

AVAYA IX WORKPLACE SOFTPHONE (MAC) INSTRUCTIONS

Download and Configuration



Download and Configuration

- Contact the USC ITS Help desk (213-740-5555 or consult@usc.edu) to create a service desk request to enable AVAYA softphone registration for your AVAYA VOIP Deskphone. You will need to provide your USC assigned phone number.
- Next go to the USC ITS Software page and click on the Avaya IX Work Place for Mac. <https://software.usc.edu>
 - Download the Application AVAYA IX WORKPLACE MACOS
 - Download the Security Certificate

How To Access This Software

[Download Avaya IX Workplace for Mac](#)

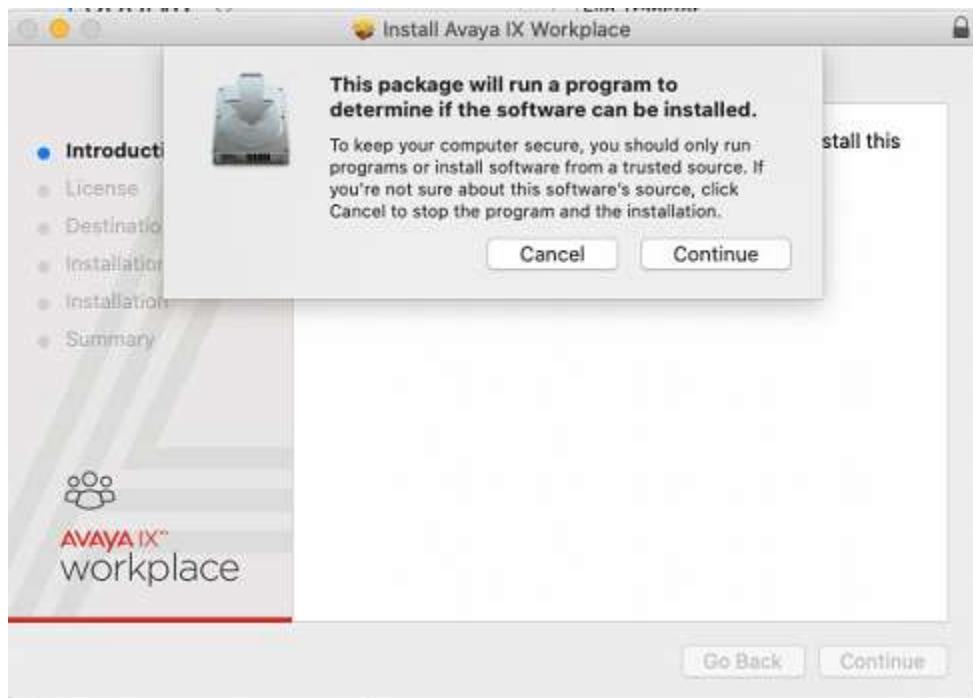
[Download Security Certificate](#)

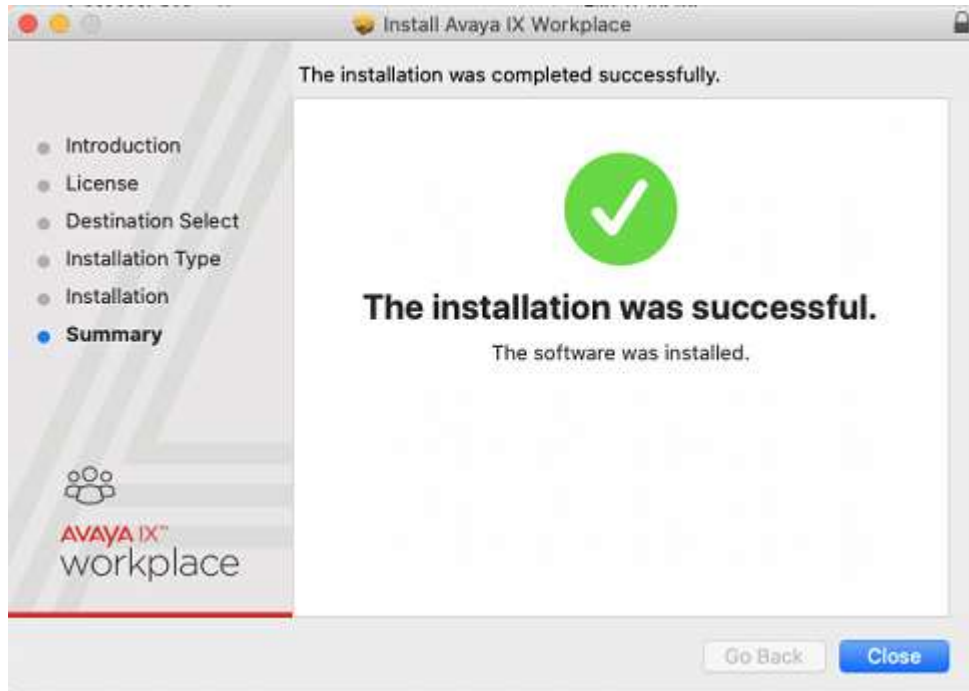
Installing and Using Avaya IX Workplace for Mac

