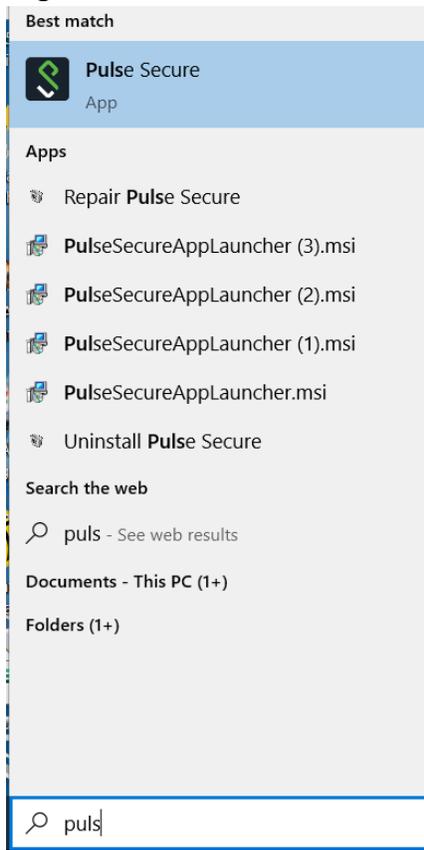


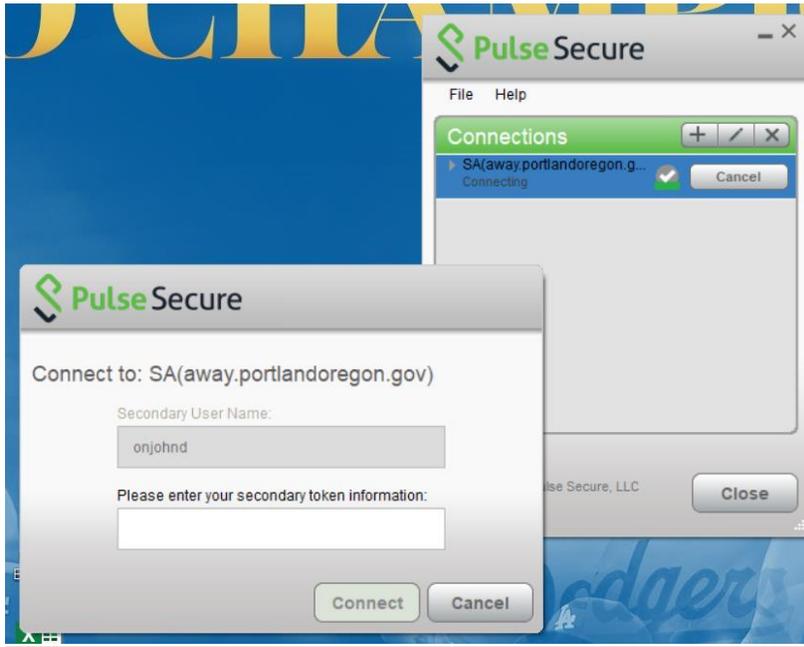
Logging in Remotely

1. Turn on laptop and login to laptop and then your local internet connection.
2. Log in to Outlook, Skype for Business, and Teams



