



Government of **Western Australia**
WA Country Health Service

Avaya Workplace User Guide

Desktop Application – External Partners

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1. Before you start

1.1. Hardware you require

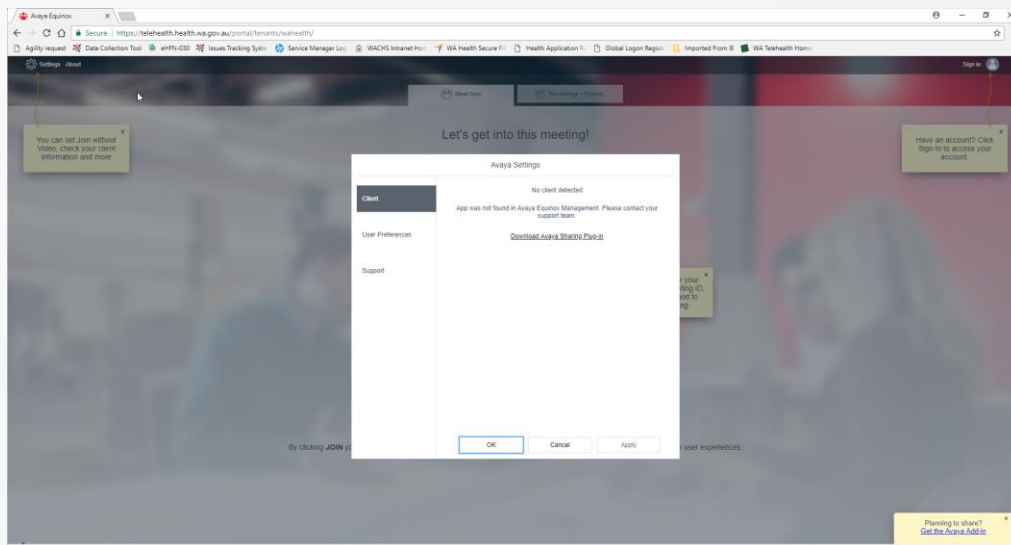
Ensure your desktop computer, laptop or portable device such as a tablet or mobile phone has the following:

1. For video: either a built-in camera in the laptop or web camera plugged into a computer/laptop USB port
2. For audio: either a headset with microphone or your webcam may have an inbuilt microphone. However, a separate headset and microphone combination delivers better quality audio and reduces feedback.

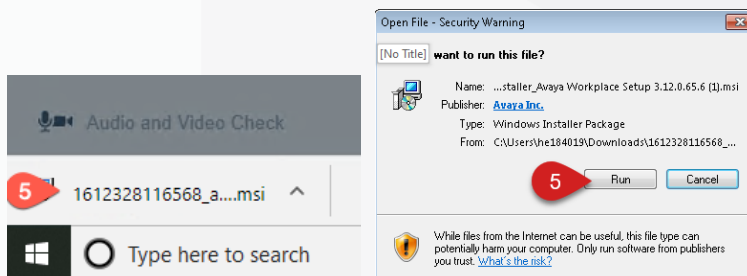


1.2. Downloading and Installing Software

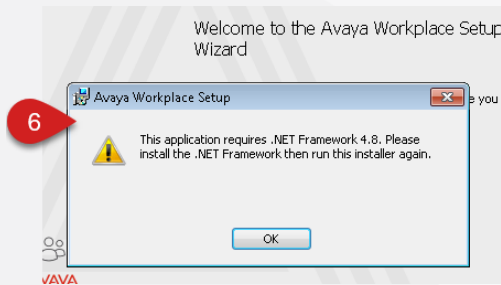
1. Open an internet browser.
2. Type in: <https://telehealth.health.wa.gov.au/portal/tenants/wahealth> and press **Enter** on your keyboard.
3. Click on the **Settings** cog in the top left-hand side of the screen.
4. Click on the **Download App v3.12.0.65** blue button.



