Connecting to Your Emerson Phone from Home (Windows)
Before continuing please make sure your computer is connected to the Emerson VPN and you have received your phone password from the Emerson IT Help Desk.

If you have not connected to VPN please visit support.emerson.edu and search Emerson VPN for instructions.

To contact Help Desk please call (617) 824-8080 or email helpdesk@emerson.edu
Open your internet browser and go to https://emerson.box.com/s/6wth0sso6fwpzz7vw5e9jc1fm9ig9i84
Click Continue to get to Box

Welcome to Box for Emerson!
The authorized resource for sharing, storing, and securing files at Emerson College.
Enter your Emerson username and password on Duo
Verify your identity using your mobile device
Select your operating system folder (Windows in this case)
Go to the top right corner and click the download arrow.
Open the item when it downloads

<table>
<thead>
<tr>
<th>Name</th>
<th>Modified</th>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avaya IX Workplace Setup 3.7.6.10.1.msi</td>
<td>Mar 12 at 11:45 AM</td>
<td>58.18 MB</td>
</tr>
<tr>
<td>Install Path for Install.txt</td>
<td>Mar 10 at 10:42 AM</td>
<td>41 Bytes</td>
</tr>
</tbody>
</table>
Select your operating system folder (Windows)
Install the Avaya software
Make sure Complete is selected and hit Next.
Select Next accepting this as the file path
Set language to English and hit Next
Click Install
Installing Avaya IX Workplace

Please wait while the Setup Wizard installs Avaya IX Workplace.

Status: Copying new files
Click Finish
Avaya will automatically open
Select Configure My Account
Select the Settings gear
Select Use web address
Enter your Emerson 4 digit phone extension and password then hit Next to connect.
All set! You should now be in your phone and ready to take calls.
If you run into any difficulty please contact the Help Desk by phone at (617) 824-8080 or by emailing helpdesk@emerson.edu.

Thank you!