3. Login to VPN via Pulse Secure





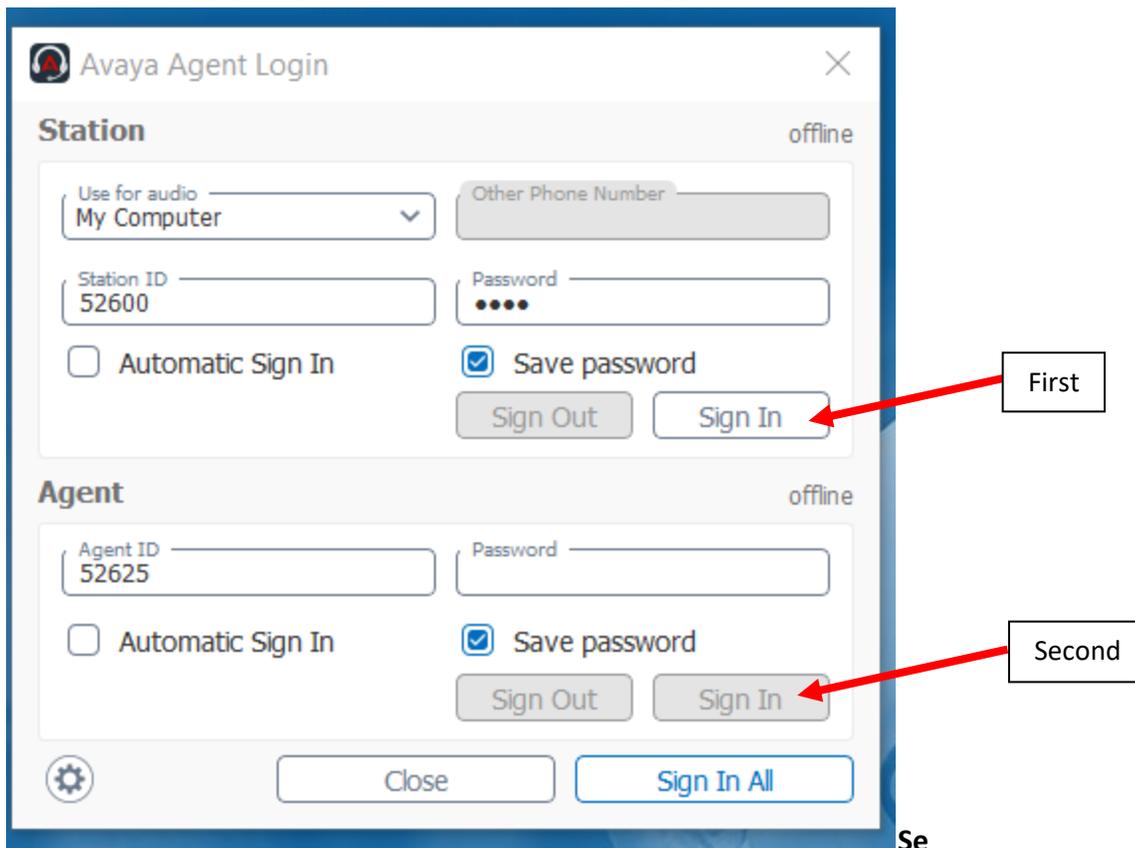
Server URL: away.portlandoregon.gov (first time you may need to enter this)

- 4. Log in to Filemaker with your user name.**



- 5. Log in to Avaya Agent**



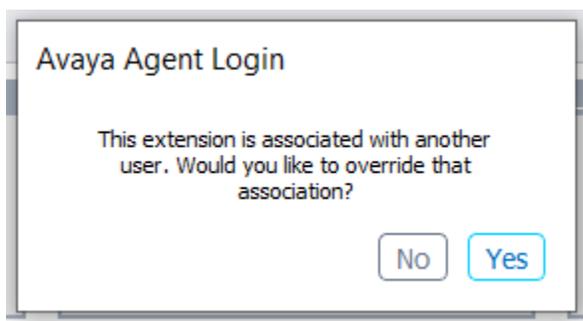


If any of this info isn't prefilled – Station ID is your desk station ID, password is 1234 and Agent ID is your Agent login number, no Agent password required.

