

# Avaya Call Handling

1. Sign in to Avaya Cloud Office - [service.cloudoffice.avaya.com](https://service.cloudoffice.avaya.com)
2. Click Sign in with Google

Sign In


**AVAYA** CLOUD OFFICE®  
by RingCentral

Email or Phone Number

Next

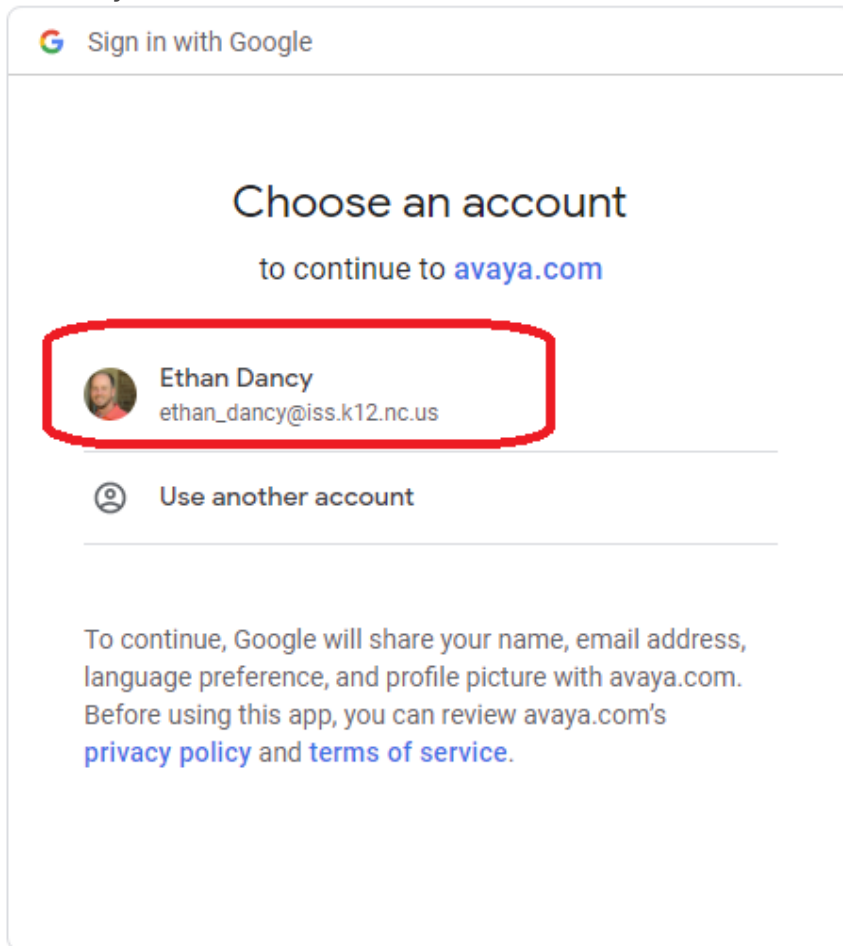
Or sign in with

 Google

 Single Sign-on

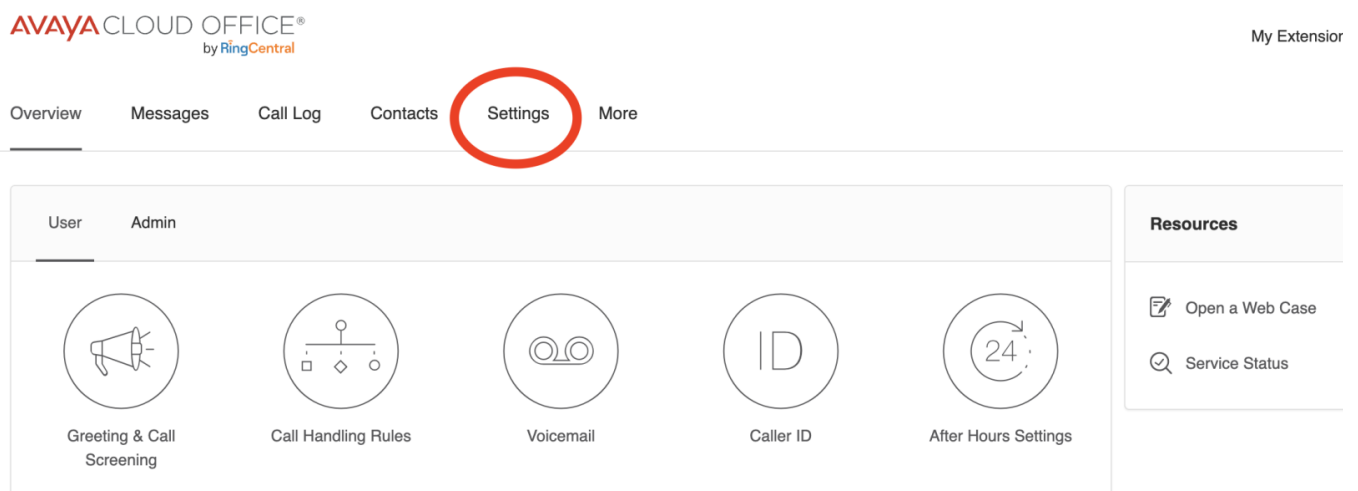


### 3. Choose your ISS Email Address



4. The first time you sign in, it may ask you for permissions to use your Google Account. Click **Allow** on these options.

5. Click **Settings** at the top.



6. Click Call Handling

7. Here you can setup how many rings you want your phone to do before it goes to voicemail.



**Schedule:** Your calls will follow these rules 24 hours, 7 days a week. To turn on after-hours call handling, set a custom schedule. [Edit schedule](#)

**Incoming calls:**

Set how you'd like your devices to ring during work hours. [Learn more](#)

🔔 Ring all at once ▼



 Create ring group    Ungroup    Delete

| <input type="checkbox"/>  | Order                      | Active                              | Ring for ⓘ          | Name                       | Number         |
|---|----------------------------|-------------------------------------|---------------------|----------------------------|----------------|
|  | <input type="checkbox"/> 1 | <input checked="" type="checkbox"/> | 4 Rings / 20 Secs ▾ | Existing Phone             | (828) 268-7221 |
|  | 1                          | <input checked="" type="checkbox"/> | 6 Rings / 30 Secs ▾ | My desktop and mobile apps |                |

⊕ Add number or coworker


**Missed calls:**

Set how you'd like your missed calls to be handled during work hours.






 Send to voicemail 

s/settings/callHandling/userHours

8. Make sure you have your calls set to go to voicemail during work hours unless you want to forward your calls to someone else.

 Ring all at once 

 Create ring group  Ungroup  Delete

| <input type="checkbox"/>  | Order                      | Active                              | Ring for           | Name                       | Number         |
|---|----------------------------|-------------------------------------|---|----------------------------|----------------|
|  | <input type="checkbox"/> 1 | <input checked="" type="checkbox"/> | 4 Rings / 20 Secs  | Existing Phone             | (828) 268-7221 |
|  | 1                          | <input checked="" type="checkbox"/> | 6 Rings / 30 Secs  | My desktop and mobile apps |                |

 Add number or coworker

#### Missed calls:

Set how you'd like your missed calls to be handled during work hours.

 Send to voicemail 

[Set voicemail greeting for work hours](#)

#### Send voicemail to

- ☒ My voicemail (Ext. 8522)
- ☐ Another extension

Revision #4

Created 2 February 2023 16:43:34 by Ethan Dancy

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