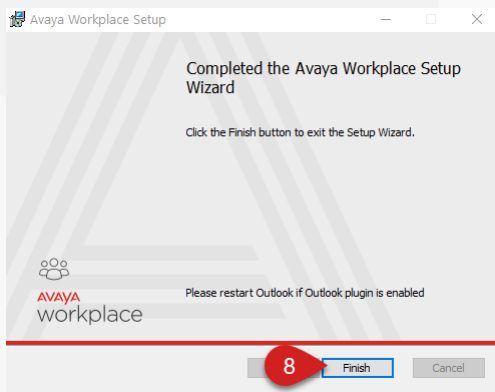
5. You will see the app in your downloads bar, click on the installer to initiate installation and click on the **Run** button.



- You may receive an error stating that you do not have the .NET Framework 4.8 installed. If this occurs, please visit <https://support.microsoft.com> and search for “.net 4.8” for your version of Windows and install, then repeat step 5.



- Click on **Next**.
- Follow the prompts and click on **Finish** when complete.

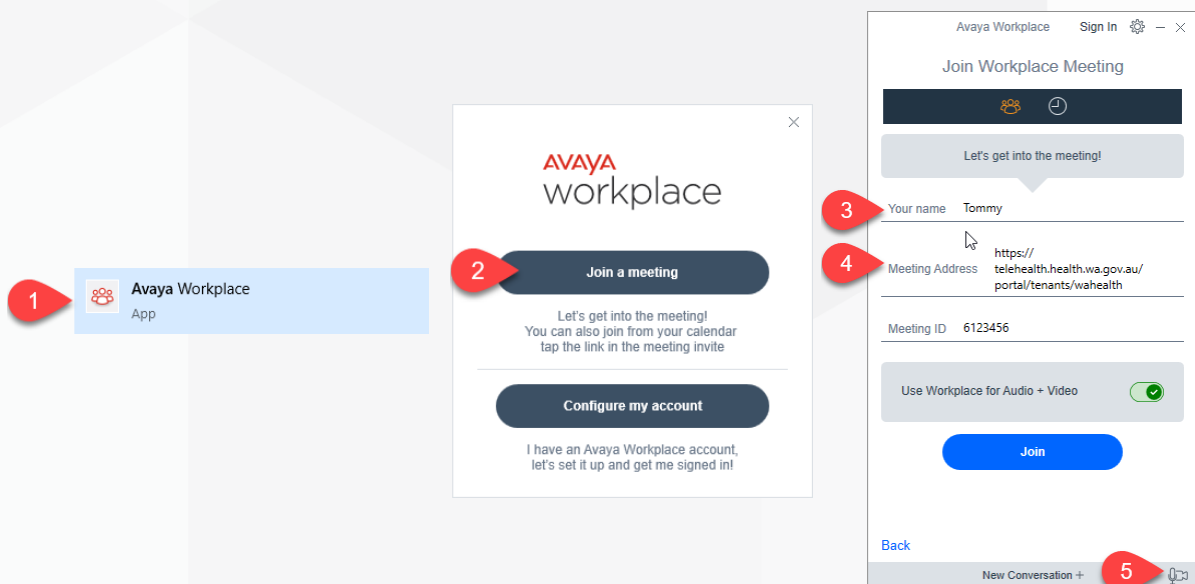


1.3. Application configuration

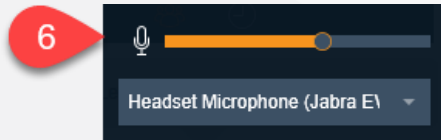
- Open Avaya Workplace from the Windows Start Menu.
- Click **Join a meeting**.
- Type in your name in **Your name** field.
- Type in or copy and paste this link <https://telehealth.health.wa.gov.au/portal/tenants/wahealth> in the **Meeting Address** field.

Note: Meeting Address only needs to be filled in once when the application starts for the first time.

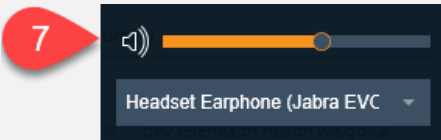
- Click **Manage Audio and Video Devices**.



