

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

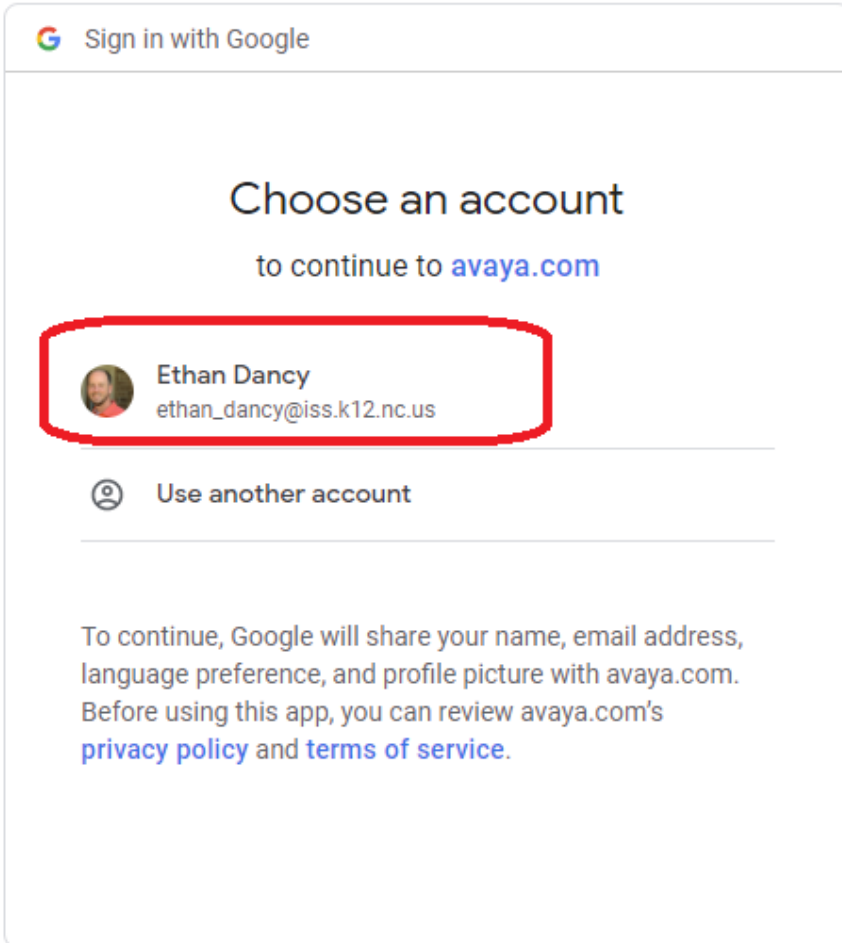
Or sign in with

 Google

 Single Sign-on

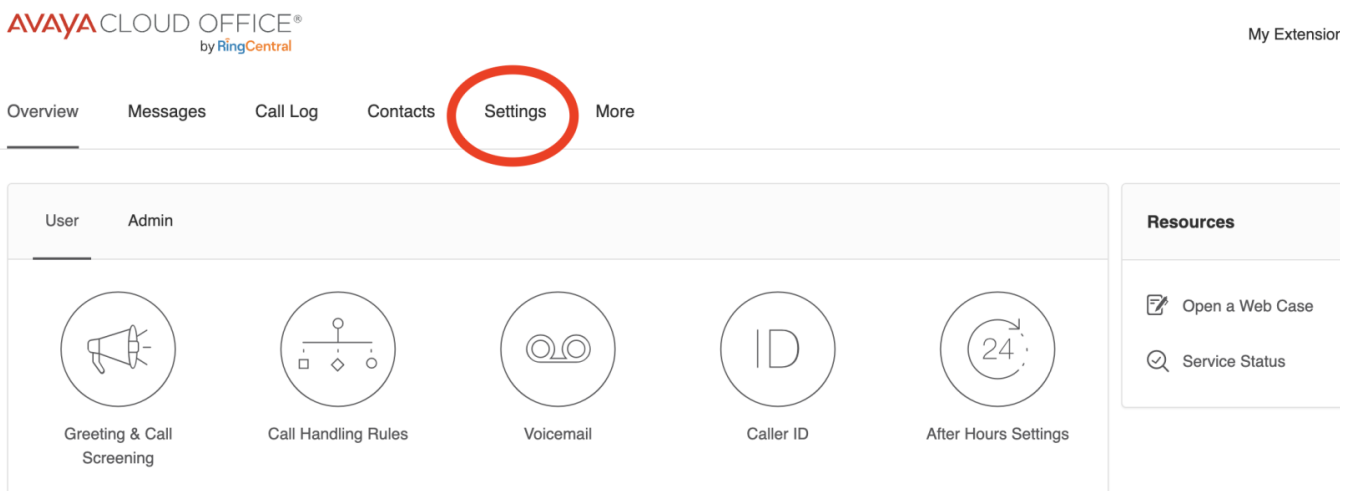


3. Choose your ISS Email Address



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

Ethan Dancy
Ext [REDACTED]

Outbound Calls/Faxes

Meetings

Notifications

- User Details
- Phones & Numbers
- Screening, Greeting & Hold Music
- Call Handling**
- Voicemail
- Personal Emergency Response Locations

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
	<input type="checkbox"/> 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

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	<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

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