** tab.
3. Enable the **Auto-Start My Meeting Room** switch to automatically launch meetings when you open My Meeting Room.
When this option is enabled, the switch becomes green. You can click the switch again to disable this option.
4. Toggle the **Notifications** switch to enable notifications.

When notifications are enabled, the screen displays Notifications are ON.

Related links

[Quick access options for My Meeting Room](#) on page 53

Managing meeting settings for My Meeting Room

About this task

Use the Meeting tab to manage meeting settings for My Meeting Room. You can also generate a URI link to join meetings from a third-party conferencing room system device.

As you make changes in each area, you are prompted to click **Apply Changes** to save your changes.

You can enable live captions if you have a Business or Power license.

You must have a Power license to enable support for large meetings with more than 250 participants. The Large Meeting option sends all traffic through servers optimized for the higher bandwidth required for large events, ensuring a better user experience for all participants.

Procedure

1. Click **Edit Space**.
2. Click the **Meeting** tab.
3. Enable or disable the **Mute audio** switch.

This setting determines whether participants are muted when they join a call. When this option is enabled, all participants join the meeting with their microphones off.

Participants are muted by default in meetings with more than 15 participants.

4. Disable the **Entry/Exit tones** switch to turn off audio cues indicating when someone joins or leaves a meeting in the space.

This switch is enabled by default. If you disable this switch, you will not be notified when someone joins or leaves a meeting.

5. For the Waiting Room option, click the **On** or **Off** status indicator.

You are redirected to the Security tab.

6. To prevent participants from unmuting themselves, enable the **Prevent unmuting** switch.

When this option is enabled, participants can use the Raise Hand feature when they want to speak.

7. Enable the **AI Noise Removal** switch to allow participants to turn noise removal on during a meeting.

8. Do the following to allow meeting participants to access live captions:

- a. Enable the **Live Caption** switch.
- b. Select a language from the drop-down list.

The default language for live captions is English.

9. To host a large meeting with more than 250 participants, enable the **Reserve: up to 1,000 participants** switch.

When you enable this option, you are prompted to enter start and end dates for the large meeting and select your continent.

10. To generate a third-party room system link, enable the **Third Party Room Link (URI)** switch.

You can then enter this URI in your third-party Poly or Cisco system and use it to join an Avaya Spaces meeting.

11. As you make changes in each area, click **Apply Changes** to save your changes.

Related links

[Feature comparison for each license type](#) on page 42

[Managing security settings for My Meeting Room](#) on page 60

[Viewing live captions](#) on page 163

[Working with a third-party conference room system](#) on page 208

[Using AI noise removal \(video\)](#)

[Hosting large meetings in Avaya Spaces \(video\)](#)

[Generating a third-party room link \(video\)](#)

[Using Mute All/Raise Hand in your meeting \(video\)](#)

Managing guest permissions in My Meeting Room

About this task

You cannot add members to My Meeting Room. Anyone who joins this space is a guest. Using the Permissions tab, you can specify whether guests in My Meeting Room can create content, such as chat messages, and upload files. The Permissions tab also displays space admin permissions, but you cannot edit these settings.

The space admin permissions you see are based on the company policy, which your company administrator sets in the Admin Area. The company policy permissions can also affect the space permissions you can manage. For example, if your company administrator disabled attachment upload for all user roles, you cannot set permissions for uploading files.

Procedure

1. Click **Edit Space**.
2. On the Permissions tab, use the **Guests** check boxes to manage access to the following:
 - Content creation permission: Affects chat messages, posts, and tasks. This permission does not affect joining meetings, recording meetings, or other meeting features. By default, guests cannot access posts and tasks in a space. If you disable this permission for guests, they cannot send chat messages.
 - Upload files permission: Affects attachments. If you disable this permission for guests, they cannot attach files in the space. The content creation permission setting affects this permission. For example, if content creation is disabled for guests, then you cannot enable this file upload permission for guests.

Selecting the video layout for My Meeting Room

About this task

The video layout you select in this procedure applies to all meetings in My Meeting Room. The video layout you select determines how people's video is displayed during a meeting.

In addition to the standard video layout options, you can also select an immersive room option. The immersive room options provide a more engaging meeting experience by simulating an environment, such as an office conference room, coffee shop, classroom, or auditorium. You can hover over an immersive room option for more information, such as the number of participants it supports.

To change the video layout, you must be a Business or Power license user. If you have an Essential license, video is displayed in the Grid layout.

Procedure

1. Click **Edit Space**.
2. On the Video Layout tab, select one of the following layouts:
 - **Automatic:** This is the default layout for all spaces if no other option is selected. The current speaker appears larger than the other participants.
 - **Grid:** With this layout, the video for all participants is the same size. A white frame identifies the current speaker.
 - **Concert:** This layout puts the current speaker in the middle of the window, surrounded by the remaining participants.
 - **Lecture:** With this view, the current speaker sees the other people on the call, while the other participants only see the current speaker on the screen.
 - **Lecture Panel:** The current speaker has a larger portion of the screen and is positioned at the bottom of the screen.
 - **Immersive Room > Coffee shop:** This immersive room layout simulates an informal coffee shop environment. This layout option can accommodate up to 6 meeting participants.
 - **Immersive Room > Classroom:** This immersive room layout simulates a classroom environment. This layout option can accommodate up to 12 meeting participants.
 - **Immersive Room > Office:** This immersive room layout simulates a conference room in an office. This layout option can accommodate up to 6 participants.
 - **Immersive Room > Avaya:** This immersive room layout simulates an Avaya conference room. This layout option can accommodate up to 6 participants.
 - **Immersive Room > Auditorium:** This immersive room layout simulates an auditorium. This layout option can accommodate up to 20 participants.
3. To save your changes, click **Apply Changes**.

The **Apply Changes** button is only displayed if you change the video layout. If the default layout is selected, this button is not available.

Related links

[Changing the video layout during a meeting](#) on page 144

[Changing the video layout for meetings \(video\)](#)

Modifying video quality settings for My Meeting Room

About this task

You can set the maximum video resolution for meetings in your space. The default video resolution for a space is 720p. If you select **Audio Only**, video is disabled for all meeting participants.

The available video resolution options depend on the company policy. Your company administrator can set the maximum resolution available for all company spaces. The resolution for your space cannot exceed the maximum resolution set for the company.

If the 1080p video resolution option is available for your company, you must have a Power license to select it. The 1080p resolution applies to received video, but the video feed you send during a meeting is 720p or lower.

Procedure

1. Click **Edit Space**.
2. Click the **Video Options** tab.
3. Select one of the available video resolution options:
 - **1080p**
 - **720p**
 - **480p**
 - **360p**
 - **Audio Only**
4. To save your changes, click **Apply Changes**.

The **Apply Changes** button is only displayed if you change the default option.

Related links

[Setting your maximum video quality during a meeting](#) on page 164

Managing security settings for My Meeting Room

About this task

On the Security tab, you can configure a password or enable the Waiting Room feature to prevent unauthorized access to meetings.

Tip:

Use the Waiting Room feature for meetings with up to 200 participants. For larger meetings, consider using password protection instead.

Procedure

1. Click **Edit Space**.
2. Click the **Security** tab.
3. Select one of the following meeting entry options:
 - **None**: No meeting entry restrictions. Guests and dial-in users can join a meeting right away.
 - **Waiting Room**: Select this option to enable the Waiting Room feature. All guests, including dial-in and conference room system users, must wait until you admit them to the meeting.

When you enable the Waiting Room feature, the **Play Music for Dial-in Guests** switch is enabled by default. You can choose to disable it. When the switch is enabled, people dialing in from a phone or joining from a conference room system device hear music while in the waiting room.

- **Password entry:** Select this option to set up a password.

Complete steps 4, 5, and 6 to configure a password for the space. If you selected **None** or **Waiting Room**, these steps are not applicable.

4. In the **Password** field, type a numeric password containing 6 to 10 numbers.
5. Select one of the following password policy options:
 - **Required for all Guests:** All guests, including dial-in users, require a password to access the space.
 - **Required for participants joining by phone or third party room device:** Anyone dialing in to the space for a meeting or joining from a third-party conferencing system must enter the password.
6. **(Optional)** To include the password in the link for the space, enable the **Embed password in link** switch.
Disable the switch if you want to keep the password separate. When this option is disabled, if you copy the link to the space and share it with someone, remember to provide them with the password.
7. To save your changes, click **Apply Changes**.

Related links

[Setting a password for your space \(video\)](#)

[Enabling the waiting room for guests \(video\)](#)

Configuring message retention settings

About this task

You can configure your retention settings to automatically delete messages after a fixed time.

Your company administrator can also set a company-wide message retention policy. The message retention value you set for your space cannot be higher than the company-wide message retention value set by your company administrator.

Note:

If you have the free Essential license, messages are retained for a maximum of 30 days.

Procedure

1. Click **Edit Space**.
2. On the Message Retention tab, select one of the following options:
 - **Use system policy:** The default message retention value set by Avaya.
 - **Delete messages after:** Messages are deleted after the number of days you specify.
 - **Keep messages forever:** Messages are never deleted.
3. To save your changes, click **Apply Changes**.

The **Apply Changes** button is only displayed if you change the default option.

Related links

[Setting the message retention policy for a space \(video\)](#)

Editing My Meeting Room settings on the mobile app

About this task

You can edit My Meeting Room settings on the Avaya Spaces mobile app.

You cannot update the space name for My Meeting Room. The option to change your space name is on the General tab. In My Meeting Room, you cannot do anything from this tab.

Procedure

1. When My Meeting Room is open, do one of the following:
 - On an Android device, tap :.
 - On an iOS device, tap the space name.
2. Tap **Edit Space**.
3. To update your meeting settings, tap the **Meeting** tab.
4. To update third-party room settings on Android, tap the **Third Party Room** tab.
On iOS, you can generate a third-party room link (URI) on the Meeting tab.
5. To update space permissions, tap the **Permissions** tab.
6. To update the video layout for meetings in the space, tap the **Video Layout** tab.
7. To set the maximum video resolution for the space, tap the **Video Options** tab.
8. To configure a password or enable the Waiting Room feature, tap the **Security** tab.

Related links

[Editing My Meeting Room settings on the Avaya Spaces web interface or desktop app](#) on page 55

Managing meeting settings for My Meeting Room on the mobile app

About this task

Use the Meeting tab to update the meeting settings for My Meeting Room on an Android or iOS device. The settings you configure apply to all meetings in My Meeting Room.

You can enable live captions if you have a Business or Power license.

On iOS, you can generate a third-party room system link from this tab. On Android, this option is available on the Third Party Room tab.

Procedure

1. Tap **Edit Space**.
2. Tap the **Meeting** tab.
3. Enable or disable the **Mute audio** switch.

This setting determines whether participants are muted when they join a call. When this option is enabled, all participants join the meeting with their microphones off.

Participants are muted by default in meetings with more than 15 participants.

4. Disable the **Entry/Exit Tones** switch to turn off audio cues indicating when someone joins or leaves a meeting in the space.

This switch is enabled by default. If you disable this switch, you will not be notified when someone joins or leaves a meeting.

5. To prevent participants from unmuting themselves, enable the **Prevent unmuting** switch.

When this option is enabled, participants can use the Raise Hand feature when they want to speak.

6. Enable the **AI Noise Removal** switch to allow participants to turn noise removal on during a meeting.

7. Do the following to allow meeting participants to access live captions during a meeting:

- a. Enable the **Live Captions** switch.
- b. Tap **Language** to select a language.

The default language for live captions is English.

8. To generate a third-party room system link on iOS:

- a. Enable the **Third Party Room Link (URI)** switch.
- b. **(Optional)** Tap  to copy or share the URI.
- c. **(Optional)** Tap **Regenerate URI** to regenerate the URI.

On Android, third-party room settings are on a separate tab.

Related links

[Managing meeting settings for My Meeting Room](#) on page 56

Working with third-party room settings for My Meeting Room on Android

About this task

Use the Third Party Room tab on Android to generate a third-party room system link for My Meeting Room. You can then enter this URI in your third-party Poly or Cisco conferencing room system to join an Avaya Spaces meeting.

 **Note:**

On iOS, you can generate a third-party room system link from the Meeting tab.

Procedure

1. Tap **Edit Space > Third Party Room** on your Android mobile app.
2. Enable the **Third Party Room Link (URI)** switch to generate a third-party room system link.
3. **(Optional)** Tap  at the top of the screen to copy or share the URI.
4. **(Optional)** Tap **Regenerate URI** to regenerate the URI.
5. **(Optional)** Set a password to prevent unauthorized access to your space.

Use the Security tab to manage your password and other security settings for the space.

Related links

[Managing meeting settings for My Meeting Room on the mobile app](#) on page 62

[Managing security settings for My Meeting Room on the mobile app](#) on page 66

[Working with a third-party conference room system](#) on page 208

Managing guest permissions in My Meeting Room on the mobile app

About this task

You cannot add members to My Meeting Room. Anyone who joins this space is a guest. Using the Permissions tab on the Avaya Spaces mobile app, you can manage whether guests in My Meeting Room can send chat messages and upload files.

Your company administrator can set company-level permissions in the Admin Area. The company policy permissions affect the space permissions you can manage. For example, if your company administrator disabled attachment upload for all user roles, you cannot set permissions for uploading files. To manage file upload permissions, the content creation permission must be enabled.

Procedure

1. Tap **Edit Space**.
2. On the Permissions tab, use the following switches to manage permissions for guests:
 - **Send messages in chat:** When this switch is enabled, guests can send chat messages. If you disable this switch, guests cannot send chat messages in the space.
 - **Upload files:** When this switch is enabled, guests can attach files. If you disable this switch, guests cannot attach files in the space.
3. To save your changes, do one of the following:
 - On an Android device, tap **Apply Changes**.
 - On an iOS device, tap **Done**.

Related links

[Managing guest permissions in My Meeting Room](#) on page 58

Selecting the video layout for My Meeting Room on the mobile app

About this task

You can adjust the video layout for meetings in My Meeting Room on the Avaya Spaces mobile app. In addition to the standard video layout options, you can also select an immersive room option. The immersive room options provide a more engaging meeting experience by simulating an environment, such as an office conference room, coffee shop, classroom, or auditorium.

To change the video layout, you must be a Business or Power license user. If you have an Essential license, video is displayed in the Grid layout.

Procedure

1. Tap **Edit Space**.
2. On the Video Layout tab, select one of the following layouts:
 - **Automatic:** This is the default layout for all spaces if no other option is selected. The current speaker appears larger than the other participants.
 - **Grid:** With this layout, the video for all participants is the same size. A white frame identifies the current speaker.
 - **Concert:** This layout puts the current speaker in the middle of the window, surrounded by the remaining participants.
 - **Lecture:** With this view, the current speaker sees the other people on the call, while the other participants only see the current speaker on the screen.
 - **Lecture Panel:** The current speaker has a larger portion of the screen and is positioned at the bottom of the screen.
 - **Immersive Room > Coffee shop:** This immersive room layout simulates an informal coffee shop environment. This layout option can accommodate up to 6 meeting participants.
 - **Immersive Room > Classroom:** This immersive room layout simulates a classroom environment. This layout option can accommodate up to 12 meeting participants.
 - **Immersive Room > Office:** This immersive room layout simulates a conference room in an office. This layout option can accommodate up to 6 participants.
 - **Immersive Room > Avaya:** This immersive room layout simulates an Avaya conference room. This layout option can accommodate up to 6 participants.
 - **Immersive Room > Auditorium:** This immersive room layout simulates an auditorium. This layout option can accommodate up to 20 participants.

Related links

[Selecting the video layout for My Meeting Room](#) on page 58

[Changing the video layout during a meeting](#) on page 144

Modifying video quality settings for My Meeting Room on the mobile app

About this task

You can set the maximum video resolution for meetings in your space. The default video resolution for a space is 720p. If you select **Audio Only**, video is disabled for all meeting participants.

The available video resolution options depend on the company policy. Your company administrator can set the maximum resolution available for all company spaces. The resolution for your space cannot exceed the maximum resolution set for the company.

The 1080p video resolution option is available on the iOS app for iPads if you have a Power license. The 1080p resolution is not supported on cell phones. This option is currently not available for Android tablets.

Procedure

1. Tap **Edit Space**.
2. On the Video Options tab, select one of the available resolution options:
 - **1080p** on iOS for iPads
 - **720p**
 - **480p**
 - **360p**
 - **Audio Only**

Related links

[Modifying video quality settings for My Meeting Room](#) on page 59

[Setting your maximum video quality during a meeting](#) on page 164

Managing security settings for My Meeting Room on the mobile app

About this task

On the Security tab, you can set up a password or enable the Waiting Room feature to prevent unauthorized access to meetings.

Tip:

Use the Waiting Room feature for meetings with up to 200 participants. For larger meetings, consider using password protection instead.

Procedure

1. Tap **Edit Space**.
2. On the Security tab, enable one of the following meeting entry options:
 - **Waiting Room**: Select this option to enable the Waiting Room feature. Guests and dial-in users must wait until you admit them into the meeting.

- **Password:** Select this option to set up a numeric password for the space. The password must contain 6 to 10 numbers.
3. If you configured a password, select one of the following password policy options:
 - **Required for all guests:** All guests, including dial-in users, must enter the password to access the space.
 - **Required for participants joining by phone:** Anyone dialing in to the space must enter the password.
 4. To save your changes, do one of the following:
 - On an Android device, tap **Apply Changes**.
 - On an iOS device, tap **Done**.

Related links

[Managing security settings for My Meeting Room](#) on page 60

Viewing and sharing dial-in information for My Meeting Room

About this task

From the Join By Phone window, you can view dial-in information for a specific country. You can also copy all of the dial-in information for My Meeting Room and share it with others.

The dial-in option enables people to dial in to a meeting from a standard phone. For example, the dial-in option is useful if you are traveling.

Important:

The dial-in option is only available with the Power license.

Procedure

1. Open My Meeting Room.
2. To open the Join By Phone window, do one of the following:
 - On the web interface or desktop app, at the top of the space, click  **Join By Phone**.
 - On the mobile app for Android, tap : and then tap  **Join By Phone**.
 - On the mobile app for iOS, tap the space name and then tap  **Join By Phone**.
3. **(Optional)** To view dial-in information for a specific country, select a country from the **DIRECT PHONE NUMBERS** menu.
On the mobile app, the name of the menu is **PHONE NUMBER**.
The available dial-in numbers for the country and your space ID are displayed.

4. **(Optional)** To copy all of the dial-in numbers for the space, do one of the following:

- On the Avaya Spaces web interface or desktop app, click **COPY DIAL-IN-INFO**.
- On the mobile app for Android, tap **COPY DIAL-IN-INFO**.
- On the mobile app for iOS, tap .

You can then paste the information into a message or meeting invitation.

5. **(Optional)** On the mobile app for Android, tap **SHARE** to share your space details with a contact.

If you use this option, you do not need to copy your dial-in information.

Related links

[Feature comparison for each license type](#) on page 42

[Quick access options for My Meeting Room](#) on page 53

[Dialing into an Avaya Spaces meeting by phone \(video\)](#)

Setting a password for My Meeting Room from the Join By Phone window

About this task

This procedure describes how to set a numeric password from the Join By Phone window on the web interface or desktop app. You can also set a password from the **Edit Space** menu.

If you do not want to set a password, ignore this procedure.

 **Important:**

This procedure is not applicable to the Avaya Spaces mobile app.

Procedure

1. At the top of My Meeting Room, click  **Join By Phone**.

The Join By Phone window is displayed.

2. In the Security section, type a numeric password that contains 6 to 10 numbers.

3. Select one of the following password policy options:

- **Required for all Guests:** All guests, including dial-in users, require a password to access the space.
- **Required for participants joining by phone or third party room device:** Anyone dialing in to the space for a meeting or joining from a third-party conferencing system must enter the password.

4. **(Optional)** To include the password in the link for the space, enable the **Embed password in link** switch.

Disable the switch if you want to keep the password separate. When this option is disabled, if you copy the link to the space and share it with someone, remember to provide them with the password.

5. To save your changes, click **Apply Changes**.

Related links

[Managing security settings for My Meeting Room](#) on page 60

[Editing My Meeting Room settings on the mobile app](#) on page 62

Chapter 6: Working with group spaces

Group spaces are a great way to collaborate with a team of colleagues. You can create as many spaces as you need.

In a group space, you can:

- Send chat messages to everyone in the space.
- Create and modify posts.
- Create, modify, and assign tasks
- Host meetings.

When you invite participants to the space, their role affects what they can access. You can assign one of the following roles:

- Guest
- Member
- Admin

If you are a space admin, you can change the space owner from **Edit Space > General**. You can promote a space member or admin to a space owner. The new owner must be in the same company as the affected space. The space owner's license affects the features you can access in the space. For example, recording and the A.I. Immersive screen sharing option are only available if the space owner has a Power license. The space owner has the same permissions as a space admin.

Related links

[Avaya Spaces desktop application deprecation](#) on page 14

Description of roles

The following is a description of each participant's role in a space.

Owner role

Each space has one owner. When you create a space, you are the space owner by default. A space admin can change the owner from **Edit Space > General**. The space owner has the same permissions as a space admin. If you are a space owner, you cannot leave the space until you transfer the ownership to a space member or admin in the same company.

Admin role

As a space admin, you can do the following:

- Invite people to the space with any role.
- Modify participant roles.
- Access all content in the space.
- Manage posts and tasks.
- Delete anything in the space, including content someone else created.
- Manage space settings from **Edit Space**.
- Manage participants and other customization options during a meeting.
- Change the space owner.
- Archive the space.
- Delete the space.

Member role

As a space member, you can do the following:

- Access all content in the space.
- Manage posts and tasks.
- Invite people to the space with the Guest role only.
- Access some customization settings.

Guest role

Unless the space is public, the Guest role provides limited functionality.

As a guest in a standard (default) space, you can access and send chat messages, but you cannot access other tabs in the space. As a guest, you can only view chat messages sent while you are active in the space. You cannot view historical chat data in the space.

Guests cannot access a private space at all.

Related links

[Changing a participant's role](#) on page 77

[Managing the space name, space owner, and general preferences](#) on page 79

Creating a group space

About this task

Use this procedure to set up a new space and invite people to it. You can modify the space settings anytime.

This procedure is primarily focused on the Avaya Spaces web interface. The steps vary slightly with the mobile app.

Working with group spaces

On the web interface or desktop app, you can invite up to 100 people to the space at a time. You can enter the names or email addresses of the people you want to invite or upload a CSV file.

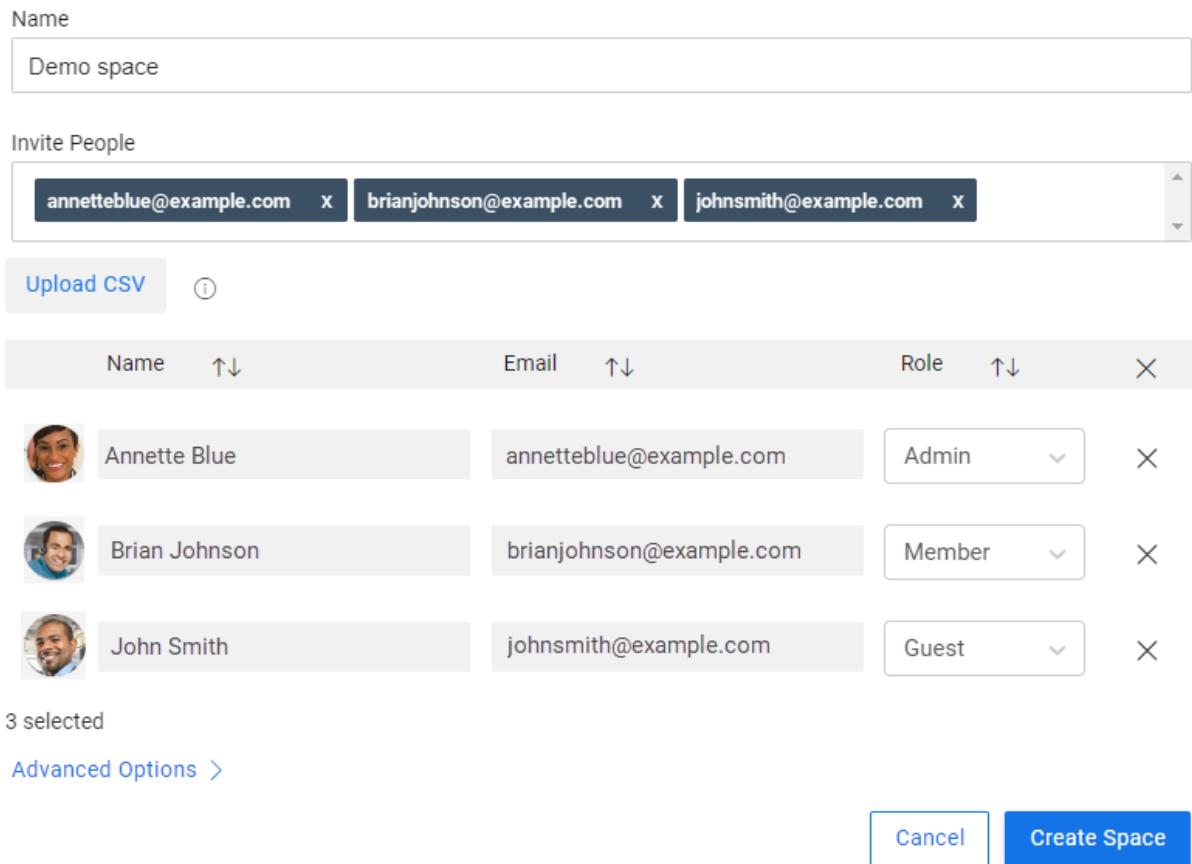
Before you begin

If you plan to invite people in bulk using a CSV file, create the file before performing this procedure and save it on your computer. In the CSV file, add a column with the heading `Email`. You can include up to 100 email addresses.

Procedure

1. On the Spaces panel, click .
2. On the web interface or desktop app, click **Create a New Space**.

The following example image shows the Let's get started! screen:



The screenshot shows the 'Create a New Space' dialog box. At the top, there is a 'Name' field containing 'Demo space'. Below it is an 'Invite People' section with three email addresses listed: 'annetteblue@example.com', 'brianjohnson@example.com', and 'johnsmith@example.com'. There is also a 'Upload CSV' button and an 'Advanced Options >' link. The main area displays a table with columns for Name, Email, Role, and a delete icon. Three users are listed: Annette Blue (Admin), Brian Johnson (Member), and John Smith (Guest). At the bottom, there are 'Cancel' and 'Create Space' buttons.

Name	Email	Role	X
Annette Blue	annetteblue@example.com	Admin	X
Brian Johnson	brianjohnson@example.com	Member	X
John Smith	johnsmith@example.com	Guest	X

3. Type a name for your space.
4. To invite people to the space, do one of the following:
 - Enter their names or email addresses.

You can also paste a list of up to 100 email addresses, separated by commas or semicolons.

- Upload a CSV file with up to 100 email addresses.
The **Upload CSV** option is not available on the mobile app.
- Select one of the following roles for each person:
 - **Guest**
 - **Member**
 - **Admin**
 - (Optional)** On the web interface or desktop app, click **Advanced Options** to set the following optional security settings:
 - Select **Private Space** or **Public Space** to make the space private or public.
Default Space is selected by default.
If you make the space private, guests cannot access it at all. If the space is public, guests can access all content in the space.
 - If the space is not private, select the **Waiting Room** or **Password** check boxes to prevent unauthorized guest access to the space.
Neither of these options is selected by default.
 - When you are ready to create the space, click **Create Space**.

Related links

[Description of roles](#) on page 70

[Managing security settings](#) on page 84

[Creating a new space \(video\)](#)

Quick access options for a group space

After opening a group space on the web interface or desktop app, click the arrow next to the space name to edit the space or access the following additional options:

Option	Description
 Favorite this Space	Add this group space to your Favorites list. If the space is already on your Favorites list, you see  Remove from favorites . Click this option to remove the space from your Favorites list. To only view spaces that are on your Favorites list, hover over the Spaces area on the left side of your screen and click  .
 Enable notifications for this Space	Click this option to enable notifications for the space. If notifications are already enabled in the space, you can click  Disable notifications for this Space to disable them.

Table continues...

Option	Description
 Copy link	Copy the link for the space. You can paste the link into a message and share it with other people.
 Join By Phone	Displays dial-in information for the selected country. You can select a country from the DIRECT PHONE NUMBERS drop-down list. Click COPY DIAL-IN-INFO to share the dial-in details for the space with other people. Using this information, people can dial in to your space using a standard phone. Note: The dial-in option is only available if you have a Power license.
 Join Spaces Room	Enables you to pair an Avaya CU360 or XT Series conference room camera to your space. For more information about these room system devices, see the following documents on the Avaya Support website: <ul style="list-style-type: none">• <i>User Guide for Avaya XT Series</i>• <i>Using Avaya Collaboration Unit CU360</i> You cannot use this option for a third-party conference room system.

Related links

[Editing space settings on the Avaya Spaces web interface or desktop app](#) on page 78

[Editing space settings on the mobile app](#) on page 86

[Working with a third-party conference room system](#) on page 208

[Using quick access icons \(video\)](#)

[Integrating Avaya Spaces with Avaya CU360 \(video\)](#)

[Using the Avaya CU360 Calendar \(video\)](#)

Adding a space to your home screen on Android

About this task

You can create a shortcut to a frequently-used space on your Android home screen. This shortcut enables you to instantly access the space without navigating through the Avaya Spaces app.

When creating the shortcut, you can choose whether you want it to immediately open a meeting in the space. Otherwise, the shortcut opens the Chat tab in the space.

Procedure

1. In Avaya Spaces, open the space you want to add to your home screen and then tap :.
2. Tap **Add to Home Screen**.

3. **(Optional)** In the Create Shortcut window, select the **Start Meeting automatically** check box if you want the shortcut to immediately open a meeting in the space.
 4. Tap **OK**.
 5. Do one of the following to add the shortcut:
 - Press and hold the shortcut icon to position it manually.
 - To automatically add the shortcut, tap **Add automatically**.
- You can drag and drop the space shortcut on your home screen to move it anytime.