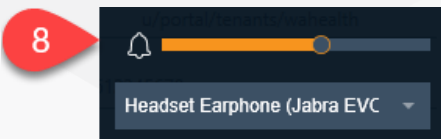
6. Select the **Microphone** device you wish to use from the drop-down list and use the **sliding bar** to increase (to the right) or decrease (to the left) the volume of the device listed.



7. Select the **Speaker/Headset** device you wish to use from the drop-down list and use the **sliding bar** to increase (to the right) or decrease (to the left) the volume of the device listed.



8. Select the **Ringer** device you wish to use from the drop-down list and use the **sliding bar** to increase (to the right) or decrease (to the left) the volume of the device listed.



9. Select the camera to use for video.



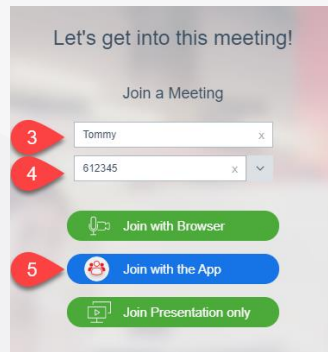
2. Join meetings

2.1. Join a meeting using Application via Avaya Workplace Web Portal

To access the online portal:

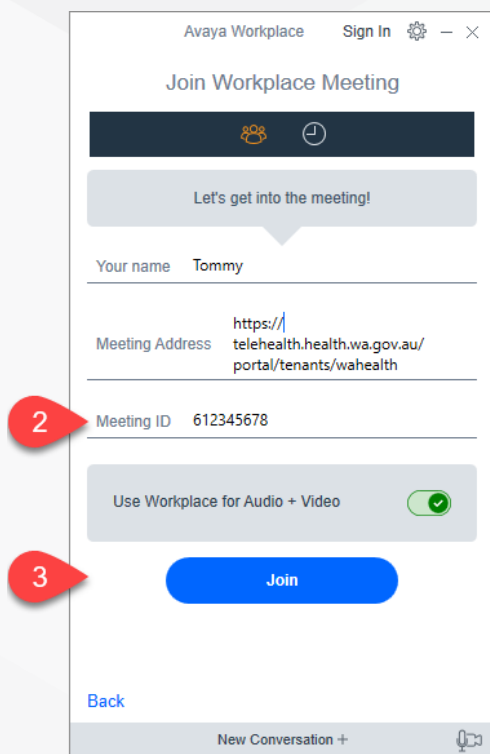
1. Open **Microsoft Edge or Google Chrome internet browser**
2. Copy and paste or type in: <https://telehealth.health.wa.gov.au/portal/tenants/wahealth> and press **Enter** on your keyboard
3. Type in your name
4. Type in the meeting ID
5. Click **Join with the App** – to join the meeting through your Desktop Application.





2.2. Join a meeting from Desktop Application

1. Open Avaya Workplace application
2. Type in the Meeting ID provided or the Clinical VMR or your Personal VMR
3. Click **Join**.



3. Desktop meeting functions

The settings of the VMR will determine whether your video will be turned on automatically when you join a meeting.

3.1. Video on/off

To enable your video in a meeting:

1. Click on the **Video** button, it will change from blue (off) to grey (on).



To disable your video in a meeting:

2. Click on the **Video** button, it will change from grey (on) to blue (off)



3.2. Mute

When you connect to a meeting, your microphone will automatically be muted.

