

Getting started

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You can use the Avaya Cloud Office™ application to make phone calls, hold video meetings, and communicate with your colleagues in a team chat. You can also invite guest users to collaborate with them on a project or topic. Activate your account to use the Avaya Cloud Office™ application.

The Avaya Cloud Office™ application is available on three platforms: web, desktop, and mobile. You can download the Avaya Cloud Office Desktop App for Windows or Mac and the Avaya Cloud Office Mobile App for Android or iOS. You can download the Avaya Cloud Office™ application from the following resources:

- Avaya Cloud Office™ web application
- Avaya Cloud Office™ App Gallery
- Google Play or App Store

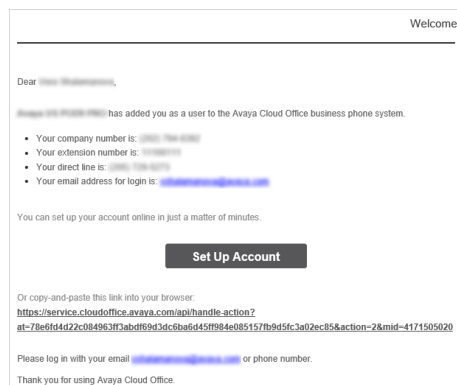
The Avaya Cloud Office™ web application offers the same features as the Avaya Cloud Office Desktop App. To access the Avaya Cloud Office™ web application, go to <https://app.cloudoffice.avaya.com>.

Activating your account

You can access the Avaya Cloud Office™ account setup page after you receive a Welcome email with all the required information.

1. In your mailbox, open the email message from the Avaya Cloud Office™ administrator.
2. To begin the setup procedure, do one of the following:
 - Click **Set Up Account**.
 - Copy the link into your browser and press **Enter**.

Avaya Cloud Office™ opens a window to proceed with the account security settings.



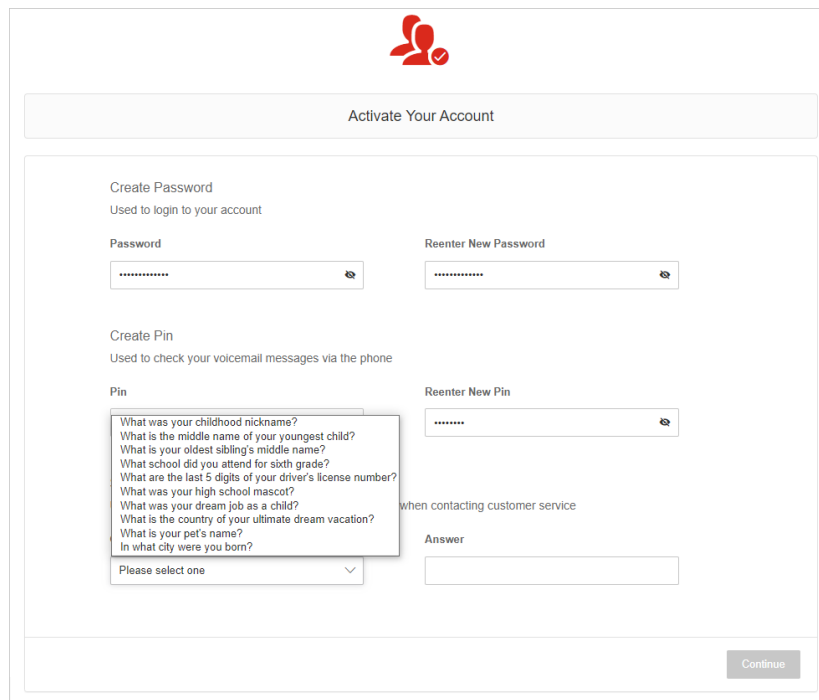
Configuring your account security

To protect your account, on the Activate Your Account page, you must configure the following security settings:

- **Password:** Required to maintain your confidentiality and privacy. You need to enter your password every time you log in to Avaya Cloud Office™.
- **PIN:** Used to verify your identity when checking voicemail and requested by the automated attendant when contacting Customer Care.
- **Security Question and Answer:** Used to reset your password and required each time you contact the Avaya Cloud Office™ Support.

While entering the data, follow the on-screen prompts. For each security setting, you must meet the requirements displayed under the field you are currently filling in. A green checkmark indicates that you have met a requirement.

1. On the Activate Your Account page, in **Password**, type your password.
2. In **Re-enter New Password**, re-type your password.
3. In **Pin**, type your PIN.
4. In **Re-enter New Pin**, re-type your PIN.
5. In **Question**, select a question.
6. In **Answer**, type your answer to the selected question.
7. Click **Continue**.



