Avaya Cloud Office App

Getting Started Guide

Table of contents

Introduction

About the Avaya Cloud Office app

The Avaya Cloud Office app's intuitive and unified user interface allows you to seamlessly transition between phone calls, video meetings, and team chat without losing track of what you're working on. Less toggling between communications applications and solutions means your projects move forward, your teams stay connected, and your productivity increases.

The Avaya Cloud Office app is available on three platforms: web, desktop, and mobile (Android and iOS). This availability makes it easy to switch between devices and take or make calls, check voicemail messages, and connect and collaborate with teams wherever you are, whether that's at work, home, or on the go.

Requirements

Software

- Windows 7 (32 and 64-bit) or higher
- Mac OS X 10.9 or higher
- Browser
    - Google Chrome (Recommended, version 69 or later)
    - Microsoft Edge

Avaya Cloud Office app components

This seamless transition between calls, meetings, and chat is made easy by the side menu bar, which you can use to navigate between the following main Avaya Cloud Office app components: Message, Phone, and Video.

Let's review what you can do with each of these main components.

Message

The Message menu option allows you to work and collaborate seamlessly with other people in your company, no matter where you are. The ability to communicate with others, either one on one or in a team environment, allows you to better streamline your workflow with fewer meetings, quicker decisions, and more productivity.

Using the Message menu option, you can communicate with anyone, be that someone on your team or someone you need to bring in from outside your company. The Avaya Cloud Office app lets you invite guest users for free in order to collaborate with them on a particular project or topic.

With the Avaya Cloud Office app, you can use the Message option to do the following:
- Create teams for specific projects, topics, or departments
- Share links and files with no size limits
- Create tasks for yourself or others to complete
- Share any important events to keep your team members informed of your activity

Phone

You can use the Phone menu option to make or take calls at any time. Using Cloud PBX with enterprise-grade reliability and quality, Avaya Cloud Office provides advanced calling capabilities globally, with service in over 100 countries.

With the Avaya Cloud Office app's reliable and high-quality phone service, you can
- Make and receive calls with your carrier minutes, Wi-Fi, or cellular data without ever dropping a call. Your data is also kept available and secure through Avaya Cloud Office's highly encrypted and redundant data networks
- Provide a single number for HD VoIP calling, SMS/MMS, and online fax

- Review missed calls and call recordings
- Listen to voicemails
- Send and receive faxes
- Send and receive individual and group text messages
- Access advanced call controls such as Call Flip, Switch, Transfer, and Park

Video

With the Video menu option, you can increase customer engagement and improve team collaboration by using integrated online meetings. Avaya Cloud Office app meetings will broadcast in HD quality to your computer or mobile device.

With the Avaya Cloud Office app's Video feature, you can

- Begin, join, or schedule online meetings directly within the app. Joining meetings is made easier with the ability to join audio either through your computer or by dialing in using domestic and global numbers
- Share your screen during a meeting, record the meeting for later review, and use the chat feature to chat with other meeting attendees
- Integrate your Outlook or Google calendar with the Avaya Cloud Office app so you can join and manage your meetings without ever having to leave the app

Getting started

About downloading and installing the Avaya Cloud Office app

The first step to getting started in the Avaya Cloud Office App is to download the app on your computer or mobile device. You can download the app on your Windows, Mac, Android, or iOS device. Let's learn more about how you can install the app on any of these devices below.

Downloading and installing the app on your computer

To install the app on your computer, follow these steps:

1. Navigate to the Avaya Cloud Office App Gallery downloads page
2. Select the **Avaya Cloud Office app** for your computer's operating system
3. Allow the download to finish and then select the downloaded file to **Run** the installation file

*Alternatively, directly download for Mac or Windows and then select the downloaded file to **Run** the installation file*

Once the installation has been successfully completed, you will see the Avaya Cloud Office App's icon on your dock (for Mac) or taskbar (for Windows).

Downloading and installing the app on your mobile device

To install the Avaya Cloud Office app on your Android or iOS mobile device, follow the steps

below.

For Android:
1. Open the Google Play Store
2. Search for the Avaya Cloud Office app or navigate to this link
3. Select **Install** to begin installing the app

For iOS:
1. Open the Apple App Story
2. Search for the Avaya Cloud Office app or navigate to this link
3. Select **Get** to begin installing the app

Log in to the Avaya Cloud Office app

About logging in to the Avaya Cloud Office app

Once you've downloaded and installed the Avaya Cloud Office app, you can begin using it by logging in. There are several methods to logging in, and you may choose to login either on the Avaya Cloud Office desktop app, your web browser, or mobile device. Let's discuss each of those methods below.