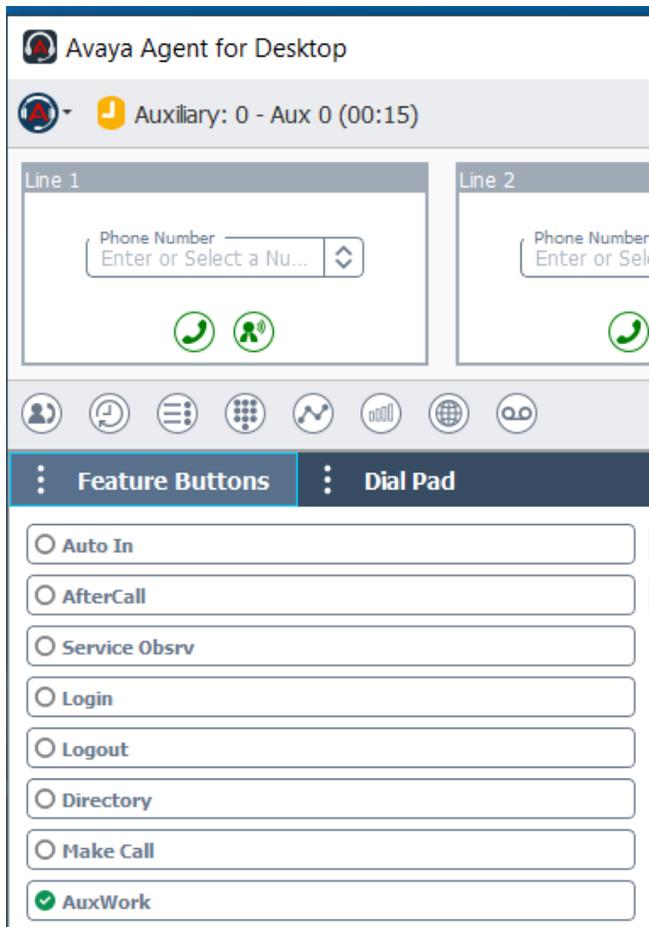
First, Click "Sign In" under Station

Second, Click "Sign In All" under Agent

If you get this... Click "Yes"



Close the Avaya Agent Login window once logged in and you should be logged in and in "AuxWork" status.

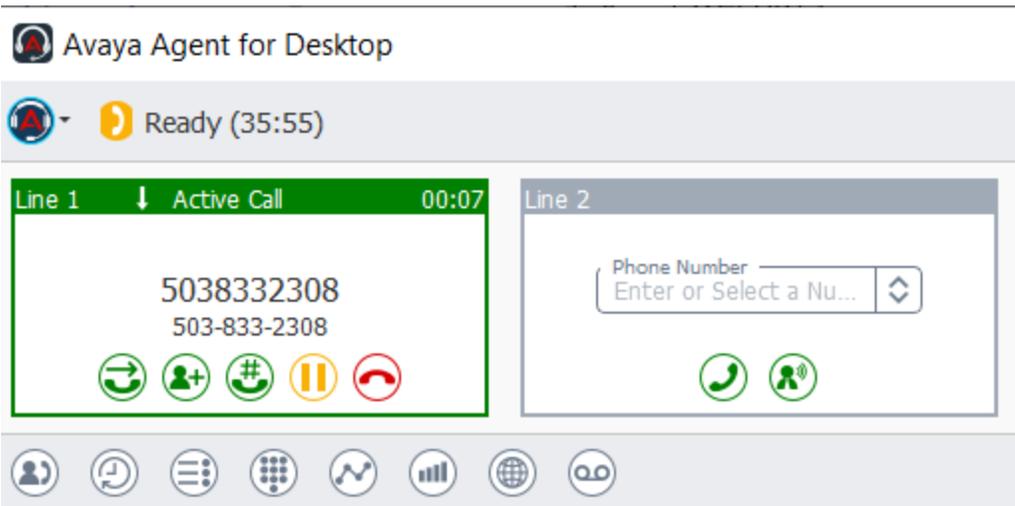


To receive calls Click “Auto In”. To go offline click “AfterCall”

Use Dial Pad to dial/transfer calls.

For a simple transfer (not conferenced): Click Green Phone with Arrow Button. Enter the number and click the Green Phone with Arrow Button again to complete the transfer. The caller will connect and you will be automatically disconnected from the call.

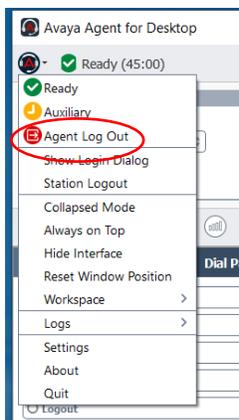
To conference a call: click the “Green Person with + Sign” Button and then type in number in the “Add an Attendee” field. Click the “Green Person with + Sign” Button again to initiate conference call. Once Conference Call created all three of you will be on the line together. You can introduce the call and when you are done and want to leave the two parties to continue their call you just hang up by pressing the “Red Phone” Button.



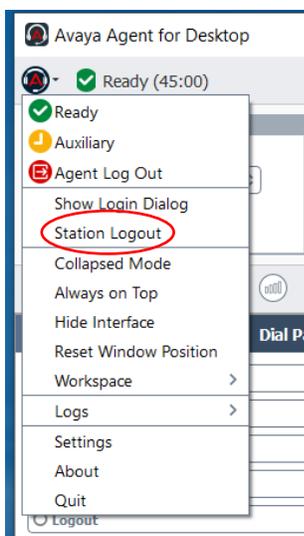
To logout of the system click the Logout button on the Feature Buttons tab.

To log out of the Softphone you must follow three steps to quit the application appropriately via the drop down menu in the top left corner...

