Palo Alto University | Division of Finance & Operations

Welcome to Avaya Cloud Office (ACO)
PAU's cloud-based phone system

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If you have any questions, or would like assistance installing or using ACO software, please reach out to the PAU IT Department via support@paloaltou.edu or by calling 650-744-2341.

Click the link below to view a 90-minute recorded training video on the Avaya Cloud application, recorded in November 2022.

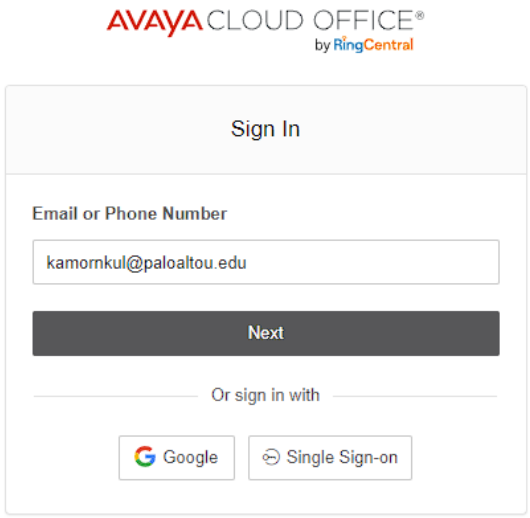
https://c1.webex.com/recordingservice/sites/c1/recording/playback/278e6f153c4a103b8bbf00505681f41b

Password for recording: vXJnTgF3

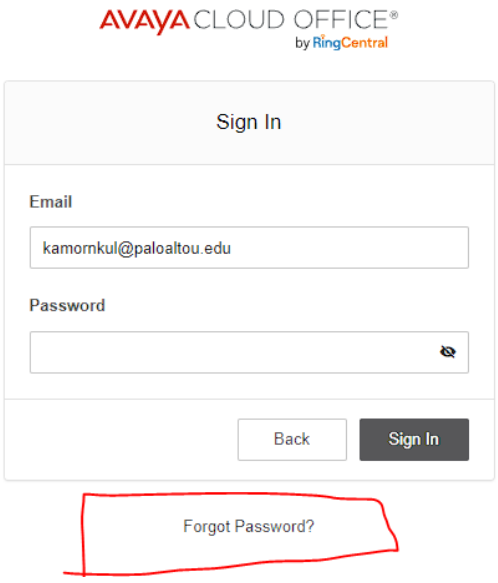
How to sign in:

When you sign in to ACO for the first time, you will have to do a password reset as follows:

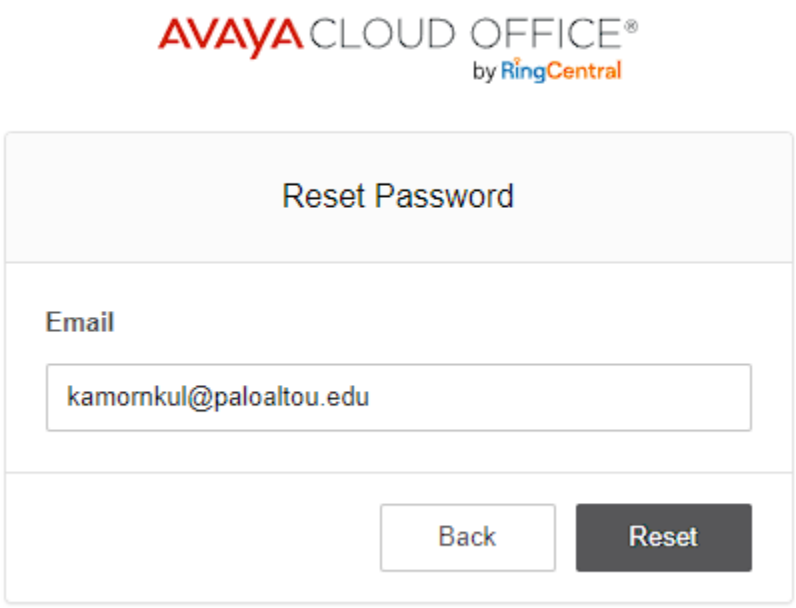
1. Open a web browser and go to https://login.cloudoffice.avaya.com/
   You will see the following screen. Enter your email address, then click "Next".



