

# Avaya Admin

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# 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"/> | ✓     | <u>Username 1</u>  | (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"/> | ✓     | <u>Username 3</u>  | (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"/> | ✓     | <u>Username 6</u>  | (984) [REDACTED] | 855  | Standard (no Premium) | ADR Admini... | ADR Admini... | 1 / 1 |   |
| <input type="checkbox"/> | ✓     | <u>Username 7</u>  | (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"/> | ✓     | <u>Username 10</u> | (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"/> | ✓     | <u>Username 12</u> | (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> |

| Tech Lab                                       |                      |          |               |
|--|----------------------|----------|---------------|
| Ext. 8556                                      | Outbound Calls/Faxes | Meetings | Notifications |
| ∨ <b>User Details</b> ←                        |                      |          |               |
| ∨ <b>Phones &amp; Numbers</b>                  |                      |          |               |
| ∨ <b>Screening, Greeting &amp; Hold Music</b>  |                      |          |               |
| ∨ <b>Call Handling</b>                         |                      |          |               |
| ∨ <b>Voicemail</b>                             |                      |          |               |
| ∨ <b>Group Memberships</b>                     |                      |          |               |
| ∨ <b>Personal Emergency Response Locations</b> |                      |          |               |

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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

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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

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# How to create an AVAYA Phone Extension List

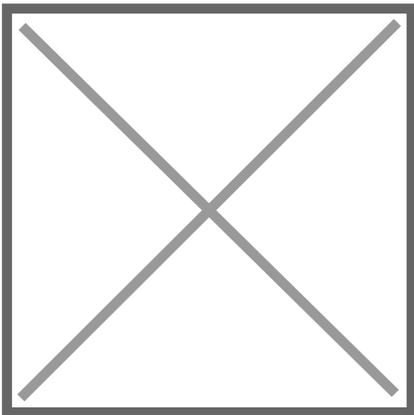
How to create an extension list for your school/site in AVAYA

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>

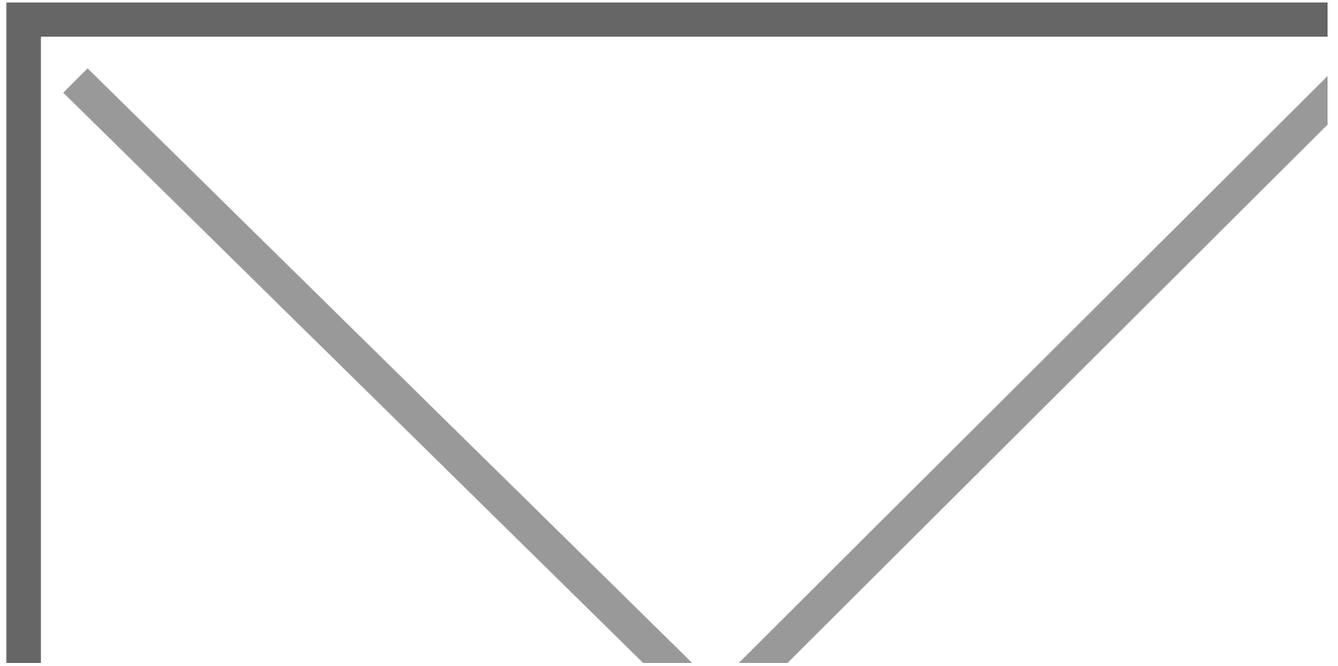
1. Once logged in, select users from the menu.



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.



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.



- 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.