



Using Avaya Cloud Office Mobile App

Draft

March 2025

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119 THE AVC STANDARD ("AVC VIDEO") AND/OR (ii) DECODE AVC
120 VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A
121 PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO
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123 IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE.
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22 support.avaya.com/security.

23 Suspected Avaya product security vulnerabilities are handled
24 per the Avaya Product Security Support Flow ([https://](https://support.avaya.com/css/P8/documents/100161515)
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52 Contact Avaya Support.

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Chapter 1: Introduction

Purpose

This document provides detailed information about using Avaya Cloud Office Mobile App. It includes the following information:

- Navigating Avaya Cloud Office Mobile App.
- Managing user preferences, settings, and account information.
- Using direct and team conversations.
- Making direct and conference audio and video calls.
- Managing meetings and accessing recordings.
- Managing your contact list.
- Performing basic administrative tasks.
- Managing voicemails, call logs, and faxes.

Important:

This user guide is based on the Android version of Avaya Cloud Office Mobile App. The navigation and user interface elements may differ for iOS users.

Guidelines for using this document and the Avaya Cloud Office Mobile App articles

Short articles about Avaya Cloud Office Mobile App are also available on [Avaya Documentation Center](#). You can use the articles to quickly get started with Avaya Cloud Office Mobile App. Use this document if you need more detailed usage information or if the articles do not cover the task you need to perform.

Chapter 2: Getting started

Avaya Cloud Office Mobile App is a part of the Avaya Cloud Office™ solution, which enables you to access and use all Avaya Cloud Office™ features from a mobile device, specifically a smartphone or tablet. With Avaya Cloud Office Mobile App, you can make audio and video calls, chat with colleagues using the built-in messaging interface, send text messages and faxes to your contacts, and manage your tasks on the go.

As an administrator, you can also use Avaya Cloud Office Mobile App to manage the users and phone system.

* Note:

All Avaya Cloud Office™ users can download and access Avaya Cloud Office Mobile App. Additionally, anyone can use the application to join Avaya Cloud Office™ meetings without an account.

Installation

Avaya Cloud Office Mobile App is available for download on Android and iOS devices from Play Store and App Store, respectively. The application takes up around 90 MB of device storage. However, the size may change over time with updates.

Sign in options

Avaya Cloud Office Mobile App provides multiple options for signing in to your account. After you activate your account with the activation link sent to your email, you can sign in to the application with the following options:

- Your phone number: To sign in with your Avaya Cloud Office™ phone number and password.
- Main phone number of your company: To sign in with the company phone number. If you use this option, you must also provide your extension number.
- Your email: To sign in with your email and password.
- Your Google account: To sign in with your Google account. To use this option, the email address registered to your Avaya Cloud Office™ account must be a Google email.
- Single Sign-on: To sign in with your company credentials. To use this option, your administrator must first activate this feature.

+ Tip:

The activation email includes your Avaya Cloud Office™ phone number, the main phone number of your company, and your extension number.

Avaya Cloud Office Mobile App also provides you with the option to sign in without entering your password, which requires activating the Express Login feature.

! Important:

- 1 After you sign in to Avaya Cloud Office Mobile App, you must grant all the permissions for the
- 2 application to use its features without limitations.

3 Installing Avaya Cloud Office Mobile App on iOS

4 About this task

5 Download and install Avaya Cloud Office Mobile App on your iOS device from App Store.

6 Procedure

- 7 1. On your iOS device, tap **App Store**.
- 8 2. In the **Search** field, type Avaya Cloud Office.
- 9 3. Select **Avaya Cloud Office** from the list of matched results.
10 App Store displays the page for Avaya Cloud Office Mobile App.
- 11 4. Tap **GET** and wait for the installation to complete.
- 12 5. To open Avaya Cloud Office Mobile App, tap **OPEN** on the App Store page or locate the
13 application icon on the home screen.

14 Installing Avaya Cloud Office Mobile App on Android

15 About this task

16 Download and install Avaya Cloud Office Mobile App on your Android device from Play Store.

17 Procedure

- 18 1. On your Android device, tap **Play Store**.
- 19 2. In the **Search** field, type Avaya Cloud Office.
- 20 3. Select **Avaya Cloud Office** from the list of matched results.
21 **Play Store** displays the page for Avaya Cloud Office Mobile App.
- 22 4. Tap **Install** and wait for the installation to complete.
- 23 5. To open Avaya Cloud Office Mobile App, tap **Open** on the **Play Store** page or locate the
24 application icon on the home screen.