Logging in to the Avaya Cloud Office desktop and web app

If you'd like to log in to the Avaya Cloud Office desktop app, follow these steps:

1. Launch the Avaya Cloud Office app on your computer
2. Click the **Sign in** button
3. Select your preferred sign-in method from the login page. Options include signing in using either the Avaya Cloud Office sign-in form, Google, or Single Sign-on (we'll discuss signing in using each of these methods below)

Logging in using your preferred login method

As we discussed earlier, when you're logging in to the Avaya Cloud Office app, you'll be presented with several methods for logging in. These options include the following:

- Avaya Cloud Office login form: Use this login method to sign in using your Avaya Cloud Office credentials
- Google: Use this login method to sign in using your Google account credentials
- Single Sign-on: If Single Sign-on has been enabled for your account, use this login method to sign in using your Single Sign-on credentials

Logging in using the Avaya Cloud Office login form

To login using the Avaya Cloud Office login form, follow these steps:

1. Enter your Avaya Cloud Office email or phone number
2. Select the **Next** button

3. If you logged in using your phone number, enter your extension number in the **Extension (optional)** field. Please note: You may need to specify your extension if you are sharing the same phone number in your account and to avoid logging in as a different user
4. Enter your password
5. Click the **Sign in** button to sign into the app

Logging in using your Google account

If you'd like to login using your Google account, follow these steps:

1. Select the **Google** button to navigate to the Google login page
2. Sign in with your Google account using one of the following methods:
   a. If you have logged in before using your Google account credentials, select your Google account to log in automatically
   b. If this is your first time logging in
      i. Enter your Google email address or phone number
      ii. Click the **Next** button
      iii. Enter your password
      iv. Click **Next** to navigate to a page requesting access to your Google account
      v. Select **Allow** to finish signing into the Avaya Cloud Office app

Please note: If your Google account has been provisioned with Google G Suite, you may be redirected to the Google G Suite login page. Enter your login credentials, and then click **Sign In**.

Logging in using Single Sign-on

To login using Single Sign-on, follow these steps:

1. Click the **Single Sign-on** button
2. Enter your Email to confirm your identity
3. Click **Submit** to redirect to the Avaya Cloud Office Single Sign-on page
4. Enter your **Username** and **Password**
5. Select the **Sign in** button
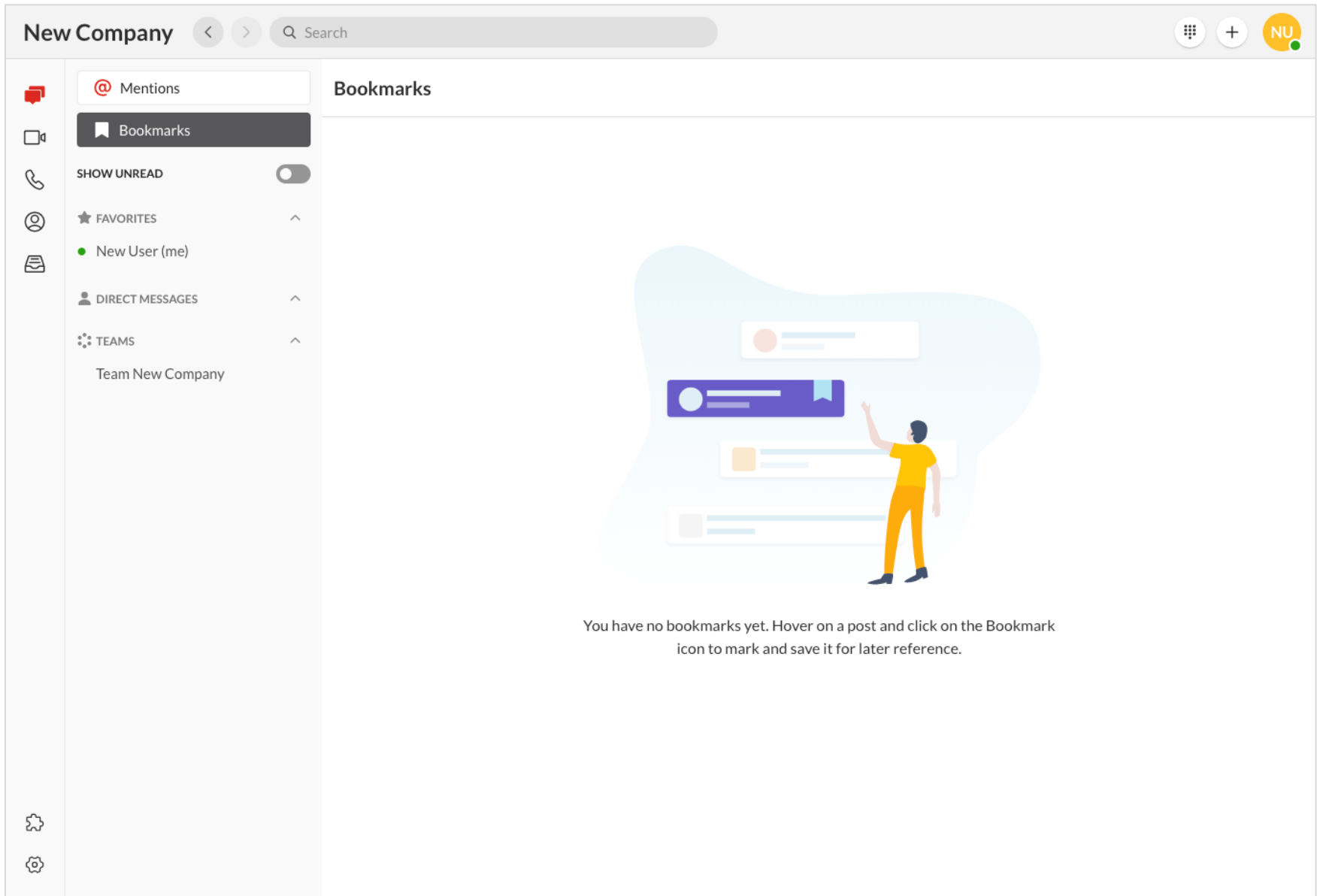
Navigate the Avaya Cloud Office app for web and desktop