Adding a space to your home screen on iOS

About this task

Use the Shortcuts app on your iOS device to add a shortcut to a frequently-used space on your home screen. You can use this shortcut option to instantly join a meeting in the space without navigating through the Avaya Spaces app.

You can tap the space shortcut on your home screen or use a Siri voice command to join a meeting in the space.

Procedure

1. In Avaya Spaces, press and hold the space you want to add to your home screen and tap **Add to Siri**.
2. Do one of the following for the shortcut option:
 - Tap **Done** to accept the default shortcut.
 - Tap **Change Voice Phrase** to enter a custom shortcut phrase.
3. In the Shortcuts app, on the My Shortcuts tab, tap ... next to the added space shortcut.
4. At the top of the screen, tap  and select **Add to Home Screen**.
5. **(Optional)** From the preview, tap the default icon for the home screen shortcut to customize it.
6. When you are ready to add the shortcut, tap **Add**.

Inviting additional participants to a space

About this task

You can invite people to a space anytime. If you are a space admin or the space owner, you can assign any role to the people you invite.

This procedure is primarily focused on the Avaya Spaces web interface. The steps vary slightly with the mobile app.

On the web interface or desktop app, you can invite up to 100 people to the space at a time. You can enter the names or email addresses of the people you want to invite or upload a CSV file.

Before you begin

If you plan to invite people in bulk using a CSV file, create the file before performing this procedure and save it on your computer. In the CSV file, add a column with the heading `Email`. You can include up to 100 email addresses.

Procedure

1. From the Spaces panel on the left side of the screen, open the space.
2. Click **Invite People**.

On the mobile app, you can access this option by tapping the space name on iOS or : on Android. Alternatively, tap  on the People tab.

3. **(Optional)** To copy the link to the space, click .

Manually copying the link to the space is not required. When you invite people to the space, they automatically receive an email with a link to open the space.

4. To invite people to the space, do one of the following:

- Enter their names or email addresses.

You can also paste a list of up to 100 email addresses, separated by commas or semicolons.

- Upload a CSV file with up to 100 email addresses.

The **Upload CSV** option is not available on the mobile app.

5. Select one of the following roles for each person:

- **Guest**
- **Member**
- **Admin**

6. Click **Invite**.

Result

The people you invite receive an email. To join the space with the assigned role, instruct them to click **Open in Avaya Spaces** in the email and log in with the email address used for the invitation.

Related links

[Description of roles](#) on page 70

Changing a participant's role

About this task

As a space admin or owner, you can click ... next to a participant's name to change:

- A guest to a member
- A member to an admin
- An admin to a member

You can change the space owner from **Edit Space > General**.

Procedure

1. Open the space and find the participant whose role you want to change.
2. Next to the participant's name, click
3. Click **Make Member** or **Make Admin**.
4. Confirm when prompted.

Related links

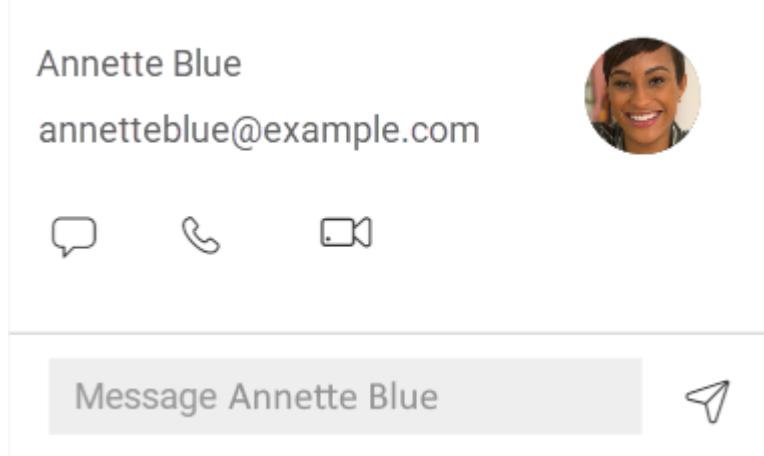
[Managing the space name, space owner, and general preferences](#) on page 79

Viewing a participant's contact card

About this task

On the Avaya Spaces web interface or desktop app, you can hover over a person's name to see their contact card. You can do this from a meeting or within a space. Using the contact card, you can start a call or a direct messaging conversation with the person.

The following is an example of a contact card:



Procedure

1. Hover over the name of the person whose contact card you want to view.
2. From the contact card, do one of the following:
 - To send a quick chat message, type your message in **Message <Name>** and click .
 - To open a direct messaging space, click .
 - To start an audio call, click .
 - To start a video call, click .

Removing a participant from a group space

About this task

As a space admin or owner, you can remove a participant from the space.

Procedure

1. Open the space and find the participant that you want to remove.
2. Next to the participant's name, click
3. To remove a participant, do one of the following:
 - On the web interface or desktop app, click **Remove from space**.
 - On the mobile app, tap **Remove**.
4. Confirm when prompted.

Editing space settings on the Avaya Spaces web interface or desktop app

About this task

If you are the space owner or a space admin, you can edit any space settings. Space members have limited access to space settings and guests have none.

Procedure

1. To edit your space settings, do one of the following:
 - In the Spaces panel on the left of the screen, click ... next to the space name and then click **Edit Space**.
 - If the space is open, click the arrow next to the space name and then click **Edit Space**.

2. Update your settings on the following tabs:

- General
- Meeting
- Permissions
- Video Layout
- Video Options
- Security
- Message Retention

Related links

[Editing space settings on the mobile app](#) on page 86

Managing the space name, space owner, and general preferences

About this task

From **Edit Space > General**, you can update the space name, change the space owner, add the space to your Favorites list, and enable notifications. Alternatively, you can use the quick access options at the top of the space to set the space as a Favorite or enable notifications. This procedure does not describe quick access options.

A space admin can change the space name or owner. You can promote a space member or admin to a space owner. The new owner must be in the same company as the affected space. The space owner has the same permissions as a space admin. The space owner's license affects the features you can access in the space. For example, recording and the A.I. Immersive screen sharing option are only available if the space owner has a Power license. If the current space owner is leaving the company, remember to change the space owner to avoid losing access to any features. After you change the space owner, the previous owner receives an email informing them of the change. When you change the space owner, the previous owner becomes a space admin.

Procedure

1. Click **Edit Space**.
2. Click the **General** tab.
3. Update the space name as needed.
4. From **SPACE OWNER**, select a new owner for the space if required.

You can promote a space member or admin within the same company to a space owner. You are prompted to confirm the space owner change.

5. Enable the **Favorite this Space** switch to add the space to your Favorites list.
6. Toggle the **Notifications** switch to enable notifications.

When notifications are enabled, the screen displays Notifications are ON.

Related links

[Quick access options for a group space](#) on page 73

[Changing the general settings of your space \(video\)](#)

Deleting or archiving a group space

About this task

As a space admin or owner, you can archive or delete the space.

An archived space is not deleted from the system. Until you restore an archived space, it is not displayed under the Spaces area.

When you delete a space, all content in it is permanently removed. You cannot restore a deleted space.

Procedure

1. Click **Edit Space**.
2. On the General tab, do one of the following:
 - To archive the space, click **Archive**.
 - To delete the space, click **Delete**.



3. Confirm your selection when prompted.

Related links

[Restoring an archived space](#) on page 95

[Changing the general settings of your space \(video\)](#)

Managing meeting settings for a space

About this task

As a space admin or owner, use the Meeting tab to manage the meeting settings for your space. You can also generate a URI link to join meetings from a third-party conferencing room system device.

As you make changes in each area, you are prompted to click **Apply Changes** to save your changes.

You can enable live captions if the space owner has a Business or Power license.

The space owner must have a Power license to enable support for large meetings with more than 250 participants. The Large Meeting option sends all traffic through servers optimized for the higher bandwidth required for large events, ensuring a better user experience for all participants.

Procedure

1. Click **Edit Space**.
2. Click the **Meeting** tab.
3. Enable or disable the **Mute audio** switch.

This setting determines whether participants are muted when they join a call. When this option is enabled, all participants join the meeting with their microphones off.

Participants are muted by default in meetings with more than 15 participants.

4. Disable the **Entry/Exit tones** switch to turn off audio cues indicating when someone joins or leaves a meeting in the space.

This switch is enabled by default. If you disable this switch, you will not be notified when someone joins or leaves a meeting.

5. For the Waiting Room option, click the **On** or **Off** status indicator.

You are redirected to the Security tab.

6. To prevent participants from unmuting themselves, enable the **Prevent unmuting** switch.

When this option is enabled, participants can use the Raise Hand feature when they want to speak.

7. Enable the **AI Noise Removal** switch to allow participants to turn noise removal on during a meeting.

8. Do the following to allow meeting participants to access live captions:

- a. Enable the **Live Caption** switch.

- b. Select a language from the drop-down list.

The default language for live captions is English.

9. To host a large meeting with more than 250 participants, enable the **Reserve: up to 1,000 participants** switch.

When you enable this option, you are prompted to enter start and end dates for the large meeting and select your continent.

10. To generate a third-party room system link, enable the **Third Party Room Link (URI)** switch.

You can then enter this URI in your third-party Poly or Cisco system and use it to join an Avaya Spaces meeting.

11. As you make changes in each area, click **Apply Changes** to save your changes.

Related links

[Viewing your license information](#) on page 41

[Feature comparison for each license type](#) on page 42

[Managing security settings](#) on page 84

[Viewing live captions](#) on page 163

- [Working with a third-party conference room system](#) on page 208
- [Using AI noise removal \(video\)](#)
- [Hosting large meetings in Avaya Spaces \(video\)](#)
- [Generating a third-party room link \(video\)](#)
- [Using Mute All/Raise Hand in your meeting \(video\)](#)

Managing space permissions

About this task

As a space admin or owner, you can use the Permissions tab to view space admin permissions, and update member and guest permissions. You can manage whether members and guests can create content and upload files, and whether members can record meetings in the space. The option to record meetings is available if the space owner has a Power license.

Tip:

If you disable a permission for members, it is automatically disabled for guests.

The space admin permissions you see are based on the company policy, which your company administrator sets in the Admin Area. The company policy permissions can also affect the space permissions you can manage. For example, if your company administrator disabled attachment upload for all user roles, you cannot set permissions for uploading files. To manage file upload permissions, the content creation permission must be enabled.

Procedure

1. Click **Edit Space**.
2. On the Permissions tab, use the **Members** and **Guests** check boxes to manage access to the following:
 - Content creation permission: Affects chat messages, posts, and tasks. This permission does not affect joining meetings, recording meetings, or other meeting features. By default, guests cannot access posts and tasks in a space. If you disable this permission for guests, they cannot send chat messages.
 - Upload files permission: Affects attachments. If you disable this permission for guests, they cannot attach files in the space. The content creation permission setting affects this permission. For example, if content creation is disabled for guests, then you cannot enable this file upload permission for guests.
 - Record meetings permission: Affects meeting recordings. If you disable this permission for members, they cannot record meetings. Guests cannot record meetings in Avaya Spaces.
3. To save your changes, click **Apply Changes**.

Related links

- [Description of roles](#) on page 70
- [Setting Avaya Spaces permissions for guests and members \(video\)](#)

Selecting the video layout for meetings in a space

About this task

As a space admin or owner, you can select the video layout for a space. The video layout you select applies to all meetings in the space and determines how people's video is displayed during a meeting.

In addition to the standard video layout options, you can also select an immersive room option. The immersive room options provide a more engaging meeting experience by simulating an environment, such as an office conference room, coffee shop, classroom, or auditorium. You can hover over an immersive room option for more information, such as the number of participants it supports.

To change the video layout, you must be a Business or Power license user. If you have an Essential license, video is displayed in the Grid layout.

Procedure

1. Click **Edit Space**.
2. On the Video Layout tab, select one of the following layouts:
 - **Automatic:** This is the default layout for all spaces if no other option is selected. The current speaker appears larger than the other participants.
 - **Grid:** With this layout, the video for all participants is the same size. A white frame identifies the current speaker.
 - **Concert:** This layout puts the current speaker in the middle of the window, surrounded by the remaining participants.
 - **Lecture:** With this view, the current speaker sees the other people on the call, while the other participants only see the current speaker on the screen.
 - **Lecture Panel:** The current speaker has a larger portion of the screen and is positioned at the bottom of the screen.
 - **Immersive Room > Coffee shop:** This immersive room layout simulates an informal coffee shop environment. This layout option can accommodate up to 6 meeting participants.
 - **Immersive Room > Classroom:** This immersive room layout simulates a classroom environment. This layout option can accommodate up to 12 meeting participants.
 - **Immersive Room > Office:** This immersive room layout simulates a conference room in an office. This layout option can accommodate up to 6 participants.
 - **Immersive Room > Avaya:** This immersive room layout simulates an Avaya conference room. This layout option can accommodate up to 6 participants.
 - **Immersive Room > Auditorium:** This immersive room layout simulates an auditorium. This layout option can accommodate up to 20 participants.
3. To save your changes, click **Apply Changes**.

The **Apply Changes** button is only displayed if you change the video layout. If the default layout is selected, this button is not available.

Related links

- [Changing the video layout during a meeting](#) on page 144
- [Changing the video layout for meetings \(video\)](#)

Modifying video quality settings for a space

About this task

As a space admin or owner, you can set the maximum video resolution for meetings in the space. The default video resolution is 720p. If you select **Audio Only**, video is disabled for all meeting participants.

The available video resolution options depend on the company policy. Your company administrator can set the maximum resolution available for all company spaces. The resolution for your space cannot exceed the maximum resolution set for the company.

You can select the 1080p video resolution option if it is available for the company and the space owner has a Power license. The 1080p resolution applies to received video, but the video feed you send during a meeting is 720p or lower.

Procedure

1. Click **Edit Space**.
2. Click the **Video Options** tab.
3. Select one of the available video resolution options:
 - **1080p**
 - **720p**
 - **480p**
 - **360p**
 - **Audio Only**
4. To save your changes, click **Apply Changes**.

The **Apply Changes** button is only displayed if you change the default option.

Related links

- [Setting your maximum video quality during a meeting](#) on page 164

Managing security settings

About this task

As a space admin or owner, use the Security tab to:

- Make the space public or private.
- Set a password or enable the Waiting Room feature to prevent unauthorized access to the space.

 **Tip:**

Use the Waiting Room feature for meetings with up to 200 participants. For larger meetings, consider using password protection instead.

Procedure

1. Click **Edit Space**.
2. Click the **Security** tab.
3. In the Type of Space area, select one of the following:
 - **Default Space**: This is the default setting for a new space. In a standard or default space, guests can view and send chat messages but cannot access other content in the space. Guests can only view chat content that is sent while they are active in the space.
 - **Private Space**: If you make the space private, guests cannot access it at all. The password and waiting room options are not applicable for a private space.
 - **Public Space**: If you make the space public, guests can access chat, posts, tasks, and recordings.
4. If the space is not private, select one of the following options from the Entry into meeting area:
 - **None**: No meeting entry restrictions. Guests and dial-in users can join a meeting right away.
 - **Waiting Room**: Select this option to enable the Waiting Room feature. All guests, including dial-in and conference room system users, must wait for a space member or admin to allow them into the meeting. When the meeting ends, guests no longer have access to the space.

When you enable the Waiting Room feature, the **Play Music for Dial-in Guests** switch is enabled by default. You can choose to disable it. When the switch is enabled, people dialing in from a phone or joining from a conference room system device hear music while in the waiting room.

- **Password entry**: Select this option to set up a password.

Complete steps 5, 6, and 7 to configure a password for the space. If you selected **None** or **Waiting Room**, these steps are not applicable.

5. In the **Password** field, type a numeric password containing 6 to 10 numbers.
6. Select one of the following password policy options:
 - **Required for all Guests**: All guests, including dial-in users, require a password to access the space.
 - **Required for participants joining by phone or third party room device**: Anyone dialing in to the space for a meeting or joining from a third-party conferencing system must enter the password.
7. **(Optional)** To include the password in the link for the space, enable the **Embed password in link** switch.

Disable the switch if you want to keep the password separate. When this option is disabled, if you copy the link to the space and share it with someone, remember to provide them with the password.

8. To save your changes, click **Apply Changes**.

Related links

[Description of roles](#) on page 70

[Making your space public or private \(video\)](#)

[Setting a password for your space \(video\)](#)

[Enabling the waiting room for guests \(video\)](#)

Configuring message retention settings

About this task

As a space admin or owner, you can configure the message retention settings for the space. Messages are automatically deleted after the set time.

Your company administrator can also set a company-wide message retention policy. The message retention value you set for your space cannot be higher than the company-wide message retention value set by your company administrator.

 **Note:**

If you have the free Essential license, messages are retained for a maximum of 30 days.

Procedure

1. Click **Edit Space**.
2. On the Message Retention tab, select one of the following options:
 - **Use system policy:** The default message retention value set by Avaya.
 - **Delete messages after:** Messages are deleted after the number of days you specify.
 - **Keep messages forever:** Messages are never deleted.
3. To save your changes, click **Apply Changes**.

The **Apply Changes** button is only displayed if you change the default option.

Related links

[Setting the message retention policy for a space \(video\)](#)

Editing space settings on the mobile app

About this task

You can edit group space settings on the Avaya Spaces mobile app. If you are the space owner or a space admin, you can edit any space settings.

Procedure

1. When the group space is open, do one of the following:
 - On an Android device, tap :.
 - On an iOS device, tap the space name.
2. Tap **Edit Space**.
3. To change the space name or owner, tap the **General** tab.
4. To update your meeting settings, tap the **Meeting** tab.
5. To update third-party room settings on Android, tap the **Third Party Room** tab.
On iOS, you can generate a third-party room link (URI) on the Meeting tab.
6. To update space permissions, tap the **Permissions** tab.
7. To update the video layout for meetings in the space, tap the **Video Layout** tab.
8. To set the maximum video resolution for the space, tap the **Video Options** tab.
9. To change the privacy settings for the space or manage meeting entry restrictions, tap the **Security** tab.

Related links

- [Editing space settings on the Avaya Spaces web interface or desktop app](#) on page 78
[Editing a space on your mobile device \(video\)](#)

Managing general settings on the mobile app

About this task

As a space admin, you can rename the space or change the space owner.

You can promote a space member or admin to a space owner. The space owner must be in the same company as the affected space. The space owner's license affects the features you can access in the space. If the current space owner is leaving the company, remember to change the space owner to avoid losing access to any features.

Procedure

1. Tap **Edit Space**.
2. Tap the **General** tab.
3. Tap the space name and type a new name.
4. Select a new owner for the space if required.

Related links

- [Description of roles](#) on page 70
[Managing the space name, space owner, and general preferences](#) on page 79

Managing meeting settings for a space on the mobile app

About this task

As a space admin or owner, you can update the meeting settings for a group space on an Android or iOS device. The settings you configure apply to all meetings in the space.

You can enable live captions if the space owner has a Business or Power license.

On iOS, you can generate a third-party room system link from this tab. On Android, this option is available on the Third Party Room tab.

Procedure

1. Tap **Edit Space**.
2. Tap the **Meeting** tab.
3. Enable or disable the **Mute audio** switch.

This setting determines whether participants are muted when they join a call. When this option is enabled, all participants join the meeting with their microphones off.

Participants are muted by default in meetings with more than 15 participants.

4. Disable the **Entry/Exit Tones** switch to turn off audio cues indicating when someone joins or leaves a meeting in the space.

This switch is enabled by default. If you disable this switch, you will not be notified when someone joins or leaves a meeting.

5. To prevent participants from unmuting themselves, enable the **Prevent unmuting** switch.

When this option is enabled, participants can use the Raise Hand feature when they want to speak.

6. Enable the **AI Noise Removal** switch to allow participants to turn noise removal on during a meeting.

7. Do the following to allow meeting participants to access live captions during a meeting:

- a. Enable the **Live Captions** switch.
- b. Tap **Language** to select a language.

The default language for live captions is English.

8. To generate a third-party room system link on iOS:

- a. Enable the **Third Party Room Link (URI)** switch.
- b. **(Optional)** Tap  to copy or share the URI.
- c. **(Optional)** Tap **Regenerate URI** to regenerate the URI.

On Android, third-party room settings are on a separate tab.

Related links

[Managing meeting settings for a space](#) on page 80

Working with third-party room settings on Android

About this task

On Android, use the Third Party Room tab to generate a third-party room system URI link for your space. You can then enter this URI in your third-party Poly or Cisco conferencing room system to join an Avaya Spaces meeting.

Note:

On iOS, you can generate a third-party room system link from the Meeting tab.

Procedure

1. Tap **Edit Space > Third Party Room** on your Android mobile app.
2. Enable the **Third Party Room Link (URI)** switch to generate a third-party room system link.
3. **(Optional)** Tap  at the top of the screen to copy or share the URI.
4. **(Optional)** Tap **Regenerate URI** to regenerate the URI.
5. **(Optional)** Set a password to prevent unauthorized access to your space.

Use the Security tab to manage your password and other security settings for the space.

Related links

[Managing meeting settings for a space on the mobile app](#) on page 88

[Managing the security settings for a space on the mobile app](#) on page 92

[Working with a third-party conference room system](#) on page 208

Managing space permissions on the mobile app

About this task

As a space admin or owner, you can use the Permissions tab on the Avaya Spaces mobile app to manage whether members and guests can create content and upload files, and whether members can record meetings in the space. The option to record meetings is available if the space owner has a Power license.

Tip:

If you disable a permission for members, it is automatically disabled for guests.

About this task

Your company administrator can set company-level permissions in the Admin Area. The company policy permissions affect the space permissions you can manage. For example, if your company administrator disabled attachment upload for all user roles, you cannot set permissions for uploading files. To manage file upload permissions, the content creation permission must be enabled.

Procedure

1. Tap **Edit Space**.

2. Tap the **Permissions** tab.
3. Use the following switches to manage permissions in the Members and Guests areas:
 - **Send messages in chat:** When this switch is enabled, people can create content in the space. Content creation affects whether you can send chat messages or create and modify posts and tasks. Guest cannot access posts and tasks by default. If you disable this switch for guests, they cannot send chat messages in the space.
 - **Upload files:** When this switch is enabled, people can attach files. For example, if you disable this switch for guests, they cannot send attachments in the space.
 - **Record Meetings:** When this switch is enabled, members can record meetings in the space. This option is not available for guests because guests cannot record meetings in Avaya Spaces.
4. To save your changes, do one of the following:
 - On an Android device, tap **Apply Changes**.
 - On an iOS device, tap **Done**.

Related links

[Managing space permissions](#) on page 82

Selecting the video layout for a space on the mobile app

About this task

As a space admin or owner, you can change the video layout for meetings in a space. The video layout you choose determines how video is displayed during a meeting. In addition to the standard video layout options, you can also select an immersive room option. The immersive room options provide a more engaging meeting experience by simulating an environment, such as an office conference room, coffee shop, classroom, or auditorium.

To change the video layout, you must be a Business or Power license user. If you have an Essential license, video is displayed in the Grid layout.

Procedure

1. Tap **Edit Space**.
2. On the Video Layout tab, select one of the following layouts:
 - **Automatic:** This is the default layout for all spaces if no other option is selected. The current speaker appears larger than the other participants.
 - **Grid:** With this layout, the video for all participants is the same size. A white frame identifies the current speaker.
 - **Concert:** This layout puts the current speaker in the middle of the window, surrounded by the remaining participants.
 - **Lecture:** With this view, the current speaker sees the other people on the call, while the other participants only see the current speaker on the screen.
 - **Lecture Panel:** The current speaker has a larger portion of the screen and is positioned at the bottom of the screen.

- **Immersive Room > Coffee shop:** This immersive room layout simulates an informal coffee shop environment. This layout option can accommodate up to 6 meeting participants.
- **Immersive Room > Classroom:** This immersive room layout simulates a classroom environment. This layout option can accommodate up to 12 meeting participants.
- **Immersive Room > Office:** This immersive room layout simulates a conference room in an office. This layout option can accommodate up to 6 participants.
- **Immersive Room > Avaya:** This immersive room layout simulates an Avaya conference room. This layout option can accommodate up to 6 participants.
- **Immersive Room > Auditorium:** This immersive room layout simulates an auditorium. This layout option can accommodate up to 20 participants.

Related links

- [Selecting the video layout for meetings in a space](#) on page 83
[Changing the video layout during a meeting](#) on page 144

Modifying video quality settings for a space on the mobile app

About this task

As a space admin or owner, you can set the maximum video resolution for meetings in the space. The default video resolution is 720p. If you select **Audio Only**, video is disabled for all meeting participants.

The available video resolution options depend on the company policy. Your company administrator can set the maximum resolution available for all company spaces. The resolution for your space cannot exceed the maximum resolution set for the company.

The 1080p video resolution option is available on the iOS app for iPads if the space owner has a Power license. The 1080p resolution is not supported on standard cell phones. This option is currently not available for Android tablets.

Procedure

1. Tap **Edit Space**.
2. On the Video Options tab, select one of the available resolution options:
 - **1080p** on iOS for iPads
 - **720p**
 - **480p**
 - **360p**
 - **Audio Only**

Related links

- [Modifying video quality settings for a space](#) on page 84
[Setting your maximum video quality during a meeting](#) on page 164

Managing the security settings for a space on the mobile app

About this task

As a space admin or owner, you can manage security settings for your space on the mobile app. Use the Security tab to:

- Make the space public or private.

In a standard space, which is not public or private, guests can view and send chat messages but cannot access other content in the space. Guests can only view chat messages sent while they are active in the space.

- Set a password or enable the Waiting Room feature to prevent unauthorized access to the space.

 **Tip:**

Use the Waiting Room feature for meetings with up to 200 participants. For larger meetings, consider using password protection instead.

Procedure

1. Tap **Edit Space**.
2. Tap the **Security** tab.
3. To make the space public or private, enable one of following switches:
 - **Private Space**: Enable this switch to restrict access to your space. Guests cannot access a private space at all. If you enable this switch, the password and waiting room options are not applicable.
 - **Public Space**: Enable this switch to allow guests to access more content in the space. In a public space, guests can access chat, posts, tasks, and recordings.
4. If the space is not private, select one of the following meeting entry options to prevent unauthorized access:
 - **Waiting Room**: Select this option to enable the Waiting Room feature. All guests, including dial-in users, must wait for a space member or admin to allow them into the meeting. When the meeting ends, guests no longer have access to the space.
 - **Password**: Select this option to set up a numeric password for the space. The password must contain 6 to 10 numbers.
5. If you configured a password, select one of the following password policy options:
 - **Required for all guests**: All guests, including dial-in users, must enter the password to access the space.
 - **Required for participants joining by phone**: Anyone dialing in to the space must enter the password.
6. To save your changes, do one of the following:
 - On an Android device, tap **Apply Changes**.

- On an iOS device, tap **Done**.

Related links

[Description of roles](#) on page 70

[Managing security settings](#) on page 84

Deleting or archiving a group space on the mobile app

About this task

As a space admin or owner, you can archive or delete a space that you are no longer using.

An archived space is not deleted from the system. When you delete a space, all content in it is permanently removed. You cannot restore a deleted space.

Procedure

1. Do one of the following:
 - On an Android device, tap : and then tap **Edit Space**.
 - On an iOS device, tap the space name.
2. Do one of the following:
 - To archive the space, tap **Archive Space**.
 - To delete the space, tap **Delete Space**.
3. Confirm your selection when prompted.

Related links

[Deleting or archiving a group space](#) on page 80

[Restoring an archived space](#) on page 95

Viewing and sharing dial-in information for a group space

About this task

You can view dial-in information for a specific country. You can also copy all of the dial-in information for your group space and share it with others.

The dial-in option enables people to dial in to a meeting from a standard phone. For example, the dial-in option is useful if you are traveling.

Important:

The dial-in option is only available with the Power license.

Procedure

1. Open the space.

2. To open the Join By Phone window, do one of the following:
 - On the web interface or desktop app, at the top of the space, click  **Join By Phone**.
 - On the mobile app for Android, tap : and then tap  **Join By Phone**.
 - On the mobile app for iOS, tap the space name and then tap  **Join By Phone**.
3. **(Optional)** To view dial-in information for a specific country, select a country from the **DIRECT PHONE NUMBERS** menu.

On the mobile app, the name of the menu is **PHONE NUMBER**.
The available dial-in numbers for the country and your space ID are displayed.
4. **(Optional)** To copy all of the dial-in numbers for the space, do one of the following:
 - On the Avaya Spaces web interface or desktop app, click **COPY DIAL-IN-INFO**.
 - On the mobile app for Android, tap **COPY DIAL-IN-INFO**.
 - On the mobile app for iOS, tap .

You can then paste the information into a message or meeting invitation.
5. **(Optional)** On the mobile app for Android, tap **SHARE** to share your space details with a contact.

If you use this option, you do not need to copy your dial-in information.

Related links

- [Viewing your license information](#) on page 41
[Feature comparison for each license type](#) on page 42
[Quick access options for a group space](#) on page 73
[Dialing into an Avaya Spaces meeting by phone \(video\)](#)

Setting a password for a group space from the Join By Phone window

About this task

This procedure describes how to set a numeric password from the Join By Phone window on the web interface or desktop app. You can also set a password from the **Edit Space** menu.

If you do not want to set a password, ignore this procedure.

 **Important:**

This procedure is not applicable to the Avaya Spaces mobile app.

Procedure

1. At the top of the space, click  **Join By Phone**.
The Join By Phone window is displayed.
2. In the Security section, type a numeric password that contains 6 to 10 numbers.
3. Select one of the following password policy options:
 - **Required for all Guests:** All guests, including dial-in users, require a password to access the space.
 - **Required for participants joining by phone or third party room device:** Anyone dialing in to the space for a meeting or joining from a third-party conferencing system must enter the password.
4. **(Optional)** To include the password in the link for the space, enable the **Embed password in link** switch.
Disable the switch if you want to keep the password separate. When this option is disabled, if you copy the link to the space and share it with someone, remember to provide them with the password.
5. To save your changes, click **Apply Changes**.

Related links

[Managing security settings](#) on page 84

[Editing space settings on the mobile app](#) on page 86

Restoring an archived space

About this task

You can restore archived spaces on the web interface or desktop app. This procedure is not applicable for the Avaya Spaces mobile app.