To unmute the Microphone:

1. Click on the **Microphone** button, it will change from blue (muted) to grey (un-muted).



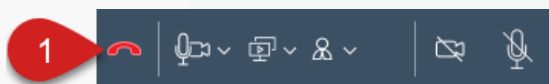
To mute the Microphone:

2. Click on the **Microphone** button, it will change from grey (un-muted) to blue (muted).



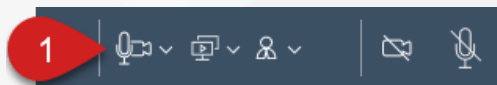
3.3. Ending your participation in a meeting

1. Click on the **End Call** button



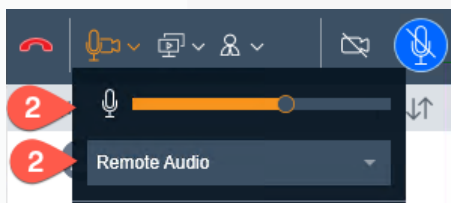
3.4. Audio/video settings

1. Click on the **Manage audio and video devices** button.

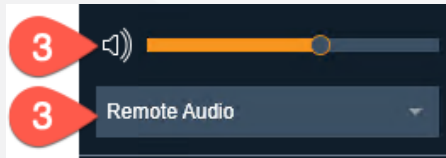


Volume level control

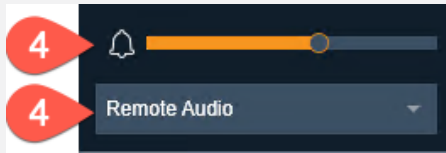
2. Select the **Microphone** device you wish to use from the drop-down list and use the **sliding bar** to increase (to the right) or decrease (to the left) the volume of the device listed.




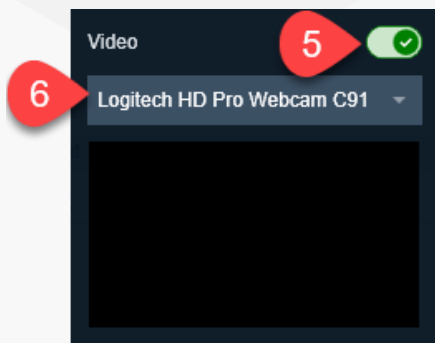
3. Select the **Speaker/Headset** device you wish to use from the drop-down list and use the **sliding bar** to increase (to the right) or decrease (to the left) the volume of the device listed.



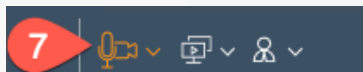
4. Select the **Ringer** device you wish to use from the drop-down list and use the **sliding bar** to increase (to the right) or decrease (to the left) the volume of the device listed.



5. Enable  (green icon if enabled) or disable  (grey icon if disabled) your video.
6. Select the camera to use for video.



7. Click on the **Manage audio and video devices** button to exit the settings.

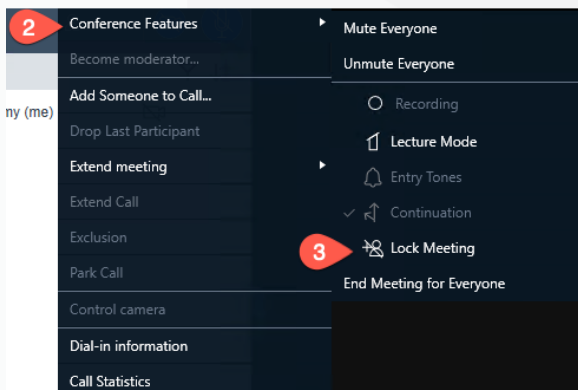


3.5. Locking/unlocking a meeting

1. Click on the **Meeting Control** icon.

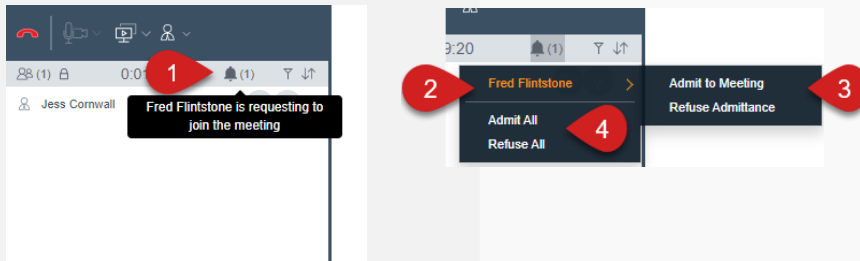


2. Click **Conference Features** menu
3. Click **Lock Meeting**
4. Repeat steps 1-3 to unlock meeting.



To accept a request to join a Locked Meeting:

1. The Moderator will receive a notification that a participant is requesting to join and will need to click on the **Bell** icon.
2. Click on the requesting participant's name.
3. Then choose whether to **Admit to Meeting** or **Refuse Admittance**.