Intro to navigating the app

Navigating the Avaya Cloud Office app is quite straightforward. The app is designed to be intuitive, but in case you need a quick primer, here are some of the major layout and navigation tips you'll need to know to get started.

Navigating the Avaya Cloud Office app

The Avaya Cloud Office app for desktop and web is divided into several sections: the top header bar, the side menu bar, the left pane, and the center pane.

Some of the information contained in each of these sections may change depending on which part of the app you are in, but there are two sections that stay the same no matter where you are: the side menu bar and the top header bar.

AVAYA CLOUD OFFICE™
by **RingCentral**

New Company   ⟨ ⟩   🔍 Search

@ Mentions

🔖 Bookmarks

SHOW UNREAD

⭐ FAVORITES

● New User (me)

👤 DIRECT MESSAGES

⋮ TEAMS

Team New Company

Bookmarks

You have no bookmarks yet. Hover on a post and click on the Bookmark
icon to mark and save it for later reference.

Side menu bar

You can seamlessly transition between messaging, calls, and meetings within the app. This seamless experience is due to the side menu bar located on the far left-hand side of the screen, which you can use to easily navigate between the following features:

- **Message:** Use this interface to send and receive messages, create and collaborate in teams, share files, create tasks, and more
- **Video:** Use this interface to start, schedule, and join meetings, manage recordings, view recent meetings, and more
- **Phone:** Use this interface to make and receive phone calls, send and receive text messages, manage your call history, listen to your voicemails, and more
- **Contacts:** Use this interface to add, view, and manage all your company contacts, including administrators, company users, and guest users. You can also create, view, and manage teams via this interface
- **Analytics**: Only available as an administrator, select the bar graph icon to navigate to the Avaya Cloud Office Office analytics portal
- **Settings:** Use this option to configure your Avaya Cloud Office app settings, including settings for notification and sounds, Message, Video, and Phone. You can also sync your calendar and view the app's available keyboard shortcuts

AVAYA CLOUD OFFICE™
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New Company

Search

VIDEO MEETINGS

Meetings

RECORDINGS

All recordings

My recordings

Shared with me

Meetings

Start

Schedule

Join

Easily start or join upcoming meetings by connecting your calendar

Connect your calendars

Outlook Calendar

Google Calendar

Top header bar

The top header is always available at the top of the app and contains (from left to right) your company name, back and forward arrows, a search bar, a dial pad, the **New actions** button, and your user info.
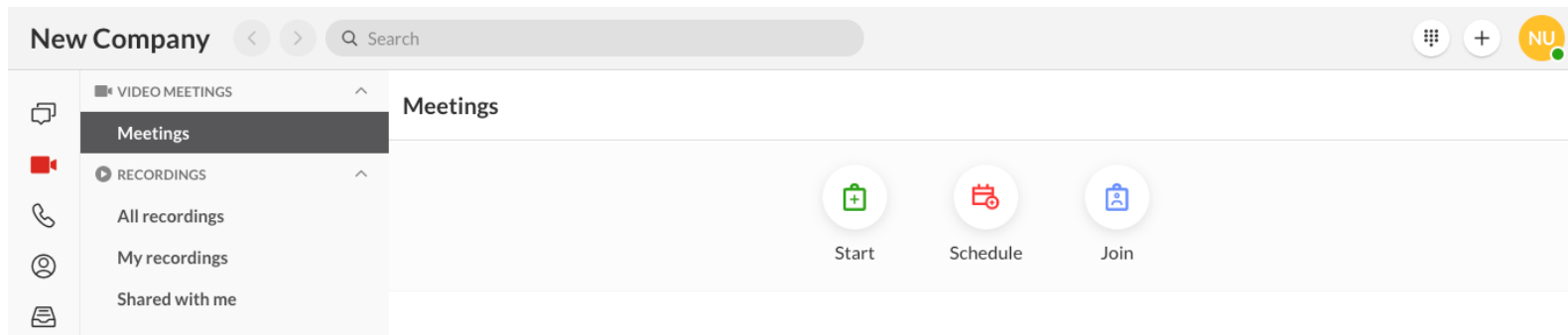
Back and forward buttons

You can use the back and forward buttons (the right and left pointing arrows) to navigate to the page you visited previously (**Back**) or to return to the page you navigated away from (**Forward**).