Procedure

1. In the Spaces panel, on the left of the screen, click ... next to Spaces and click **Show Archived Spaces**.
The list of the archived spaces is displayed.
2. To restore a space, click ... next to the space name and click **Restore**.
3. When prompted, click **Restore** to confirm.

Related links

[Deleting or archiving a group space](#) on page 80

Leaving a group space

About this task

You can remove yourself from a space anytime. If you are a space admin, the option to leave a space might not currently be available on the mobile app. In this case, use the web interface or desktop app to leave the space.

If you are the space owner, you cannot leave the space until you transfer the ownership to another space member or admin in the same company. You can change the space owner from **Edit Space > General**.

Procedure

1. Open the space.
2. To leave the space, do one of the following:
 - On the web interface or desktop app, click ... next to your name on the right side of the screen and then click **Leave**.
 - On the mobile app for Android, tap : and then tap **Leave Space**.
 - On the mobile app for iOS, tap the space name and then tap **Leave Space**.

Result

After you leave a space, you stop receiving notifications for it.

Chapter 7: Working with direct messaging spaces

Use a direct messaging space to instantly chat with colleagues in your company. You can use direct messaging for one-on-one or group conversations. You can also start calls.

In a direct messaging space, the Chat tab displays your chat messages. You can access call recordings for digital Avaya Spaces calls on the Meetings tab.

One-on-one direct messaging

From a direct messaging space with one other person, you can:

- Exchange chat messages.
- Make a digital Avaya Spaces call.
- Make an audio call to your colleague's phone number if it is published.

Group direct messaging

A group direct messaging space supports up to 10 people. When you add people to an existing direct messaging space, Avaya Spaces preserves the original direct messaging space and creates a new one with the additional people. You cannot remove someone from an existing direct messaging space.

From a group direct messaging space, you can chat and start an ad hoc meeting. Only the participants of the direct messaging space can join the meeting. You cannot make a one-on-one call from the group direct messaging space.

Unlike a normal group space, you do not have to wait for people to join the direct messaging space. You can start chatting with them right away. A group direct messaging conversation is good for short, simple discussions that don't require a new standard space. A standard group space is more suitable for long-term team collaboration.

Related links

[Avaya Spaces desktop application deprecation](#) on page 14

[Direct messaging view comparison](#) on page 30

[Making a digital call from a one-on-one direct messaging space](#) on page 108

[Making an audio call from a one-on-one direct messaging space on the web interface or desktop app](#) on page 109

[Making an audio call from a one-on-one direct messaging space on the mobile app](#) on page 111

[Working with chat messages](#) on page 172

[Sending direct messages \(video\)](#)

Starting a direct messaging conversation

About this task

You can create a one-on-one or group direct messaging space for chat conversations and calls with your colleagues. You can add up to 9 other people to a direct messaging space.

On the web interface or desktop app, your direct messaging spaces are displayed in the Direct Messages area on the Spaces panel. On the mobile app, you can access your direct messaging spaces from the Messages tab.

Procedure

1. To start a new direct messaging conversation, click **+**.
2. Type your colleague's name or email address.
3. **(Optional)** Repeat the previous step to add more people.
4. Click **OK** to create the direct messaging space.

On the iOS mobile app, tap **Create**.

Adding a direct messaging space to the home screen on your mobile device

About this task

You can add a shortcut to a direct messaging space on your mobile device home screen. This is a great way to instantly access a space you use often without navigating through the Avaya Spaces app.

Procedure

Use the following high-level instructions to add a shortcut to a direct messaging space on your Android or iOS device:

- On Android, open the direct messaging space and tap **:** > **Add to Home Screen**.
For more information about adding a space shortcut on Android, see [Adding a space to your home screen on Android](#) on page 74.
- On iOS, press and hold the space and then tap **Add to Siri**.

You can then use the Shortcuts app to add a shortcut to your home screen. For more information about adding a shortcut on your iOS home screen, see [Adding a space to your home screen on iOS](#) on page 75.

Adding people to a direct messaging space

About this task

When you add people to a direct messaging space, Avaya Spaces preserves the original direct messaging space and creates a new one with the additional people. After creating a group direct messaging space, you cannot remove people from it.

Procedure

1. Open the space where you want to add more people.
2. Click **Add People**.

To add people to a group direct messaging space on Android, tap +. On the mobile app for iOS or a one-on-one space for Android, **Add People** is in the list of options for the space.

3. Enter the names or email addresses of the people you want to add.
4. **(Optional)** Click X next to a person's name to remove them.
5. When you are done, click **Add People**.

On the iOS mobile app, tap **Create**.

Quick access options for a direct messaging space

On the web interface or desktop app, click the arrow next to the direct messaging space name to edit the space or access the following:

Option	Description
 Enable notifications for this Space	Click this option to enable notifications. If notifications are already enabled in the space, you can click  Disable notifications for this Space to disable them. In a group direct messaging space, you can also manage notifications from Edit Space > General .

Editing a direct messaging space on the Avaya Spaces web interface or desktop app

About this task

You can edit the settings for a direct messaging space on the web interface or desktop app. The Video Layout tab is available in group direct messaging spaces, but not in one-on-one spaces.

Procedure

1. From the Direct Messages area, open the space.
2. Click the arrow next to the space name and then click **Edit Space**.
3. Update your settings on the following tabs:
 - General
 - Meeting
 - Video Options
 - Video Layout in group direct messaging spaces
 - Message Retention

Deleting chat history

About this task

Use the general settings to permanently delete a one-on-one direct messaging space. You cannot change the space name for a direct messaging space.

Procedure

1. Click **Edit Space**.
2. On the General tab, click **Delete**.
3. When prompted, click **Delete** to confirm.

The deleted chat conversation is removed from the Direct Messages area and cannot be restored.

Managing meeting settings for a direct messaging space

About this task

You can enable noise removal and live captions for digital calls in a direct messaging space. Live captions is available with the Business or Power license.

Procedure

1. Click **Edit Space**.
2. Click the **Meeting** tab.

3. Enable the **AI Noise Removal** switch to allow participants to turn noise removal on during a meeting.
4. Do the following to allow meeting participants to access live captions:
 - a. Enable the **Live Caption** switch.
 - b. Select a language from the drop-down list.
The default language for live captions is English.
5. Click **Apply Changes**.

Related links

[Using AI noise removal \(video\)](#)

Selecting the video layout for meetings in a group direct messaging space

About this task

You can set the video layout for meetings in a group direct messaging space. This option is not available for one-on-one spaces.

In addition to the standard video layout options, you can also select an immersive room option. The immersive room options provide a more engaging meeting experience by simulating an environment, such as an office conference room, coffee shop, classroom, or auditorium.

To change the video layout, you must be a Business or Power license user. If you have an Essential license, video is displayed in the Grid layout.

Procedure

1. Click **Edit Space**.
2. On the Video Layout tab, select one of the following layouts:
 - **Automatic:** This is the default layout for all spaces if no other option is selected. The current speaker appears larger than the other participants.
 - **Grid:** With this layout, the video for all participants is the same size. A white frame identifies the current speaker.
 - **Concert:** This layout puts the current speaker in the middle of the window, surrounded by the remaining participants.
 - **Lecture:** With this view, the current speaker sees the other people on the call, while the other participants only see the current speaker on the screen.
 - **Lecture Panel:** The current speaker has a larger portion of the screen and is positioned at the bottom of the screen.
 - **Immersive Room > Coffee shop:** This immersive room layout simulates an informal coffee shop environment. This layout option can accommodate up to 6 meeting participants.
 - **Immersive Room > Classroom:** This immersive room layout simulates a classroom environment. This layout option can accommodate up to 12 meeting participants.

- **Immersive Room > Office:** This immersive room layout simulates a conference room in an office. This layout option can accommodate up to 6 participants.
- **Immersive Room > Avaya:** This immersive room layout simulates an Avaya conference room. This layout option can accommodate up to 6 participants.
- **Immersive Room > Auditorium:** This immersive room layout simulates an auditorium. This layout option can accommodate up to 20 participants.

3. To save your changes, click **Apply Changes**.

The **Apply Changes** button is only displayed if you change the video layout. If the default layout is selected, this button is not available.

Related links

[Changing the video layout during a meeting](#) on page 144

Modifying video quality settings for a direct messaging space

About this task

You can set the maximum video resolution for digital calls in a direct messaging space. If you select **Audio Only**, video is disabled.

The available video resolution options depend on the company policy.

If the 1080p video resolution option is available for your company, you must have a Power license to select it. The 1080p resolution applies to received video, but the video feed you send during a meeting is 720p or lower.

Procedure

1. Click **Edit Space**.
2. Click the **Video Options** tab.
3. Select one of the available video resolution options:
 - **1080p**
 - **720p**
 - **480p**
 - **360p**
 - **Audio Only**
4. To save your changes, click **Apply Changes**.

The **Apply Changes** button is only displayed if you change the default option.

Configuring message retention settings

About this task

You can configure your retention settings to automatically delete messages after a fixed time.

Your company administrator can also set a company-wide message retention policy. The message retention value you set for your space cannot be higher than the company-wide message retention value set by your company administrator.

 **Note:**

If you have the free Essential license, messages are retained for a maximum of 30 days.

Procedure

1. Click **Edit Space**.
2. On the Message Retention tab, select one of the following options:
 - **Use system policy**: The default message retention value set by Avaya.
 - **Delete messages after**: Messages are deleted after the number of days you specify.
 - **Keep messages forever**: Messages are never deleted.
3. To save your changes, click **Apply Changes**.

The **Apply Changes** button is only displayed if you change the default option.

Related links

[Setting the message retention policy for a space \(video\)](#)

Hiding a direct messaging space on the Avaya Spaces web interface or desktop app

About this task

You can hide a direct messaging space. The hidden direct space is removed from the Direct Messages area on the web interface or desktop app.

Starting a new direct message chat with the same person or people restores the previous messaging history.

Procedure

1. Do one of the following:
 - In the Spaces panel on the left side of the screen, under Direct Messages, click ... next to the direct space and then click **Hide**.
 - If the space is open, click the arrow next to the space name and then click **Hide**.
2. When prompted, click **Yes** to confirm.

Editing a direct messaging space on the Avaya Spaces mobile app

About this task

You can edit the settings for a direct messaging space from the **Edit Space** menu.

You cannot update the space name for a direct messaging space. The option to change the name of a space is on the General tab. In a direct messaging space, you cannot do anything from this tab.

Procedure

1. When the group space is open, do one of the following:
 - On an Android device, tap : > **Show More**.
 - On an iOS device, tap the space name.
2. Tap **Edit Space**.
3. **(Optional)** To update your meeting settings, tap the **Meeting** tab.
4. **(Optional)** To change the video layout in a group direct messaging space, tap the **Video Layout** tab.
5. **(Optional)** To update your video resolution or disable video, tap the **Video Options** tab.

Managing meeting settings for a direct messaging space on the mobile app

About this task

On the mobile app, you can enable noise removal and live captions for digital calls in a direct messaging space. Live captions is available with the Business or Power license.

Procedure

1. Tap **Edit Space**.
2. Tap the **Meeting** tab.
3. Enable the **AI Noise Removal** switch to allow participants to turn noise removal on during a meeting.
4. Do the following to allow meeting participants to access live captions during a meeting:
 - a. Enable the **Live Captions** switch.
 - b. Tap **Language** to select a language.

The default language for live captions is English.

Selecting the video layout for a group direct messaging space on the mobile app

About this task

You can set the video layout for meetings in a group direct messaging space on the mobile app. This option is not available for one-on-one spaces.

In addition to the standard video layout options, you can also select an immersive room option. The immersive room options provide a more engaging meeting experience by simulating an environment, such as an office conference room, coffee shop, classroom, or auditorium.

To change the video layout, you must be a Business or Power license user. If you have an Essential license, video is displayed in the Grid layout.

Procedure

1. Tap **Edit Space**.
2. On the Video Layout tab, select one of the following layouts:
 - **Automatic:** This is the default layout for all spaces if no other option is selected. The current speaker appears larger than the other participants.
 - **Grid:** With this layout, the video for all participants is the same size. A white frame identifies the current speaker.
 - **Concert:** This layout puts the current speaker in the middle of the window, surrounded by the remaining participants.
 - **Lecture:** With this view, the current speaker sees the other people on the call, while the other participants only see the current speaker on the screen.
 - **Lecture Panel:** The current speaker has a larger portion of the screen and is positioned at the bottom of the screen.
 - **Immersive Room > Coffee shop:** This immersive room layout simulates an informal coffee shop environment. This layout option can accommodate up to 6 meeting participants.
 - **Immersive Room > Classroom:** This immersive room layout simulates a classroom environment. This layout option can accommodate up to 12 meeting participants.
 - **Immersive Room > Office:** This immersive room layout simulates a conference room in an office. This layout option can accommodate up to 6 participants.
 - **Immersive Room > Avaya:** This immersive room layout simulates an Avaya conference room. This layout option can accommodate up to 6 participants.
 - **Immersive Room > Auditorium:** This immersive room layout simulates an auditorium. This layout option can accommodate up to 20 participants.

Modifying video quality settings for a direct messaging space on the mobile app

About this task

You can set the maximum video resolution for digital calls in a direct messaging space. If you select **Audio Only**, video is disabled.

The available video resolution options depend on the company policy.

The 1080p video resolution option is available on the iOS app for iPads if you have a Power license. The 1080p resolution is not supported on cell phones. This option is currently not available for Android tablets.

Procedure

1. Tap **Edit Space**.
2. On the Video Options tab, select one of the available resolution options:
 - **1080p** on iOS for iPads
 - **720p**
 - **480p**
 - **360p**
 - **Audio Only**

Hiding a direct messaging space on the mobile app

About this task

Use this procedure to hide a direct messaging space on the mobile app.

When you hide a direct messaging space, it is not permanently removed. Starting a new direct message chat with the same person or people restores the previous messaging history.

Procedure

1. Do one of the following:
 - Press and hold the unopen space.
 - If the space is open, on an iOS device, tap the space name.
 - If the space is open, on an Android device, tap : > **Show More**.
2. To hide the space, do one of the following:
 - On an Android device, tap **Hide Space**.
 - On an iOS device, tap **Hide**.
3. Confirm when prompted.

Related links

[Hiding a direct messaging space on the Avaya Spaces web interface or desktop app](#) on page 103

Deleting a one-on-one direct messaging space on the mobile app

About this task

Use this procedure to delete a one-on-one direct messaging space on the mobile app.

Deleting a direct messaging space permanently removes it. You can start a new direct messaging chat with the same person, but the previous chat conversation is not restored.

Procedure

1. Do one of the following:
 - Press and hold the unopen space.
 - If the space is open, on an iOS device, tap the space name.
 - If the space is open, on an Android device, tap : > **Show More**.
2. To delete the space, do one of the following:
 - On an Android device, tap **Delete Space**.
 - On an iOS device, tap **Delete**.
3. When prompted, tap **Delete** to confirm.

Related links

[Deleting chat history](#) on page 100

Chapter 8: Working with direct digital or audio calls in Avaya Spaces

This chapter describes how to work with digital and audio calls, use the dialpad, and access voicemail.

From a one-on-one direct messaging space, you can call the other participant in one of the following ways:

- Make a digital call from Avaya Spaces. Using this option, you can access all standard Avaya Spaces meeting features.
- Make an audio call with the Avaya Spaces Calling feature. The other participant must have a phone number published in their account settings.

From a group direct messaging space, you can start a meeting. Only the people in the direct messaging space can join the meeting.

When Avaya Cloud Calling is enabled, you can access the Dialpad option in Avaya Spaces. Voicemail is also supported with Avaya Cloud Calling.

When you receive an incoming call, you can answer or decline it. Ensure that you enable audio and visual notifications from your user preferences or settings.

Related links

[Feature comparison for each license type](#) on page 42

Making a digital call from a one-on-one direct messaging space

About this task

You can make a digital Avaya Spaces call from a one-on-one direct messaging space. Video, screen sharing, and other standard Avaya Spaces meeting features are available for this type of call.

 **Note:**

Direct digital calling is not supported in certain countries. You can access digital calling if it is available in your company's billing country and if your company has at least one paid user license. If you do not have access to direct digital calling, Avaya Spaces will start a standard video call, which the other direct messaging participant can join.

Procedure

1. Do one of the following to start a direct digital call from a direct messaging space:
 - From the Direct Messages area on the web interface or desktop app, hover over the name of the person you want to call and click .
 - If the space is open on the web interface or desktop app, click  **Start call**.
 - On the mobile app, tap  at the top of the space.

When the person you are calling answers the call, you can manage it in Avaya Spaces in the same way as a standard Avaya Spaces meeting.
2. To leave the call, do one of the following:
 - On the web interface or desktop app, click  **Hang Up**.
 - On the mobile app, tap  **Leave**.

Related links

- [Managing meetings in Avaya Spaces](#) on page 134
[Using Avaya Spaces digital calling \(video\)](#)

Starting a meeting from a group direct messaging space

About this task

From a group direct messaging space with three or more people, you can start a meeting. All standard Avaya Spaces meeting features are available.

You cannot make a one-on-one call from a group direct messaging space.

Procedure

1. Open the group direct messaging space.
2. Click  **Start Meeting**.

Making an audio call from a one-on-one direct messaging space on the web interface or desktop app

About this task

With Avaya Spaces Calling, you can make an audio call to a colleague's phone number from a one-on-one direct messaging space.

From **User preferences > Calls**, you can choose an application for Avaya Spaces Calling. If you select **Ask me** in your preferences, you are prompted to choose the application you want to use when you make an audio call.

Before you begin

Before you can make an audio call, the person you are calling must have a phone number configured in their account settings.

Tip:

On the Avaya Spaces interface, navigate to the drop-down menu with your profile name and then click **Profile & Account** to manage your account settings.

Procedure

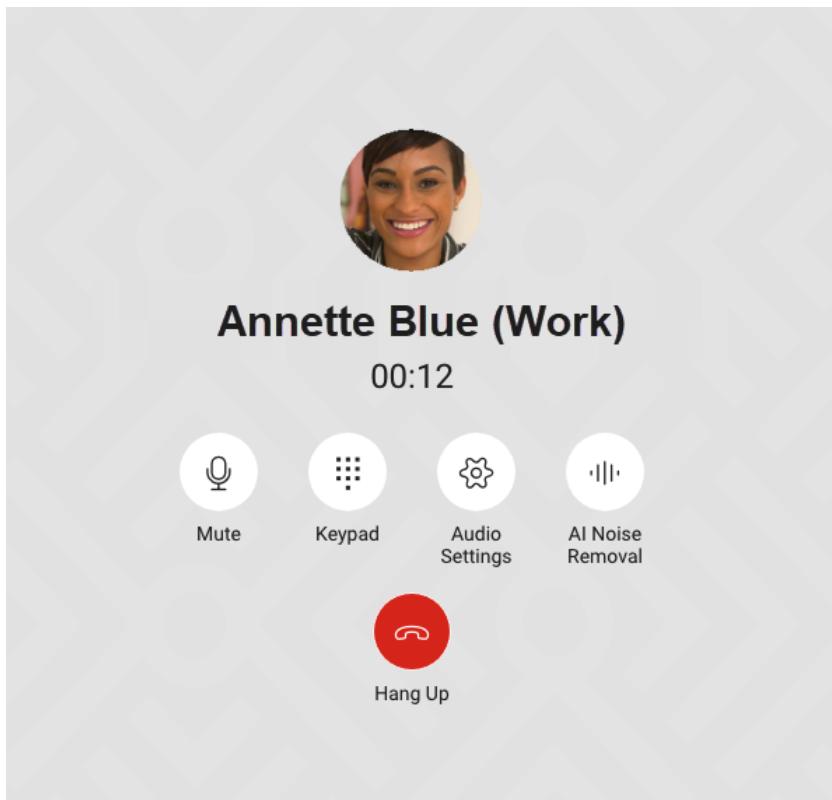
1. To start an audio call, do one of the following:
 - From the Direct Messages area, hover over the name of the person you want to call and click .
 - If the space is open, click .
2. Click the phone number.

The call automatically launches in the application you selected for Avaya Spaces Calling. If you selected Avaya Cloud Calling, call control options are displayed directly in Avaya Spaces.

3. Manage the call in the application.

During an audio call with Avaya Cloud Calling on Avaya Spaces, you can mute your microphone, use the keypad to enter digits, manage your audio settings, and enable or disable noise removal. You can set the default noise removal setting from **Audio Settings**.

The following image shows an example of an audio call in Avaya Spaces with Avaya Cloud Calling:



Related links

- [Using Avaya Cloud Calling \(video\)](#)
- [Making Avaya Spaces calls through Avaya Workplace Client \(video\)](#)

Making an audio call from a one-on-one direct messaging space on the mobile app

About this task

Avaya Spaces Calling enables you to make audio calls from a one-on-one direct messaging space. You can select the option you want to use for Avaya Spaces Calling in your settings.

Before you begin

Before you can make an audio call, the person you are calling must have a phone number configured in their account settings.

Procedure

1. To start an audio call on the Avaya Spaces mobile app, do one of the following:
 - On the Messages tab, press and hold the direct messaging space for the person you want to call.

- If the direct messaging space is open, tap  at the top of the screen.
2. Tap the person's phone number.

Related links

[Adding a phone number](#) on page 37

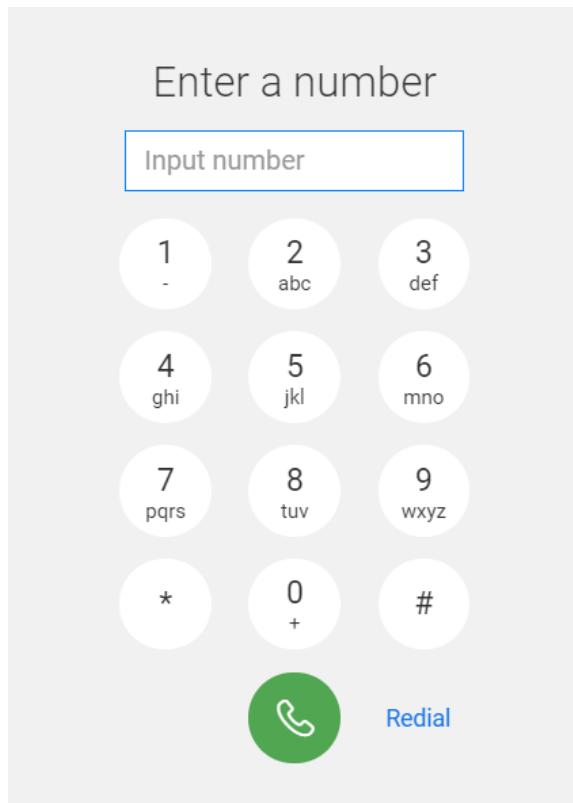
[Managing general settings on the Avaya Spaces mobile app](#) on page 50

Making audio calls from the dialpad on the web interface or desktop app

About this task

The Dialpad option is available if you enabled Avaya Cloud Calling in your user preferences. Use the dialpad to make audio calls to any phone number.

The following image shows the dialpad:



Before you begin

Select **Avaya Cloud Calling** on the Calls tab in your user preferences.

Procedure

1. To access the dialpad on the Avaya Spaces web interface or desktop app, do one of the following:
 - Click  on the Spaces panel next to the **Find a Space or User** field.
 - Click **Dialpad** on the dashboard.
2. Enter a phone number in the **Input number** field or click the digits displayed on the dialpad.
3. Click  to start the call.
4. **(Optional)** To redial the last phone number you called, click **Redial**.

Related links

[Configuring Avaya Spaces Calling preferences on the Calls tab](#) on page 48

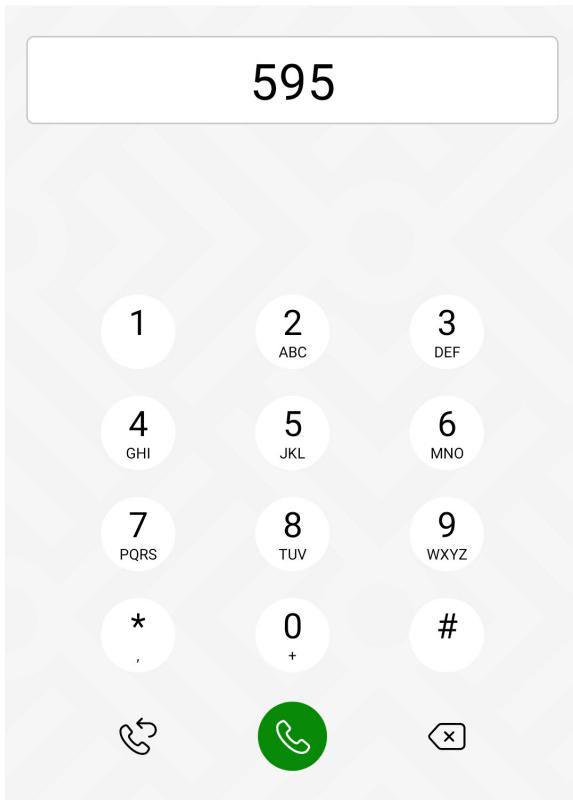
[Using Avaya Cloud Calling \(video\)](#)

Making audio calls from the dialpad on the mobile app

About this task

When Avaya Cloud Calling is enabled in your settings, the Dialpad tab is displayed at the bottom of the screen on the mobile app. Use the dialpad to make audio calls to any phone number.

The following image shows the dialpad on the mobile app:



Procedure

1. At the bottom of the screen on your mobile app, tap Dialpad.
2. Enter a phone number.
3. (Optional) If you make a mistake when entering the phone number, use to delete the last digit you entered.
4. Click to start the call.
5. (Optional) To redial the last phone number you called, tap .

Related links

[Managing general settings on the Avaya Spaces mobile app](#) on page 50

Accessing voicemail on the web interface or desktop app with Avaya Cloud Calling

About this task

Voicemail is supported with Avaya Cloud Calling if it is configured in Avaya Aura®.

You can access your voicemail messages from the Avaya Spaces Dashboard.

Before you begin

- On the Calls tab in your user preferences, enable Avaya Cloud Calling.
- An administrator must configure the voicemail number and enable MWI in Avaya Aura®.

Procedure

1. In Avaya Spaces, navigate to **Dashboard > Recent History**.

2. To listen to your new voicemail messages, click .

The red dot indicates that you have new voicemail messages.

Related links

[Spaces panel and dashboard layout on the web interface](#) on page 21

Accessing voicemail on the mobile app

About this task

You can access voicemail on the Avaya Spaces mobile app if you have an Avaya Aura® account associated with your Avaya Spaces user account. If you enable Avaya Cloud Calling and then change the Avaya Spaces Calling option in your settings, you can still access voicemail on the mobile app.

Procedure

1. On the Avaya Spaces mobile app, navigate to the Dashboard or History tab.

The Dashboard tab is visible if both Meetings and History are available in your environment. If you do not have the Dashboard tab, you can access voicemail from the History tab.

2. To listen to your new voicemail messages, tap  at the top of the screen.

The red dot indicates that you have new voicemail messages.

Related links

[Home page view and dashboard layout on the mobile app](#) on page 24

Incoming calls

Call notifications

Enable audio and visual notifications in your user preferences or mobile app settings.

To hear ringing when you receive a call in Avaya Spaces, enable **Play sound**.

On the Avaya Spaces web interface or desktop app, select an output device for audio notifications. To ensure that you hear ringing on your computer when your headset is turned off, you can select your computer speakers from **Output Device**.

Related links

[Configuring preferences on the Notifications tab](#) on page 46

[Managing general settings on the Avaya Spaces mobile app](#) on page 50

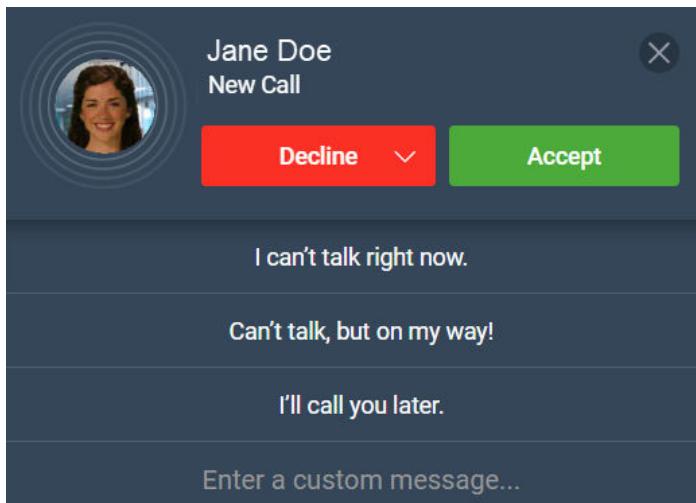
Incoming digital calls in a direct messaging space

When you receive an incoming digital call in a direct messaging space, a notification is displayed. The same notification is also displayed on the Chat tab of the direct messaging space. From the call notification, you can accept or decline the call. On the iOS mobile app, you can also use Siri to accept or decline a call.

On the Avaya Spaces web interface, desktop app, and iOS mobile app, you can send a text response when declining a call. This feature is not currently supported on the Android mobile app.

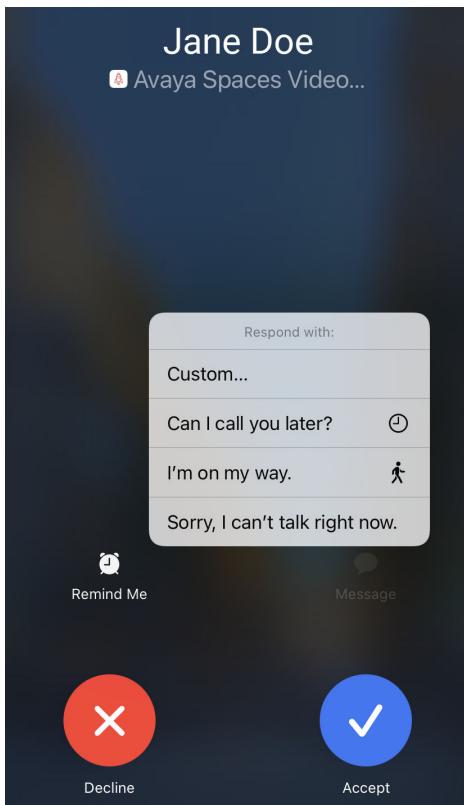
Call history is displayed in the direct messaging space. If you missed or declined the call, you can click **Call Back** to return the call.