For information on how to install and use Avaya IX Workplace on your Mac, see the [Installation and User Guide for Avaya IX Workplace](#).



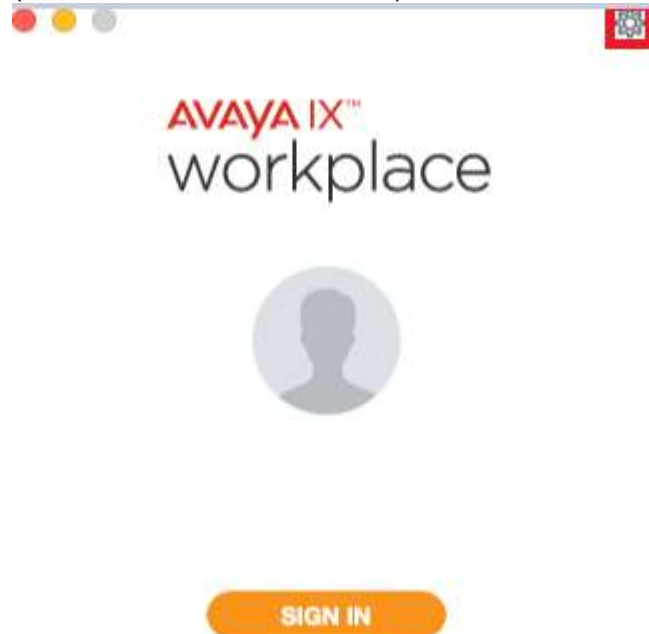
Select Continue / Agree / Install



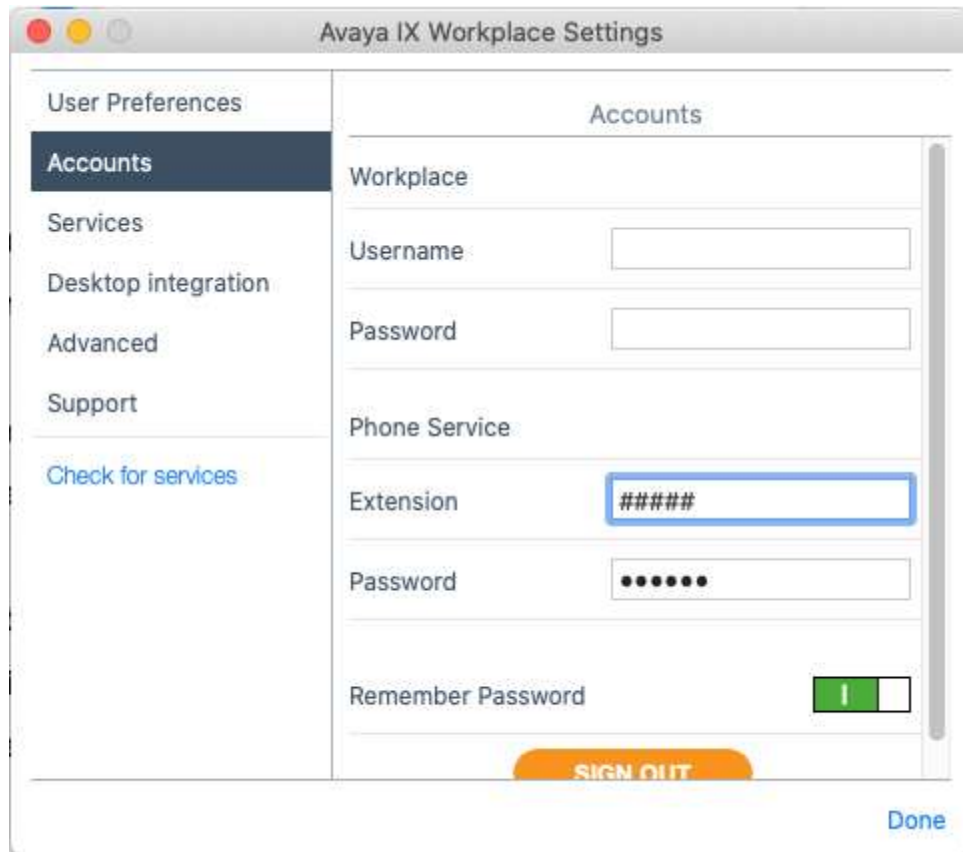


Click Close / If Prompted "Installer would like to access files in your Downloads folder. Select OK – Select Keep or move to trash if asked to put installer in the trash. (trash is fine)

Open Settings with the **COG Wheel** on the top right:
(Do not select SIGN IN here)



In the Accounts put in your 5-digit phone number for your extension / and Password is 876526

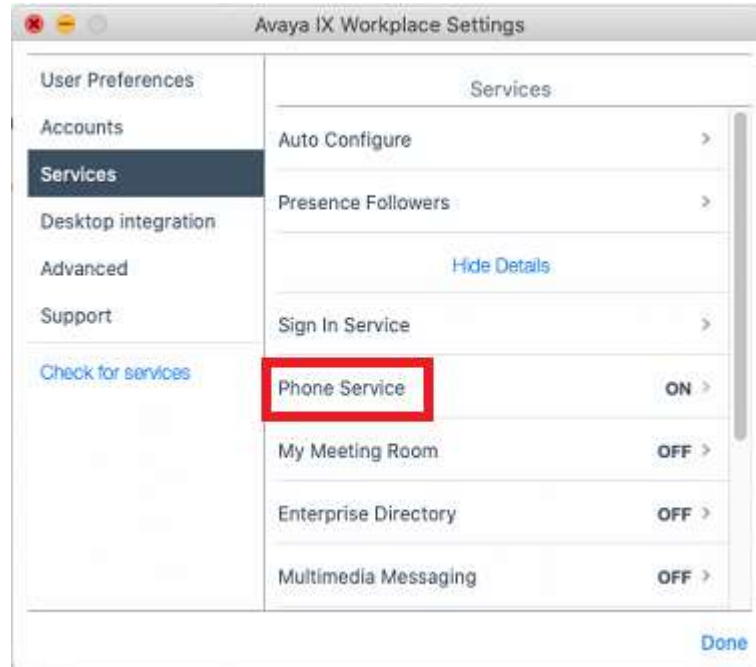


The screenshot shows the 'Avaya IX Workplace Settings' window with the 'Accounts' section selected in the left sidebar. The main content area is titled 'Accounts' and contains the following fields:

- Workplace**
- Username**: [Empty text box]
- Password**: [Empty text box]
- Phone Service**
- Extension**: [#####] (highlighted with a blue border)
- Password**: [•••••] (masked)
- Remember Password**: [ON] (toggle switch)

At the bottom of the main content area, there is an orange 'SIGN OUT' button. A 'Done' button is located at the bottom right of the window.

- Next Select Services / Select Show Details / Select Phone Service



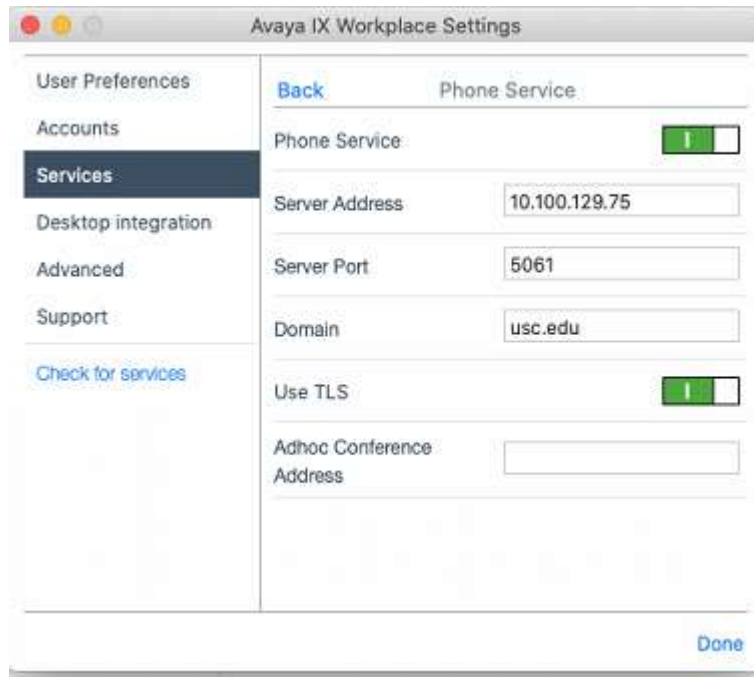
The screenshot shows the 'Avaya IX Workplace Settings' window with the 'Services' section selected in the left sidebar. The main content area is titled 'Services' and contains the following items:

- Auto Configure** >
- Presence Followers** >
- Hide Details** (blue link)
- Sign In Service** >
- Phone Service** ON > (highlighted with a red border)
- My Meeting Room** OFF >
- Enterprise Directory** OFF >
- Multimedia Messaging** OFF >

A 'Done' button is located at the bottom right of the window.

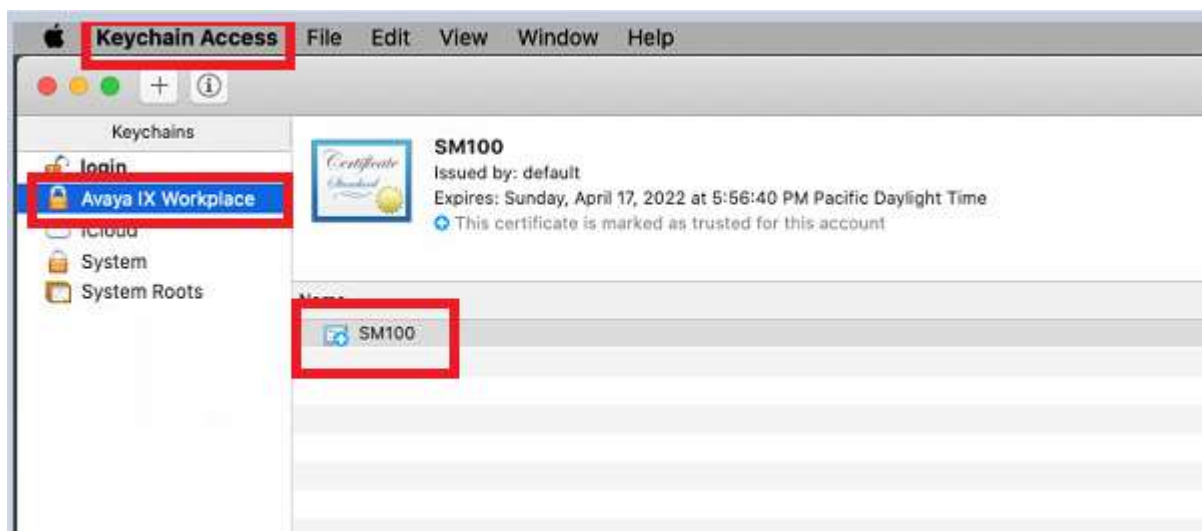
- Enter the following: Then click done

- Server address is 10.100.129.75
- Server Port 5061
- Domain usc.edu
- Make sure Use TLS is Green
 - Then select Done



Certificate Installation on the Mac

In Downloads look for the certificate SM100. Double click to install in Apple Keychain Access.

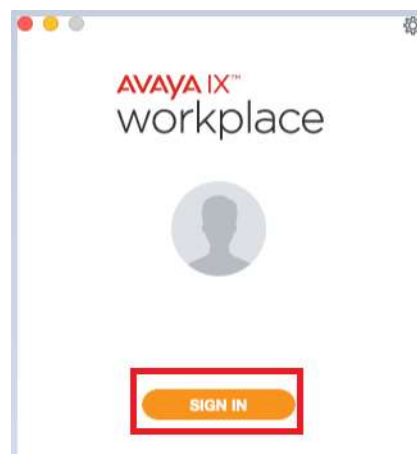


In the Keychain Double click SM100 in the AVAYA IX Workplace folder / Select Trust. Make sure that all are set to Always Trust.



Then Close. 

Now Sign into Avaya IX Workplace:



- Please Note you will need to be VPN'd into USC for this software to work, please visit <https://vpn.usc.edu> for more details. If you have any questions regarding this process please call 213-740-5555 or email consult@usc.edu