2. Click the "Forgot Password?" link at the bottom of the screen.



3. Enter your email address and click “Reset”

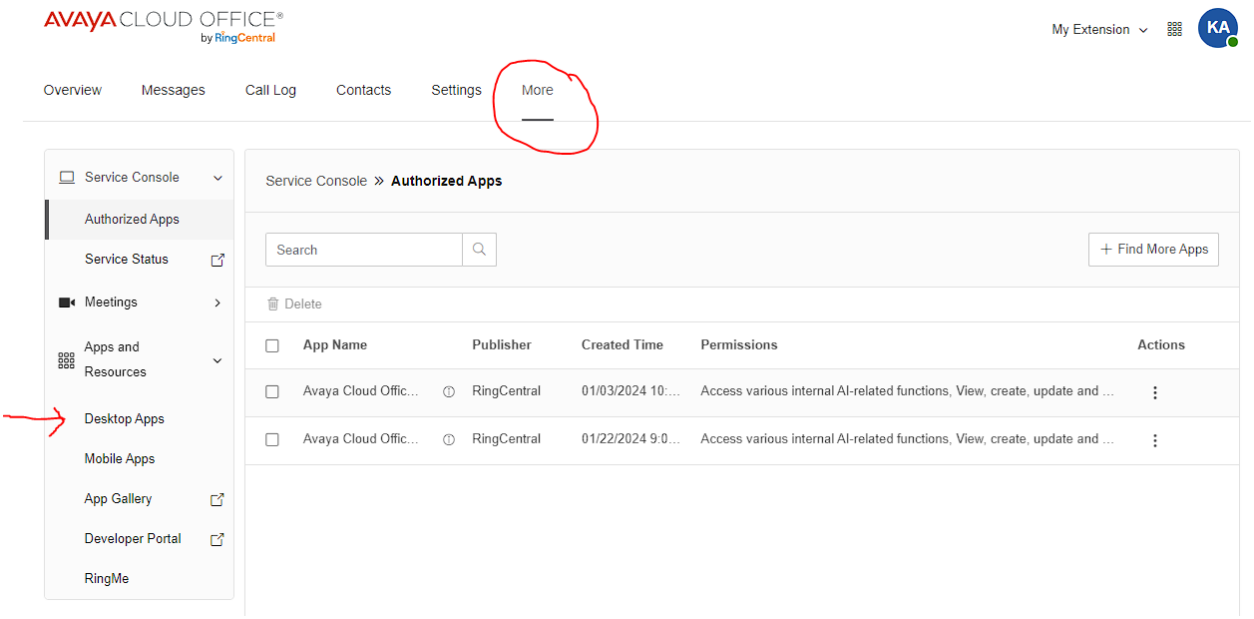


4. An email will be sent to your inbox with instructions on how to reset your password.

How to install the desktop software:

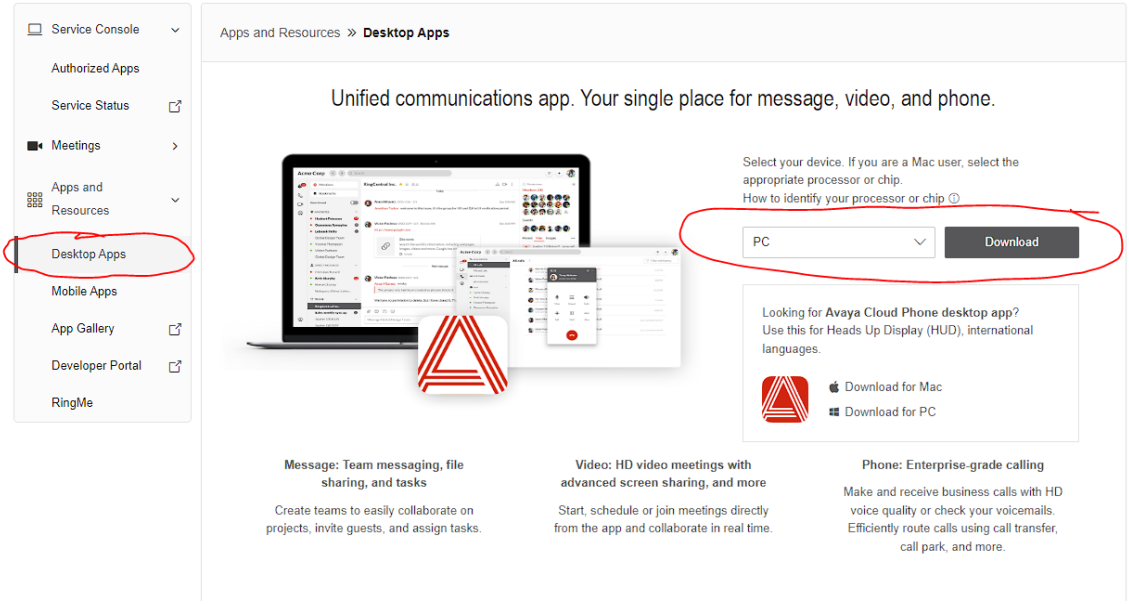
Good news! You can use ACO in a web browser. This means you can make calls from practically any internet connected computer. To install the Desktop software for an enhanced experience, please do the following:

1. Open a web browser and go to https://login.cloudoffice.avaya.com/ and sign in. You will see the following screen:



2. Select the “More” menu at the top of the screen, then click on Desktop or Mobile apps from the left side bar.

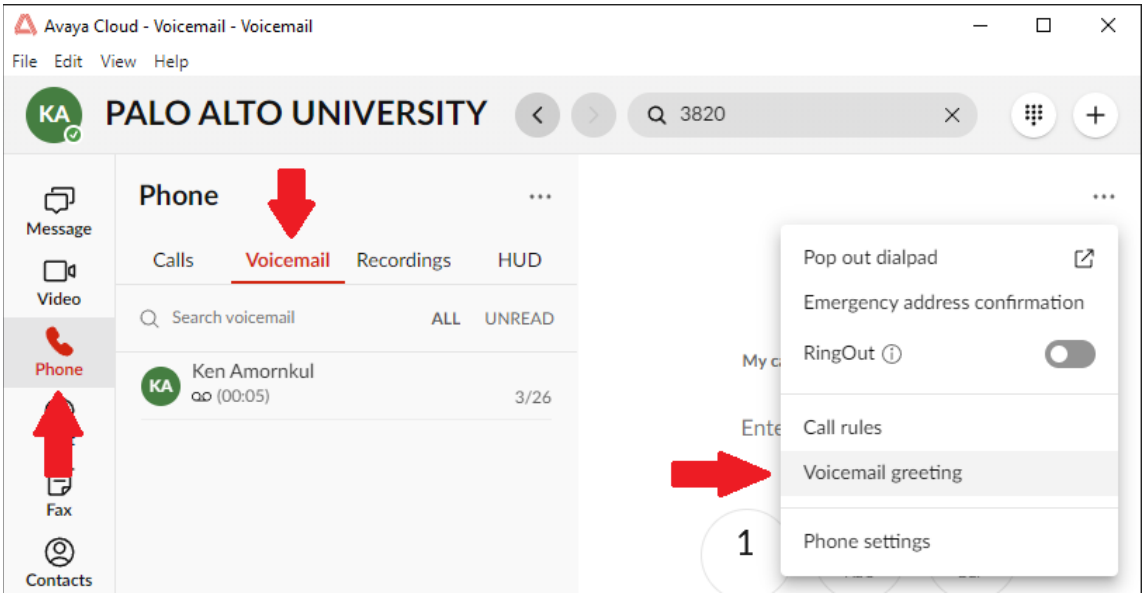
3. Select “Desktop Apps” from the sidebar.