Incoming call notification example on the web interface and desktop app



You can click the arrow next to **Decline** to send a text response when declining the call. Select one of the available messages or enter a custom message.

Incoming call notification example on the iOS mobile app



You can tap **Accept** or **Decline**. If you want to send a text response when declining the call, tap  **Message** and select one of the available messages. If you tap **Custom**, the call is declined and you can send a chat message in Avaya Spaces.

Related links

[Making a digital call from a one-on-one direct messaging space](#) on page 108

Incoming audio calls

When you receive an incoming audio call, you can answer it from the device or softphone application you are logged in to. For example, if you are logged in to your phone system through the Avaya Spaces Calling extension or Avaya Workplace Client, a call notification is displayed on your computer. You can answer or decline the audio call. If you decline the call, it goes to your voicemail if voicemail is configured.

If you enabled Avaya Cloud Calling in your user preferences or settings, incoming call notifications for audio calls are displayed in Avaya Spaces.

Tip:

Ensure that you enable audio notifications in your softphone application to hear ringing for incoming audio calls.

Related links

[Configuring Avaya Spaces Calling preferences on the Calls tab](#) on page 48

[Managing general settings on the Avaya Spaces mobile app](#) on page 50

[Making an audio call from a one-on-one direct messaging space on the web interface or desktop app](#) on page 109

[Making audio calls from the dialpad on the web interface or desktop app](#) on page 112

Chapter 9: Using the Avaya Spaces Calling extension

The Avaya Spaces Calling extension is a softphone that you can use to make audio calls through your Avaya phone system. You can install the extension from the Google Chrome web store. This extension is supported with the Google Chrome or Microsoft Edge web browser on a Windows or Mac desktop.

The available features can vary slightly depending on whether you have an Avaya Aura® or IP Office phone system. This chapter describes how to use the Avaya Spaces Calling extension at a high level. It does not describe how to use features that are unique to IP Office.

Related links

- [Installing the Avaya Spaces calling extension for Google Chrome \(video\)](#)
- [Using the Avaya Spaces Calling extension \(video\)](#)

Prerequisites for the Avaya Spaces Calling extension

- You must have an Avaya Aura® or IP Office telephone system with WebRTC calling enabled.
The available features can vary slightly depending on whether you use an Avaya Aura® or IP Office system.
- Your administrator must configure the Avaya Spaces Calling extension in your company profile. For more information about administration tasks, see *Administering Avaya Spaces*.

Installing the Avaya Spaces Calling extension

About this task

You can install the Avaya Spaces Calling extension from the Google Chrome web store. After installing the Avaya Spaces Calling extension, you can access it from the list of extensions in your web browser. The icon for the extension is .

Procedure

1. In your Google Chrome or Microsoft Edge browser, navigate to the Avaya Spaces Calling extension on the [Chrome web store](#).

2. **(Optional)** When accessing the Chrome web store for the first time on the Microsoft Edge web browser, click **Allow extensions from other stores**.

3. Do one of the following to add the extension:

- In the Google Chrome browser, click **Add to Chrome > Add extension**.
- In the Microsoft Edge browser, click **Get > Add extension**.

Check if your browser opens a window in the background asking for permissions. If you miss this, it will look like the authentication with Avaya is frozen.

Next steps

Log in to the Avaya Spaces Calling extension.

Related links

[Installing the Avaya Spaces calling extension for Google Chrome \(video\)](#)

Multiple device support

Avaya Spaces supports Multiple Device Access (MDA). Using MDA, you can:

- Log in to the same extension from multiple devices.
- Answer a call on any logged-in device.
- Join an existing call on another device.
- Hear simultaneous ringing on all logged-in devices when you receive a call.

The Avaya Aura® network configuration, which your administrator configures, determines:

- The number of devices that you can log in to at the same time.
- Whether the first or last logged-in device is denied login access when you reach the maximum simultaneous device limit.

Related links

[Joining an existing call](#) on page 126

Logging in to the Avaya Spaces Calling extension

About this task

Use this procedure if you are prompted to log in to the Avaya Spaces Calling extension. You can also switch to a different account if required.

Procedure

1. From the list of extensions in your browser, navigate to the Avaya Spaces Calling extension (📞).

For easy access, you can pin the extension to your browser's toolbar.

2. Click **Sign In**.
 3. Wait for the extension to finish signing in to Avaya Spaces.
 4. If applicable, select the appropriate environment for your account.
- Alternatively, click **Change account** to switch to a different Avaya Spaces account.
5. Click **Next**.
 6. **(Optional)** If prompted, enter your Avaya Workplace Client credentials and click **Login**.
If you are using SSO, the SSO authorization completes automatically. You are not prompted to enter your login credentials.

Changing your presence status

About this task

The Avaya Spaces Calling extension automatically detects and displays your presence status using the information in Presence Services. For example, your presence status automatically changes to “On a call” when you make a call.

You can also change your presence status manually. For example, before leaving your desk, you can set your status to “Away”. The available presence status options might vary depending on whether you are using an Avaya Aura® or IP Office system.

Procedure

1. In the Avaya Spaces Calling extension, click the arrow next to your profile picture.
The Account area is displayed.
2. To change your presence status, click the arrow next to your presence status indicator and select one of the following options:
 - **Automatic:** To set your presence status automatically. When this option is selected, (auto) is displayed next to your presence status.
 -  **Available**
 -  **Busy**
 -  **Away**
 -  **Do not disturb**
 -  **Out of office**
 -  **Offline**

Some of these presence status options might not be available if you are using an IP Office system.

Managing Avaya Spaces Calling extension settings

About this task

The following sections describe the Avaya Spaces Calling extension settings. From your settings, you can:

- Select audio devices.
- Enable alerts.
- Configure local dialing rules.
- Enable click-to-call to make calls from an external webpage.
- Enable Salesforce integration.

Procedure

1. In the Avaya Spaces Calling extension, click the arrow next to your profile picture.
The Account area is displayed.
2. Click **Settings**.
3. Expand one or more of the following areas:
 - Devices
 - Alert
 - Dialing Rules
 - Click to call
 - Salesforce integration

Related links

[Installing the Avaya Spaces calling extension for Google Chrome \(video\)](#)

Managing device settings

About this task

From the Avaya Spaces Calling extension settings, you can select the audio devices you want to use for calls.

Procedure

1. From the Settings window, click **Devices**.
2. Select your speaker.
3. Select your microphone.

Managing alert settings

About this task

You can enable audio and visual alerts for calls.

Procedure

1. From the Settings window, click **Alert**.
2. To enable visual notifications, select **Incoming Call Notification Pop-up**.
3. To enable sound notifications, select **Play sound**.
4. Select a ringtone device that will ring when you receive a call.

You can select **Same as System**, **Same as Speakers**, or another device on the list.

Setting your local dialing rules

About this task

Your administrator can configure global dialing rules or allow you to configure local dialing rules in the Avaya Spaces Calling extension interface. Use this procedure to update your local dialing rule settings.

If you plan to use the Avaya Spaces Calling extension for click-to-call functionality, ensure that you configure dialing rules for optimal phone number detection results.

Procedure

1. From the Settings window, click **Dialing Rules**.
2. To set your local dialing rules, enable the **Dialing Rules** switch.
3. In **Number to Dial Outside Line**, enter the prefix required to make external calls if applicable.

For example, your phone system might require you to enter 9 to make an external call.

If you do not need to enter a number for external calls, leave this field blank.
4. In **Country Code**, enter your country code.

For example, 1 is the country code for Canada or the USA.
5. In **Area/City Code**, enter your area code.

If you need to enter multiple area codes, use a comma to separate them. For example, 416, 647.
6. In **PBX Main Prefix**, enter the prefix for your telephone system.

For example, if the phone numbers in your company network start with 538, then your PBX prefix is 538.
7. In **Number to Dial Long Distance**, enter the prefix required for national, long distance calls.

For example, 1 is the long distance number in North America.
8. In **Number to Dial International**, enter the prefix required for international calls.

In North America, 011 is the number for international calls.

9. In **Length of Internal Extensions**, specify the length of internal company phone numbers or extensions.
For example, you might need to enter 4 digits to make an internal call within your company.
To specify multiple values, use a comma to separate them.
10. In **Length of National Numbers**, specify the length of national phone numbers, including the area code.
For example, a national phone number in North America contains 10 digits.
11. **(Optional)** If you can make local calls without entering an area code, enable the **Remove Area/City Code** switch.
12. Enable the **Apply Dialing Rules to + Numbers** switch to apply the dialing rule settings to long distance numbers that use the + format.

Enabling click-to-call

About this task

Enable click-to-call if you want to use the Avaya Spaces Calling extension to make calls from an external webpage in your Chrome or Edge browser. For example, while searching for a store in your browser, you can use the click-to-call feature to instantly make a call to that store.

This setting does not enable the click-to-call feature in Salesforce. To make calls from Salesforce, you must enable Salesforce integration.

Before you begin

- For the extension to properly detect phone numbers, ensure that your dialing rules are configured.
- Ensure that the Avaya Spaces Calling extension is enabled in your browser.

Procedure

1. From the Settings window, click **Click to call**.
2. Enable the **Click to call** switch to make a call from your browser outside of Avaya Spaces.

Result

In your browser, click  next to a phone number to start a call in the Avaya Spaces Calling extension.

Related links

[Setting your local dialing rules](#) on page 123

[Enabling Salesforce integration](#) on page 125

Enabling Salesforce integration

About this task

Enable Salesforce integration if you want to use the Avaya Spaces Calling extension to make calls from your Salesforce account. When this setting is enabled, after logging in to Salesforce, you can click a phone number to make a call.

You only need to enable this setting in the Avaya Spaces Calling extension. No additional configuration in Salesforce is required.

Before you begin

Ensure that the Avaya Spaces Calling extension is enabled in the browser you are using to access Salesforce.

Procedure

1. From the Settings window, click **Salesforce integration**.
2. Enable the **Salesforce integration** switch to make calls from Salesforce.

Result

From Salesforce, click  next to a phone number to start a call in the Avaya Spaces Calling extension.

Downloading logs

About this task

If you experience problems with the Avaya Spaces Calling extension, you can download a log file for troubleshooting purposes.

Procedure

1. In the Avaya Spaces Calling extension, click the arrow next to your profile picture.
The Account area is displayed.
2. Click **Support**.
3. Click **Download Logs**.
The log file downloads automatically.

Making a call with the extension

About this task

Use the Avaya Spaces Calling extension to dial a phone number and make a call.

Procedure

1. In the Avaya Spaces Calling extension, click the **Dialpad** tab.
2. On the Calls tab, do one of the following to make a call:
 - In **Name or number**, search for the person to call and select them from the list of people displayed.
 - Enter a phone number and click  to start the call.
If you make a mistake when entering the phone number, use  to delete the last digit you entered.

Result

When you are on a call, your availability status automatically changes to "On call". You can manage the call from the Active tab.

Related links

[Using the Avaya Spaces Calling extension \(video\)](#)

Joining an existing call

About this task

With MDA support, you can log in to your extension on multiple devices.

While you are on a call on one device, you can join the same call on another device. For example, while you are away from the office, you might be on a call on your mobile device with the Avaya Workplace Client application. When you arrive at your desk, you can join that call from the Avaya Spaces Calling extension on your computer.

Procedure

1. Open the Avaya Spaces Calling extension.
The call is displayed on the Active tab.
2. To join the call on the Avaya Spaces Calling extension, click 
After joining the call on the Avaya Spaces Calling extension, you can hang up on the other device.

Call management in the Avaya Spaces Calling extension

When you are on a call, your availability status automatically changes to “On a call”. You can view and manage your active calls from the Active tab. You can use the following call management features:

- Mute your microphone.
- Put the call on hold.
- Enter DTMF digits during the call.
- Transfer the call.
- Merge the call.
- Use the drag-and-drop option to transfer or merge a call.
- View the call statistics.
- End the call.

Related links

[Using the Avaya Spaces Calling extension \(video\)](#)

Muting your microphone

About this task

In the Avaya Spaces Calling extension, you can mute yourself during a call to not let other people hear you. Muting yourself when you are not talking can also help to reduce background noise.

Procedure

1. On the Active tab of the Avaya Spaces Calling extension, click  to mute your microphone during an active call.
2. To unmute yourself and start talking, click .

Placing a call on hold

About this task

In the Avaya Spaces Calling extension, you can manually pause a call or put it on hold. For example, to make a second call, you can put your current call on hold.

The Avaya Spaces Calling extension automatically puts your call on hold when you try to merge or transfer a call. Many call management options are not available while your call is on hold. You must resume your call to access these call management options.

Procedure

1. On the Active tab of the Avaya Spaces Calling extension, click  to put your call on hold.
2. To unhold and resume the call, click .

Related links

[Transferring a call](#) on page 128

[Merging a call into a conference call](#) on page 129

[Using the drag-and-drop option to merge or transfer a call](#) on page 130

Entering DTMF digits

About this task

You can enter DTMF digits during a call. For example, you can use this option if prompted to enter a password or an extension.

Procedure

1. On the Active tab of the Avaya Spaces Calling extension, click  to enter DTMF digits during a call.
2. In the Keypad window, enter the appropriate digits.
3. **(Optional)** If you make a mistake, click  to delete the last number you entered.
4. To close the Keypad window, click **X** at the top of the window.

You can continue managing your call from the Active tab.

Transferring a call

About this task

Using the Avaya Spaces Calling extension, you can transfer a call to someone else. For example, if you cannot handle an issue, you can transfer the call to a colleague who can handle it.

When you start the call transfer, call the person to whom you want to transfer the call.

Alternatively, if you already have another call in progress, you can transfer one call to the other. Make sure the other person agrees to the transfer before completing the process. When you complete a call transfer, you are no longer involved in the call.

Procedure

1. Locate the call you want to transfer on the Active tab of the Avaya Spaces Calling extension.

2. To start a call transfer, click ... and then click **Transfer call**.

If this is your only call, you are prompted to make a new call. If you already have another call in progress, you can choose to make a new call or transfer one call to the other.

When you make a new call, the current call is put on hold.

3. Do one of the following:

- If this is your only call, use the Dialpad tab to call the person to whom you want to transfer the call.
- If you have another held call in progress and want to transfer your current call to the other call, click the phone number that is displayed.

- If you have another held call in progress, but want to transfer the call to a new phone number, click **New Call**.

When you make a new call, your first call is put on hold and the new call is the active call.

4. If you made a new call in the previous step, do the following to complete the transfer process:

- a. When the person answers the call, let them know that you are transferring a call to them.

Make sure they agree before you proceed.

- b. Click ... and then click **Complete the transfer**.

This step is not applicable if you are transferring your call to an existing call.

Result

After completing a transfer, you are no longer involved. You are dropped off from both calls.

Related links

[Making a call with the extension](#) on page 125

[Using the drag-and-drop option to merge or transfer a call](#) on page 130

Merging a call into a conference call

About this task

In the Avaya Spaces Calling extension, you can merge your existing call with another call to start an audio-only conference call. When you start the merge process, call the person that you want to add to the call. Alternatively, if you have another call in progress, you can merge one call with the other call.

After the conference call is established, you can repeat the same steps to add someone else to the call. You can merge up to six people onto a call.

If you leave the conference call, the other people on the call remain connected.

Procedure

1. Locate the call you want to merge with another call on the Active tab of the Avaya Spaces Calling extension.

2. Click ... and then click **Merge call**.

If this is your only call, you are prompted to make a new call. If you already have another call in progress, you can choose to make a new call or merge one call with the other.

When you make a new call, the current call is put on hold.

3. Do one of the following:

- If this is your only call, use the Dialpad tab to call the person that you want to add to the call.
- If you have another held call in progress and want to merge your current call with the other call, click the phone number that is displayed.

- If you have another held call in progress, but want to merge the call with a new call, click **New Call**.

When you make a new call, your first call is put on hold and the new call is the active call.

4. If you made a new call in the previous step, to complete the merge process, click ... and then click **Complete the merge**.
5. **(Optional)** To add more people to the call, click ... on the conference call and repeat the merge process.

Related links

[Making a call with the extension](#) on page 125

[Using the drag-and-drop option to merge or transfer a call](#) on page 130

Using the drag-and-drop option to merge or transfer a call

About this task

When you have two calls in progress, you can drag and drop one call over the other. You can then choose to:

- Merge the calls into a conference call.
- Transfer the calls, so the two parties can talk to each other without your involvement.

Procedure

1. When you have two calls in progress, on the Active tab, drag the active call and drop it over the held call.
2. Do one of the following:
 - To merge the calls into a conference call, click **Merge call**.
 - To transfer the calls, click **Transfer call**.

When the calls are transferred, you are dropped off from both calls.

Viewing call statistics

About this task

While you are on a call with the Avaya Spaces Calling extension, you can view call statistics. These statistics provide network signal and call quality information.

Procedure

1. Locate the call on the Active tab of the Avaya Spaces Calling extension.

2. Click ... and then click **Call Statistics**.

Call Statistics	
Codec	audio/opus
Packets Sent	168
Packets Received	168
Bytes Sent	4767
Bytes Received	4370
RTC Bytes Received	9579
Jitter Milliseconds Received	0 ms
Packet lost	0%

Leaving the call

About this task

Hang up to leave a call.

When you leave a conference call, the other people on the call remain connected.

Procedure

Click  to hang up and leave the call.

Managing your Favorites list

About this task

You can search for colleagues within your company network and add them as favorites to easily call them using the Avaya Spaces Calling extension. You can see your favorite contacts on the Favorites tab.

Procedure

1. In the Avaya Spaces Calling extension, in **Name or number**, search for a colleague.
2. Click  next to the person's name to add them as a favorite.
3. Click the **Favorites** tab to view the people you added as favorites.
4. **(Optional)** To remove someone from your Favorites list, click  next to their name.

Viewing your call history from the extension

About this task

You can view your call history from the Avaya Spaces Calling extension. The call history entry includes the date and time of the call, whether it was answered, and the call duration.

Procedure

1. In the Avaya Spaces Calling extension, click the **Recent** tab to view your call history.
2. **(Optional)** Click an entry in the call history to make a call to that phone number.

Related links

[Using the Avaya Spaces Calling extension \(video\)](#)

Accessing your voicemail from the extension

About this task

When you have a new voicemail message, a red dot is displayed next to the Voicemail tab in the Avaya Spaces Calling extension. What you see on the Voicemail tab is different on IP Office when visual voicemail is enabled. This procedure does not describe how to use IP Office visual voicemail.

Before you begin

To access voicemail messages, ensure that you know your voicemail password.

Procedure

1. In the Avaya Spaces Calling extension, click the **Voicemail** tab.
2. Do one of the following to access your voicemail:
 - Click an entry to listen to the message.
 - If there are no messages displayed, but you still want to access your voicemail, click **Call Voicemail**.

The Avaya Spaces Calling extension dials your voicemail number. You might be prompted to enter your voicemail password.

Related links

[Using the Avaya Spaces Calling extension \(video\)](#)

Logging out of the Avaya Spaces Calling extension

About this task

You can choose to log out of the Avaya Spaces Calling extension from the Account window. You are logged out automatically when you exit or leave the application.

Procedure

1. In the Avaya Spaces Calling extension, click the arrow next to your profile picture.
2. From the Account area, click **Logout**.
3. **(Optional)** To exit the extension, click **X** at the top of the Avaya Spaces Calling extension window.
If prompted to confirm, click **Leave**.

Related links

[Logging in to the Avaya Spaces Calling extension](#) on page 120

Chapter 10: Managing meetings in Avaya Spaces

You can schedule a meeting in My Meeting Room or a group space. In a group direct messaging space, only direct messaging participants can join the meeting. From a one-on-one direct messaging space, you can make a digital call or an audio call to the other person's phone number. This chapter is focused on standard Avaya Spaces meetings.

If you have an Avaya Spaces account, log in to Avaya Spaces before joining a meeting. If you do not have an Avaya Spaces account, you can join a meeting you are invited to in a group space or My Meeting Room as a guest without logging in. Alternatively, if there is a dial-in number for the meeting, you can dial in from any phone.

Summary of Avaya Spaces meeting features

You can access the following key features during a meeting in Avaya Spaces:

- Send chat messages during the meeting.
- View and filter the list of participants.
- Manage your microphone and audio settings.
- Manage your camera and other video settings.
- Share your screen or a whiteboard.

Additional screen sharing options available on the web interface include an optimized sharing option for video clips and A.I. Immersive presentation mode.

- Record a meeting if the space owner has a Power license.
- Enable live captions if the space owner has a Business or Power license.

Related links

[Avaya Spaces desktop application deprecation](#) on page 14

[Working with direct digital or audio calls in Avaya Spaces](#) on page 108

[Hosting video meetings in Avaya Spaces \(video\)](#)

[Joining an Avaya Spaces meeting on your mobile device \(video\)](#)

[Joining an Avaya Spaces meeting on your Avaya Vantage™ device \(video\)](#)

Entering the waiting room for a space

About this task

This procedure applies if the Waiting Room feature is enabled for the space. If you are a guest, dial-in user, or conferencing room system user, you cannot join a meeting right away. You enter a waiting room and must wait until a space member or admin allows you into the meeting.

When you leave the meeting, you no longer have access to the space.

Procedure

1. Open the space in your browser or from your Avaya Spaces app.
2. **(Optional)** Before entering the waiting room, select your camera and audio device settings.

You can use the  and  buttons to mute your microphone and block your camera.

3. Do one of the following to enter the waiting room:
 - On the web interface or desktop app, click **Enter Waiting Room**.
 - On the mobile app, tap **Join Meeting**.

Related links

[Admitting or rejecting people in the waiting room](#) on page 142

Joining a meeting as a guest without an account from your browser

If you have an Avaya Spaces account, skip this procedure. After logging in, navigate to the space and join the meeting.

About this task

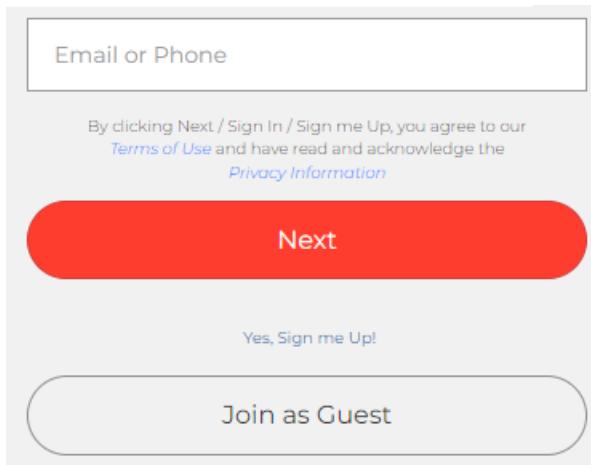
You do not need an Avaya Spaces account to join a meeting you were invited to. If you do not have an account, you can use this procedure to join the meeting from your browser without logging in to Avaya Spaces.

This procedure is not applicable if the Waiting Room feature is enabled for the space you are joining. You must enter the waiting room first and then wait to be admitted into the meeting.

Procedure

1. In your browser, open the link to the space.

2. Click **Join as Guest**.



3. Type your name and click **Next**.

4. When prompted, select your camera, microphone, and speakers.

You can click **Test** to ensure that your audio works as expected.

5. **(Optional)** To block your camera or mute your microphone before joining the meeting, use the and buttons under the video preview.

6. When you are ready to join the meeting, click **Join Meeting**.



Starting or joining a meeting after logging in to Avaya Spaces on the web interface or desktop app

About this task

After logging in to Avaya Spaces, use this high-level procedure to join a meeting from My Meeting Room or a group space.

You can check your audio and video settings before joining a meeting. If you enabled the **Show preview when joining** switch in your user preferences, a meeting preview window is automatically displayed before you join a meeting.

Note:

This procedure is not applicable for guests if the Waiting Room feature is enabled for the space you are joining. You must enter the waiting room first and then wait to be admitted into the meeting.

Procedure

1. Open the space.
2. **(Optional)** To check your audio and video device settings, click  at the top of the space.
3. To start a call, click **Start Meeting**.

If a meeting is already in progress, **Join Meeting** is displayed instead of **Start Meeting**.

Related links

[Logging in to Avaya Spaces](#) on page 16

[Configuring preferences on the Meetings tab](#) on page 47

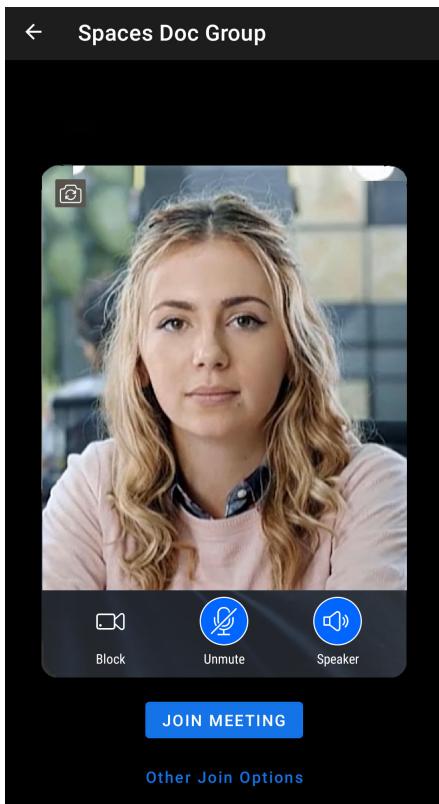
[Using the pre-meeting setup \(video\)](#)

Starting or joining a meeting after logging in to Avaya Spaces on the mobile app

About this task

After logging in to Avaya Spaces, you can join a meeting from My Meeting Room or a group space on the mobile app.

If you enabled the **Show Preview Before Joining** switch from **Account > Settings**, a preview is displayed before you join a meeting. The following image shows an example of the preview page on the mobile app:



Note:

This procedure is not applicable for guests if the Waiting Room feature is enabled for the space you are joining. You must enter the waiting room first and then wait to be admitted into the meeting.

Procedure

1. Open the space.
2. To start a call, tap .

Alternatively, if the meeting has started, you can tap **Join** on the meeting card.

Related links

[Managing general settings on the Avaya Spaces mobile app](#) on page 50

Dialing in to a meeting

About this task

You can dial in to a meeting if dial-in numbers are available for the space. Dial-in numbers are available for various countries.

The dial-in option enables people to dial in to a meeting from a standard phone. For example, the dial-in option is useful if you are traveling and do not have access to your computer or the Avaya Spaces mobile app.

Important:

The dial-in option is available in the space owner has a Power license.

Before you begin

Ensure that you have the dial-in numbers and space ID. A space member or admin can copy and share dial-in information.

If a space admin set a password in the space settings, you will need the password to dial in to the meeting.

Procedure

1. Dial the appropriate phone number for your region.
2. Enter the space ID.
3. **(Optional)** If the meeting is password-protected, enter the password.

Related links

[Viewing your license information](#) on page 41

[Feature comparison for each license type](#) on page 42

[Viewing and sharing dial-in information for My Meeting Room](#) on page 67

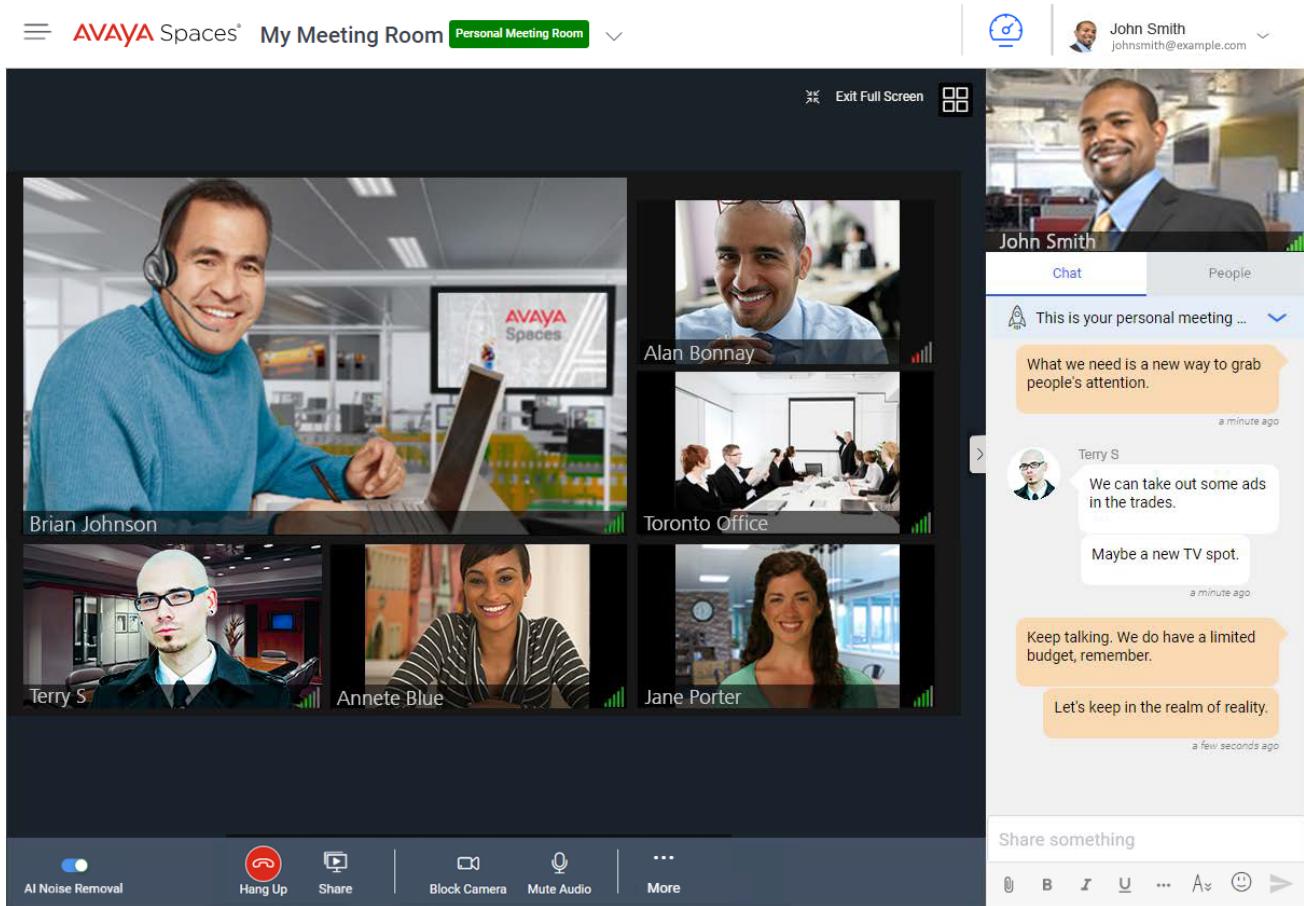
[Viewing and sharing dial-in information for a group space](#) on page 93

[Dialing into an Avaya Spaces meeting by phone \(video\)](#)

Avaya Spaces meeting window

The following image shows an example of the meeting window that is displayed when you start or join a meeting. This image shows the meeting view on the Avaya Spaces web interface.