The screenshot shows the 'Activate Your Account' page with a red Avaya logo at the top. The page is divided into three main sections for security configuration:

- Create Password:** Includes a 'Password' field and a 'Reenter New Password' field, both with masked input and a green checkmark icon.
- Create Pin:** Includes a 'Pin' field and a 'Reenter New Pin' field, both with masked input and a green checkmark icon.
- Security Question and Answer:** Includes a dropdown menu for selecting a question and an 'Answer' text field. A list of questions is visible in a scrollable area, including: 'What was your childhood nickname?', 'What is the middle name of your youngest child?', 'What is your oldest sibling's middle name?', 'What school did you attend for sixth grade?', 'What are the last 5 digits of your driver's license number?', 'What was your high school mascot?', 'What was your dream job as a child?', 'What is the country of your ultimate dream vacation?', 'What is your pet's name?', and 'In what city were you born?'. A 'Please select one' prompt is at the bottom of the list.

A 'Continue' button is located at the bottom right of the form.

Configuring emergency location

Set the location that Avaya Cloud Office™ uses to send emergency first responders. You can later update this address if you move your Avaya Cloud Office™ phone to a different location.

1. On the Emergency Response Locations page, from the list, select the required location.
2. Click **Agree and Continue**.

Emergency Response Locations

Print

Emergency Service dispatchers will send emergency first responders to this exact location. Where will you be using this phone?

Select Emergency Response Location

New

Important: You must update this address every time you move your Avaya Cloud Office IP phone or Emergency Dialing-Enabled Softphone to a different location.
You may update the Registered Address at any time through <https://service.cloudoffice.avaya.com>. Please note that it may take several hours for any address update to take effect.

Emergency calling may not be available in the event of an Internet or power outage, or if your broadband, ISP, or Avaya Cloud Office service fails or becomes overloaded. VoIP emergency calls may not connect to your local emergency operators, may not transmit your location information, or may improperly ring to an administrative line. It is strongly recommended that you have an alternative means for placing emergency calls available at all times.

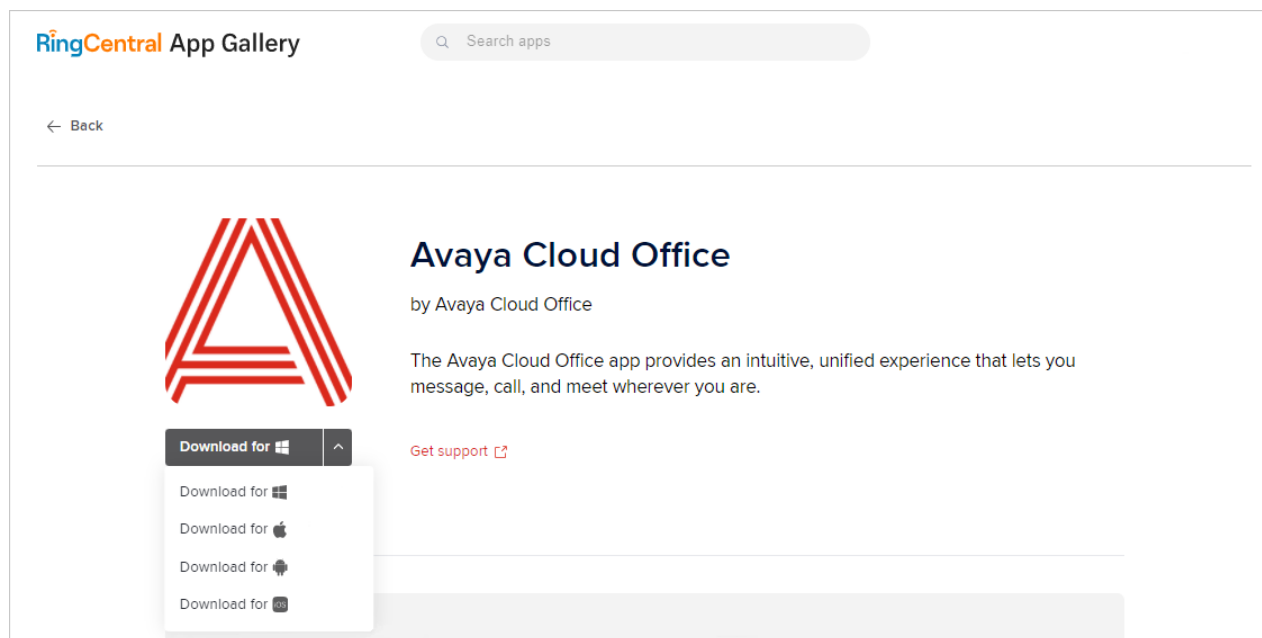
By clicking "Agree and Continue", I agree to the [Emergency Service Terms and Conditions](#).

