

Avaya Admin

- [How to Change the User on a Phone](#)
- [How to create an AVAYA Phone Extension List](#)

How to Change the User on a Phone

1. Click on the username that **USED TO HAVE THIS PHONE**:

User List » Users with Extensions

Search

▽ (1)

Reset All

+ Add User

↓ Download User List

Status

Roles

Department

Sites: ADR Administration

✕ Delete

✓ Enable

✕ Disable

↻ Send Invite

↻ Set Credentials

📄 Apply Templates

🌐 Change Site

<input type="checkbox"/>	St... ^	Name	Number	Ext.	Roles	Department	Site	Msg.	A
<input type="checkbox"/>	✓	Username 1	(984) [REDACTED]	853	Standard (no Premium)	ADR Admini...	ADR Admini...	0 / 0	
<input type="checkbox"/>	✓	Username 2	(984) [REDACTED]	85	Standard (no Premium)	ADR Admini...	ADR Admini...	1 / 1	
<input type="checkbox"/>	✓	Username 3	(984) [REDACTED]	853	Standard (no Premium)	ADR Admini...	ADR Admini...	1 / 1	
<input type="checkbox"/>	✓	Username 4	(984) [REDACTED]	850	Custom User Admin	ADR Admini...	ADR Admini...	1 / 1	
<input type="checkbox"/>	✓	Username 5	(984) [REDACTED]	855	Standard (no Premium)	ADR Admini...	ADR Admini...	1 / 1	
<input type="checkbox"/>	✓	Username 6	(984) [REDACTED]	855	Standard (no Premium)	ADR Admini...	ADR Admini...	1 / 1	
<input type="checkbox"/>	✓	Username 7	(980) [REDACTED]	854	Standard (no Premium)	ADR Admini...	ADR Admini...	0 / 0	
<input type="checkbox"/>	✓	Username 8	(984) [REDACTED]	854	Standard (no Premium)	ADR Admini...	ADR Admini...	1 / 1	
<input type="checkbox"/>	✓	Username 9	(980) [REDACTED]	851	Standard (no Premium)	ADR Admini...	ADR Admini...	0 / 0	
<input type="checkbox"/>	✓	Username 10	(984) [REDACTED]	851	Standard (no Premium)	ADR Admini...	ADR Admini...	1 / 1	
<input type="checkbox"/>	✓	Username 11	(984) [REDACTED]	852	Standard (no Premium)	ADR Admini...	ADR Admini...	1 / 1	
<input type="checkbox"/>	✓	Username 12	(828) [REDACTED]	852	Super Admin	ADR Admini...	ADR Admini...	0 / 1	

2. Click on **User Details**

<input type="checkbox"/>	Status	Name
<input type="checkbox"/>	✓	<u>Tech Lab</u>

< 1 >

Tech Lab

Ext. 8556 Outbound Calls/Faxes Meetings Notifications

▼ User Details

▼ Phones & Numbers

▼ Screening, Greeting & Hold Music

▼ Call Handling

▼ Voicemail

▼ Group Memberships

▼ Personal Emergency Response Locations

3. Fill out the **First Name**, **Last Name**, and **Email** of the New User that will be using this phone.

☐ ☒ Tech Lab

Ext. 8556 Outbound Calls/Faxes Meetings Notifications

^ User Details

General Settings & Permissions Security

First Name

Last Name

Job Title

Extension Number

Mobile Phone

☐ Publish in Company Directory ⓘ

Status

Record User Name ⓘ
Tech Lab (Default)

Department

Contact Phone ⓘ

☐ Publish in Company Directory ⓘ


Email

< 1 >

4. Make sure to **ONLY** check this box and then click save.


Status

Enabled

☒ Include User in Company Directory ⓘ 

☐ Yes, I would like to receive information on product education, training materials, etc

☐ Send an email when a phone is added



How to create an AVAYA Phone Extension List

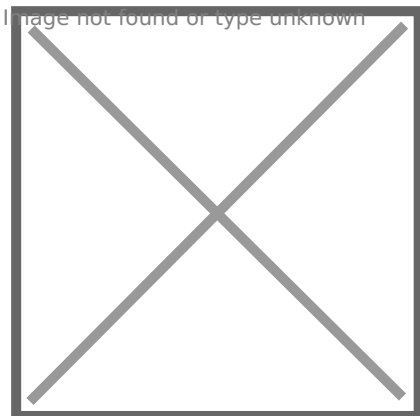
How to create an extension list for your school/site in AVAYA

These instructions are for the site admin at each school/site. End users do not have the rights to pull extension lists.