Managing meetings in Avaya Spaces



Your user preferences determine your microphone and camera settings when you join a meeting. For example, you can choose to block your camera and mute your microphone when joining meetings.

To maximize your view of the meeting window, you can click to hide the People and Chat tabs. For example, you can use this option while someone is sharing their screen to get a larger view of the content being shared.

Related links

[Meeting view comparison](#) on page 31

[Managing user preferences on the Avaya Spaces web interface](#) on page 44

[Managing general settings on the Avaya Spaces mobile app](#) on page 50

[Managing your audio and video meetings \(video\)](#)

Sending a chat message during a meeting

About this task

You can send a chat message during a meeting. Everyone in the meeting can see your message.

Procedure

1. Click the **Chat** tab.

On the mobile app, tap  to collapse the meeting screen, so you can see the Chat tab.

2. Type your message.
3. To send your chat message, click .

Viewing and filtering meeting participants

About this task

From the People tab, you can view a list of everyone in the meeting. In a group space, this tab also displays other people in the space. Use the filtering options to sort the list of people displayed.

On the Avaya Spaces web interface and desktop app, the People tab is displayed on the meeting window. On the mobile app, you must collapse the meeting window to access the People tab.

Procedure

1. Click the **People** tab.

During a meeting on the mobile app, tap  to collapse the meeting window so you can access the People tab.

2. To filter the list of people, click  and select one or more of the following options:
 - **In meeting:** To view the people in the meeting.
 - **Active speakers** (on web and desktop) or **Active talker** (on mobile): To view people who are speaking in the meeting.
 - **Raised hand** (on web and desktop) or **Hand raised** (on mobile): To view meeting participants who raised their hand to speak. This option is available if you are a space admin or owner.
 - **Panelist:** To view all meeting participants with the Panelist role. This option is not applicable for the mobile app.
 - **Offline:** To view all the space participants who are currently offline.

You can also filter by one of the following roles:

- **Admins:** To view space admins and the space owner.

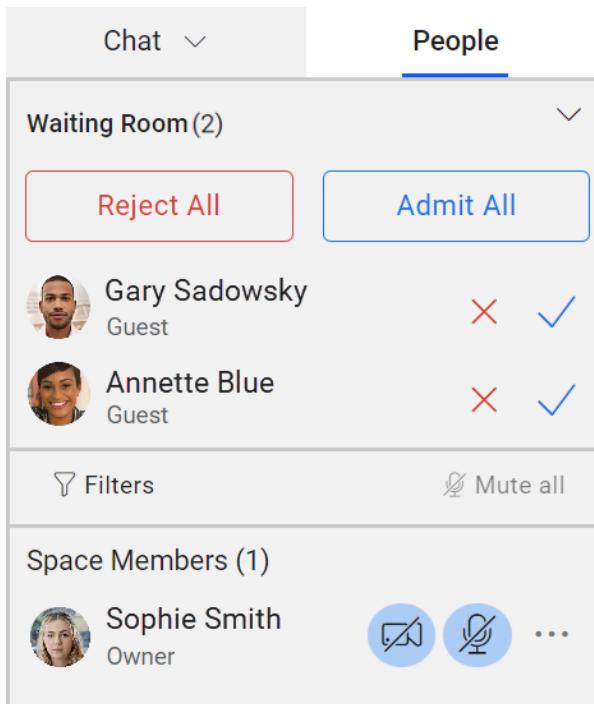
- **Members:** To view space members.
 - **Guests:** To view guests in the space.
3. (Optional) To reset the filtering options to their default setting, click **Reset**.

Admitting or rejecting people in the waiting room

About this task

If the Waiting Room feature is enabled for the space from **Edit Space > Security**, guests, dial-in users, and conferencing room system users must wait to be admitted into a meeting.

As a space member, admin, or owner, you can admit or reject people in the waiting room. You can accept each person at a time or accept everyone at once. If you reject someone, they cannot enter the meeting. The following image shows an example of the waiting room on the web interface:



The screenshot shows the Avaya Spaces web interface with the 'People' tab selected. In the 'Waiting Room (2)' section, there are two buttons: 'Reject All' (red outline) and 'Admit All' (blue outline). Below these buttons is a list of two people: Gary Sadowsky (Guest) and Annette Blue (Guest). Each entry has a red 'X' icon and a blue checkmark icon to the right. At the bottom of the 'Waiting Room' section are 'Filters' and 'Mute all' buttons. Below the waiting room is a 'Space Members (1)' section, which lists Sophie Smith (Owner) with a microphone icon and three dots for more options.

Note:

If anyone remains in the waiting room, they are automatically removed after three hours.

Procedure

1. To accept or reject people in the Waiting Room area during a meeting, navigate to the People tab.

2. To admit people into the meeting, do one of the following:

- To admit one person, click next to their name.
 - To admit everyone in the waiting room, click **Admit All**.
- On the mobile app, tap ... > **Admit All**.

3. To reject people in the waiting room and deny them access to the meeting, do one of the following:

- To reject one person, click next to their name.
 - To reject everyone in the waiting room, click **Reject All**.
- On the mobile app, tap ... > **Reject All**.

Related links

[Collapsing and expanding the meeting window on the mobile app](#) on page 167

[Enabling the waiting room for guests \(video\)](#)

Changing your audio and video device settings during a meeting

About this task

On the Avaya Spaces web interface or desktop app, you can change your audio and video device settings after joining a meeting. For example, if the correct microphone and speakers are not selected, you can change this during the meeting.

Note:

For most cameras with a built-in microphone, the camera light indicator is on when the microphone is selected in your device settings, even if the camera is not selected.

Procedure

1. During the meeting, click **More > Devices Settings**.

The Audio & Video Settings window is displayed. If your camera is enabled during the meeting, a preview of your video is displayed.

2. Select your camera.
3. Select your microphone.
4. Select speakers for hearing audio.

Changing the video layout during a meeting

About this task

As a space admin or owner, you can change the video layout, which defines how video is displayed during a meeting. While using the A.I. Immersive screen sharing option, you cannot change the video layout for your space.

You can select a standard video layout, which determines how the current speaker and other meeting participants are displayed. Alternatively, you can select an immersive room layout option, which provides a more engaging meeting experience by simulating an environment, such as an office conference room, coffee shop, classroom, or auditorium.

With the immersive room layout:

- If you explicitly promoted certain meeting participants to panelists on the web interface or desktop app, only the panelists are displayed.
- If you did not promote anyone to a panelist, all meeting participants are displayed if possible, but this depends on the number of meeting participants and the immersive room you select.
- If the meeting has more participants than the selected immersive room can accommodate, the most active speakers are displayed.

When you are not in a meeting, you can click **Edit Space** to change the video layout for all meetings in a space.

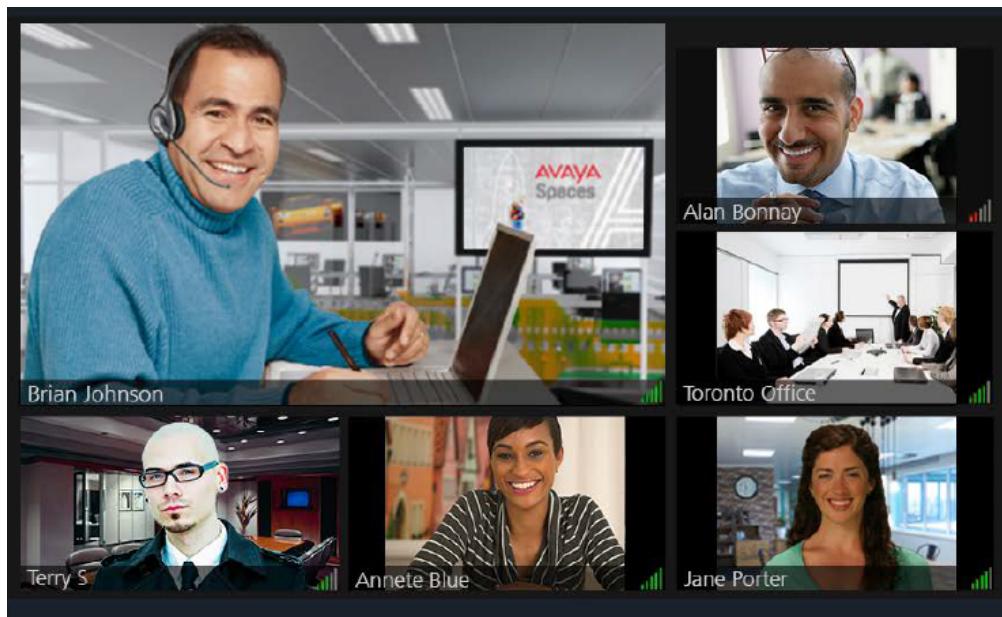
To change the video layout, you must be a Business or Power license user. If you have an Essential license, video is displayed in the Grid layout.

Before you begin

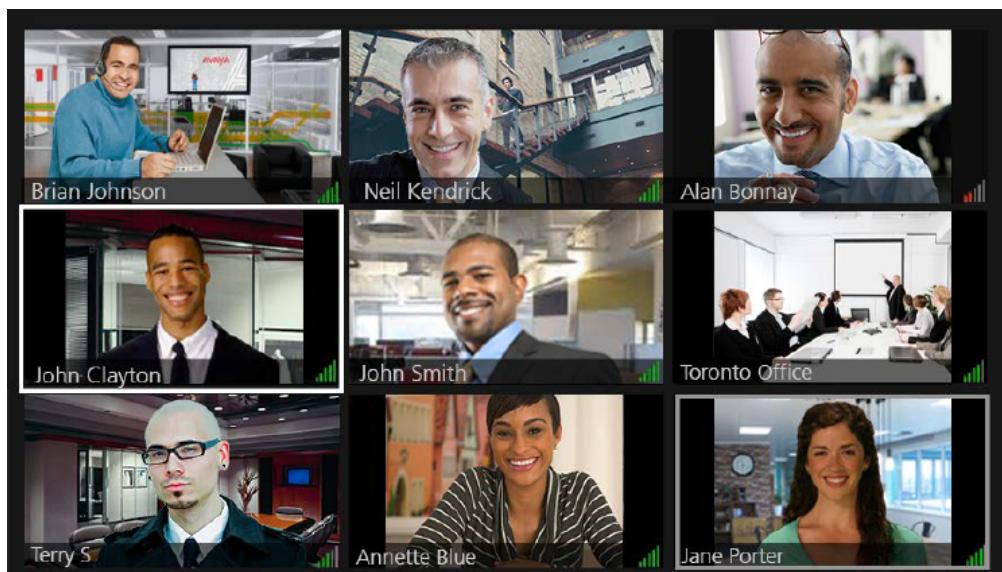
Ensure that meeting participants enable their cameras.

Procedure

1. During the meeting, click  on the Avaya Spaces web interface or desktop app.
On the mobile app, you can change the video layout from **More Options**.
2. To change the video layout, select one of the following options:
 - **Automatic**: This is the default layout for all spaces if no other option is selected. The current speaker appears larger than the other participants.



- **Grid:** With this layout, the video for all participants is the same size. A white frame identifies the current speaker.

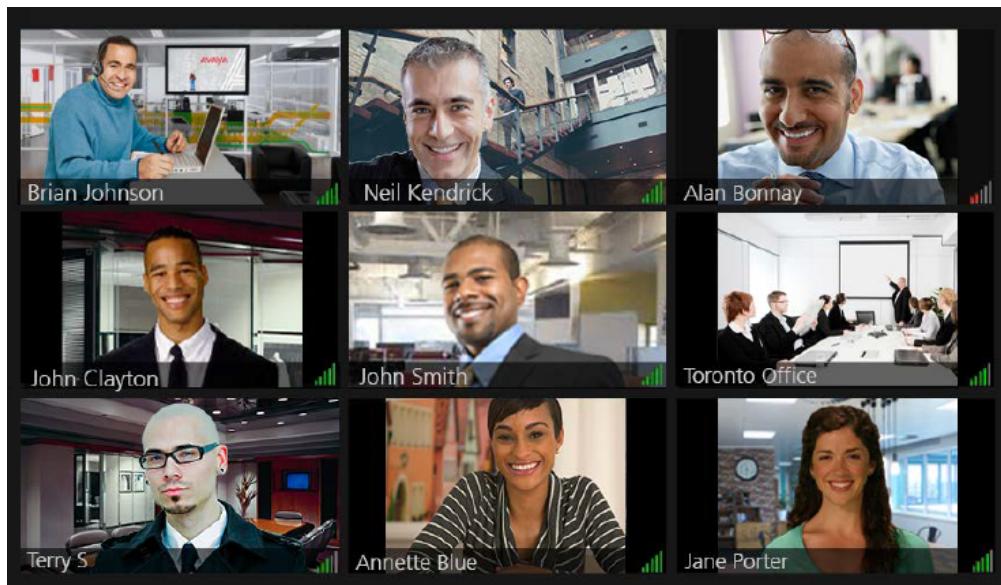


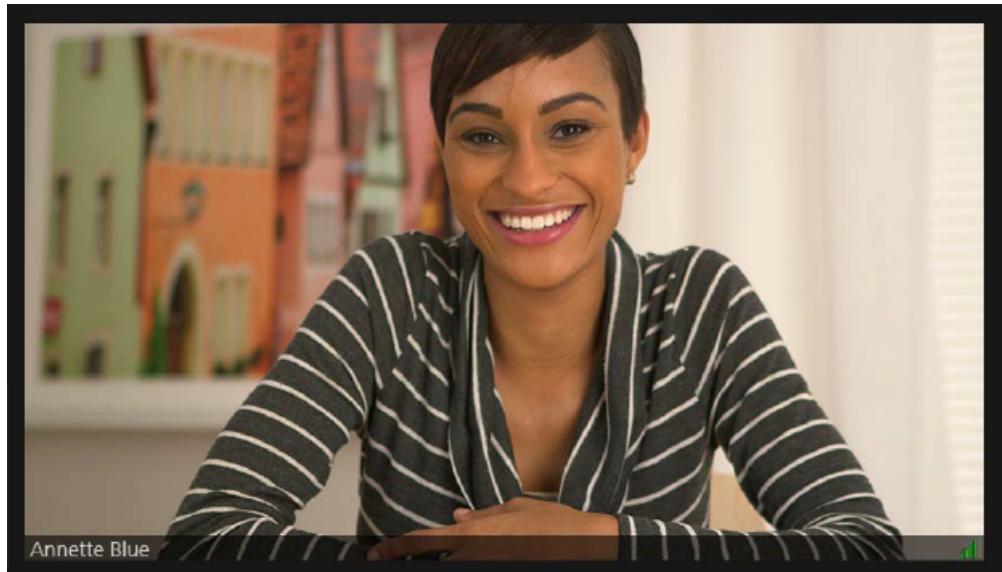
- **Concert:** This layout puts the current speaker in the middle of the window, surrounded by the remaining participants.

Managing meetings in Avaya Spaces

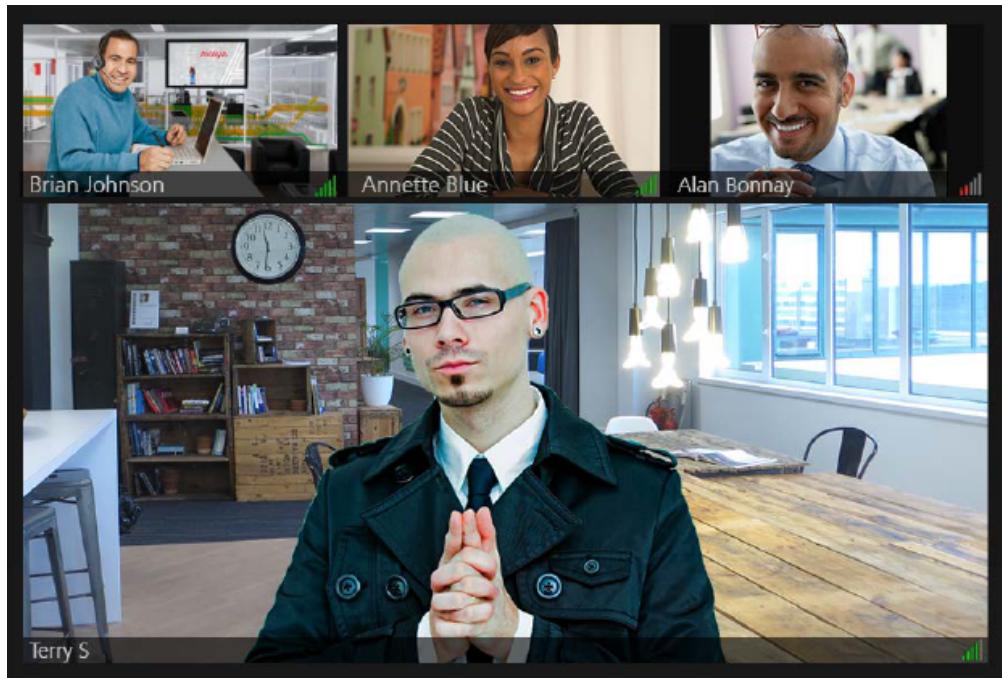


- **Lecture:** With this view, the current speaker sees the other people on the call, while the other participants only see the current speaker on the screen.





- **Lecture Panel:** The current speaker has a larger portion of the screen and is positioned at the bottom of the screen.



- **Immersive Room > Coffee shop:** This immersive room layout simulates an informal coffee shop environment. This layout option can accommodate up to 6 meeting participants.



- **Immersive Room > Classroom:** This immersive room layout simulates a classroom environment. This layout option can accommodate up to 12 meeting participants.



- **Immersive Room > Office:** This immersive room layout simulates a conference room in an office. This layout option can accommodate up to 6 participants.



- **Immersive Room > Avaya:** This immersive room layout simulates an Avaya conference room. This layout option can accommodate up to 6 participants.



- **Immersive Room > Auditorium:** This immersive room layout simulates an auditorium. This layout option can accommodate up to 20 participants.



Related links

[Promoting a meeting participant to a panelist](#) on page 151

[Changing the video layout for meetings \(video\)](#)

Space admin or owner options for managing meeting participants

Muting everyone in the meeting

About this task

As a space admin, you can mute all other meeting participants. This option does not mute your microphone. The option to mute everyone is available if there are at least two people in the meeting. After you enable this option, people who join the meeting late are muted automatically. People can unmute themselves manually when they want to speak.

Procedure

1. To mute the microphones of other meetings participants, do one of the following during the meeting:
 - On the web interface or desktop app, navigate to the People tab and click **Mute all**.
 - On the mobile app, tap **More Options > Mute All**.
2. Confirm when prompted.

Related links

[Muting or unmuting your microphone](#) on page 152

[Using Mute All/Raise Hand in your meeting \(video\)](#)

Disabling entry and exit tones during a meeting

About this task

By default, you hear an audio cue when someone joins or leaves a meeting. As a space admin or owner, you can disable entry and exit tones during a meeting. This feature is useful for reducing disruptions. For example, if someone in the meeting has an unstable network connection, you can disable entry and exit tones so you do not hear an audio cue each time the person drops and rejoins.

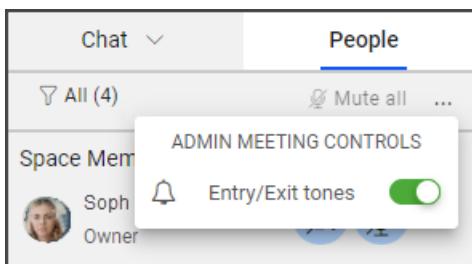
This procedure describes how to disable entry and exit tones for the current meeting. If you want to disable entry and exit tones for all future meetings in the space, navigate to **Edit Space > Meeting**.

Procedure

1. Do one of the following to manage entry and exit tones during a meeting:

- On the web interface or desktop app, navigate to the People tab and click ... next to **Mute all**.
- On the mobile app, tap **More Options**.

By default, entry and exit tones are enabled. The following image shows the **Entry/Exit tones** switch on the web interface and desktop app:



2. Disable the **Entry/Exit tones** switch to turn off audio cues indicating when someone joins or leaves the meeting.

You can enable the switch again anytime during the meeting.

Related links

[Managing meeting settings for My Meeting Room](#) on page 56

[Managing meeting settings for a space](#) on page 80

Promoting a meeting participant to a panelist

About this task

As a space admin, you can promote up to five meeting participants to panelists during a meeting on the web interface or desktop app. Panelists must enable their camera, so their video is overlayed on top of the presentation during screen sharing.

You can demote someone from being a panelist or they can demote themselves.

Procedure

1. To assign the Panelist role to a meeting participant, click ... next to the person's name and then click **Promote to Panelist**.
2. (Optional) To demote a panelist, click ... next to the person's name and then click **Demote from Panelist**.

Related links

[Sharing your screen in A.I. Immersive mode on the web interface or desktop app](#) on page 158

Dropping meeting participants from the meeting

About this task

As a space admin in a group space, you can drop someone from a meeting on the web interface or desktop app. For example, if someone is not supposed to be in the meeting, you can use this option to drop them from the call.

Procedure

1. On the People tab, select the person to drop from the meeting.
2. Next to the person's name, click ... and then click **Drop From Meeting**.
3. When prompted, click **Drop** to confirm.

Muting or unmuting your microphone

About this task

You can mute yourself during a meeting when you do not want other people to hear you. Muting yourself when you are not talking can also help to reduce background noise.

Procedure

1. To mute yourself, click  **Mute Audio**.
2. To unmute yourself and start talking, click  **Unmute Audio**.

Blocking or enabling your video

About this task

You can turn your video on or off during a meeting. If your network connection is poor, turning off your video can help to improve call quality.

Procedure

Do one of the following:

- To turn off your video, click  **Block Camera**.
- To turn on your video, click  **Allow Camera**.

Screen sharing and presentation options on the web interface

When you start sharing content on the web interface or desktop app, you can set **Presentation Mode** to **Standard** or **A.I. Immersive**. The presentation mode is an individual setting that each meeting participant can manage for themselves.

Important:

As of August 30, 2023, the Avaya Spaces desktop app is no longer supported. Avaya recommends using the web interface for meetings.

Standard presentation mode

By default, **Presentation Mode** is set to **Standard**. With this mode, you can choose the following options:

- Regular screen sharing.
- Screen sharing option that is optimized for video clips.
- Whiteboard sharing, which is useful for brainstorming and drawing diagrams collaboratively.

A.I. Immersive presentation mode

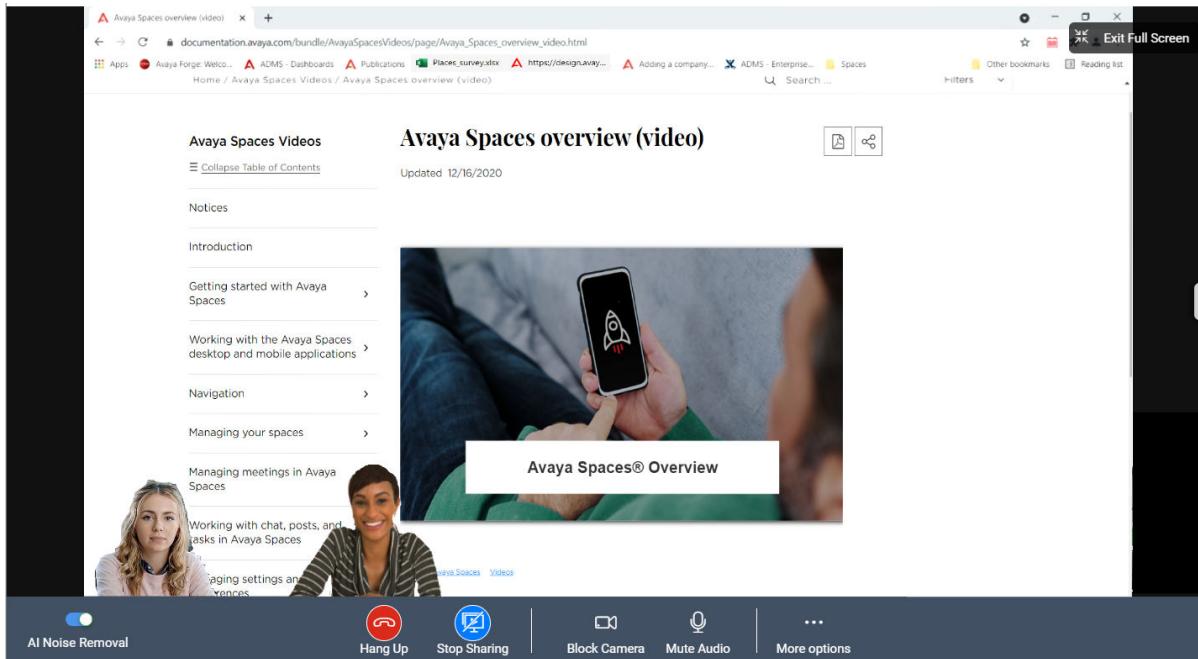
The **A.I. Immersive** sharing option is available if the space owner has a Power license. During a meeting, a space admin or owner can explicitly promote up to five people, including themselves, to the panelist role. When you select the **A.I. Immersive** option and start sharing your screen, you become a panelist automatically if there are no other panelists in the meeting.

The following is a summary of other panelist scenarios:

- If you are promoted to a panelist automatically and no one else is promoted to a panelist, you are automatically demoted from the panelist role when you stop sharing.
- If you are automatically promoted to a panelist when you start sharing and then a space admin promotes someone else to a panelist later, both of you are panelists in the meeting. In this case, when you stop sharing, you are not demoted automatically. You both remain panelists.
- If someone else is already a panelist before you start sharing in the A.I. Immersive mode, you are not promoted automatically. A space admin can manually promote you to a panelist.

When using the A.I. Immersive mode, ensure that your camera is turned on. Your video is overlaid on top of the presentation during screen sharing. People only see you and not your background. Your hand gestures and facial expressions are more pronounced and effective.

The following image shows an example of the A.I. Immersive presentation mode with two panelists:



Sharing your screen in Standard mode on the web interface or desktop app

About this task

This procedure describes standard screen sharing in Avaya Spaces. You can share your whole screen, an application window, or a specific tab in your web browser.

Procedure

1. To start screen sharing, click **Share**.
By default, **Presentation Mode** is set to **Standard**.
2. Click **Share Screen**.
3. Select what you want to share:
 - Your entire screen
 - An application window
 - A browser tab
4. When you are ready to start sharing, click **Share**.
5. (Optional) To stop sharing your screen, click **Stop Sharing**.

Related links

[Sharing a video clip on the web interface or desktop app](#) on page 155

[Sharing your screen in A.I. Immersive mode on the web interface or desktop app](#) on page 158
[Sharing your screen in Avaya Spaces \(video\)](#)

Sharing a video clip on the web interface or desktop app

About this task

You can share a video clip in Standard presentation mode.

For other meeting participants to hear the video clip, you must share your audio. You can choose to share audio when sharing:

- Your entire screen on a Windows computer
- A browser tab

If you choose to share an application window, you cannot share audio. The Firefox browser does not support audio sharing for a video clip.

When you share your audio, meeting participants hear everything that you hear. After you finish sharing the video clip, you can switch back to normal screen sharing.

Procedure

1. To start screen sharing, click  **Share**.

By default, **Presentation Mode** is set to **Standard**.

2. Click **Share Video Clip**.

3. Select what to share and ensure that you share audio so that participants can hear the video.

You can share audio with the following screen sharing options:

- Your entire screen on a Windows computer: Select the **Share system audio** check box on the web interface.

You cannot share your audio with the Entire Screen option on a Mac computer.

- Browser tab: Select the tab you want to share and then select the **Share tab audio** check box.

4. To start sharing the video clip, click **Share**.

5. (Optional) To stop sharing your screen, click  **Stop Sharing**.

Related links

[Sharing a video clip in Avaya Spaces \(video\)](#)

Sharing a whiteboard on the web interface or desktop app

About this task

You can share a whiteboard in Standard presentation mode. Use the whiteboard to brainstorm and draw diagrams collaboratively during a meeting. All meeting participants can modify the shared

whiteboard. You can move or delete any objects on the whiteboard canvas, including objects that other people drew.