1 Signing in to Avaya Cloud Office Mobile App with your 2 phone number

3 About this task

4 Sign in to your account using your Avaya Cloud Office™ phone number and password. You can
5 view your Avaya Cloud Office™ phone number from the activation email your administrator sends
6 you.

7 Before you begin

8 Ensure that you set up your account from the link included in the activation email your
9 administrator sends you.

10 Procedure

- 11 1. In the home screen of your device, tap the Avaya Cloud Office Mobile App icon.
- 12 2. Tap **Sign in**.
- 13 3. On the Sign in page, tap the **Email or Phone Number** field and type your Avaya Cloud
14 Office™ phone number, including the country code.
15 For example, the country code for the United States is +1.
- 16 4. Tap **Next**.
- 17 5. Tap **Sign in manually**.
- 18 6. Select the country where the phone number is located.
- 19 7. Tap the **Password** field and type your password.
- 20 8. Tap **Sign In**.

21 Signing in to Avaya Cloud Office Mobile App with the 22 company phone number

23 About this task

24 Sign in to your account using the main phone number of your company. You can find the main
25 phone number of your company from the activation email your administrator sends you. When
26 signing in with the company phone number, you must also provide your extension number on the
27 Sign in page.

28 Before you begin

29 Ensure that you set up your account from the link included in the activation email your
30 administrator sends you.

31 Procedure

- 32 1. In the home scree of your device, tap the Avaya Cloud Office Mobile App icon.

- 1 2. Tap **Sign in**.
- 2 3. On the Sign in page, tap the **Email or Phone Number** field and type the main phone
- 3 number of your company.
- 4 4. Tap **Next**.
- 5 5. Tap **Sign in manually**.
- 6 6. Select the country where the phone number is located.
- 7 7. Tap the **Extension (Optional)** field and type your Avaya Cloud Office™ extension number.
- 8 8. Tap the **Password** field and type your password.
- 9 9. Tap **Sign In**.

10 **Signing in to Avaya Cloud Office Mobile App with your**

11 **email**

12 **About this task**

13 Sign in to your account using the email registered to your Avaya Cloud Office™ account. To sign
14 in with your email address, your administrator must enable the Use email to log in feature. If you
15 cannot sign in using your email, contact your account administrator.

16 **Before you begin**

17 Ensure that you set up your account from the link included in the activation email your
18 administrator sends you.

19 **Procedure**

- 20 1. In the home screen of your device, tap the Avaya Cloud Office Mobile App icon.
- 21 2. Tap **Sign in**.
- 22 3. On the Sign in page, tap the **Email or Phone Number** field and type your email.
- 23 4. Tap **Next**.
- 24 5. Tap **Sign in manually**.
- 25 6. Tap the **Password** field and type your password.
- 26 7. Tap **Sign In**.

1 **Signing in to Avaya Cloud Office Mobile App with a Google account**

3 **About this task**

4 Sign in to your account through your Google account. To sign in with your Google account,
5 the email registered to your Avaya Cloud Office™ account must be a Google email and your
6 administrator must enable the Use email to log in feature. If you cannot sign in using your Google
7 account, contact your account administrator.

8 **Before you begin**

9 Ensure that you set up your account from the link included in the activation email your
10 administrator sends you.

11 **Procedure**

- 12 1. In the home screen of your device, tap the Avaya Cloud Office Mobile App icon.
- 13 2. Tap **Sign in**.
- 14 3. On the Sign in page, tap **Google**.
- 15 4. On the Sign in with Google page, do one of the following:
 - 16 • If the account listed is yours, tap your account name.
 - 17 • If your account is not listed, tap **Use another account** and type your email address.
- 18 5. If prompted, type your password.

19 **Signing in to Avaya Cloud Office Mobile App with Single Sign-on**

21 **About this task**

22 Use Single Sign-on to access Avaya Cloud Office Mobile App using your company credentials. To
23 sign in to your account using the Single Sign-on feature, your administrator must first enable it and
24 set it up. If you cannot sign in using the Single Sign-on option, contact your account administrator.

25 **Before you begin**

26 Ensure that you set up your account from the link included in the activation email your
27 administrator sends you.

28 **Procedure**

- 29 1. In the home screen of your device, tap the Avaya Cloud Office Mobile App icon.
- 30 2. Tap **Sign in**.
- 31 3. On the Sign in page, tap **Single Sign-on**.

- 1 4. On the Single Sign-on page, type your company email.
- 2 5. Tap **Submit**.
- 3 6. In the **Password** field, type your password.
- 4 7. Tap **Sign in**.

5 Activating the Express Login feature

6 About this task

7 Activate the Express Login to sign in to your account without a password.

8 Before you begin

9 Ensure that you can access the email address registered to your Avaya Cloud Office™ account
10 through your mobile device.