Search bar

The search bar can be used to search for contacts, groups, and teams in your company. You can also use the search bar to look for specific messages you or someone else has made in team or group conversations, text messages, or direct messages you're a part of.

Dial Pad

The dial pad is located in the upper right-hand corner of your screen. If telephony has been enabled on your company account, you can use the dial pad to manually dial a number or type a name of another user from your company contacts to make a phone call.

New actions

Selecting the **New actions** plus button beside your user profile reveals a dropdown of actions you can take within the app. These actions appear no matter where you are within the app. Selecting any of these actions opens a modal window prompting you to input certain information in order to complete the action.

Let's briefly review each of these actions:

- *Send new message*: Select this action to send a new message to someone
- *Create team*: Select this action to create a new team
- *Send new text*: Select this action to send a new text message
- *Send new fax*: Select this action to send a new fax
- *Invite to Avaya Cloud Office*: Hover your mouse over this setting to reveal a set of options for inviting new users to the Avaya Cloud Office app. Options include *By email*, *By text*, and *By sharing a link*

Profile picture

Select your profile picture in the top right-hand corner to reveal a dropdown menu containing the following options:

- Profile: Select **View profile** to open your profile and make changes to your information and profile picture
- Status: Select **Share status** to create a status to share to others, and **Clear status** to clear your existing status
- Presence: Set your Avaya Cloud Office app presence by hovering over your current status and selecting from a list of options
- Accept queue calls: Only available to admins, click the **Accept queue calls** toggle to enable or disable this option
- About: Select the **About** option to learn more about which version of the app you're running and the Avaya Cloud Office app security, privacy info, and terms of service
- Help & Support: Click the **Help & Support** option to get Avaya Cloud Office app support
- Sign out: Select **Sign out** to log out of the Avaya Cloud Office app

Left pane

No matter where you are in the app, you'll find a left pane you can use to navigate through the main parts of a particular menu option. However, the contents of this pane will differ depending on which menu option you're using.

For example, in Message, this left pane contains a list of all direct messages, groups, and teams you have open. Clicking on any of these conversations will open the message thread in the center pane (more on that below).

Quick creation

One important feature of the left pane is the quick creation plus button. If you hover your mouse over any section name in the left pane, a plus button may appear at far right. Clicking this button will create an item associated with that section.

For example, if you're in the Video menu, you can start a new meeting by hovering your mouse over the **Meetings** section name in the left pane and selecting the **Start a video call** plus button that appears at the far right.
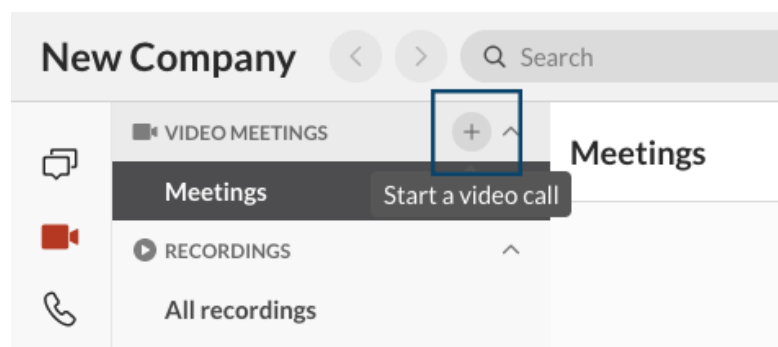
Center pane

Finally, each page in the app has a center pane, which is where you will spend most of your time interacting within the app. The center pane will differ depending on where you are within the app.

For example, in Message, the center pane is your message thread, containing the history of a particular conversation. In Video, if you're on the
Meetings page, this page may contain a list of scheduled meetings for the day as well as action buttons to start, schedule, or join a meeting.

Navigating the Avaya Cloud Office app for mobile

Intro to navigating the mobile app

Navigating the Avaya Cloud Office app for mobile is quite straightforward, with all the same major components you'll find in the app for desktop and web. However, there are some navigational differences between these two platforms. Let's discuss some of the major layout and navigation features you'll need to know to get started on the Avaya Cloud Office mobile app.