Sign in to the AVAYA Admin portal using Google:

<https://service.cloudoffice.avaya.com>

1. Once logged in, select users from the menu.



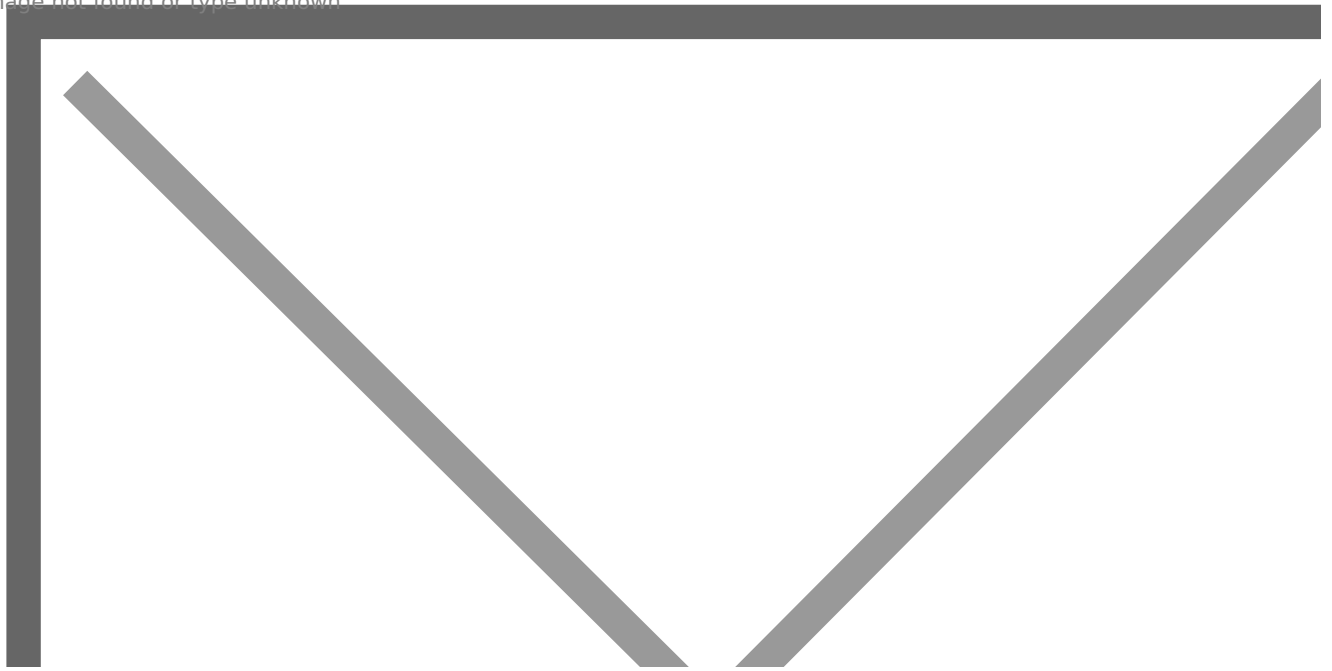
2. Next, select the filter button and then check the box for your school/site from the dropdown menu. Lastly, click the Download User List button.

Image not found or type unknown



3. When the popup window appears, you will need to make sure that Currently Filtered is selected, the delivery method should say send as an email, and your email address should be listed correctly in the send email to box. Once you hit send an csv - Excel file will be sent to your email. You can then edit it as needed for your school/site and be able to share with staff.

Image not found or type unknown



- Please know that this is a phone extension list which is used to reach the user associated with that extension. The new phone system can be accessed on a computer, mobile device, and physical phone all at the same time so this is different from the intercom extension list.
- The intercom extension list used to call into a room over the intercom will not be changed with the new phone system. Schools should continue to use their current intercom extensions for this feature.