Agree and Continue

Downloading and installing the Avaya Cloud Office Desktop App

Go to the Avaya Cloud Office™ App Gallery at <https://www.ringcentral.com/apps/avaya-cloud-office/> and download the Avaya Cloud Office Desktop App.

1. Go to <https://www.ringcentral.com/apps/avaya-cloud-office/>.
2. Log in to the Avaya Cloud Office™ App Gallery with your Avaya Cloud Office™ email and password.
3. Click **Avaya Cloud Office**.
4. On the Avaya Cloud Office page, from the list, select the required operating system.
5. In the confirmation window, click **Download**.
6. To finish installing the application, click the downloaded file.



Installing the Avaya Cloud Office Mobile App

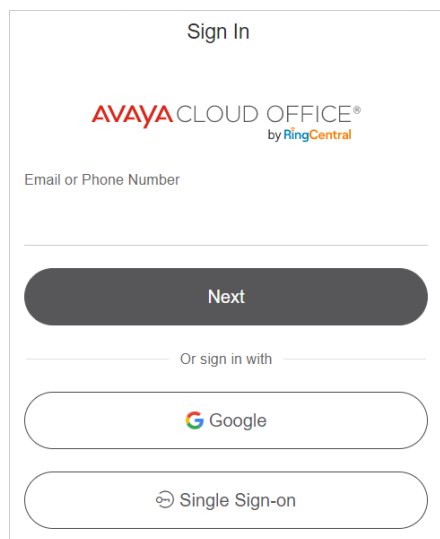
Install the Avaya Cloud Office Mobile App from Google Play for Android or from App Store for iOS. You can also install the application from Avaya Cloud Office™ App Gallery.

1. Do one of the following:
 - On Android, open Google Play.
 - On iOS, open App Store.
2. In the search field, type Avaya Cloud Office.
You can type a part of the search entry to view the matching results. The search is not case-sensitive.
3. To install the application, do one of the following:
 - On Android, click **Install**.
 - On iOS, click **Get**.

Logging in to the Avaya Cloud Office application

By default, you can log in to the Avaya Cloud Office™ application using your email address or phone number. If enabled by your administrator, you can also use Single Sign-on or your Google email address to log in.

If you log in to your account on a new device or in a new browser, Avaya Cloud Office™ requires to enter a security code. Avaya Cloud Office™ sends the code to your mobile phone or email address, depending on the information stored in your profile.

The image shows the 'Sign In' screen for the Avaya Cloud Office application. At the top, it says 'Sign In' and displays the 'AVAYA CLOUD OFFICE® by RingCentral' logo. Below the logo is a text input field labeled 'Email or Phone Number'. Underneath the input field is a dark grey button with the word 'Next' in white. Below the 'Next' button is a horizontal line with the text 'Or sign in with' in the center. Under this line are two rounded rectangular buttons. The top button features the Google logo and the word 'Google'. The bottom button features a circular icon with a right-pointing arrow and the text 'Single Sign-on'.

Logging in to the Avaya Cloud Office application with email or phone number

Log in to your Avaya Cloud Office™ account using your email address or phone number. If you log in with your phone, you see a message that prompts you to set your email addresses. To log in with your email address, the Use email to log in feature must be enabled for your account. If you are unable to log in using email, contact the account administrator.

1. Click **Sign in**.
2. On the Sign In page, under **Email or Phone Number**, type your email or Avaya Cloud Office™ phone number.
3. Click **Next**.
4. Under **Password**, type your password.
5. Click **Sign in**.

Logging in to the Avaya Cloud Office application with Google account

If configured, you can log in to your Avaya Cloud Office™ account using your Google credentials. The account administrator configures a Google email address when assigning an extension. To log in with your Google

account, the Use email to log in feature must be enabled for your account. If you are unable to log in using your Google account, contact the account administrator.

1. Click **Sign in**.
2. On the Sign In page, click **Google**.
3. In the Sign in with Google window, do one of the following:
 - If the account listed is correct, select the required Google account.
 - To log in with a different account, click **Use another account** and type the required email address.
4. If prompted, type your password.

Logging in to the Avaya Cloud Office application with Single Sign-on

With Single Sign-on, you can access multiple applications with one set of credentials. If configured, you can log in to your Avaya Cloud Office™ account using your corporate credentials.

1. Click **Sign in**.
2. On the Sign In page, click **Single Sign-on**.
3. In the Sign Sign-on window, type the required email address.
4. Click **Submit**.
5. Under **Password**, type your password.
6. Click **Sign in**.

Logging out of the Avaya Cloud Office application

Log out of the Avaya Cloud Office™ application to become unavailable and stop receiving the application notifications.

1. At the top header bar, click your profile picture.
2. Click **Sign out**.