Navigating the Avaya Cloud Office mobile app

The Avaya Cloud Office app for mobile is divided into several sections: the top header bar, the center section, and the bottom menu bar.

Please note that each of these sections may differ depending on which part of the app you're in. Let's review what you'll commonly find with each of these main navigation elements.

Bottom menu bar

As we discussed in Intro to the Avaya Cloud Office app, you can seamlessly transition between messaging, calls, and meetings within the app for desktop, web, and mobile. This seamless experience in mobile is due to the bottom menu bar, which you can use to easily navigate between the following menu options:

- **Message**: Use this interface to send and receive messages, create and collaborate in teams, share files, create tasks, and more
- **Video**: Use this interface to start, schedule, and join meetings, manage recordings, view recent meetings, and more
- **Phone**: Use this interface to make and receive phone calls, send and receive text messages, manage your call history, listen to your voicemails, and more
- **Contacts**: Use this interface to add, view, and manage all your company contacts, including administrators, company users, and guest users. You can also create, view, and manage teams via this interface
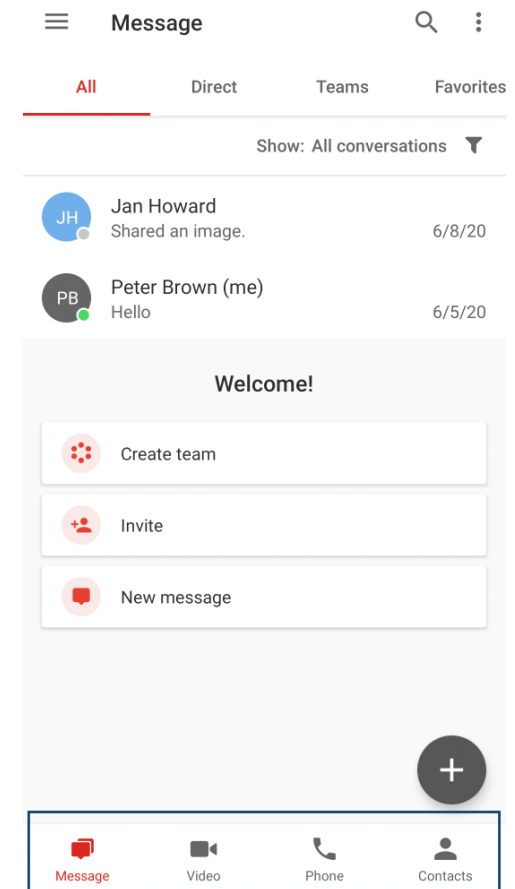
Top header bar

The top header is always available at the top of the app and contains the main features and navigational options of the Message, Video, Phone, or Contacts menu option. The options in this header bar will differ depending on which menu in the mobile app you're in.

For example, when you're in the Message menu, the top bar will contain the following: a hamburger menu, a search bar, and a kabob menu, with a series of tabs beneath. Clicking on these tabs will take you to one of the following active conversation lists: all conversations, direct messages, team messages, and favorited messages.

The hamburger menu at top left appears in several locations throughout the app, including in every Avaya Cloud Office app menu option. Let's review below what you can access when you click on the hamburger menu.

Hamburger menu

When you click on the hamburger menu, a panel will slide out from the left-hand side of the app containing the following options:

- Profile: Your profile appears at the top of the app with your name, email address, and profile picture. Tap your profile picture and choose to view the picture, take a new picture, or select a new picture from your mobile image gallery
- Presence: Your current Avaya Cloud Office app presence appears below your name and email address. Tap on your current presence and choose a presence from a list of options
- Status: Select **Share status** to share a new status. If you already have a status created, click on your current status to make any changes
- Accept queue calls: Only available to admins, tap the **Accept queue calls** toggle to enable or disable this option
- Tasks: Tap **Tasks** to visit a list of tasks assigned to you from all your active conversations
- Team events: Tap **Team events** to view a calendar of team events and tasks from all your active conversations
- Admin tools: Only available to admins, tap **Admin tools** to view your company call logs, phone system, analytics, and billing
- Settings: Tap this option to navigate to a page of in-app settings. This is where you can configure your notification, Message, Video, and Phone settings
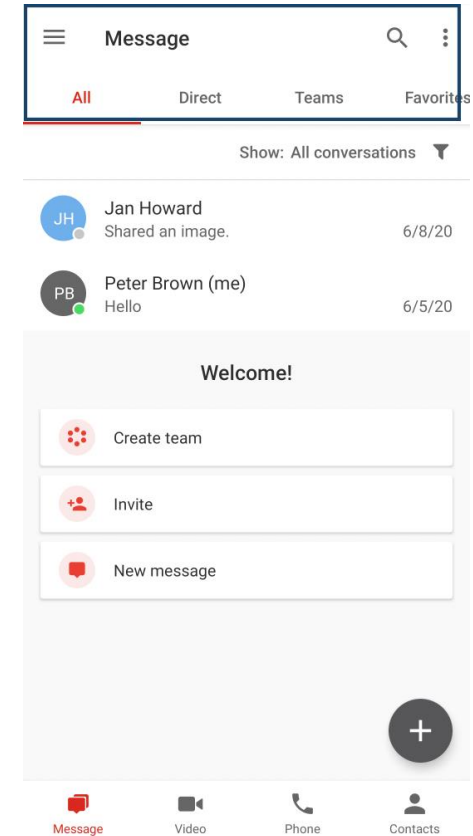
Center section