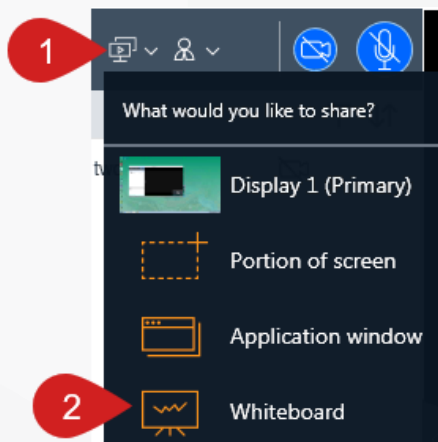
4. Alternatively, you can **Admit All** or **Refuse All** participants at once.

4. Sharing content

4.1. Whiteboard

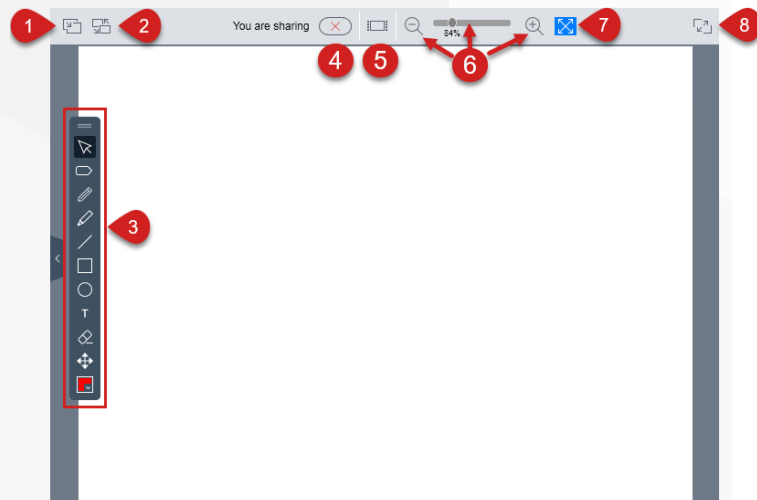
To share a whiteboard with other participants:

1. Click on the **Start Sharing** button
2. Select **Whiteboard**.



Using the whiteboard

1. Open the whiteboard in a separate window.
2. Swap the video and whiteboard window location.
3. Use the icons on the left hand-side of the screen to select different items that you can add to the whiteboard. Click on the icon, then click into the whiteboard.
4. You can click on the **Stop Sharing** button to stop sharing the whiteboard.
5. The **Content Slider** will show the different whiteboard items that have been added since the meeting started, you can select a slide to view. Click on the button again to exit.



- Use the **slider** or **zoom in** and **zoom out** of the whiteboard.
- Select the **Auto fit** icon to have the whiteboard fit the screen.
- Click **the expand to full screen button** to expand the conference window to full screen mode.

4.2. Screen sharing

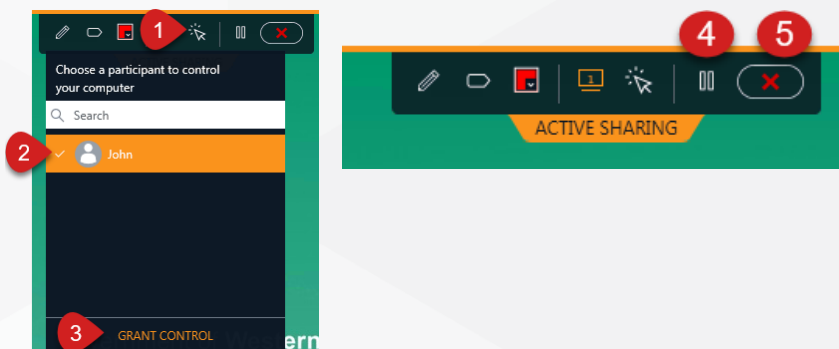
To share your entire screen:

- Click on the **Start Sharing** button.
- Select the **Display** (monitor) you would like to share.
- You will then see the **Active Sharing** orange border around your screen and the **Active Sharing** tab at the top of the screen. When you click on the tab you will be provided with sharing options.
- You can select the **Pen tool** icon to add writing on your screen. Click on the icon again to stop using the tool.
- You can select the **Pointer tool** icon to add a pointer on your screen. Click on the icon again to stop using the tool.
- Click on the colour box to change the colour of your pen or pointer tool.
- Select the **Sharing Controls** button to select a different sharing option.



4.3. Grant control of the screen

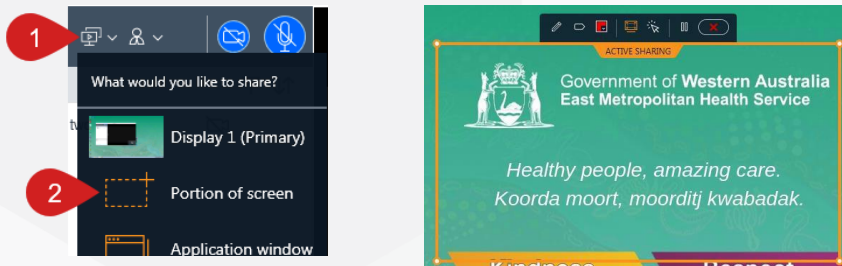
- Select the **Grant Control** icon to let another participant take control of your screen.
- Click on the name of the person to grant control.
- Click on **GRANT CONTROL**
- Click on **Pause** screen sharing to pause your screen sharing (participants will not be able to see what you are doing on your screen). Click on the same icon to start sharing again.
- Click on the **Stop Sharing** button to stop sharing your screen.



4.4. Sharing portion of the screen

To share a portion of your screen:

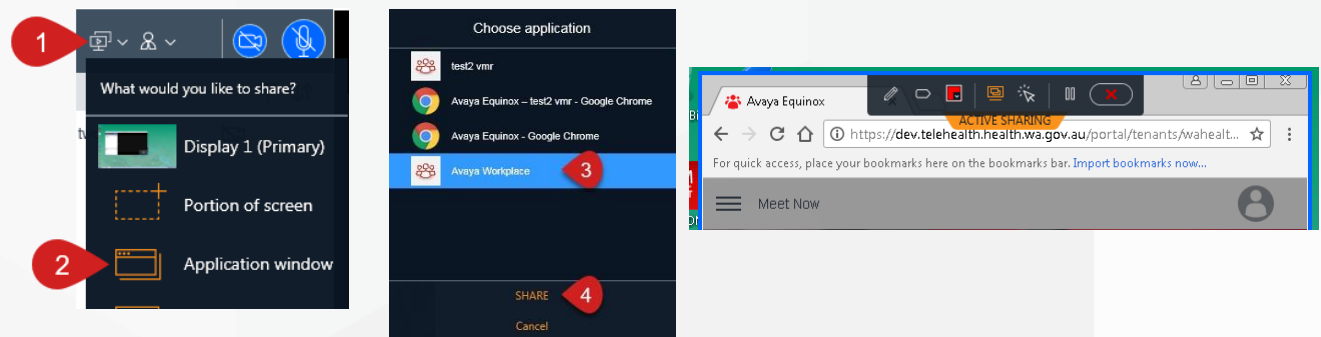
1. Click on the **Start Sharing** button.
2. Select a **Portion of screen**.
3. You can click on the **ACTIVE SHARING** orange box and move it around the screen to the area you would like to share.
4. The sharing options are the same as when you share your full screen.



