

Avaya Call Handling

1. Sign in to Avaya Cloud Office - service.cloudoffice.avaya.com
2. Click Sign in with Google


Sign In


AVAYA CLOUD OFFICE®
by RingCentral

Email or Phone Number

Next

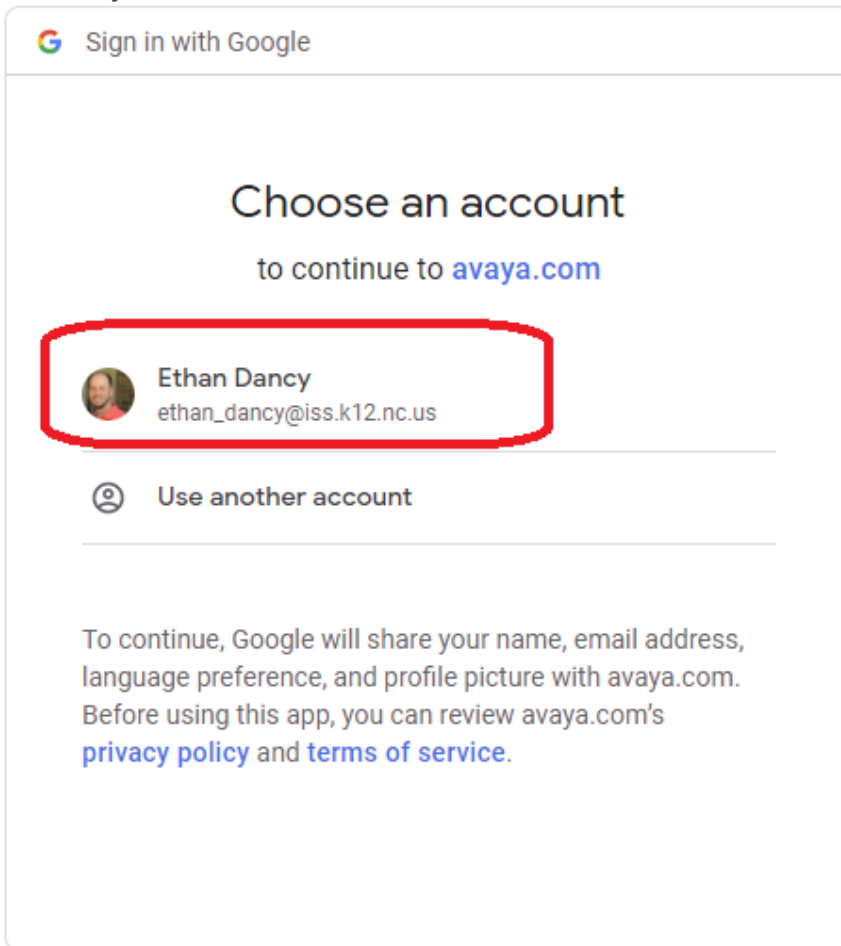
Or sign in with

 Google

 Single Sign-on

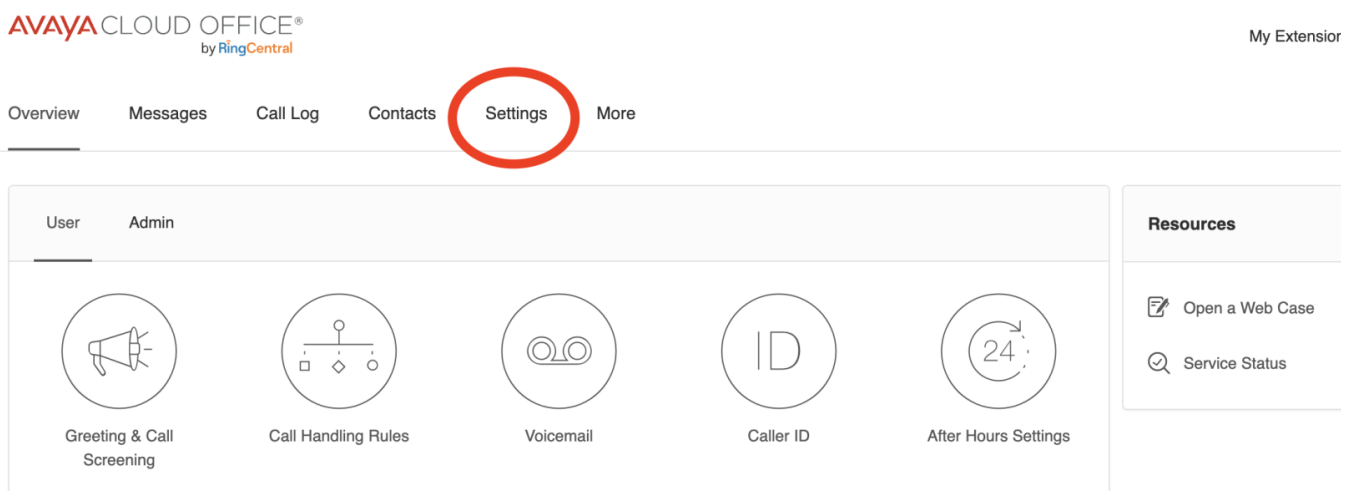


3. Choose your ISS Email Address



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

	Order	Active	Ring for 	Name	Number
	 1		4 Rings / 20 Secs 	Existing Phone	(828) 268-7221
	1		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

Updated 2 February 2023 16:53:08 by Ethan Dancy