11 Procedure

- 12 1. In the home screen of your device, tap the Avaya Cloud Office Mobile App icon.
- 13 2. Tap **Sign in**.
- 14 3. On the Sign in page, tap the **Email or Phone Number** field and type your email or a phone
15 number.
- 16 4. Tap **Next**.
- 17 5. Tap **Sign in with an express link**.
18 Avaya Cloud Office Mobile App displays the message: An email has been sent to
19 <YOUR EMAIL>. Confirm your identity to sign in.
- 20 6. Open the email application on your mobile device and locate the confirmation email.
- 21 7. In the email, tap **Confirm Email**.
22 Your browser displays the confirmation page.
- 23 8. Tap **Launch Application**.

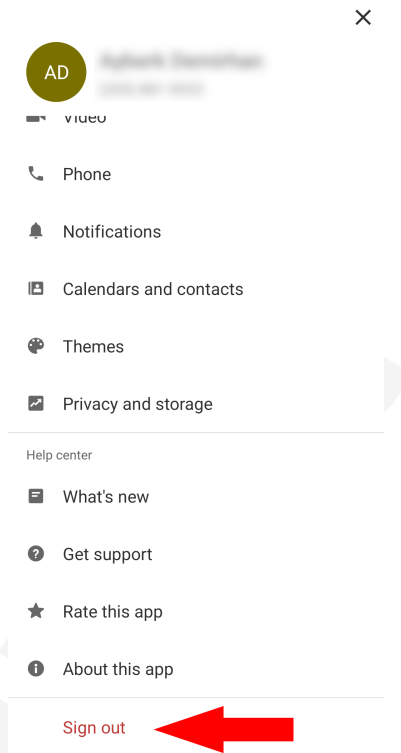
24 Signing out of Avaya Cloud Office Mobile App

25 About this task

26 Sign out of Avaya Cloud Office Mobile App to stop receiving calls and notifications on your mobile
27 phone.

1 **Procedure**

- 2 1. At the top-left corner of the screen, tap your profile icon.
- 3 2. Scroll down and tap **Sign out**.
- 4 3. Tap **SIGN OUT** to confirm.



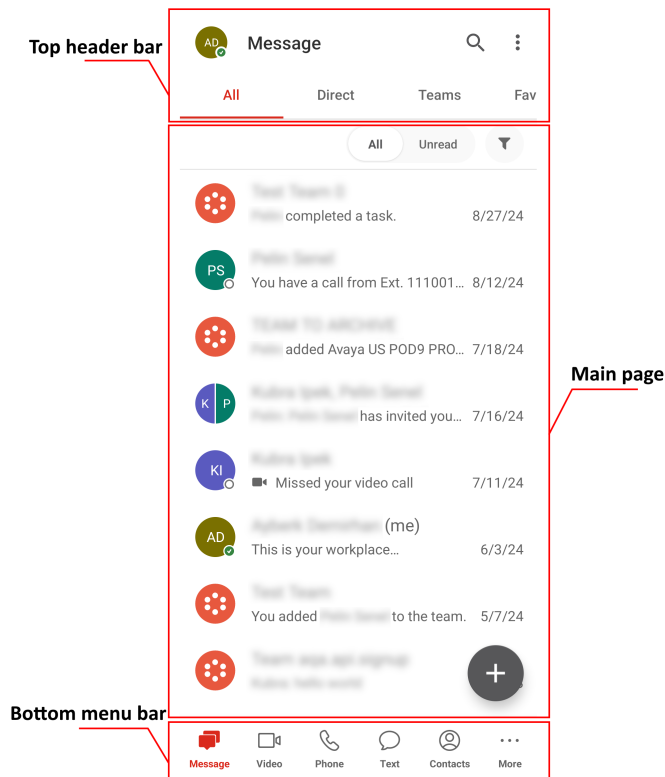
5

Chapter 3: Navigation

Avaya Cloud Office Mobile App features three main sections for navigation and usage:

- Top header bar
- Main page
- Bottom menu bar

The information in the top header bar and the main page varies based on the selected tab in the bottom menu bar. However, the bottom menu bar consistently displays the same set of navigation icons.



9

10 Related links

11 [Getting started with Avaya Cloud Office mobile application](#)

1 Top header bar

2 The top header bar includes navigational options and main features related to the tab selected
3 in the bottom menu bar, and your profile picture. While your profile picture remains in the top-left
4 corner, the navigational options change based on the selected tab. For instance, when you are on
5 the Message tab, you can use subtabs in the top header bar to access direct messages, teams,
6 favorite messages, or all messages.