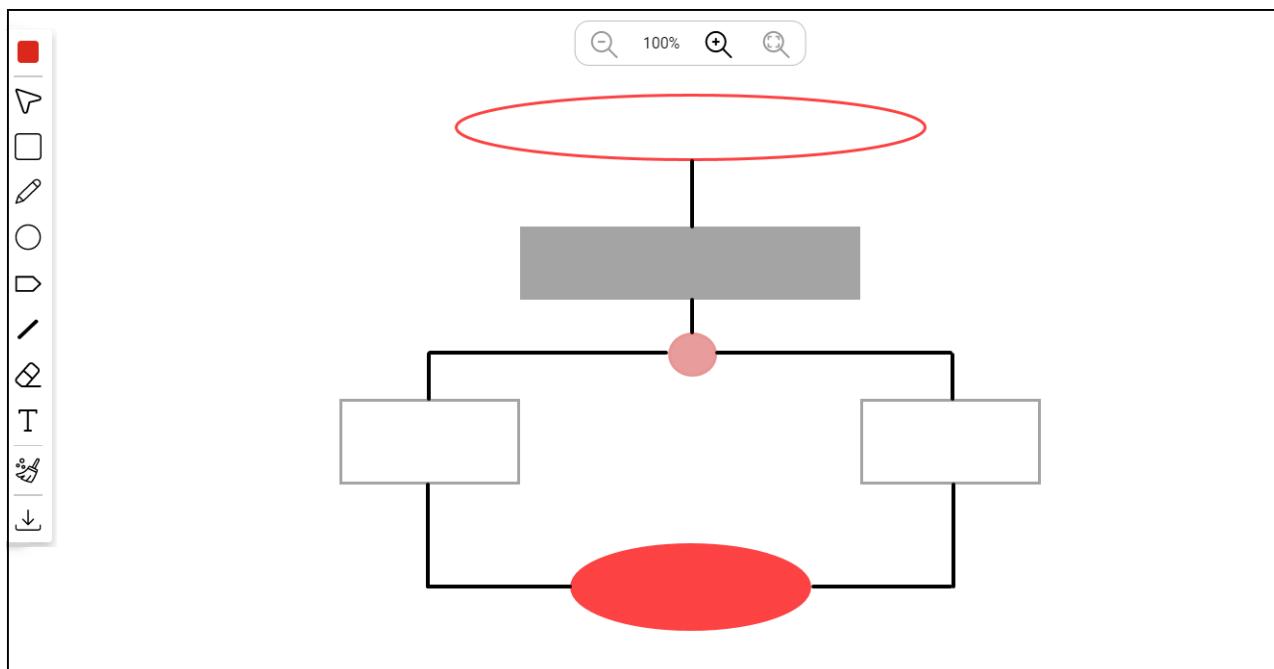
If there are too many shapes on the canvas, you see an error message indicating that you reached the maximum limit. Before you can draw new objects, delete some or all of the content on the canvas.

If you stop sharing and someone else clicks **Share Whiteboard** during the meeting, the same whiteboard canvas is displayed, enabling you and other meeting participants to continue modifying it. Before ending the meeting, you can save the whiteboard as an attachment so you do not lose it.

Note:

Avoid reducing your window size because this could affect the display of the whiteboard and result in overlapping controls. The window size should be a minimum of 400px.

The following image shows an example of a whiteboard:



Procedure

1. To start sharing, click **Share**.

By default, **Presentation Mode** is set to **Standard**.

2. Click **Share Whiteboard**.

3. Use the tools on the left to start drawing.

You cannot resize objects that you added to the whiteboard. If required, delete the object and redraw it.

4. **(Optional)** Zoom in and out to adjust your view of the whiteboard.

Zooming is local and does not affect how the whiteboard is displayed in meeting recordings.

- To save the whiteboard image as an attachment in the space, click .

You can access the saved image on the Chat tab in the space.

- (Optional) To stop sharing, click  **Stop Sharing**.

Related links

[Using the whiteboard \(video\)](#)

Whiteboard tool descriptions

The following table describes the whiteboard annotation tools on the Avaya Spaces web interface and desktop app:

Option	Description
	Enables you to select a color. Click  for a more detailed color palette. You can use this palette to modify the color shade.
	Enables you to move an object on the canvas. Click and drag the item you want to move.
<input type="checkbox"/> Outlined Rectangle <input checked="" type="checkbox"/> Filled Rectangle	Enables you to draw a square or rectangle. You can select a figure with an outline or a figure that is filled with the selected color.
	Enables free-hand drawing.
<input type="radio"/> Outlined Circle <input checked="" type="radio"/> Filled Circle	Enables you to draw a circle or oval. You can select a figure with an outline or a figure that is filled with the selected color.
	Adds a stamp, which you can use to point to text or an object.
	Enables you to draw a line. Select the line thickness.
	Enables you to erase an object from the canvas. Click an object to remove it.
T	Adds a text box. Select the text size and click the area where you want to insert text. After you finish typing, click outside the text box so others can see the text you added.
	Clears all objects on the whiteboard canvas. To proceed, confirm when prompted.

Table continues...

Option	Description
	<p>Saves the whiteboard image as an attachment in the space.</p> <p> Note: This option is disabled if you do not have permission to upload files in the space.</p>

Sharing your screen in A.I. Immersive mode on the web interface or desktop app

About this task

The A.I. Immersive screen sharing option is available if the space owner has a Power license.

When you set **Presentation Mode** to **A.I. Immersive** and start sharing, you are promoted to a panelist automatically if there are no other panelists in the meeting. If there is already another panelist in the meeting before you start sharing your screen, a space admin or the owner must promote you to a panelist explicitly. The space admin can promote up to five participants to the panelist role.

When using the A.I. Immersive mode, ensure that your camera is enabled. Your video is overlaid on top of the presentation during screen sharing. Your background is removed. This video layout makes your hand gestures more effective and provides a more engaging experience for meeting participants.

Procedure

1. Click  **Share**.
2. Set **Presentation Mode** to **A.I. Immersive**.
3. To start sharing, click **Share Screen**.
4. Select what you want to share:
 - Your entire screen
 - An application window
 - A browser tab (if you are using the web interface)
5. When you are ready to start sharing, click **Share**.
Your video is overlaid on top of the content you are sharing.
6. **(Optional)** To stop sharing your screen, click  **Stop Sharing**.

Related links

- [Promoting a meeting participant to a panelist](#) on page 151
- [Screen sharing and presentation options on the web interface](#) on page 153
- [Sharing in A.I. Immersive mode \(video\)](#)

Screen sharing and presentation options on the mobile app

During a meeting on the Avaya Spaces mobile app, you can share your screen or a whiteboard. Whiteboard sharing is useful for collaborative brainstorming.

On an Android mobile device, you can also use the **Display** option to do the following:

- Send screen sharing or presentation to your computer.
- Send video or presentation to an external monitor.

Send or receive screen sharing option on the mobile app

On the Avaya Spaces mobile app for Android devices, from **More Options**, you can disable the **Enable sending and receiving screen sharing** switch to preserve bandwidth on your mobile device. For example, if you are taking a call from your car while your cell phone is in your pocket or purse, screen sharing is not relevant for you, so you can disable this switch.

Sharing your screen on the mobile app

About this task

You can start regular screen sharing on the Avaya Spaces mobile app.

Procedure

1. To start screen sharing, tap  **Share Screen**.
2. Do one of the following:
 - On an Android device, tap **Start Now**.
 - On an iOS device, tap **Start Broadcast**.
3. **(Optional)** To stop sharing your screen, do one of the following:
 - On an Android device, tap  **Stop Sharing**.
 - On an iOS device, tap  **Stop Sharing** and then tap **Stop Broadcast**.

Sharing a whiteboard on the mobile app

About this task

You can share a whiteboard during a meeting on the Avaya Spaces mobile app. Use the whiteboard to brainstorm and draw diagrams collaboratively. All meeting participants can modify the shared whiteboard. You can move or delete any objects on the whiteboard canvas, including objects that other people drew.

If there are too many shapes on the canvas, you see an error message indicating that you reached the maximum limit. Before you can draw new objects, delete some or all of the content on the canvas.

If you stop sharing and someone else clicks **Share Whiteboard** during the meeting, the same whiteboard canvas is displayed, enabling you and other meeting participants to continue modifying it. Before ending the meeting, you can save the whiteboard as an attachment so you do not lose it.

Procedure

1. To start sharing, tap  **Share Screen**.
2. Tap **Share Whiteboard**.
3. To use the whiteboard annotation tools, tap  at the top-right of the screen.
You cannot resize objects that you added to the whiteboard. If required, delete the object and redraw it.
4. **(Optional)** Zoom in and out to adjust your view of the whiteboard.
Zooming is local and does not affect how the whiteboard is displayed in meeting recordings.
5. To save the whiteboard image as an attachment in the space, tap .
You can access the saved image on the Chat tab in the space.
6. **(Optional)** To stop sharing, tap  **Stop Sharing**.

Related links

[Sharing a whiteboard on the web interface or desktop app](#) on page 155

[Using the whiteboard \(video\)](#)

Whiteboard tool descriptions for the mobile app

The following table describes the whiteboard annotation tools on the Avaya Spaces mobile app:

Option	Description
	Shows or hides the whiteboard annotation tools.
	Enables you to move an object on the canvas. Drag the item you want to move.
	Enables free-hand drawing.
 Outlined Rectangle	Enables you to draw a square or rectangle. You can select a figure with an outline or a figure that is filled with the selected color.
 Filled Rectangle	

Table continues...

Option	Description
 Outlined Circle	Enables you to draw a circle or oval. You can select a figure with an outline or a figure that is filled with the selected color.
 Filled Circle	
	Enables you to draw a line. Select the line thickness.
	Adds a stamp, which you can use to point to text or an object.
	Adds a text box. Select the text size and tap an area on the whiteboard canvas to insert text.
	Enables you to erase an object from the canvas. Tap an object to remove it.
	Clears all objects on the whiteboard canvas. To proceed, confirm when prompted.
	Enables you to select a color. On Android, tap Custom to customize the color shade.
	Saves the whiteboard image as an attachment in the space. Note: This option is disabled if you do not have permission to upload files in the space.

Sending screen sharing to your computer from the Android mobile app

About this task

While you are in a meeting on the Avaya Spaces mobile app for Android, you can send screen sharing or presentation to your computer. If another meeting participant is sharing their screen, you see it on your computer. You can also choose to share your computer screen. Use the mobile app for video and other meeting controls.

Before you begin

On your computer, log in to Avaya Spaces with the same account you are using for the mobile app.

Procedure

1. During a meeting on the mobile app for Android, tap  **Display**.
2. Tap **Send presentation to PC**.
3. Click the notification on your computer to start the presentation session.

4. (Optional) From the presentation on your computer, do one of the following:

- To share your computer screen, click  **Share**.
- To end the presentation session on the computer, click  **Hang Up**.

You can access other meeting controls on the Avaya Spaces mobile app.

Sending video or a shared presentation to an external monitor from the Android mobile app

About this task

You can connect your Android mobile device to a monitor to view content on a larger screen. During a meeting on the Avaya Spaces mobile app for Android, you can view one or both of the following on the external monitor:

- Shared screen or presentation
- Video

This procedure does not describe the **Send presentation to PC** option. For more information about this display option, see [Sending screen sharing to your computer from the Android mobile app](#) on page 161.

Before you begin

Use an adapter cable to connect your mobile device to a monitor.

Procedure

1. During a meeting on the mobile app for Android, tap  **Display**.
2. To view content on the external monitor, tap one or both of the following:
 - **Send Video to external monitor:** The monitor displays the video of all meeting participants.
 - **Send presentation to external monitor:** The monitor displays the shared screen or presentation. You can share your mobile device screen, or another meeting participant can share their screen.

If you tap both options, the monitor shows a split-screen view, with video on one half and the shared screen on the other.

Recording a meeting

About this task

The recording feature is available with the Power license. Your role in the space also affects whether you can record a meeting.

- In My Meeting Room, only you can record meetings.

- In a group space, guests cannot record meetings. The space owner must have a Power license.
- In a direct messaging space, any participant can record a meeting.

After the meeting ends, you can access recordings on the Meetings tab.

Procedure

1. To start recording the meeting, do one of the following:
 - On the web interface or desktop app, click **More > Record this Meeting**.
 - On the mobile app, tap **Record**.
2. To stop recording, do one of the following:
 - On the web interface or desktop app, click **More > Stop recording**.
 - On the mobile app, tap **Stop**.

Related links

[Feature comparison for each license type](#) on page 42

[Accessing meeting details and recordings](#) on page 169

[Recording your meeting \(video\)](#)

Viewing live captions

About this task

You can view live captions during a meeting in Avaya Spaces. By default, live captions are displayed in English, but a space admin or the owner can change the language in the space settings.

When you turn on live captions during a meeting, they are only displayed on your screen. Other meeting participants do not see the captions unless they enable them.

Before you begin

Before the meeting, a space admin or the owner must enable the live captions feature on the Meeting tab in the space settings. This feature is available if the space owner has a Business or Power license.

Procedure

1. During the meeting, do one of the following:
 - Click **More** on the web interface or desktop app.
 - Tap **More Options** on the mobile app.
2. Enable the **Live Captions** switch to view live captions.
3. **(Optional)** Disable the **Live Captions** switch to turn off live captions.

Related links

[Using live captions \(video\)](#)

Managing background noise

About this task

You can use the noise removal setting to reduce background noise during a meeting. For example, this setting is useful if people are talking loudly nearby.

You can enable the noise removal setting while in a meeting if it is not enabled automatically.

 **Note:**

Some microphones alter the audio signal so background noises are not recognizable. In this case, noise removal does not work as expected.

Procedure

1. During the meeting, do one of the following:
 - Click **More** on the web interface or desktop app.
 - Tap **More Options** on the mobile app.
2. Enable the **AI Noise Removal** switch to reduce background noise.

On the web interface and desktop app, you can also access this switch at the bottom-left of the meeting window.

Related links

[Configuring preferences on the Meetings tab on page 47](#)

[Managing general settings on the Avaya Spaces mobile app on page 50](#)

[Using AI noise removal \(video\)](#)

Setting your maximum video quality during a meeting

About this task

You can change the maximum video resolution for a meeting in Avaya Spaces. This feature is useful for preserving bandwidth. Note that your actual video resolution might be lower than the maximum you select during a meeting. The actual video resolution can vary depending on the type of call and your network connectivity.

If the space owner or admin set a maximum video resolution for the space, you can select that resolution or a lower resolution during a meeting. For example, if the maximum resolution for the space is 720p, you cannot select 1080p. If the space admin set **Audio Only**, video is not available for meetings in the space.

The maximum video resolution you set in **User preferences > Meetings** can also affect your resolution when you join a meeting.

Procedure

1. During a meeting, navigate to **More** or **More Options**.

2. From **Video Quality**, select one of the available options, which can include the following:

- **1080p**
- **720p**
- **480p**
- **360p**
- **Audio Only**

Changing your video background during a meeting

About this task

On the Avaya Spaces web interface or desktop app, you can blur your video background during a meeting. This feature is available for everyone in the meeting, including guests.

Background blur does not guarantee an obscured background. Background blur works on the client-side and can affect your video quality and computer performance. This feature is not supported on the Firefox web browser.

This procedure only changes your video background for the current meeting. You can change your video background for all meetings from your user preferences.

Before you begin

To use the background blur feature:

- Enable your camera. For best results, ensure that you are within two meters of your camera.
- Ensure that your CPU has at least 4 logical cores.
- Your computer must have a dedicated or integrated Graphics Processing Unit (GPU).
- You must enable **Use hardware acceleration when available** in your browser settings on the Avaya Spaces web interface. This setting is available on the System tab on Google Chrome and Microsoft Edge.
- Ensure that you are using Google Chrome or Microsoft Edge version 87 or later with WebGL enabled.

Procedure

1. During the meeting, click **More > Virtual Background**.

2. Select one of the following options:

- **Off**: No virtual background option is selected. When your camera is enabled during a meeting, people can see your standard background.
- **Blur**: When your camera is enabled during a meeting, your background is blurred, so people cannot see it clearly.

Related links

[Configuring preferences on the Meetings tab](#) on page 47

Collapsing and expanding the meeting window on the web interface

About this task

During a meeting in Avaya Spaces, you can collapse and expand the meeting window. While someone else is sharing their screen, you can expand video or focus on the shared screen.

When you collapse the meeting window, a smaller picture-in-picture window is displayed. In the browser tab with the collapsed meeting, you can navigate to another space. With the Chrome and Edge browsers, the picture-in-picture view continues to display when you perform tasks in other applications or use other browser tabs to navigate to external websites.

The picture-in-picture functionality differs slightly in the Firefox browser than in Chrome and Edge. In Firefox, the default picture-in-picture window is not displayed in other tabs or applications. However, you can extract a separate Firefox picture-in-picture view for multitasking.

This procedure is primarily focused on the multitasking functionality in the Chrome and Edge browsers.

Procedure

1. To collapse the meeting window, click  **Exit Full Screen**.

If someone else is sharing their screen, you see  **Collapse screen** instead.

2. **(Optional)** Drag the picture-in-picture window to move it.

You can also resize the picture-in-picture window in the Chrome and Edge browsers.

3. To return to the expanded meeting window, hover over the picture-in-picture window and click **Back to tab**.

From the picture-in-picture window, you can also mute your microphone, block your camera, and hang up.

4. **(Optional)** In the expanded meeting window, do one of the following to switch the focus between video and the shared screen:

- To focus on video instead of the shared screen, click  **Expand Video**.
- To focus on the shared screen, click  **Enlarge Screen Share**.

Related links

- [Working with picture-in-picture mode in the Mozilla Firefox browser](#) on page 167
[Multitasking during meetings \(video\)](#)

Collapsing and expanding the meeting window on the mobile app

About this task

While you are in a meeting on the Avaya Spaces mobile app, you can collapse the meeting window to access other tabs in the space or navigate to another space.

When you minimize the Avaya Spaces mobile app during a meeting, you see a small picture-in-picture window. Other meeting participants still see your video when you navigate away from the mobile app if your camera is unblocked. If the space settings or meeting options are set to audio only, you do not see the picture-in-picture window on iOS.

Procedure

1. To collapse the meeting window, tap .

Alternatively, tap  to collapse the meeting window so you can send a chat message.

2. To expand the meeting in full-screen mode, tap the small picture-in-picture window from anywhere on your mobile device.
3. **(Optional)** Do one of the following to switch the focus in full-screen mode:
 - Tap  to focus on video instead of the shared screen.
 - Tap  to focus on the shared screen.

Working with picture-in-picture mode in the Mozilla Firefox browser

About this task

When you collapse the Avaya Spaces meeting window in your browser, a smaller picture-in-picture window is displayed. This functionality differs slightly in the Firefox browser than in Chrome and Edge. In the Chrome and Edge browsers, you can move or resize the picture-in-picture window, and it is displayed when you multitask in other tabs or applications.

In Firefox, you can move the default picture-in-picture window that is displayed when you collapse the meeting window, but you cannot resize it. This picture-in-picture window is only displayed in the tab you are using for the meeting but not in other browser tabs or applications. In the meeting tab, you can navigate to another space, but you cannot leave the Avaya Spaces website.

You can extract a separate Firefox picture-in-picture view, which continues to display when you multitask in other tabs and applications. You can move or resize this Firefox picture-in-picture window. However, the Firefox picture-in-picture mode is primarily intended for video playback, and it does not currently provide options to mute your microphone or block your camera. You must return to the meeting window to access meeting control options.

Procedure

1. During a meeting, click  **Exit Full Screen** or **Collapse screen** to collapse the meeting window.

The default Avaya Spaces picture-in-picture window is displayed in the current tab in Firefox.

2. To enter the Firefox picture-in-picture mode for multitasking, click .
3. To exit the Firefox picture-in-picture mode and return to the meeting window, click .

Related links

[Collapsing and expanding the meeting window on the web interface](#) on page 166

Leaving a meeting

About this task

You can leave a meeting anytime. The meeting continues for the remaining participants.

As a space admin or owner, you can also choose to end the meeting for everyone. If you do not do this, other participants remain connected and continue to see content in the space.

Procedure

1. To leave the meeting, do one of the following:

- On the web interface or desktop app, click  **Hang Up**.
- On the mobile app, tap  **Leave**.

2. When prompted, click **Yes** to confirm.

This confirmation prompt is displayed on the web interface and desktop app.

3. **(Optional)** If you are a space admin or owner, do the following to end the meeting for everyone:

- a. Click **End Meeting** from the meeting card on the Chat or Meetings tab.
- b. Confirm when prompted.

Chapter 11: Accessing meeting details and recordings

After a meeting ends, recordings and other meeting details are displayed on the Chat and Meetings tabs. The Meetings tab is the simplest way to find a specific meeting card.

You can click a meeting card to view additional meeting details and a list of participants. You can access meeting details and recordings on all Avaya Spaces interfaces.

Unless the space is public, guests cannot access recordings. In My Meeting Room, only you can access recordings.

Related links

[Recording a meeting](#) on page 162

Viewing and downloading meeting details on the Avaya Spaces web interface or desktop app

About this task

You can click a meeting card to view the details for the meeting, including any available recordings and a list of participants. You can also download the meeting details. The downloaded .html file includes the following information:

- Name of the space where the meeting took place.
- Meeting date, start time, end time, and duration.
- List of meeting participants with the join time and leave time for each participant.

If a participant joins and leaves the meeting multiple times, the file shows the first join time and the last leave time.

Procedure

1. On the Meetings tab, click the meeting card to view meeting details.
2. To download the meeting details and a list of participants, click .
3. **(Optional)** To close the meeting information page and return to the space, click **Close**.

Viewing meeting details and sharing the list of participants on the Avaya Spaces mobile app

About this task

On the Avaya Spaces mobile app, you can tap a meeting card to access the following details:

- Meeting start and end time.
- Available recordings.
- List of meeting participants or attendees with the join time and leave time for each person.

You can also share or copy the list of meeting participants.

Procedure

1. On the Meetings tab, tap the meeting card to view meeting details.
2. Tap  to copy or share the names and email addresses of the meeting participants.

Playing a meeting recording

About this task

You must be a space member or admin to access recordings from the Meetings tab in a standard space. You can play or stream a recording immediately without downloading it.

While playing the recording, you can access various control settings depending on the device you are using. For example, you can manage the playback speed, adjust the window size, and adjust the volume.

Procedure

1. Locate the meeting card on the Meetings tab.
2. To play the recording, click .

Downloading a meeting recording

About this task

You can download the recording to your computer or mobile device.

You need to download the recording if you want to share it with someone who cannot access it from your space directly. For example, if you record a meeting in My Meeting Room, you need to download and share it with others separately.

Procedure

1. Locate the meeting card on the Meetings tab.
2. To download the recording, do one of the following:
 - On the web interface or desktop app, click  on the meeting card and then click .
 - On an iOS device, press and hold the recording and then tap **Share > Save Video**.
 - On an Android device, tap the recording on the meeting card and then tap .

Related links

[Sharing a meeting recording \(video\)](#)

Deleting a recording on the Avaya Spaces web interface or desktop app

About this task

You can delete a meeting card on the Avaya Spaces web interface or desktop app. When you delete a meeting card, the recording is deleted for everyone in the space.

Procedure

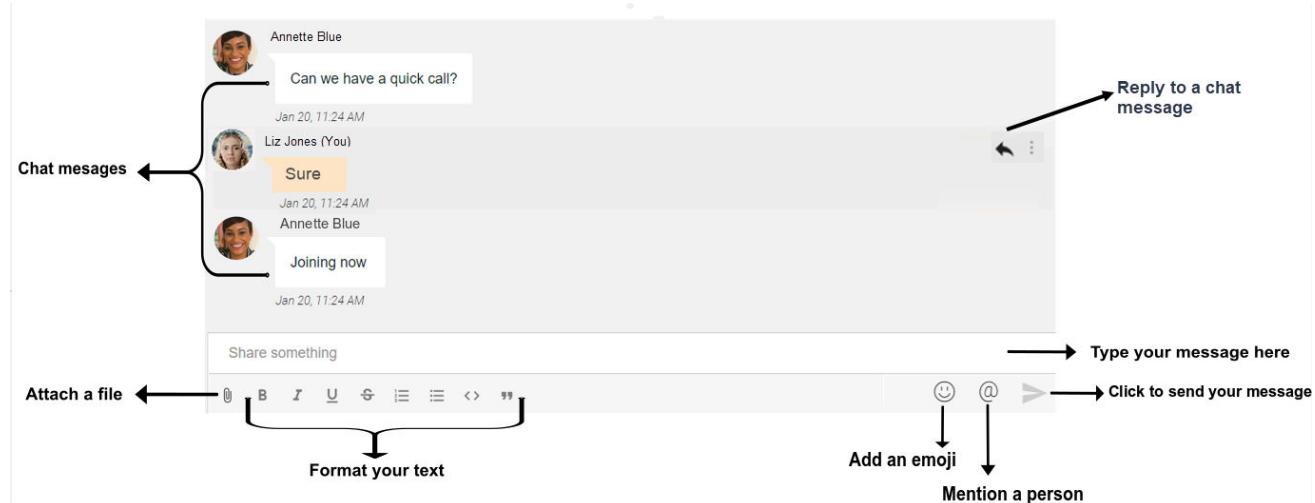
1. On the Meetings tab, find the appropriate meeting card.
2. Hover over the meeting card and then click ... > **Remove**.
3. When prompted, click **Yes** to confirm.

Chapter 12: Working with chat messages

You can send chat messages from the Chat tab in any space. You can also send chat messages during a meeting. All meeting participants will see your message.

You can format your chat message, add emojis, tag or mention someone, and attach files. Note that you can only attach files to a standard chat message on the Avaya Spaces web interface. You cannot attach files in a reply.

The following example image shows the layout of the main chat window on the web interface:



After sending a chat message, you can edit it if required. Alternatively, you can delete a chat message.

Related links

- [Configuring preferences on the Notifications tab](#) on page 46
- [Working with My Meeting Room](#) on page 53
- [Working with group spaces](#) on page 70
- [Working with direct messaging spaces](#) on page 97
- [Using chat to collaborate \(video\)](#)

Mentioning someone in a chat message

About this task

While typing a chat message, you can mention or tag a space member or admin in a group space. You can also mention someone in a group direct messaging space. This is a good way to get someone's attention so they know your message is intended for them.

Alternatively, use @space to tag the entire space.

Procedure

1. Do one of the following:
 - Click @ while typing a chat message.
 - Type @ manually.
2. Enter the name of the person you want to mention.

To tag the entire space, type space after @.



Formatting your chat message

About this task

You can add formatting options to a chat message before sending it. These formatting options are a good way to emphasize something in your message or break up text into a list.

Procedure

1. (Optional) On the mobile app, tap A if you cannot see the formatting options.
2. Format the text in your chat message:
 - Use B I U to bold, italicize, or underline your text.
 - To cross out text, highlight the text you want to cross out and click S.
 - To add bullets, click .
 - To add a numbered list, click .
 - To add a code block element, click <>.
 - To add a block-quote element, click ..
3. To send your chat message, click >.

Adding emojis in a chat message

About this task

On the Avaya Spaces web interface, you can add emojis to a chat message to express emotions or convey tone.

This procedure describes how to add an emoji by clicking  . Alternatively, while typing your chat message, you can type : followed by the emoji name. For example, if you type :sm, a list of emojis that contain the letters "sm" are displayed.

Procedure

1. While typing a message, click  to add an emoji.

2. Do one of the following:

- Search for a type of emoji.

For example, type smiling in the **Search** field to search for smiley faces and grinning emojis.

- Choose an emoji from one of the following tabs:

-  Frequently Used

-  Smileys & Emotion

-  People & Body

-  Travel & Places

-  Activity

-  Objects

-  Animals & Nature

-  Symbols

-  Flags

3. Click the emoji you want to add to your message.

Adding attachments to a chat message

About this task

You can attach one or more files to a chat message in any space. For example, you can share documents, images, or videos.

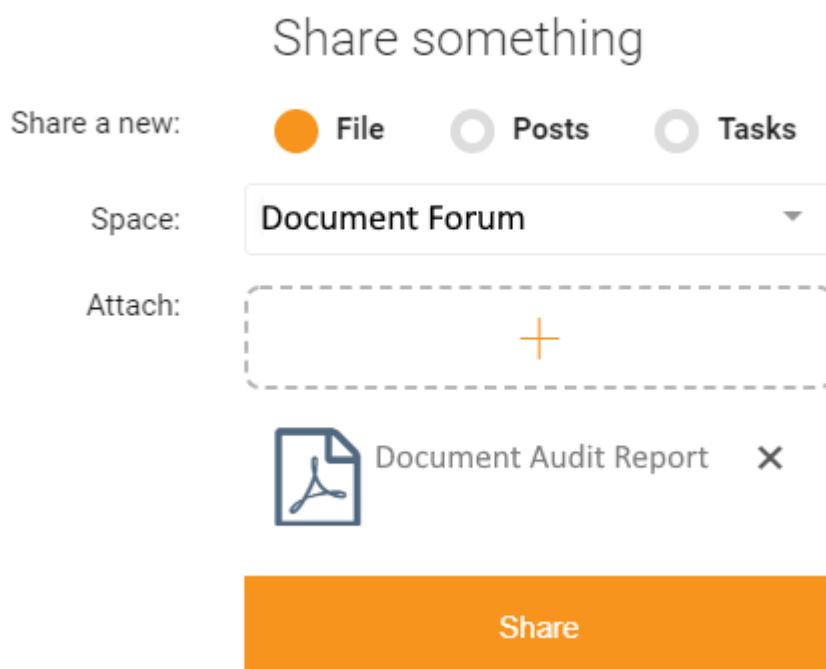
 **Note:**

On the Avaya Spaces web interface, you can attach files in a standard chat message. However, you cannot attach files in a reply.

Procedure

1. In the chat message, click  to attach a file.
2. Select the files you want to attach.
3. On the web interface, click **Share** to add the attachment to your chat message.

This step is not applicable for the mobile app.



Sharing content in Avaya Spaces from another app or browser on Android

About this task

You can share content, such as files, links, or text, directly from a browser or app on your mobile device. Share the content in My Meeting Room, a group space where you are a member or admin, or a direct messaging space.

In addition to sharing content, you can copy and paste or drag and drop content from another app into Avaya Spaces. Use the split screen view with supported apps to more easily drag content on your Android device.

Procedure

1. To share content from a browser or app on your Android mobile device, do one of the following:
 - Select the files you want to attach and tap .
 - To share a browser link, tap  at the top of the screen.
 - To share highlighted text, tap **Share**.
2. From the list of apps, tap **Avaya Spaces**.
If you do not see Avaya Spaces in the list of apps, tap ... **More** and then select the app.
3. Do one of the following to search for a space or colleague:
 - On the Group Spaces tab, search for a space where you are a member or admin.
On the Direct Messages tab, search for any colleague, even if you do not have an existing direct messaging conversation with them.
4. When the space opens in Avaya Spaces, send the chat message with the content you want to share.

Sharing content in Avaya Spaces from another app or browser on iOS

About this task

You can share content, such as files, links, or text, directly from a browser or app on your mobile device without opening Avaya Spaces. Share the content in My Meeting Room, a group space where you are a member or admin, or a direct messaging space.