The center section is the primary part of the app where you will spend most of your time, and it will differ depending on where you are within the app. For example, while in Message, the center section will contain your list of conversations. When you select a conversation, this center section becomes the message thread.

If you're in the main pages of Message, Phone, and Contacts, you will also have access to the new action button, which is located in the lower right-hand corner of the center section. Let's review what you'll find when you select this button.

New actions

Selecting the new actions button will reveal a dropdown menu of actions you can perform associated with that menu. These actions may differ depending on where you are in the app.

For example, when you're in the Contacts menu, selecting the new actions button will allow you to create a team, invite a user, or add a new contact. In Phone, this button differs depending on the page you're on. In the **Calls** and **Voicemails** page, selecting this button opens the dial pad on your screen.
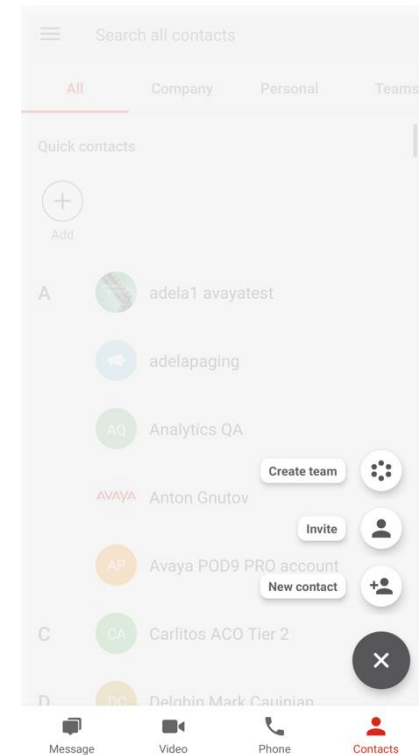
Synchronizing Avaya Cloud Office Video Meetings with Your Calendar

Now that you're on the new Avaya Cloud Office desktop app, you'll also want to upgrade your video meeting settings as well. This guide will walk you through how to do so.

