How to update & reset Avaya Workplace instructions

1. In the Avaya Workplace, select gear icon.



2. In the new window, select "Support".

Settings		\times
User Preferences	User Preferences	
Accounts Services	General	>
Desktop Integration	Contacts	>
Support	Display	>
Legal	Audio / Video	>
Check for Services	Sounds	>
	Deskphones and Softphones	>
	Other Phones	
	1	DONE

3. In the updated window, select "About".

Settings		×
User Preferences	Support	
Accounts		
Services	About	>
Desktop Integration	Video Tutorials	Ø
Advanced	Fachla Diagonation	
Support	Enable Diagnostics	
Legal	Quality Improvement	
Check for Services	Report a Problem	>

4. If Version "3.36.0.0137"

- is "3.36.0.137" go to step 7 on page 3. -
- is not go to step 5 this on this page. -

Settings		\times	
User Preferences	Back	About	
Accounts	Avava Workplace		
Services	Version: 3.3	6.0.137	
Desktop Integration	© 2001-2023	3 Avaya LLC All rights reserved.	
Advanced	EIDO mode	i #	
Support	FIPS mode	15 011	

- Close Avaya Workplace.
 To update Avaya Workplace, follow the instruction in "Install Avaya Workplace" guide at <u>https://telecom.usnh.edu/files/How to install Avaya Workplace company portal.pdf</u>.

7. To reset Avaya Workplace, select "Done".

Settings		\times	
User Preferences	Back	About	
Accounts	Avava Workpl	ace	
Services	Version: 3.36	.0.137	
Desktop Integration	© 2001-2023 Avaya LLC All rights reserved. FIPS mode is off		
Advanced			
Support			
Legal			
Check for Services			
		×	
		\sim	
			DONE

8. Selecy the gear icon.

	Avaya Workplace 🖏	$+ - \times$
	Top of Mind ~	مە
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👯 Q nam	e or number 🗸 🗸	
Mext M	leetings	>
To join your next meeting with one click, select a calendar		
 History 	1	>

9. In the new window, select "Back".

Settings		
User Preferences	Back About	
Accounts	Avava Workplace	
Services	Version: 3.36.0.137	
Desktop Integration	© 2001-2023 Avaya LLC All rights reserved.	
Advanced	FIRS made is off	
Support	FIPS mode is on	
Legal		
Check for Services		

10. In the upadated window, select "Reset Appplication".

Settings ×		
User Preferences	Support	
Accounts	About	>
Services		
Desktop Integration	Video Tutorials	ď
Advanced	Enable Diagnostics	
Support	Quality Improvement	
Legal		
Check for Services	Report a Problem	>
	Emergency Disclaimer	>
	Open Tutorial	
	Reset Application	
		DONE

11. In the popup window, select "CLEAR".



12. In the popup window, press the "Configure my account:" – button.



13. To setup Avaya Workplace, follow the instruction in the "Setup Avaya Workplace" guide at https://telecom.usnh.edu/files/How to Setup Avaya Workplace.pdf