In addition to sharing content, you can copy and paste or drag and drop content from another app into Avaya Spaces.

Procedure

1. To share files or a link from a browser or app on your iOS mobile device, do one of the following:
 - Press and hold the file and then tap **Share**.
 - To attach several files, tap **Select**, select the files you want to attach, and then tap .
 - To share a browser link, tap  at the bottom of the screen.
2. **(Optional)** If Avaya Spaces is not displayed in the list of available apps, tap ... **More** and enable the **Avaya Spaces** switch.
3. From the list of available apps, tap **Avaya Spaces**.

4. **(Optional)** Type a chat message.
5. Select the space where you want to attach files or share content.

You can also use the **Find a Space or user** field to search for a space or colleague. You can search for any colleague even if you do not have an existing direct messaging conversation with them.

6. Tap **Share**.

Working with spell check on the Avaya Spaces web interface or desktop app

About this task

While you type, Avaya Spaces underlines misspelled words in red. You can right-click the misspelled word to see suggested corrections. If the spell check incorrectly indicates that a word is misspelled, you can add it to the dictionary on the interface you are using.

When you right-click a word, the available options vary depending on the device you are using. For example, if you are using a Mac device, you can use the **Look Up** option to check the meaning of the word in the dictionary.

Procedure

1. While typing a message or comment in Avaya Spaces, right-click the underlined word to view suggested corrections.
2. Click the appropriate correction from the list to replace the misspelled word.
3. **(Optional)** If the word you typed is correct, click **Add to Dictionary**, so the spell check does not flag the word as an error.

Editing your chat message

About this task

You can edit chat messages that you sent in Avaya Spaces. You can edit text, links, and formatting options in your message. Other functionality varies slightly depending on the Avaya Spaces interface. The following table summarizes the differences:

Web interface	Mobile app
You can edit multiple chat messages simultaneously.	You can edit one message at a time.
You cannot edit a chat message that contains an attachment.	You can edit any chat message on the mobile app.

Table continues...

Web interface	Mobile app
You cannot attach a file to the chat message you are editing. You can only attach a file to a new chat message.	You can attach a file to the message you are editing. When editing a message with an attachment, you can remove or replace the existing attachment.

Procedure

1. On the Chat tab, do one of the following to edit a chat message:
 - On the web interface, click : next to the message and then click **Edit**.
 - On the mobile app, press and hold the message and then tap **Edit**.
2. Edit the text and formatting as needed.

On the mobile app, you can also tap to attach a file to the message you are editing. You might need to tap followed by to view other formatting options.
3. To send the edited chat message, click .

Related links

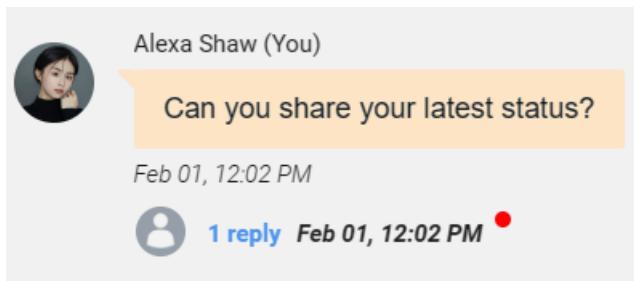
[Formatting your chat message](#) on page 173

Replying to a chat message and viewing the thread

About this task

You can reply to a chat message on the Avaya Spaces web interface. The original chat message can have multiple replies. Avaya Spaces shows the number of replies under the chat message.

If there are new replies in a space, the name of the space is bolded in the Spaces panel on the left side of the screen. When you open the space, a red dot is displayed next to the unread replies. In the following example image, there is one unread reply:



When you click the number of replies, the thread with the replies is displayed in a separate pane to the right of the chat window.

Only one level of replies is supported. You cannot add a reply under a reply.

 **Note:**

The Avaya Spaces mobile app does not support the Reply feature. Replies appear as normal chat messages on the mobile app.

Similarly, this feature is also not supported for anonymous guests in a space.

Procedure

1. Hover over a chat message and then click  to reply to it.

2. In the Thread pane displayed on the right, type your reply.

If there are already other replies, you can read them in this pane.

3. **(Optional)** While typing a reply, use the available formatting options to format it.

You can also add emojis or mention someone in a reply. However, you cannot attach files to a reply.

4. When you are ready to send the reply, click .

After sending a reply, you can edit it if needed.

Related links

[Formatting your chat message](#) on page 173

[Editing your chat message](#) on page 177

Deleting a chat message

About this task

You can delete an irrelevant chat message. After you delete a chat message, it cannot be restored.

If you are a space admin or owner, you can delete any chat message in the space. Otherwise, you can only delete a chat message that you sent.

Procedure

1. On the Chat tab, do one of the following for the chat message you want to delete:
 - On the web interface, click  next to the chat message and then click **Remove**.
 - On the mobile app, press and hold the chat message and then tap **Remove**.
2. Confirm when prompted.

Deleting multiple chat messages

About this task

You can delete multiple chat messages at a time on the Avaya Spaces web interface or desktop app. This procedure does not apply to the mobile app.

If you are a space admin or owner, you can delete any chat messages in the space. Otherwise, you can only delete chat messages that you sent.

Deleted chat messages cannot be restored.

Procedure

1. On the Chat tab, click : next to a chat message.
2. Click **More**.
3. Select the messages you want to delete.
4. Click .

Working with received chat messages

Chat notifications

Ensure that notifications are enabled in your user preferences or settings, and within your group spaces.

With the Avaya Spaces mobile app, Avaya Spaces notifications are displayed along with other general notifications on your Android or iOS mobile device. You can reply to a chat message from the notification using your mobile device without opening the Avaya Spaces application. The exact behavior of this feature varies depending on your mobile device and operating system version. For best results, update your Android or iOS operating system version.

Options for received images and links

When using Avaya Spaces on your computer, you can right-click a link or image that someone shared in a chat message. The available options for working with images, links, and other shared content vary slightly depending on your browser and whether you are using a Windows or Mac device.

When you right-click a received image, you can do the following:

- Click **Save Image As** to save it on your computer.
- Copy the image so you can paste it somewhere.
- Copy the image address.

When you right-click a received link, you can do the following:

- Open the link in your browser.
- Click **Save Link As** to save the link on your computer.
- Click **Copy Link Address** to copy the full link address so you can paste it in your browser or send it to someone.
- Select part of the link and click **Copy** to copy only the selected text.

Downloading attachments from a chat message

About this task

When someone sends a chat message with an attachment, you can download the attachment to your computer or mobile device.

This procedure describes how to download an attachment using the Avaya Spaces web interface or desktop app. The exact process for downloading or saving an attachment on the mobile app can vary depending on your device.

Procedure

1. Navigate to the chat message with the attachment.
2. Do one of the following to download the attachment:
 - Next to the file name, click .
 - After clicking the file name to preview the attachment, click .

Failed chat messages on the mobile app

If you experience network connectivity issues, including client-side and back-end issues, you might not be able to send messages on the Avaya Spaces mobile app. Avaya Spaces tries to send the message for approximately 30 seconds. If it fails, an error is displayed. You can tap the error message and select one of the following options:

- **Retry:** The mobile app tries sending the message again.
- **Discard:** The mobile app discards the message. You can send a new message.

Chapter 13: Working with posts

You can create a post if you want a message or file to be easily accessible in the future. Add comments to a post to track status updates or progress. You can also edit a post or the attachments in it anytime.

Posts are available in group spaces and My Meeting Room. Posts are not available in direct messaging spaces.

- In My Meeting Room, only you can create and access posts.
Other people cannot access posts in My Meeting Room.
- In a group space, members and admins can create and edit posts.
Guests can access posts if the space is public.

Notifications about new posts are displayed on the Chat tab. When you edit a post, a notification is not always displayed. To ensure that a notification is displayed, add a comment to the post after you edit it.

Related links

[Using posts \(video\)](#)

Finding a post in a space

About this task

Use this procedure to find an existing post in a space. Posts are displayed in the order they were created, with the most recent posts displayed at the top.

You can filter the list of posts to only see your posts.

Procedure

1. Open the space.
2. Click the **Posts** tab to see the posts in the space.
3. **(Optional)** To filter by the posts you created, click **Filter** and select **Only My Posts**.
4. To open a post, click the name of the post.

Creating a new post

About this task

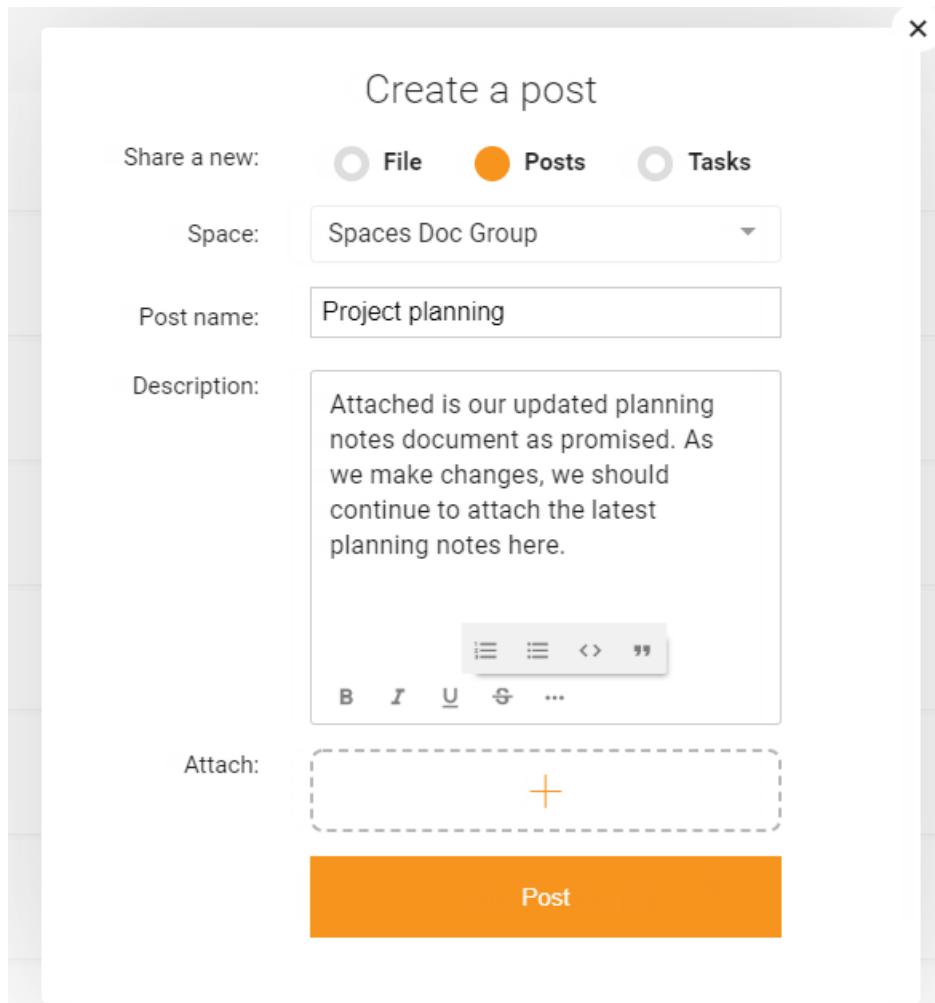
You can create a new post with information that you want to easily access in the future. When creating a new post, you can add a post name, description, and attachments.

Procedure

1. Open the space where you want to create the post.
2. On the Posts tab, click **+ New Post**.
On the mobile app, tap **+**.
3. Type a name for your new post.
4. Type a description for your post.
5. **(Optional)** Format your text.
6. To attach a file, click **+** and navigate to the file you want to attach.

Repeat this step to add more attachments.

The following image shows the layout for a new post on the web interface and desktop app:



7. When you are ready to create your new post, click **Post**.

This step applies to the web interface and desktop app. On the mobile app, there is an option to save your post at the top of the screen.

Result

Your new post is available on the Posts tab. A notification is also displayed on the Chat tab.

Related links

[Formatting your chat message](#) on page 173

[Using posts \(video\)](#)

Editing a post

About this task

You can edit the name, description, and attachments in a post. Even if someone else created the post, you can still edit it. However, you cannot delete a post that someone else created unless you are a space admin or the owner.

After you edit a post, add a comment in it to ensure that a notification is displayed on the Chat tab.

Procedure

1. On the Posts tab, open the post you want to edit.
2. When the post opens, click .
3. **(Optional)** Update the name and description as needed.
You can also modify formatting in the description.
4. **(Optional)** To remove an attachment from the post, click  next to the file name.
5. **(Optional)** To add a new attachment to the post:
 - a. From the Attachments heading, click .
 - b. Select the file you want to attach.
6. Click **Save** to save your changes.

Related links

[Adding a comment to a post](#) on page 185

[Deleting a post](#) on page 188

Adding a comment to a post

About this task

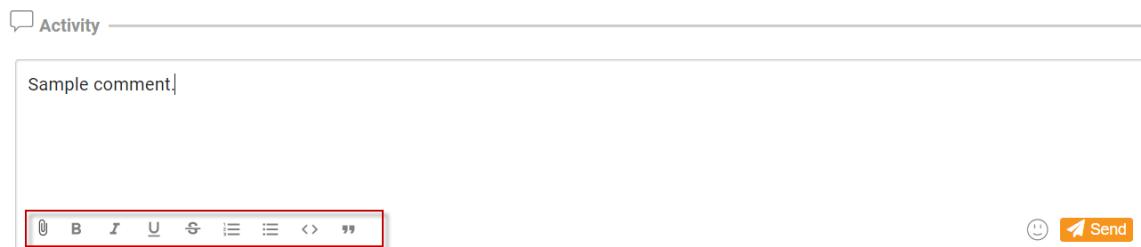
You do not need to edit a post to add a comment to it. Add comments to track status updates or progress. You can format the text in a comment. You can also add attachments to your comment.

Procedure

1. On the Posts tab, open the post where you want to add a comment.
2. Under Activity, type your comment.
3. **(Optional)** To mention or tag a space member or admin in your comment, type @ followed by the person's name.
Type @space to tag the entire space.
4. **(Optional)** To include an attachment, click .

5. **(Optional)** Format the text in your comment:

- Use **B** **I** **U** to bold, italicize, or underline your text.
- To cross out text, highlight the text you want to cross out and click **S**.
- To add bullets, click **⋮**.
- To add a numbered list, click **⋮**.
- To add a code block element, click **<>**.
- To add a block-quote element, click **”**.



6. **(Optional)** To add an emoji to your comment on the web interface or desktop app, click .

7. To finish adding your comment, click **Send**.

On the mobile app, tap .

Related links

[Formatting your chat message](#) on page 173

[Adding emojis in a chat message](#) on page 174

Editing your comment on the mobile app

About this task

On the Avaya Spaces mobile app, you can edit a comment that you added in a post. For example, you can edit a misspelled word or irrelevant information.

You cannot edit comments on the Avaya Spaces web interface or desktop app.

Procedure

1. On the Posts tab, tap the post where you want to edit a comment.
2. Press and hold the comment and tap **Edit**.
3. Update the comment as needed.
4. To send the edited comment, tap .

Deleting a comment in a post

About this task

You can delete an irrelevant comment in a post.

If you are the space owner or a space admin, you can delete any comment in the post. Otherwise, you can only delete a comment that you added.

Procedure

1. On the Posts tab, open the post where you want to delete a comment.
2. Do one of the following for the comment you want to delete:
 - On the web interface or desktop app, click **X** next to the comment.
 - On the mobile app, press and hold the comment and tap **Remove**.
3. Confirm when prompted.

Copying and sharing a link to a post

About this task

After opening a post in Avaya Spaces, you can copy and share a direct link to it. Alternatively, on the web interface or desktop app, you can copy the link to the post from a message on the Chat tab. The Chat tab displays a notification message when a space member or admin creates a new post or adds a comment to an existing post.

Space members and admins can open the direct link to the post. Guests can copy the link to a post from the Chat tab, but they are denied access when they click the link unless the post is in a public space. In a standard space, guests can only access content in the Chat tab while they are active in the space. Guests cannot access a private space at all. To allow a guest to access the link to the post, make them a member of the space or make the space public.

Procedure

1. Open the post you want to share and then do one of the following:
 - On the web interface or desktop app, click  to copy the link.
 - On the mobile app for iOS, tap **Share** to copy the link or share it in one of the available apps.
 - On the mobile app for Android, tap  > **Share** to copy the link or share it in one of the available apps.
2. **(Optional)** On the web interface or desktop app, to copy the link to a post from a notification message on the Chat tab, click  next to the message and then click **Copy link**.
3. Paste the copied link into a message and share it with one or more people.

Related links

[Managing security settings](#) on page 84

[Managing the security settings for a space on the mobile app](#) on page 92

Deleting a post

About this task

You can delete a post that you created. If you are the space owner or a space admin, you can delete any post in the space.

After you delete a post, it cannot be restored.

Procedure

1. On the Posts tab, find the post that you want to delete.
2. Do one of the following to delete a post:
 - Next to an unopen post, on the web interface or desktop app, click ... and then click **Remove**.
 - On the mobile app, press and hold the unopen post and then tap **Remove**.
 - If the post is open, on the web interface or desktop app, click  and then click .
3. Confirm when prompted.

Chapter 14: Working with tasks

In Avaya Spaces, you can use tasks to track work items. After creating a task, you can edit it anytime. You can set a deadline, add comments, and attach files to a task. When you finish a task, set its status to “Complete”.

Tasks are available in group spaces and My Meeting Room. Tasks are not available in direct messaging spaces.

- In My Meeting Room, only you can see the Tasks tab. You can use tasks to track your work items.
- In a group space, you can assign tasks to space members or admins. Any space member or admin can create and edit tasks. A space admin or the person who created the task can delete it.

Notifications about new tasks are displayed on the Chat tab. When you edit a task, a notification is not always displayed. To ensure that a notification is displayed, add a comment to the task after you edit it.

Related links

[Creating tasks \(video\)](#)

Finding tasks in a space

About this task

You can find complete and incomplete tasks on the Tasks tab. Tasks are organized based on their due date, with the earliest due date displayed first.

A filter is available to sort through tasks. You can view tasks you created, incomplete tasks, and completed tasks.

Procedure

1. Open the space.
2. Click the **Tasks** tab to see the existing tasks.
3. From **Filter**, select one or more of the following options:
 - **Only My Tasks**: To only view tasks you created.
 - **Completed Tasks**: To view completed tasks.

- **Incomplete Tasks:** To view open tasks that are still in progress.

If you do not select any filter options, all tasks are displayed.

Creating a new task

About this task

You can create a task to track a new work item. When creating a task, add a due date and attachments to it. You can assign the task to any space member or admin.

Procedure

1. Open the space where you want to create a task.
2. On the Tasks tab, click **+ New Task**.
On the mobile app, tap **+**.
3. Type a name for the task.
4. Type a description for the task.
5. **(Optional)** Format your text.
6. To set the due date, click the date and use the calendar to select an appropriate deadline for the task.
7. Select who you want to assign the task to.
You can select multiple assignees on the web interface and desktop app. After you select a name from the list, you can click the **Assigned To** box again to select another assignee.
8. To attach a file, click **+** and navigate to the file you want to attach.
Repeat this step to add more attachments.
9. When you are ready to create the task, click **Create**.
This step applies to the web interface and desktop app. On the mobile app, there is an option to save your task at the top of the screen.

Related links

[Formatting your chat message](#) on page 173

[Creating tasks \(video\)](#)

Updating the description and attachments in a task

About this task

You can edit the information and attachments in a task anytime. Even if someone else created the task, you can still update the information in it.

Procedure

1. On the Tasks tab, open the task that you want to update.
2. Click  to edit the task.
3. **(Optional)** Update the name and description of the task as needed.
You can also modify formatting in the description.
4. **(Optional)** To add an attachment to the task, do the following:
 - a. From the Attachments heading, click .
 - b. Select the file you want to attach.
5. **(Optional)** To remove an attachment, click  next to the file name.
6. Click **Save** to save your changes.

Changing the due date for a task

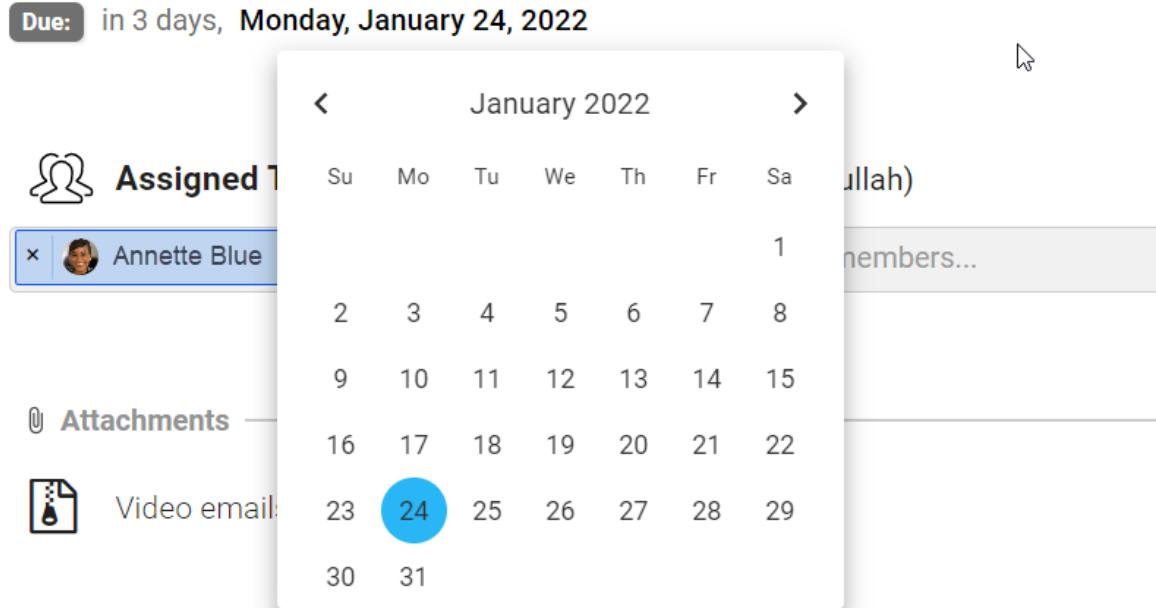
About this task

When you edit a task in Avaya Spaces, you can modify the deadline.

Procedure

1. On the Tasks tab, open the task that you want to update.
2. Click  to edit the task.
3. Click the date.

4. From the calendar that is displayed, select the appropriate due date.



5. Click **Save** to save your changes.

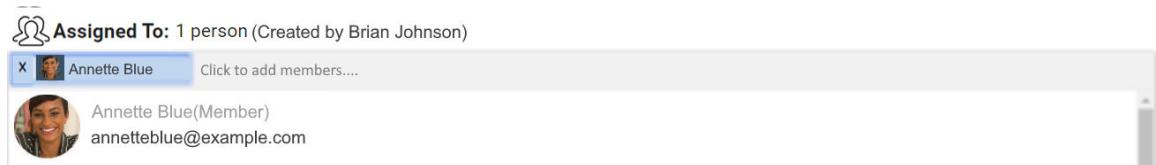
Reassigning a task

About this task

When you edit a task, you can reassign it to another space member or admin.

Procedure

1. On the Tasks tab, open the task that you want to update.
2. Click to edit the task.
3. In the box under **Assigned To**, do one of the following:
 - To remove the current assignee, click **X** next to the person's name.
 - To add an assignee, click an empty area of the box and select the new assignee from the drop-down list.



- Click **Save** to save your changes.

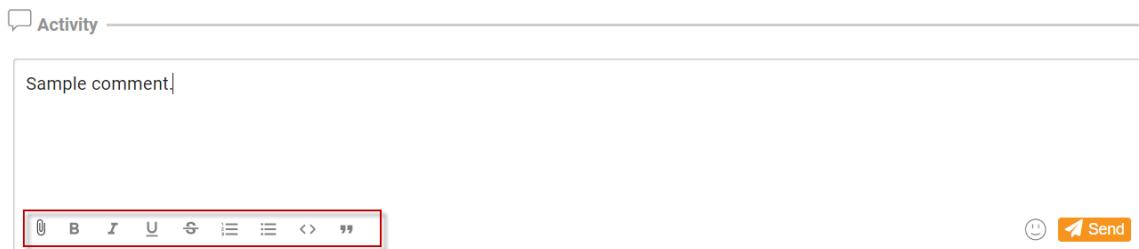
Adding a comment to a task

About this task

Add comments to track status updates or progress. You do not need to edit a task to add a comment to it. You can format the text in a comment. You can also add attachments to your comment.

Procedure

- On the Tasks tab, open the task that you want to update.
- Under Activity, type your comment.
- (Optional)** To mention or tag a space member or admin in your comment, type @ followed by the person's name.
Type @space to tag the entire space.
- (Optional)** To include an attachment, click .
- (Optional)** Format the text in your comment:
 - Use    to bold, italicize, or underline your text.
 - To cross out text, highlight the text you want to cross out and click .
 - To add bullets, click .
 - To add a numbered list, click .
 - To add a code block element, click .
 - To add a block-quote element, click .



- (Optional)** To add an emoji to your comment on the web interface or desktop app, click .
- To finish adding your comment, click **Send**.
- On the mobile app, tap .

Related links

[Formatting your chat message](#) on page 173

[Adding emojis in a chat message](#) on page 174

Editing your comment on the mobile app

About this task

On the Avaya Spaces mobile app, you can edit a comment that you added in a task. For example, you can edit a misspelled word or irrelevant information.

You cannot edit comments on the Avaya Spaces web interface or desktop app.

Procedure

1. On the Tasks tab, tap the task where you want to edit a comment.
2. Press and hold the comment and tap **Edit**.
3. Update the comment as needed.
4. To send the edited comment, tap .

Deleting a comment in a task

About this task

You can delete an irrelevant comment in a task.

If you are the space owner or a space admin, you can delete any comment in the task. Otherwise, you can only delete a comment that you added.

Procedure

1. On the Tasks tab, open the task where you want to delete a comment.
2. Do one of the following for the comment you want to delete:
 - On the web interface or desktop app, click **X** next to the comment.
 - On the mobile app, press and hold the comment and tap **Remove**.
3. Confirm when prompted.

Copying and sharing a link to a task

About this task

After opening a task in Avaya Spaces, you can copy and share a direct link to it. Alternatively, on the web interface or desktop app, you can copy the link to the task from a message on the Chat tab. The Chat tab displays a notification message when a space member or admin creates a new task or adds a comment to an existing task.

Space members and admins can open the direct link to the task. Guests can copy the link to a task from the Chat tab, but they are denied access when they click the link unless the task is in a public space. In a standard space, guests can only access content in the Chat tab while they are active in the space. Guests cannot access a private space at all. To allow a guest to access the link to the task, make them a member of the space or make the space public.

Procedure

1. Open the task you want to share and then do one of the following:
 - On the web interface or desktop app, click  to copy the link.
 - On the mobile app for iOS, tap **Share** to copy the link or share it in one of the available apps.
 - On the mobile app for Android, tap : > **Share** to copy the link or share it in one of the available apps.
2. **(Optional)** On the web interface or desktop app, to copy the link to a task from a notification message on the Chat tab, click : next to the message and then click **Copy link**.
3. Paste the copied link into a message and share it with one or more people.

Related links

[Managing security settings](#) on page 84

[Managing the security settings for a space on the mobile app](#) on page 92

Completing a task

About this task

When you finish a task, mark it as “Complete”. After completing a task, if you realize that you still need to do more work on it, you can reopen it.

Procedure

1. On the Tasks tab, locate the task.
2. Select the circle to the left of the task to complete it.
3. **(Optional)** To reopen a completed task, select  to the left of the task name.

Deleting a task

About this task

You can delete a task that you created. If you are the space owner or a space admin, you can delete any task in the space.

After you delete a task, it cannot be restored.

Procedure

1. On the Tasks tab, find the task that you want to delete
2. Do one of the following to delete a task:
 - Next to an unopen task, on the web interface or desktop app, click ... and then click **Remove**.
 - On the mobile app, press and hold the unopen task and then tap **Remove**.
 - If the task is open, on the web interface or desktop app, click  and then click .

For the mobile app, the exact process to delete an open task varies depending on your device. For example, on an Android device, tap : and then tap **Delete**.
3. Confirm when prompted.

Chapter 15: Using the Avaya Spaces Meeting Scheduler add-on for Microsoft Outlook

Use the Avaya Spaces Meeting Scheduler add-on to schedule meetings and manage your spaces. This add-on is supported on Windows and Mac. You can use all add-on features with Microsoft Outlook 2019 or later, Office 365, or Outlook on the web.

When creating a new meeting in your Outlook Calendar, click  **Avaya Spaces Meetings** in the Ribbon area (toolbar) to open the Avaya Spaces Meeting Scheduler add-on. You can do the following with the add-on:

- Click your profile picture to view general information about the add-on, save logs, or sign out.
- Select an existing space or create a new one.
- Use the check boxes next to space members or admins to automatically add them to your meeting invitation.
- Change the role of guests added to your meeting invitation if you are a space owner or admin.
- Manage key space settings if you are a space owner or admin.
- Schedule meetings on someone's behalf with the Calendar Delegation feature.

You can access  Click To Call from an email. Use this feature to make a direct call or send a chat message to anyone in the **To** or **Cc** fields of the email, as long as they are Avaya Spaces users in your company.

Related links

[Integrating Avaya Spaces Meeting Scheduler with Outlook \(video\)](#)

Options for installing the Avaya Spaces Meeting Scheduler add-on

You can use one of the following options to install the Avaya Spaces Meeting Scheduler add-on for Outlook on your computer:

- Download it using the Microsoft link on the Add-ons tab in Avaya Spaces.

- Get it directly from Microsoft Outlook.

After you download the Avaya Spaces Meeting Scheduler add-on for Outlook, it is available to use immediately.

Downloading the Avaya Spaces Meeting Scheduler add-on from the Avaya Spaces interface

About this task

The Add-ons tab on the Avaya Spaces web interface and desktop app provides a direct link for downloading the Avaya Spaces Meeting Scheduler add-on for Outlook from [Microsoft AppSource](#).