4.5. Sharing an application

To share a single application:

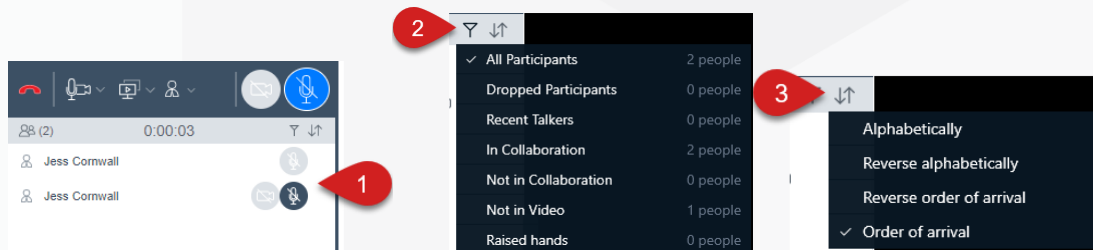
1. Click on the **Start Sharing** button.
2. Select **application window**.
3. You can then select the application you would like to share from the list displayed.
4. Then click on the **SHARE** option.



5. Participants


5.1. Viewing participants


1. When you are connected to a meeting, you can see the participants on the left hand-side of the screen.
2. You can **Filter** the list of participants.
3. You can **Sort** the list of participants.

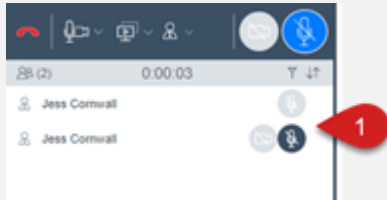


5.2. Participants' controls

1. When you are connected to a meeting, you can see the participants on the left hand-side of the screen.
2. You can **Mute** a participant's microphone by hovering over their name and selecting the **Mute** button

When the icon is dark grey, they are muted. 

3. You can unmute a participant's microphone, by clicking on the **Unmute** button .
- When the icon is orange, they are unmuted.

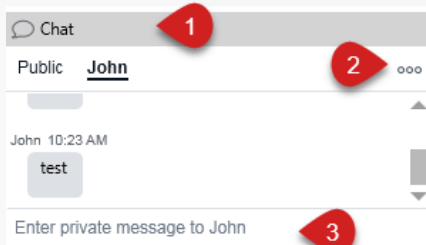


6. Chat functions

6.1. Private chat

When you are connected to a meeting, you can send a chat to a specific participant.

1. Navigate to the chat area.
2. Either click on the participant's name if you have already chatted with them previously or click on the ellipsis and select the person's name.
3. Click your mouse into the **Enter a message to [participant's name]** field and type your message.
4. Press **Enter** on your keyboard to send the chat.

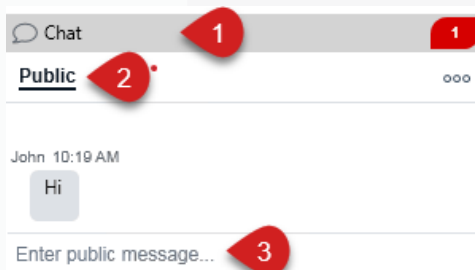


6.2. Group chat

When you are connected to a meeting, you can send a chat to all the joined participants.

1. Navigate to the chat area
2. Ensure that **Public** is selected
3. Click your mouse into the **Enter a message to everyone** field and type your message
4. Press **Enter** on your keyboard to send the chat

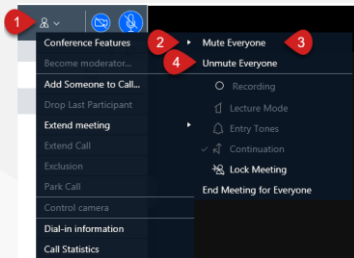
Note: You can cycle back and forth between group and individual messages by clicking on **Public** or the **Participant's name**.



