



## **Working with digital and audio calls in a direct messaging space**

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You can use a direct messaging space for one-on-one or group conversations and calls. If you enabled Avaya Cloud Calling in your user preferences, you can also use the dialpad to dial any phone number.

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.

The information in this article is primarily focused on the Avaya Spaces web interface. There are minor layout differences on the mobile app.

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

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.


In the direct messaging space, click  **Start call**.

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.

## Starting a meeting from a group direct messaging space

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.

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

## Configuring Avaya Spaces Calling preferences for one-on-one audio calls

In your user preferences, you can 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.

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

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.

## Adding a phone number for audio calls in a one-on-one direct messaging space

You can add one or more phone numbers to your account. 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.

Add or modify phone numbers from your account settings at <https://accounts.avayacloud.com>. In Avaya Spaces, from the drop-down menu next to your profile name, you can click **Profile & Account** to access this link directly.


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.

## Making an audio call from a one-on-one direct messaging space

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

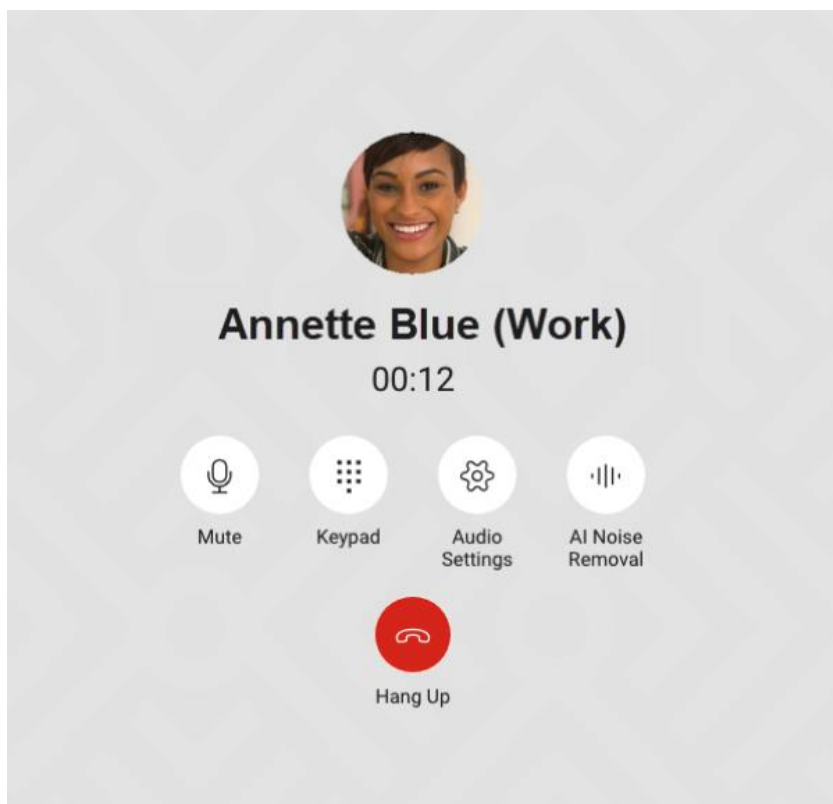
Before you can make an audio call, the person you are calling must have a phone number configured in their account settings.

1. Open the direct messaging space and 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.

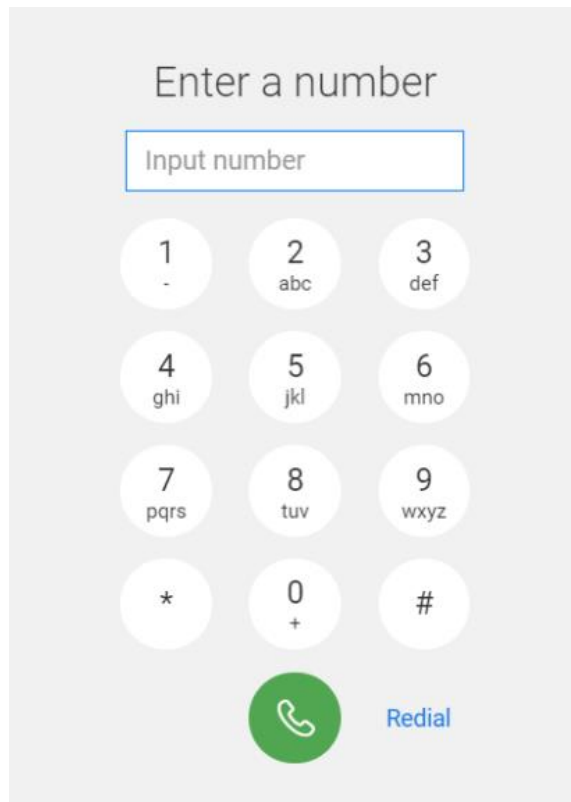
The following image shows an example of an audio call in Avaya Spaces with Avaya Cloud Calling:





## Making audio calls from the dialpad

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:



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**.

## Options for managing incoming digital calls

For incoming Avaya Spaces calls, remember to enable visual and sound notifications in your user preferences. Use the incoming call notification to accept or decline a call. You can also choose to send a text response when declining a call.

The following image shows an example of an incoming call notification on the Avaya Spaces web interface:

