

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

Table of Contents:

- [How to sign in for the first time](#)
- [How to download and install the ACO software](#)
- [How to record a voicemail greeting](#)
- [How to send an eFax](#)
- [Avaya Cloud Office – Call Queue Setting](#)

If you have any questions, or would like assistance installing or using ACO software, please reach out to the PAU IT Department via support@paloalto.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.

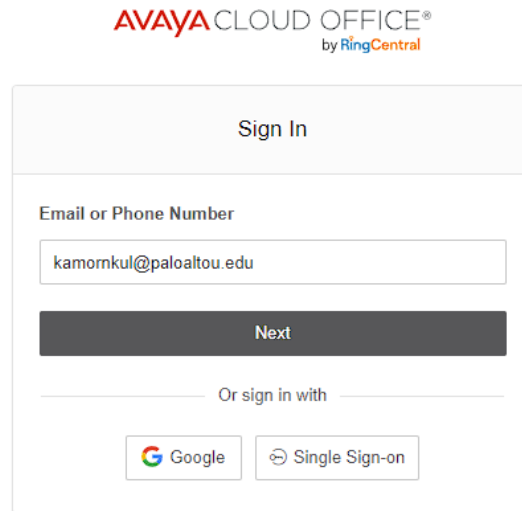
<https://c1.webex.com/recording/service/sites/c1/recording/playback/278e6f153c4a103b8bbf00505681f41b>

Password for recording: vXJnTgF3

How to sign in:

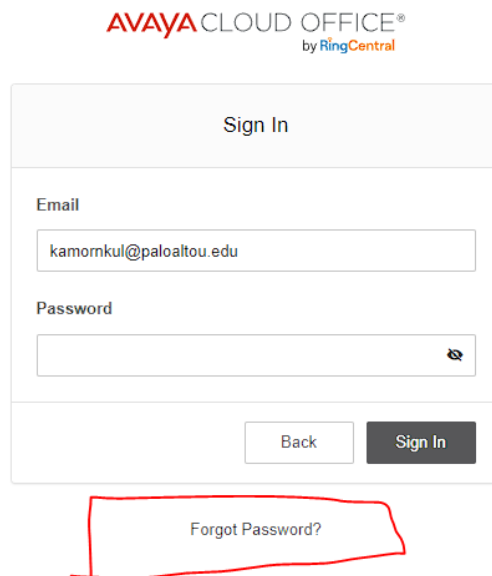
When you sign in to ACO for the first time, you will have to do a password reset as follows:

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".



The screenshot shows the Avaya Cloud Office login page. At the top, the logo reads "AVAYA CLOUD OFFICE® by RingCentral". Below the logo is a "Sign In" header. The main form has a label "Email or Phone Number" above a text input field containing "kamornkul@paloalto.edu". Below the input field is a dark grey button labeled "Next". Underneath the "Next" button is the text "Or sign in with" followed by two buttons: "Google" (with the Google logo) and "Single Sign-on" (with a circular arrow icon).

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



The screenshot shows the Avaya Cloud Office login page. At the top, the logo reads "AVAYA CLOUD OFFICE® by RingCentral". Below the logo is a "Sign In" header. The main form has a label "Email" above a text input field containing "kamornkul@paloalto.edu". Below the input field is a label "Password" above a password input field with a toggle icon on the right. At the bottom of the form are two buttons: "Back" and "Sign In". Below the form, the text "Forgot Password?" is highlighted with a red hand-drawn box.

3. Enter your email address and click "Reset"



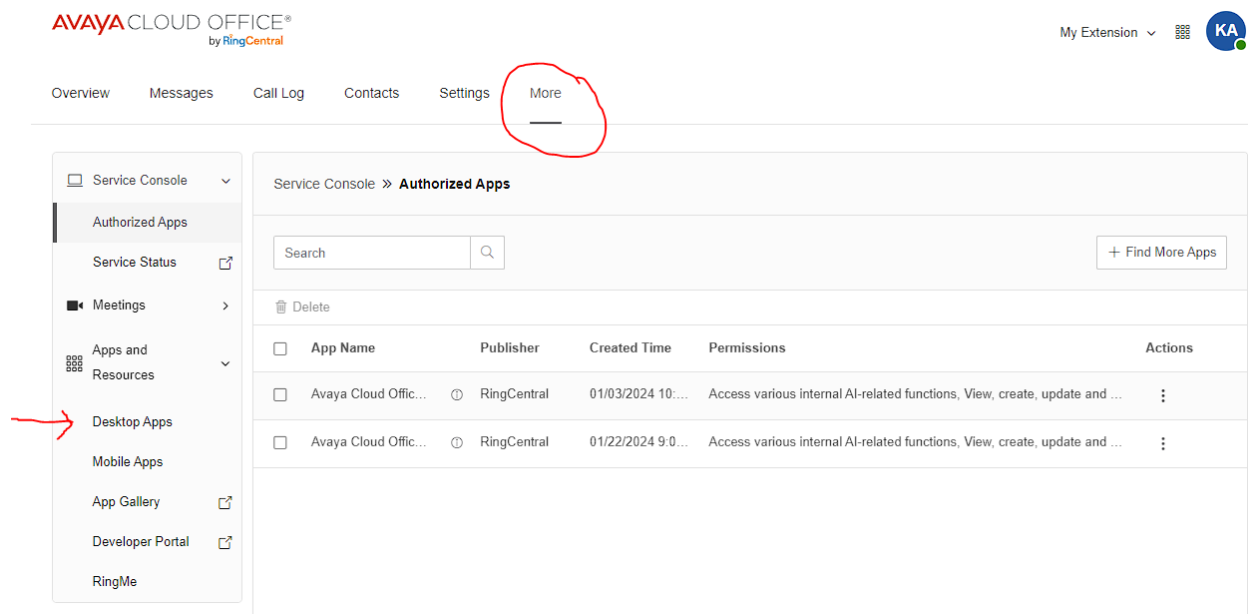
Reset Password	
Email	<input type="text" value="kamornkul@paloalto.edu"/>
<input type="button" value="Back"/>	<input type="button" value="Reset"/>

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.

Service Console

Authorized Apps

Service Status

Meetings

Apps and Resources

Desktop Apps

Mobile Apps

App Gallery

Developer Portal

RingMe

Apps and Resources » Desktop Apps

Unified communications app. Your single place for message, video, and phone.

Select your device. If you are a Mac user, select the appropriate processor or chip.
How to identify your processor or chip

PC Download

Looking for Avaya Cloud Phone desktop app?
Use this for Heads Up Display (HUD), international languages.

Download for Mac

Download for PC

Message: Team messaging, file sharing, and tasks
Create teams to easily collaborate on projects, invite guests, and assign tasks.

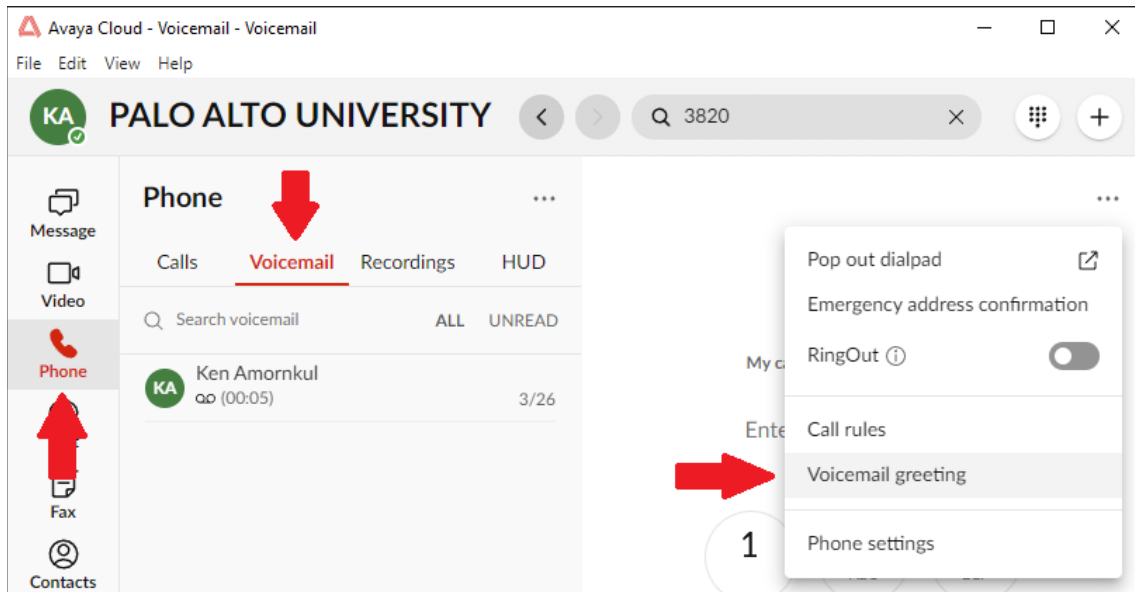
Video: HD video meetings with advanced screen sharing, and more
Start, schedule or join meetings directly from the app and collaborate in real time.

Phone: Enterprise-grade calling
Make and receive business calls with HD voice quality or check your voicemails. Efficiently route calls using call transfer, call park, and more.

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

Settings

- Message
- Video
- Phone
- Text
- Fax
- Contacts
- More
- Apps
- Company settings
- Settings

Voicemail greeting

Voicemail message

Voicemail greeting: Custom

Computer Microphone Phone Importing

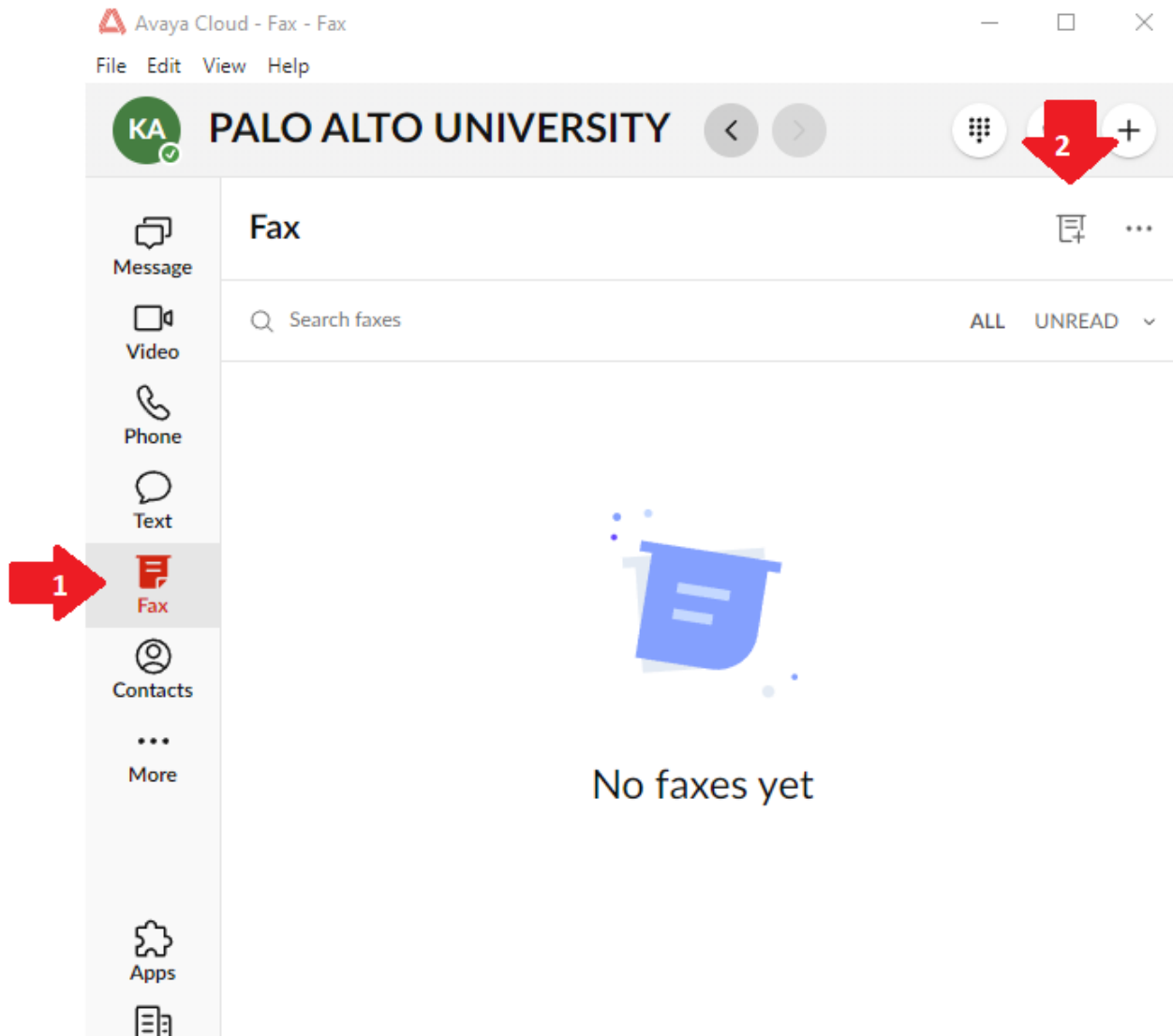
Record your custom greeting up to 5 minutes.

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.


New fax

To
RF Registrar Fax ✕

Fax from
(650) 887-2973 ▼

Cover page
Classic ▼

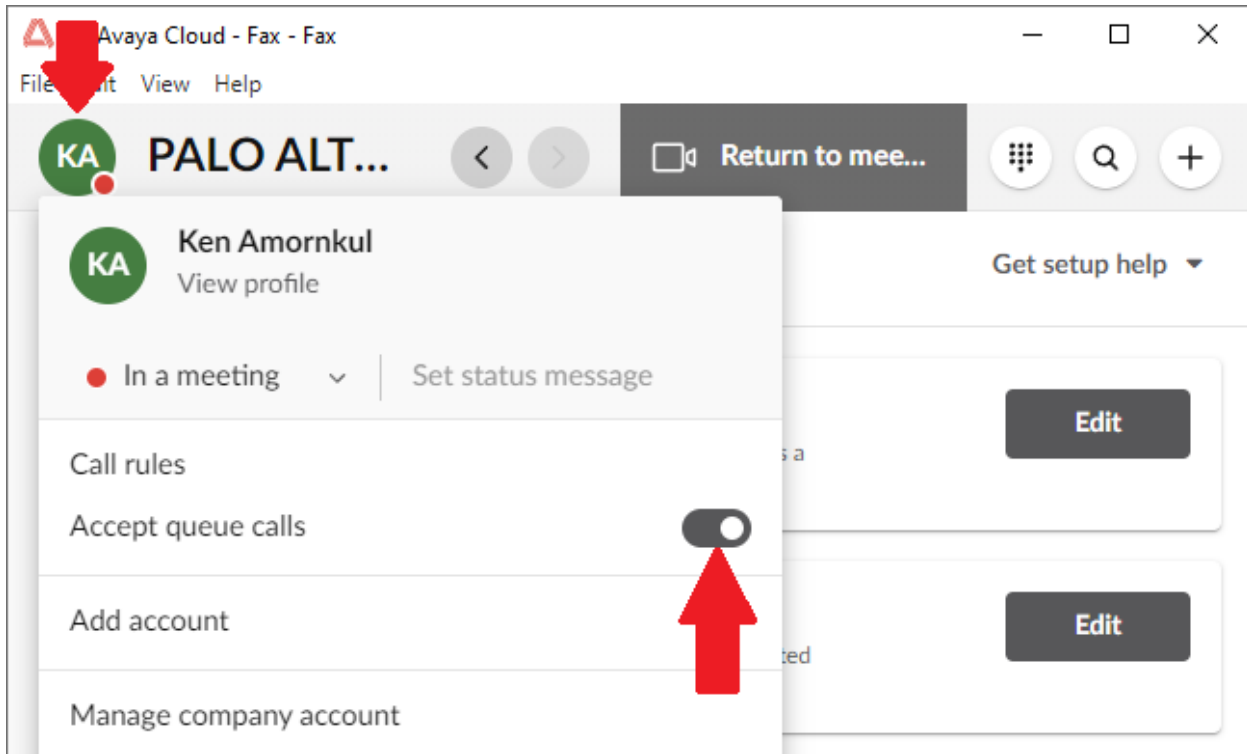
Notes [optional]
Notes go here

 Attach (maximum upload size is 50 MB)

Cancel Send later Send now

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.