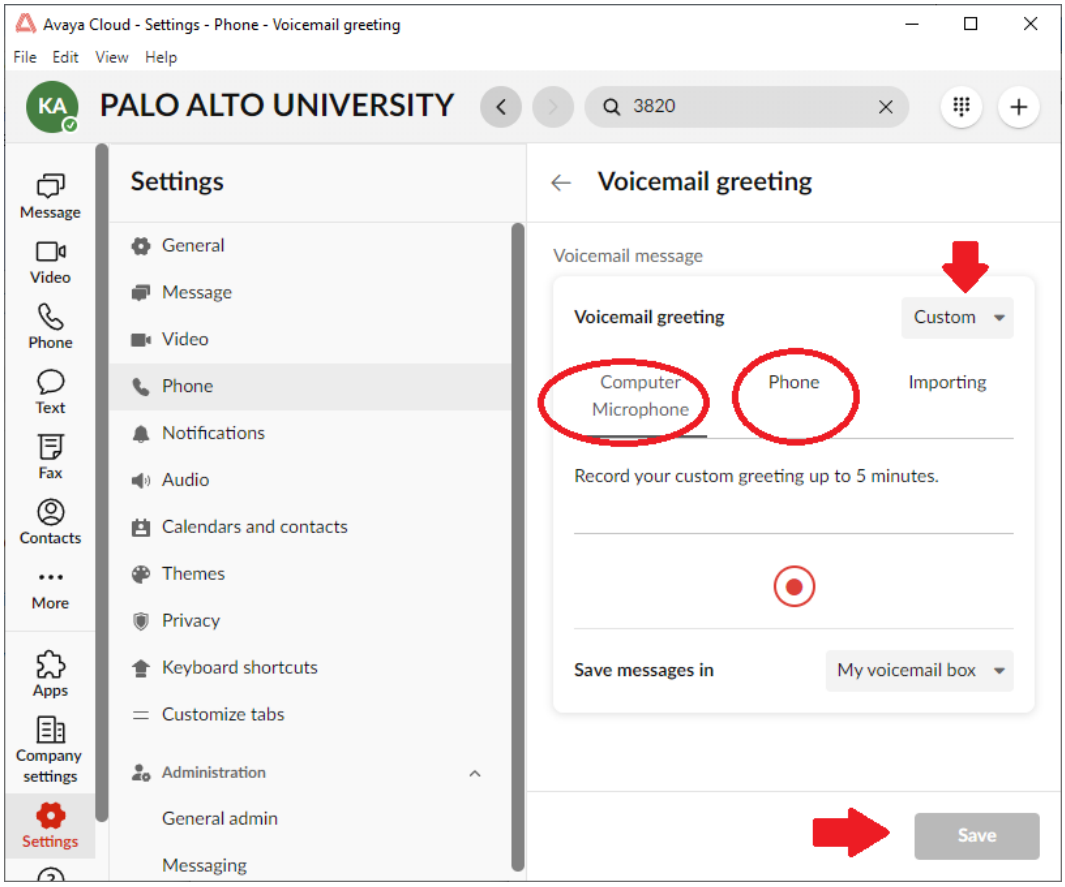
4. Select your computer type (PC or Mac) from the drop down and click Download to download the ACO software.

How to record a voicemail greeting

1. Click “Phone”
2. Click “Voicemail”
3. Click “Voicemail greeting”

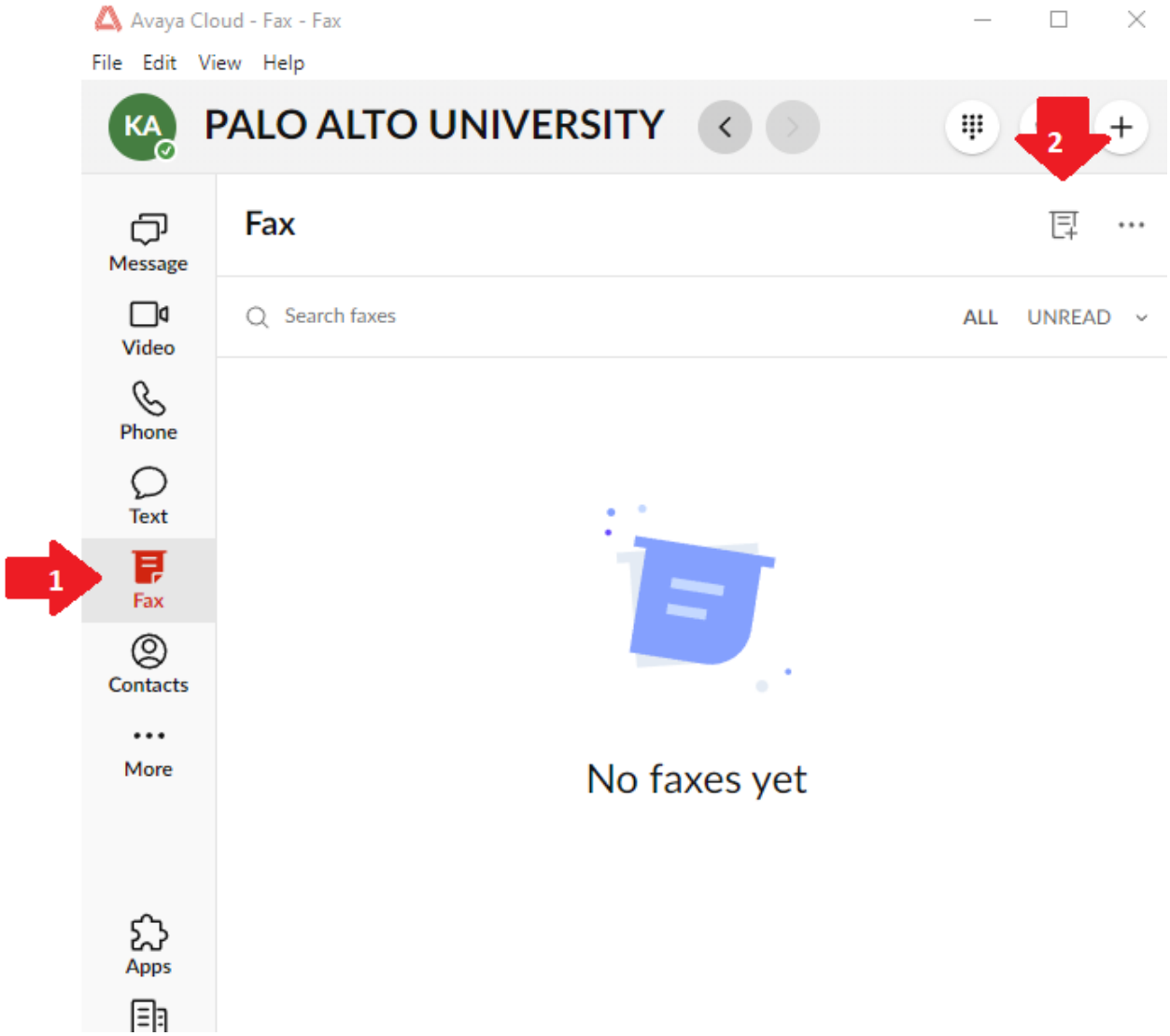


4. Change the drop down to “Custom”
5. Click on “Computer Microphone” to record with your computer microphone or click “Phone” if you’d like the system to call your cell phone to create the recording on your cell phone.
6. Click “Save” to save changes made to the voicemail greeting.