7. Moderator's functions

7.1. Muting participants

1. Click on the **Meeting Controls** icon
2. Hover over **Conference Features**
3. Click on the **Mute Everyone** option
4. To unmute all participants, repeat steps 1 and 2.
5. Click on **Unmute Everyone**.

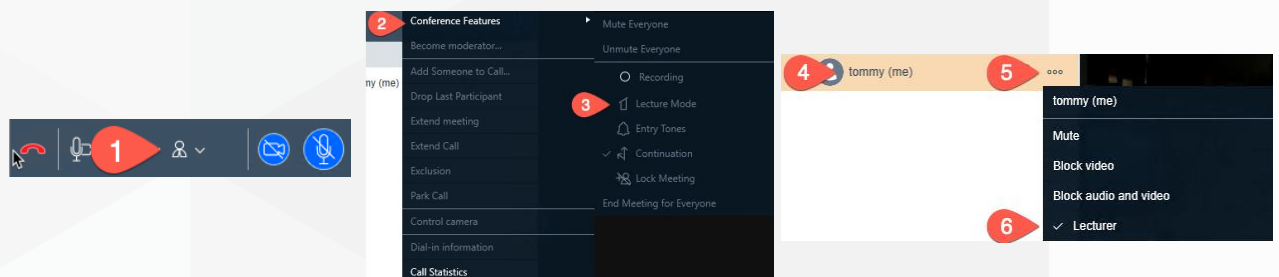


7.2. Lecture mode

As the Moderator of a meeting, you can change the meeting into lecture mode, where the lecturer can see all the participants, while they can see only the lecturer. All participants are muted except the lecturer, unless a participant asks permission to speak, by sending a chat, and is unmuted by the lecturer.

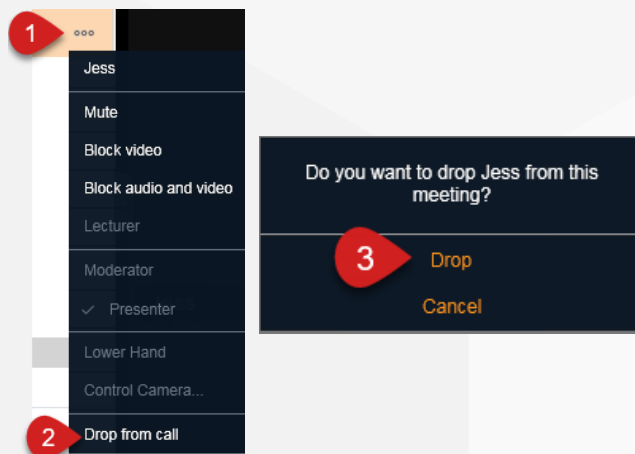
To change meeting to lecture mode:

1. Click on the **Meeting Controls** icon
2. Hover over the **Conference Features**
3. Select **Lecture Mode**
4. You will then see the icon change next to that participant's name
5. To set a lecturer, find the participant in the participant list, click on the **ellipsis**
6. Select **Lecturer**.



7.3. Disconnecting participants

1. Find the participant in the participant list, click on the **Ellipsis**
2. Select **Drop from call**
3. Click on **Drop**.

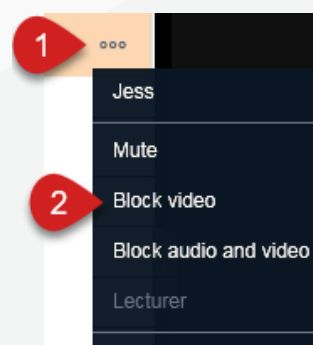


7.4. Blocking participants videos

1. Locate the participant's name in the participant list and click on the **Ellipsis**
2. Select **Block Video**.

To unblock the video:

1. Locate the participant's name in the participant list and click on the **Ellipsis**
2. Select **Unblock Video**.



Further information and advice

Website: <https://telehealth-healthpoint.hdwa.health.wa.gov.au/Pages/default.aspx>

Phone: WACHS Service Desk **1800 794 748**

Email: WACHSICTHelpdesk@health.wa.gov.au