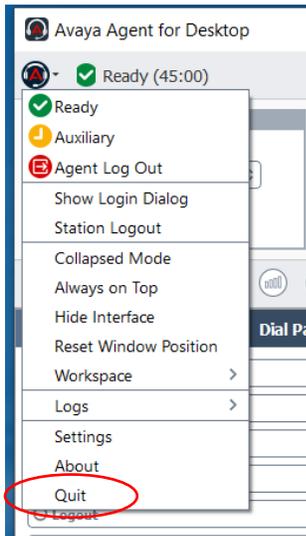
1. Log out using “Agent Log Out” and close the pop up window that comes up.



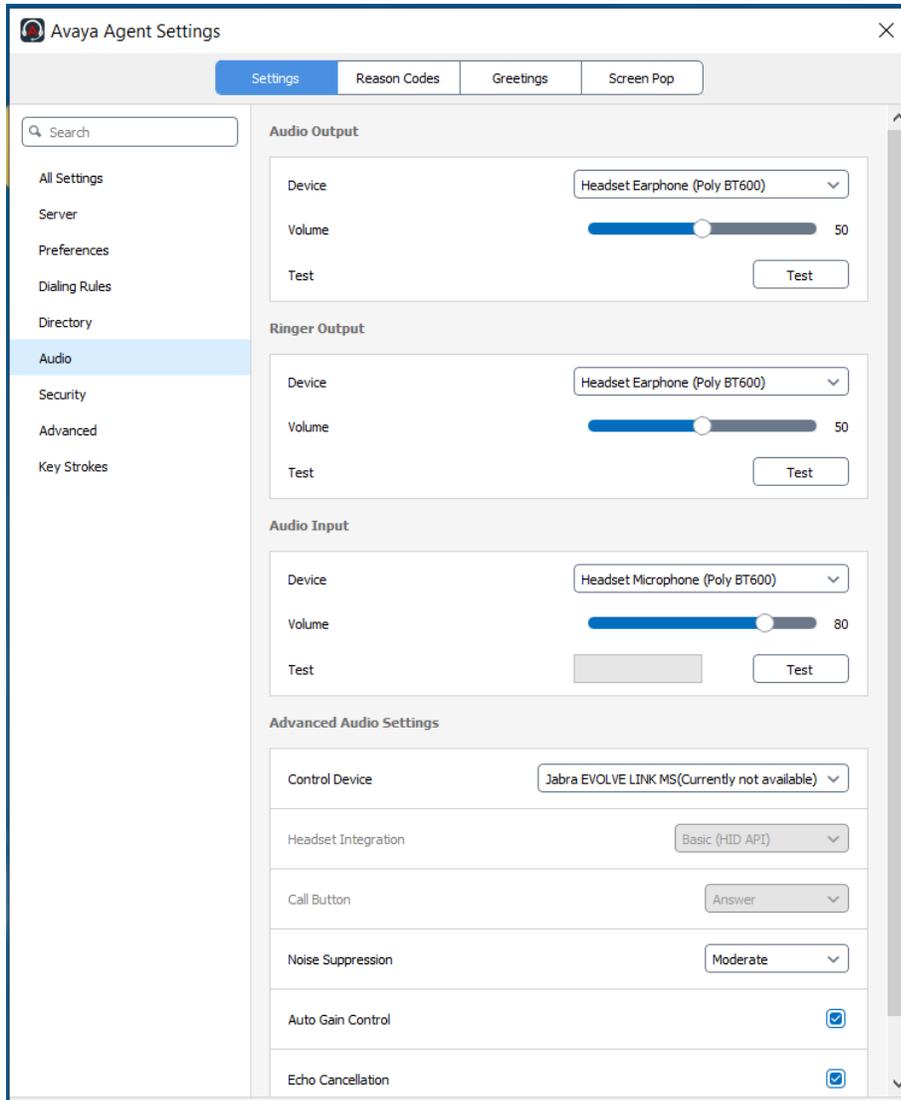
2. Log out using “Station Logout” and again close any pop up windows



3. Click Quit and that should close the application.



This drop down menu is also in this menu is where you can adjust audio settings under the “Settings” option.



Suggest to use “Echo Cancellation” and you can adjust Output (what you hear) volume and Input (what your caller hears) volume. You can also choose to have Ringer through headset or laptop speaker, etc.