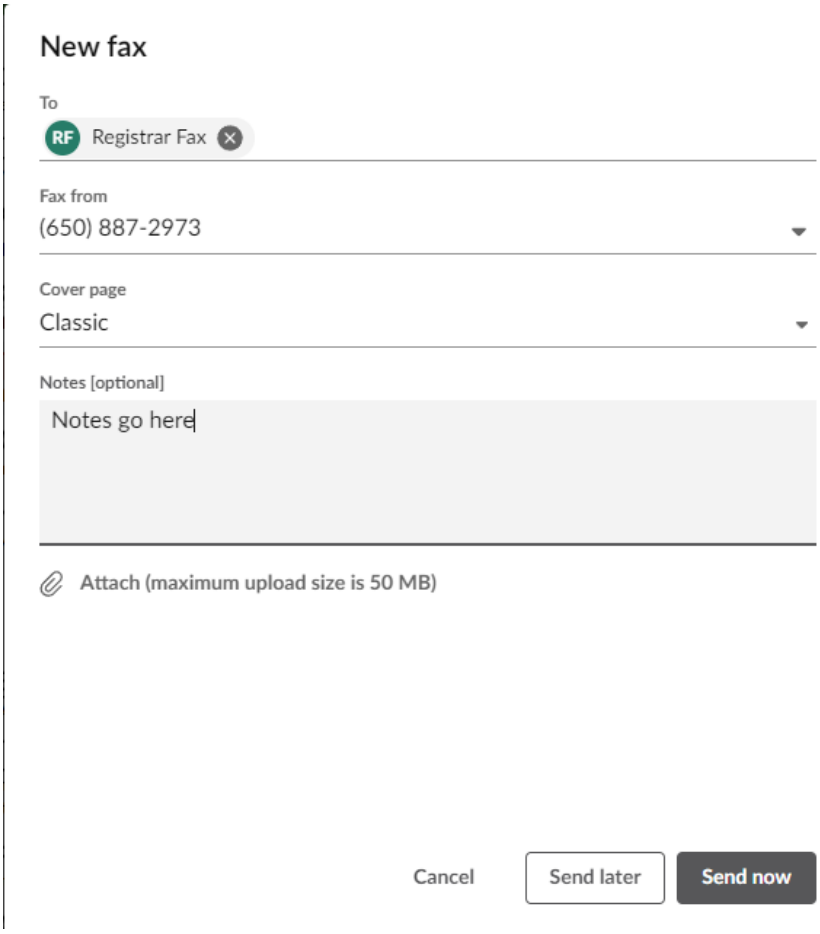

Avaya Cloud - Settings - Phone - Voicemail greeting
File Edit View Help
KA
PALO ALTO UNIVERSITY
3820
Message
Video
Phone
Text
Fax
Contacts
More
Apps
Company settings
Settings
Settings
General
Message
Video
Phone
Notifications
Audio
Calendars and contacts
Themes
Privacy
Keyboard shortcuts
Customize tabs
Administration
General admin
Messaging
Voicemail greeting
Voicemail message
Voicemail greeting
Custom
Computer Microphone
Phone
Importing
Record your custom greeting up to 5 minutes.
Save messages in
My voicemail box
Save

How to send an eFax

1. Click the “Fax” button

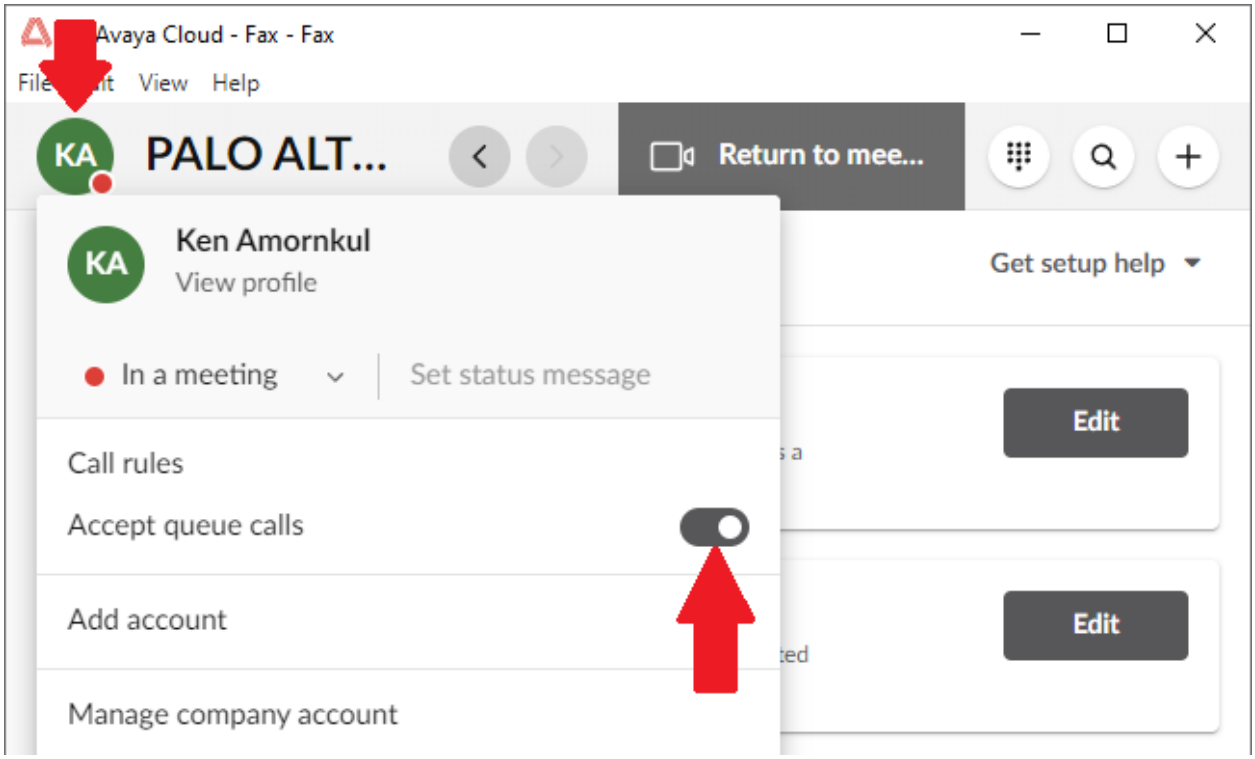


2. Click the “Send a new fax” button
3. A new Window will pop up.



4. Enter the destination Fax number.
5. Select the Fax number you wish to Fax from in the drop down list.
6. Select a Cover page if you wish to use one.
7. Enter notes if you wish to leave a note for the recipient.
8. Click the Send now button.

Avaya Cloud Office – Call Queue Setting



If you are a member of a Call Queue, please make sure the "Accept queue calls" switch is in the "On" position to receive calls.