STEP 1: Synchronize your calendar with Avaya Cloud Office Video meetings.
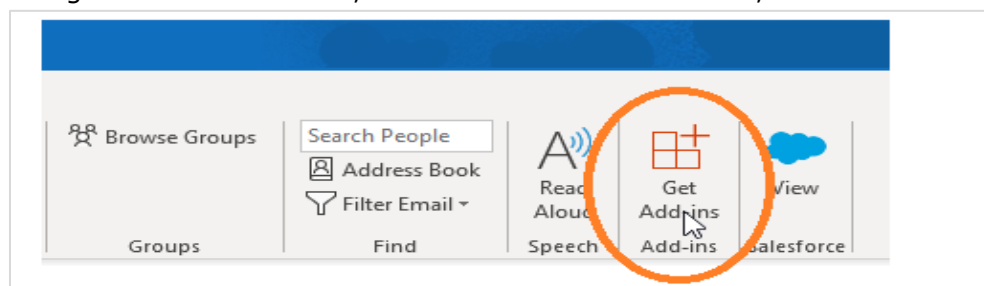1) Go to Video / Meetings
2) Connect your Outlook or Google calendar
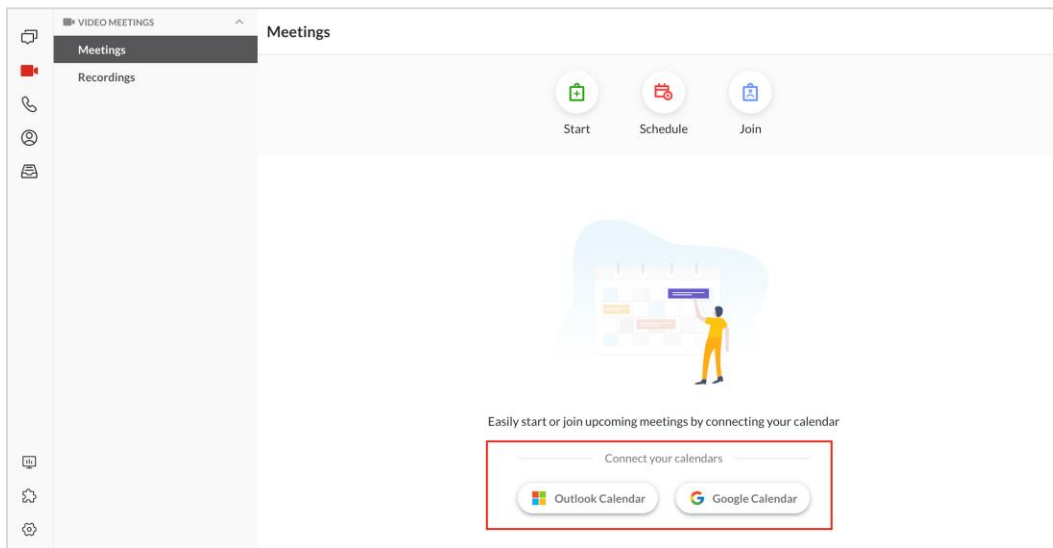
Once completed, your video meetings calendar will be synchronized
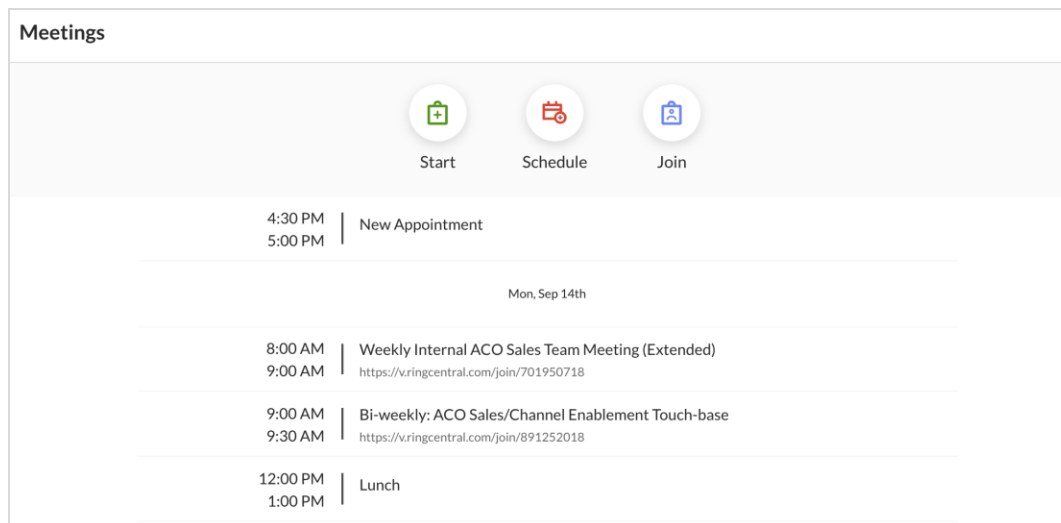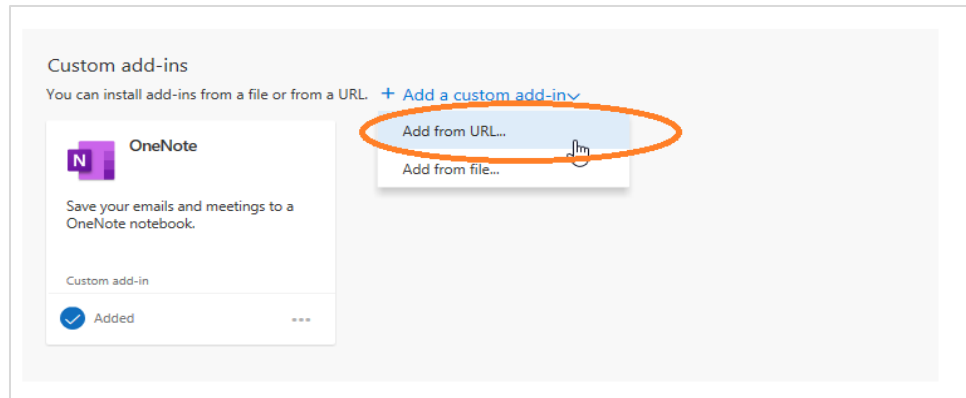
Meetings

## STEP 2: Upgrade your Microsoft Office plugin (Optional)

If you utilize the Microsoft Outlook desktop application, you'll want to upgrade your video meetings plugin to the new Avaya Cloud Office Video plugin. This allows you to schedule Avaya Cloud Office video meetings directly in Microsoft Outlook when you create calendar events.