Procedure

1. On the dashboard, click the **Add-ons** tab.
2. Click the Microsoft link to download the Avaya Spaces Meeting Scheduler add-on for Outlook.
3. From the Microsoft AppSource page that opens in your browser, click **Get it now** to install the add-on.

You are prompted to sign in to Microsoft AppSource if you are not already logged in.

Installing the Avaya Spaces Meeting Scheduler add-on from Microsoft Outlook

About this task

You can find and install add-ons in Microsoft Outlook. The steps in this procedure might vary depending on your version of Outlook.

Before you begin

Ensure that you know your Outlook account credentials. You might be prompted to log in to manage add-ons.

Procedure

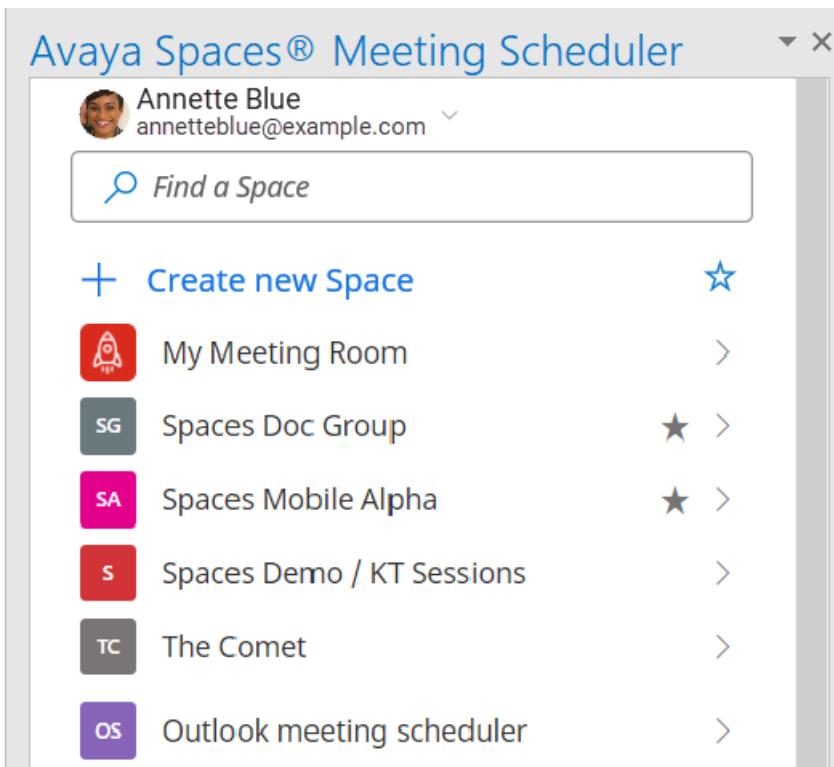
1. From the Microsoft Outlook application, click **File > Manage Add-ins**.
The Add-ins for Outlook window opens in your browser.
2. On the All tab, search for Avaya Spaces Meeting Scheduler.
3. Click **Add** to install the add-on.

Adding space details to a new meeting invitation

About this task

After installing the Avaya Spaces Meeting Scheduler add-on, you can access it from a new meeting invitation. When opening the add-on for the first time, you are prompted to log in to your Avaya Spaces user account.

When you open the add-on from a new meeting invitation, it displays My Meeting Room and the group spaces where you are a member, admin, or owner. You can schedule a meeting in one of these spaces or use the add-on to create a new space. You cannot schedule a meeting in a direct messaging space.



Procedure

1. From the Outlook Calendar, create a new meeting invitation.
2. In the Ribbon area, click  **Avaya Spaces Meetings**.
3. If prompted, log in using your Avaya Spaces account credentials.
When logging in for the first time, you are prompted to click **Accept** to grant permissions before you can continue using the add-on.
4. Select an existing space or create a new one.
 - Click  to only view spaces that are in your Favorites list.
 - Use the **Find a Space** field to search for a space from the list of existing spaces.

- Click **+ Create new Space** to create a new space.

You must enter a name for the space and then click **Create Space**. You can continue setting up your new space in the Avaya Spaces interface.

5. Add people to your meeting invitation.

You can click the check boxes next to a space member, admin, or owner to automatically add them to the invitation.

6. To add the space details to your meeting invitation, click **Add to Calendar**.

If you select the wrong space or decide to host the meeting in a different space, you can click **Remove from Calendar** to remove the space details from the meeting invitation. You can then select another space.

Related links

[Working with group spaces](#) on page 70

[Adding people to your meeting invitation](#) on page 200

Adding people to your meeting invitation

About this task

After selecting the space where you want to host the meeting, you can automatically add a space member, admin, or owner to the meeting invitation. You do not need to manually enter their names or email addresses.

If you are a space admin or the space owner, any additional people you add to the meeting invitation are listed under the Guests area. From this area, you can promote these guests to members or admins. They are added to the space with the new role when they join the meeting.

Before you begin

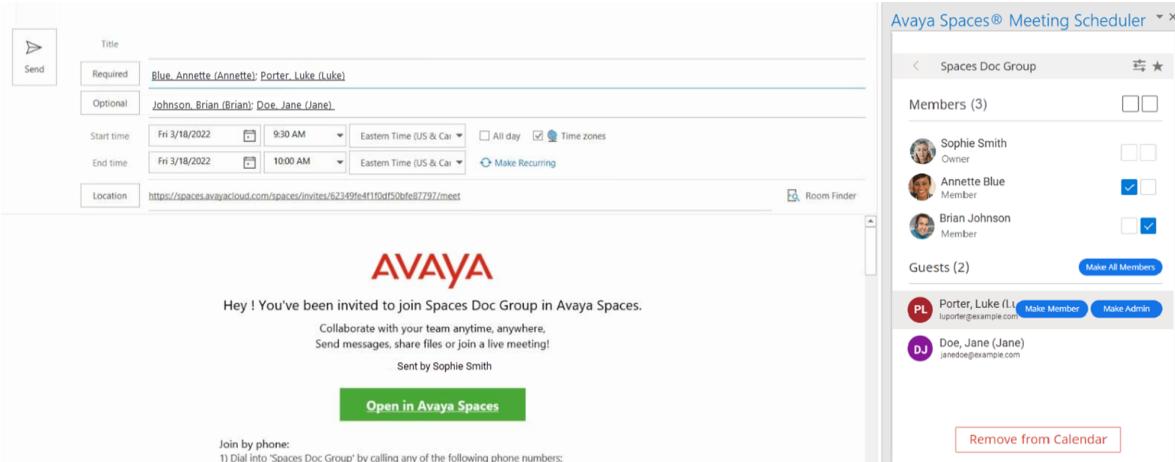
Ensure that you click **Add to Calendar** to add the space details to your meeting invitation. You must do this before you can manage the roles of guests.

Procedure

1. From the Members area, use the check boxes next to a person's name to add them to the meeting invitation.
 - Select the first check box to add the person as a required attendee.
 - Select the second check box to add the person as an optional attendee.
2. Manually type the names or email addresses of other people you want to invite.
If you are a space admin or owner, the add-on lists these people under the Guests area.
3. **(Optional)** After adding the space details to the meeting invitation, manage the role of guests that you added.

As a space admin or owner, you can do the following from the Guests area:

- To promote all the guests you added to space members, click **Make All Members**.
- To change the role of a specific guest, hover over their name and click **Make Member** or **Make Admin**.



Managing space preferences

About this task

After selecting a space, you can use the add-on to manage key space settings. The space settings you can manage vary for My Meeting Room and group spaces.

For a group space, you must be a space admin or owner to change the space name, make the space public or private, or set a password. A space member can only add the space to their Favorites list.

For My Meeting Room, you can set a password. You cannot change the space name or privacy settings.

This procedure describes the settings for a group space.

Procedure

1. After selecting a space, click next to the space name.
2. In the **Space Name** field, update the space name as needed.
3. Enable the **Favorite Space** switch to add the space to your Favorites list.
4. To make the space public or private, do one of the following:
 - To make the space private, enable the **Private Space** switch.
 - To make the space public, enable the **Public Space** switch.
5. In the **Password** field, type a numeric password that contains 6 to 10 numbers.

You cannot set a password for a private space.

6. Select one of the following password policy options:
 - **Required for all Guests:** All guests, including dial-in users, require a password to access the space.
 - **Required for participants joining by phone or third party room device:** Anyone dialing in to the space for a meeting or joining from a third-party conferencing system must enter the password.
7. **(Optional)** To include the password in the link for the space, enable the **Embed password in link** switch.
Disable the switch if you want to keep the password separate. When this option is disabled, if you copy the link to the space and share it with someone, remember to provide them with the password.
8. To save your changes, click **Apply**.

Related links

- [Editing My Meeting Room settings on the Avaya Spaces web interface or desktop app](#) on page 55
[Editing space settings on the Avaya Spaces web interface or desktop app](#) on page 78

Scheduling meetings in a shared or delegated calendar

About this task

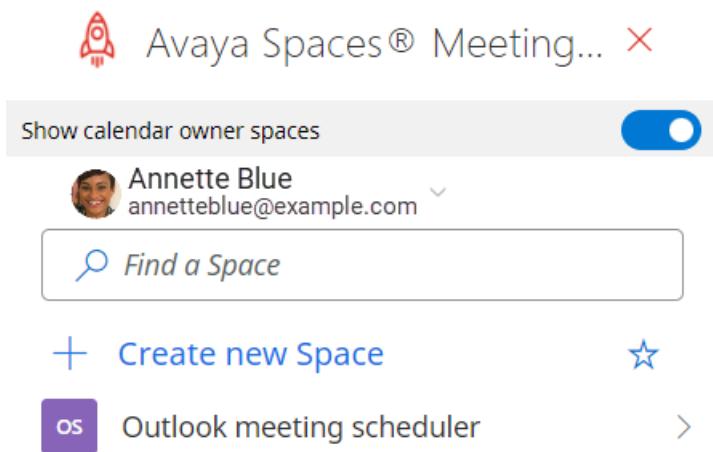
The Calendar Delegation feature enables you to use the Avaya Spaces Meeting Scheduler add-on to schedule meetings for someone else. You must have permission to access and schedule meetings in the other person's calendar. For example, if you are a secretary, you might need to schedule meetings for your boss.

This feature is not available with the volume-licensed version of Outlook 2019 or with earlier versions of Outlook.

Procedure

1. Select the shared calendar where you want to schedule the meeting.
2. Ensure that the **Show calendar owner spaces** switch is enabled.

When this switch is enabled, you only see group spaces where both you and the calendar owner are members or admins. If you disable this switch, you see your standard spaces, including the spaces where the calendar owner is not a member or admin.



3. Select an existing space or create a new one.

If you create a new space, the calendar owner becomes a space admin when joining the meeting.

4. To add the space details to your meeting invitation, click **Add to Calendar**.

Related links

[Adding space details to a new meeting invitation](#) on page 199

Making a direct call or sending a chat message from an email

About this task

With the Avaya Spaces Meeting Scheduler add-on, you can access Click To Call from an Outlook email. Use this feature to make an audio or digital call or send a chat message to anyone in the **To** or **Cc** fields of the email, as long as they are Avaya Spaces users in your company. For people that are not in your company, all call and chat icons are grayed out.

Before you begin

For audio calls:

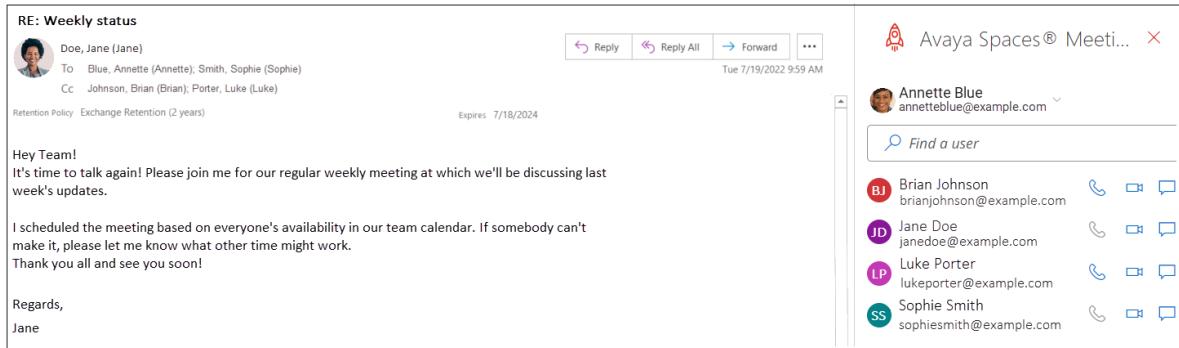
- The person you are calling must have a phone number configured in their account settings.
- Configure Avaya Spaces Calling in your Avaya Spaces user preferences.

Procedure

1. Open the email in Microsoft Outlook.

2. In the Ribbon area, click  **Click To Call**.

The add-on opens on the right side of the email window. The people in the email are listed alphabetically based on their first name.



3. **(Optional)** If many people are included in the email, use the **Find a user** field to search for someone.

You can only search for a person in the **To** or **Cc** fields of the email.

4. Next to the name of the person you want to contact, do one of the following:

- To make an audio call, click  and then click the phone number.

The call automatically starts in the application you selected for Avaya Spaces Calling. If the person you are calling does not have a phone number configured in their account settings, the  icon is grayed out.

- To make an Avaya Spaces digital call, click .
- To send a chat message in a direct messaging space, click .

Related links

[Adding a phone number](#) on page 37

[Configuring Avaya Spaces Calling preferences on the Calls tab](#) on page 48

Accessing general add-on information and logs

About this task

You can access additional options for the Avaya Spaces Meeting Scheduler add-on from the drop-down menu with your profile name.

Ensure that you are using the latest version of the add-on so you can access all the latest features.

Procedure

1. At the top of the Avaya Spaces Meeting Scheduler window, click the drop-down menu with your profile name.
2. Click **Save Logs** to download logs for troubleshooting purposes.
3. Click **About** to view the add-on version and other details.

Check this information to ensure that you are using the latest version of the add-on. If you are using an older version, some features might not be available.
4. Click **Sign out** to log out of the Avaya Spaces Meeting Scheduler add-on.

Related links

[Avaya Spaces Meeting Scheduler add-on for Microsoft Outlook is blank](#) on page 212

Chapter 16: Using Avaya Spaces with Slack

Work with your system administrator to integrate Avaya Spaces with Slack. When the integration is complete, you can invite the members of a Slack channel to join your Avaya Spaces meeting room. You can also launch the Avaya Spaces meeting from the Slack channel.

Inviting Slack channel members to an Avaya Spaces meeting

About this task

You can send an invitation to your Avaya Spaces meeting room from a Slack channel. The members of that Slack channel can also launch the Avaya Spaces meeting from Slack.

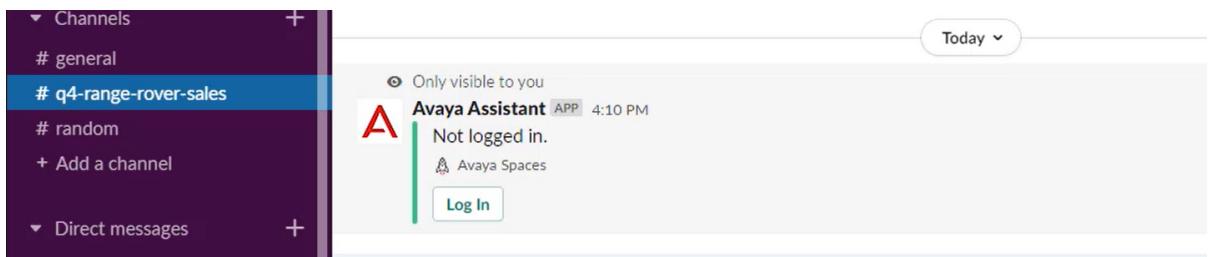
Before you begin

Before starting an Avaya Spaces meeting from Slack, work with your administrator to establish a connection between Slack and the Avaya Assistant Dashboard.

For more information about the integration process, see *Administering Avaya Spaces*.

Procedure

1. Open your Slack channel.
2. In the Chat window, type /avaya and press Return.
3. If you are not logged in to Avaya Spaces, click **Log In** when prompted.



4. When logging in for the first time, click **Accept** to allow Avaya Assistant to access your user information and connect with Avaya Spaces.
5. When the authorization is complete, return to your Slack workspace.
6. To invite the members of the Slack channel to an Avaya Spaces meeting, click **Invite**.

An Avaya Spaces message is displayed in the Slack channel with the link to your Avaya Spaces meeting room.

Result

To join your Avaya Spaces meeting room, Slack channel members can click **Click here to join**.

Related links

[Starting a video call from Slack \(video\)](#)

Chapter 17: Working with a third-party conference room system

You can join an Avaya Spaces meeting from a Poly or Cisco conferencing device.

Avaya Spaces supports the following Poly conferencing systems:

- Poly Studio, Studio X30, and Studio X50
- Poly Group Series 310, 500, and 700

Avaya Spaces supports the following Cisco conferencing systems:

- Cisco Room Kits
- Cisco SX Series

After generating a third-party room system URI from Avaya Spaces, you can enter the URI on your Poly or Cisco device to make a call to Avaya Spaces.

Generating a third-party room system URI in Avaya Spaces

About this task

You can enable a third-party room system link (URI) in My Meeting Room or a group space.

Procedure

1. In My Meeting Room or a group space, click **Edit Space**.
2. Navigate to the Meeting tab.
On the Android mobile app, navigate to the Third Party Room tab.
3. Enable the **Third Party Room Link (URI)** switch and click **Apply Changes**.
The URI is displayed.

THIRD PARTY ROOM LINK (URI)

Third Party Room Link (URI)

Third Party Room Link (URI)

sips:s9t00kr@spacesip.net

Use this link for third Party Users. You can also regenerate the URI

4. **(Optional)** To refresh or regenerate the URI, click .

5. **(Optional)** To copy the URI, click .

Next steps

Enter the URI in your third-party Cisco or Poly conferencing system to join an Avaya Spaces meeting.

Related links

[Generating a third-party room link \(video\)](#)

Options for joining an Avaya Spaces meeting from your Poly device

After obtaining the third-party room system URI from Avaya Spaces, use it to join an Avaya Spaces meeting from your Poly Group Series or Poly Studio conference room system. You can make an audio or video call.

To make the call to Avaya Spaces, enter the URI on your Poly device using:

- Your Poly Group Series remote control
- Your Studio X30 or Studio X50 TC8 device

For more information about Poly, see the following resources:

- For Poly Studio, see <https://www.poly.com/us/en/products/video-conferencing/studio>
- For the Poly Group Series, see <https://www.poly.com/us/en/products/video-conferencing/group>

Options for joining an Avaya Spaces meeting from your Cisco device

After obtaining the third-party room system URI from Avaya Spaces, use it to join an Avaya Spaces meeting from your Cisco Room Kit or SX Series conference room system. You can make an audio or video call.

To make the call to Avaya Spaces, enter the URI on your Cisco device using your remote control or Touch 10 control pad.

Chapter 18: Troubleshooting

Avaya Spaces connection fails

Condition

You can no longer connect to Avaya Spaces. This connectivity issue can occur in your browser and with the Avaya Spaces app on your desktop or mobile device.

Cause

Avaya Spaces security policies have been enhanced. Avaya Spaces no longer supports old cipher suites and TLS versions before 1.2.

Solution

Update your browser and the Avaya Spaces application on your device. Ensure that your device firmware is also up-to-date. If you still cannot connect to Avaya Spaces, contact your company administrator or Avaya support personnel for assistance.

Related links

[Supported browsers and operating systems](#) on page 14

Avaya Spaces times out and content is greyed out

Condition

Avaya Spaces does not work as expected. Avaya Spaces might time out unexpectedly, or it might be greyed out when you open a space. You cannot join meetings or access other content in the space.

Cause

This issue can occur if firewall port settings are not correctly configured.

Solution

Work with your network administrator to ensure that all required ports are open or unrestricted. For more information, see https://documentation.avaya.com/bundle/AdministeringAvayaSpaces/page/Required_hosts_and_protocols.html.

Audio devices are not accessible in Avaya Spaces

Condition

Audio devices, such as microphones, are not accessible in Avaya Spaces. This issue occurs on Microsoft Windows.

Cause

The system settings on your Windows computer are configured to disable audio devices on multiple applications simultaneously.

Solution

1. On your computer, navigate to **Settings > System**.
2. In the left navigation pane, click the **Sound** tab.
3. Click **Sound Control Panel**.
4. On the Recording tab, select your device and click **Properties**.
5. On the Calls tab, clear the **Allow applications to take exclusive control of this device** check box.
6. Click **OK** to save your changes.

Screen sharing is not available for Avaya CU360 and XT Series devices

Condition

You enter the waiting room for a space with your Avaya CU360 or XT Series device. After you are admitted into the meeting, you cannot share your screen. This issue with Avaya CU360 and XT Series devices only occurs when the Waiting Room feature is enabled.

Solution

Use the Avaya Spaces interface to join the meeting. If you are a guest in the space, you must enter the waiting room first, but after you are admitted to the meeting, you can share your screen.

Avaya Spaces Meeting Scheduler add-on for Microsoft Outlook is blank

Condition

When you open Avaya Spaces Meeting Scheduler from a new meeting invitation in Outlook, the add-on is blank. Your spaces are not displayed and you cannot do anything with the add-on.

Cause

Your company has blocked third-party cookies.

Solution

Contact your IT administrator and ask them to add the URL https://storage.googleapis.com/spaces2020/public/spacesoutlook/* to the cookie exception list.

Related links

[Accessing general add-on information and logs](#) on page 204

Chapter 19: Resources

Documentation

Related Avaya Spaces documentation

Avaya Spaces customer documentation, articles, and videos are available in web-based, HTML format on the [Avaya Documentation Center](#).

Title	Use this document to:	Audience
Articles		
<i>Logging in to and out of Avaya Spaces</i>	Access Avaya Spaces, create an account if you do not have one, and log in. This article also describes how to log out of Avaya Spaces.	End users
<i>Working with the Avaya Spaces Dashboard</i>	Navigate the Dashboard page on the Avaya Spaces web interface and manage your user preferences.	End users
<i>Working with group spaces</i>	Set up and manage group spaces.	End users
<i>Working with Avaya Spaces meetings</i>	Manage meetings in Avaya Spaces. This article also describes the features that are available in an Avaya Spaces meeting.	End users
<i>Accessing a recording in Avaya Spaces</i>	Access and work with meeting recordings in Avaya Spaces.	End users
<i>Working with posts in Avaya Spaces</i>	Create and manage posts in Avaya Spaces.	End users
<i>Creating and managing tasks in Avaya Spaces</i>	Create and manage tasks in Avaya Spaces. You can assign a task to a space member or admin and set a due date.	End users
<i>Working with chat in Avaya Spaces</i>	Work with chat messages in Avaya Spaces. When sending a chat message, you can format it, attach files, and add emojis. You can also edit or delete a chat message that you sent.	End users
<i>Avaya Spaces license types</i>	Learn about Avaya Spaces licensing. This article includes a comparison of the features you can access with different license types.	All users, with a focus on end users

Table continues...

Title	Use this document to:	Audience
<i>Working with the Avaya Spaces Meeting Scheduler add-on for Microsoft Outlook</i>	Install and use the Avaya Spaces Meeting Scheduler add-on for Microsoft Outlook. With this add-on, you can schedule Avaya Spaces meetings and manage your spaces.	End users
<i>Working with direct digital and audio calls in Avaya Spaces</i>	Work with digital and audio calls in one-on-one direct messaging spaces. You can start a meeting from a group direct messaging space. The Dialpad option is available when Avaya Cloud Calling is enabled.	End users
Administering		
<i>Administering Avaya Spaces</i>	Perform administration tasks, such as setting up a company and domain, allocating licenses, managing users, and managing company policies. This document describes how to use the Admin Area. It also provides information about other integration and configuration tasks.	Company and system administrators
Videos		
<i>Avaya Spaces Videos</i>	Watch short videos on how to navigate through Avaya Spaces, use Avaya Spaces features, and perform administration tasks.	End users and administrators
Release Notes		
<i>Avaya Spaces Release Notes</i>	Access a quick summary of new features and improvements.	All users

Other related Avaya documentation

You can integrate Avaya Spaces with other Avaya and third-party devices. See the following related Avaya customer documentation on the [Avaya Support](#) website. Most of these documents are also available on the [Avaya Documentation Center](#).

Title	Use this document to:	Audience
Overview		
<i>Avaya Workplace Client Overview and Specification for Android, iOS, Mac, and Windows</i>	Understand high-level product functionality, performance specifications, security, and licensing.	All users
Using		
<i>Using Avaya Workplace Client for Android, iOS, Mac, and Windows</i>	Set up and use Avaya Workplace Client for Avaya Aura®.	End users
<i>Using Avaya Workplace Client for IP Office</i>	Use Avaya Workplace Client for IP Office.	End users

Table continues...

Title	Use this document to:	Audience
<i>User Guide for Avaya XT Series</i>	Learn how to integrate Avaya Spaces with Avaya XT Series devices.	End users
<i>Using Avaya Collaboration Unit CU360</i>	Learn how to integrate Avaya Spaces with Avaya CU360 devices.	End users
<i>Using Avaya Vantage™</i>	Use Avaya Vantage™ features. This document also includes information about the built-in Avaya Spaces application on Avaya Vantage™.	End users
<i>Using Avaya B129 Conference Phone</i>	Use the Avaya B129 device.	End users
<i>Avaya B109 User Guide</i>	Use the Avaya B109 device.	End users
<i>Using Avaya J139 SIP IP Phone in Avaya Aura®</i>	Use the Avaya J139 SIP phone. This document also describes calendar integration.	End users
<i>Using Avaya J159 SIP IP Phone in Avaya Aura®</i>	Use the Avaya J159 SIP phone. This document also describes calendar integration.	End users
<i>Using Avaya J169 and J179 SIP IP Phones in Avaya Aura®</i>	Use the Avaya J169 and J179 SIP phones. This document also describes calendar integration.	End users
<i>Using Avaya J189 SIP IP Phones in Avaya Aura®</i>	Use the Avaya J189 SIP phone. This document also describes calendar integration.	End users

Avaya Documentation Center navigation

For many programs, the latest customer documentation is available on the Avaya Documentation Center website at <https://documentation.avaya.com>. Some functionality is only available when you log in to the Avaya Documentation Center. The available functionality depends on your role.

 **Important:**

If the documentation you are looking for is not available on the Avaya Documentation Center, you can find it on the [Avaya Support website](#).

While navigating through the Documentation Center, you can click the **Avaya Documentation Center** logo at the top of the screen to return to the home page anytime. On the Avaya Documentation Center, you can do the following:

- Click **Avaya Links** in the top menu bar to access other Avaya websites, including the Avaya Support website.
- Click **Languages** (⊕) in the top menu bar to change the display language and view localized documents.
- In the **Search Documentation** field, search for keywords and click **Filter** to filter by solution category, product, or user role.

You can select multiple items in each filter category. For example, you can select a product and multiple user roles.

- Click **Library** in the top menu bar to access the complete library of documents. Use the filtering options to refine your results.
- After performing a search or accessing the library, you can sort content on the search results page. When you find the item you want to view, click it to open it.
- Use the table of contents in a document for navigation. You can also click < or > next to the document title to navigate to the previous topic or the next topic.
- Click **Share** () to share a topic by email or copy the URL.
- Download a PDF of the current topic in a document, the topic and its subtopics, or the entire document.
- Print the section you are viewing.
- Add content to a collection by clicking **Add to My Topics** () . You can add the topic and its subtopics or add the entire publication.
- View the topics in your collections. To access your collections, click your name in the top menu bar and then click **My Topics**.

You can do the following:

- Create, rename, and delete a collection.
- Set a collection as the default or favorite collection.
- Save a PDF of the selected content in a collection and download it to your computer.
- Share content in a collection with others through email.
- Receive collections that others have shared with you.
- Click **Watch** () to add a topic to your watchlist so you are notified when the content is updated or removed.
- View and manage your watchlist by clicking **Watchlist** from the top menu with your name.

You can do the following:

- Enable **Email notifications** to receive email alerts.
- Unwatch the selected content or all topics.
- Send feedback for a topic.

Finding documents on the Avaya Support website

Procedure

1. Go to <https://support.avaya.com>.
2. To log in, click **Sign In** at the top of the screen and then enter your login credentials when prompted.

3. Click **Product Support > Documents**.
4. In **Search Product**, start typing the product name and then select the appropriate product from the list displayed.
5. In **Select Release**, select the appropriate release number.
This field is not available if there is only one release for the product.
6. **(Optional)** In **Enter Keyword**, type keywords for your search.
7. From the **Select Content Type** list, select one or more content types.
For example, if you only want to see user guides, click **User Guides** in the **Select Content Type** list.
8. Click  to display the search results.

Support

Go to the Avaya Support website at <https://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a web-based search engine that provides:

- Up-to-date troubleshooting procedures and technical tips.
- Information about service packs.
- Access to customer and technical documentation.
- Information about training and certification programs.
- Links to other pertinent information.

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base without extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base for any potential solutions to problems.

1. Go to <https://support.avaya.com>.
2. To log in, click **Sign In** at the top of the screen and then enter your login credentials when prompted..
3. Click **Product Support > Products**.
4. In **Search Product**, start typing the product name and then select the appropriate product from the list displayed.

5. Select the release number, if applicable.
6. Click the **Technical Solutions** tab to view articles for resolving technical issues.

Glossary

Avaya Cloud Calling	One of the options for Avaya Spaces Calling. Use Avaya Cloud Calling to make audio calls through Avaya Aura® direct media. This option provides access to additional features, such as the dialpad. Your administrator must perform additional Avaya Aura® configuration for Avaya Cloud Calling.
Avaya Spaces Calling	Avaya Spaces Calling enables you to make audio calls in Avaya Spaces. You can select the option you want to use for Avaya Spaces Calling in your user preferences or mobile app settings.
MWI	The Message Waiting Indicator (MWI) feature indicates when you have a new voicemail message. Voicemail is supported with Avaya Cloud Calling if it is configured in Avaya Aura®.

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