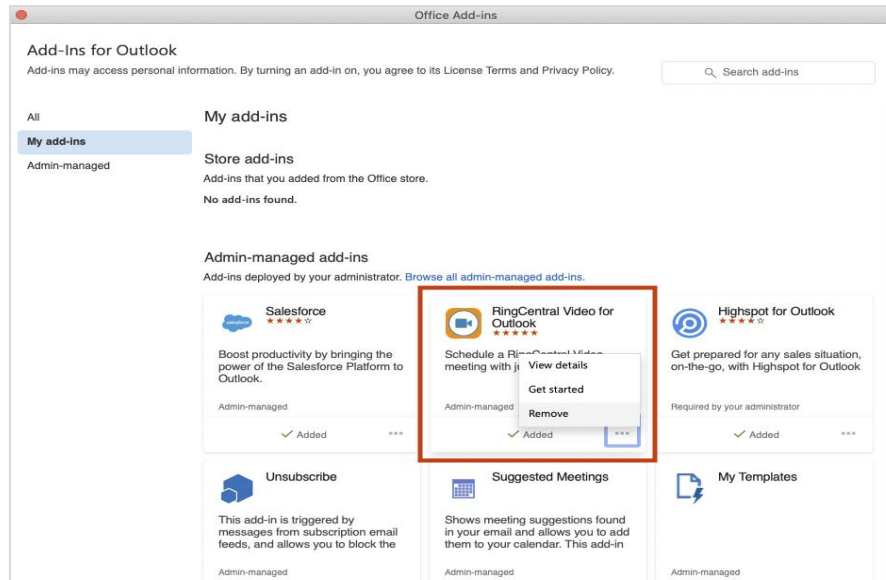1) Navigate to "Get Add-ins", then "Add a Custom Add-In", then "Add from URL"

2) Insert *https://video.cloudoffice.avaya.com/outlook.xml*
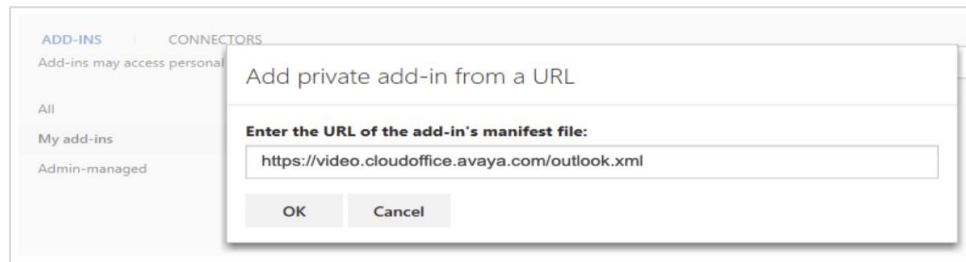
3) Delete the old RingCentral Video plugin
    a) Go to "Get Add-in"
    b) Go to "My Add-ins"
    c) Navigate to RingCentral Video for Outlook, click on the three dots, and Remove

When creating a new calendar event, click the Avaya Cloud Office Video Meeting plugin. Now you will be able to easily add Avaya Cloud Office Video meetings to your calendar events

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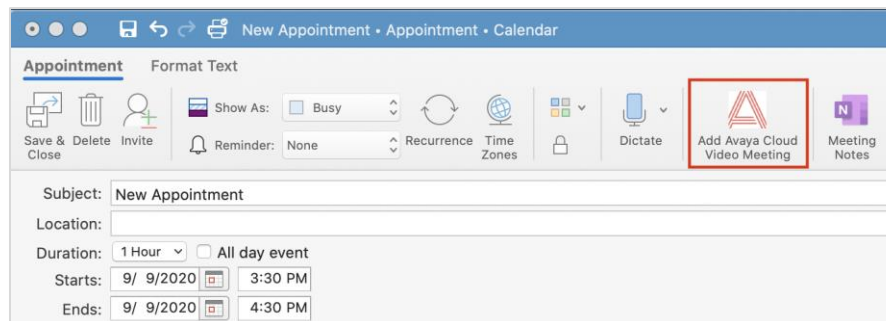
Subject: New Appointment	**Avaya Cloud Office Video** ✕
Location: https://video.cloudoffice.avaya.com/join/854202350	**Meeting settings**
Duration: 30 Minutes ▾ ☐ All day event	☐ Use Personal Meeting ID:
Starts: 9/11/2020 📅 4:30 PM	737 686 804
Ends: 9/11/2020 📅 5:00 PM	☐ Mute audio for participants
	☐ Turn off camera for all participants
Pat Brown has invited you to an Avaya Cloud Office Video meeting.	**Security options**
	☐ Require password
Please join using this link:	☐ Participants can only join after me
https://video.cloudoffice.avaya.com/join/854202350	☐ Only authenticated users can join
	☐ Only host & moderators can share
Meeting ID: 854 202 350	screen
	Link contains incorrect Meeting ID
One tap to join audio only from a smartphone:	
+12134634500,,854202350#	
	⬤ Update meeting
Or dial:	
+1 (213) 4634500	
Access Code / Meeting ID: 854 202 350	
International numbers available: https://video.cloudoffice.avaya.com/teleconference	