7 Profile picture

8 You can tap your profile picture in the top header bar to view your profile page and access to
9 general application settings. The profile page includes the following sections:

- 10 • Your profile badge: To view and edit your profile information and picture. Your profile badge
11 includes your picture, name, surname, and primary phone number.
- 12 • Availability indicator: To view and change your presence status, which is visible to other
13 users.
- 14 • Status message: To view, create, or clear your status message, which is visible to other
15 users.
- 16 • Call rules: To access the call handling settings.
- 17 • Accept queue calls switch: To enable or disable queue calls. When you disable this switch,
18 any queue calls you normally receive are redirected to other queue group members. If you
19 are not part of a call queue group, you will not see this switch.
- 20 • Add account: To add and manage multiple Avaya Cloud Office™ accounts from the mobile
21 application.
- 22 • Settings: To change the application settings.
- 23 • Help center: To learn about new and top features, get help, give your feedback, and learn
24 more about Avaya Cloud Office Mobile App.
- 25 • Sign out: To log out from Avaya Cloud Office Mobile App.

26 Main page

27 The main page is where you perform most of your actions in Avaya Cloud Office Mobile App. The
28 information displayed on the main page changes depending on whether you navigate across tabs
29 and subtabs.

30 For instance, on the Message tab, the main page is your message thread that contains the
31 history of the selected conversation. On the Video tab, the main page contains a list of scheduled
32 meetings for the day and the options to start, schedule, or join meetings.

1 Bottom menu bar

2 The bottom menu bar is used to navigate across the different tabs on Avaya Cloud Office Mobile
3 App. From the bottom menu bar, you can access the following tabs:

- 4 • Message: To send and receive messages, create and collaborate in teams, share files, and
5 create tasks.
- 6 • Video: To start, schedule, and join meetings, manage recordings, and view recent meetings.
- 7 • Phone: To make and receive phone calls, manage your call history, and listen to your
8 voicemails and call recordings.
- 9 • Text: To send and receive text messages.
- 10 • Contacts: To add, view, and manage your contacts, including administrators, company users,
11 guest users, and personal contacts.
- 12 • More: To expand the bar and reveal additional tabs.
- 13 • Fax: To send, receive, and view faxes. You can also download and forward faxes.
- 14 • Tasks: To create, view, and manage your tasks from all your active conversations.
- 15 • Events: To view the calendar for team events from all your active conversations.

16 You can access the tabs listed above regardless of your user role. However, if your account has
17 the necessary permissions, Avaya Cloud Office Mobile App also displays the following tabs in the
18 bottom menu bar:

- 19 • Park: To view the availability of your private park locations.
- 20 • Analytics: To access the Analytics portal for statistics and reports.
- 21 • Admin: To access the administrator settings.

22 You can customize the bottom menu bar to include frequently used tabs among the default
23 options. To customize the bottom menu bar, go to **More > Customize**.

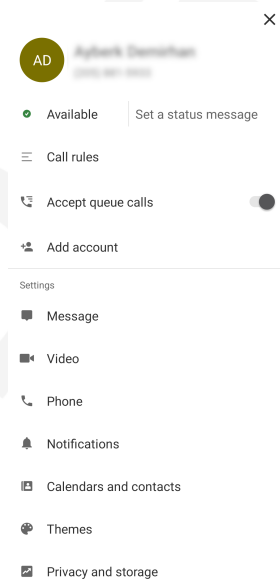
Chapter 4: User profile management

! Important:

This article is based on the Android version of Avaya Cloud Office Mobile App. The navigation and user interface elements may differ for iOS users.

The user profile page contains information about you and enables you to make changes to your account. When you tap your profile icon at the top-left corner of the screen, Avaya Cloud Office Mobile App displays the profile page where you can view and edit your profile badge, presence indicator, and status message. Your presence and status message are synchronized across all Avaya Cloud Office™ applications, helping your coworkers see your availability.

From the same section, you can quickly adjust your call handling rules and manage your additional Avaya Cloud Office™ accounts.



Below the profile section, you can also access the application settings and the help center. While the most settings only affect the mobile application, some settings, such as the call handling and connected account settings, apply across all Avaya Cloud Office™ applications.

Account synchronization

After you set up your profile, you might want to connect your other company accounts, such as Microsoft 365, Exchange, or Google, to Avaya Cloud Office™. This enables you to view and join events from your calendars and make calls with contacts across these accounts through Avaya

1 Cloud Office Mobile App. You can also connect the calendar and the contacts from your mobile
2 device for the same effect.

3 **Notification customization**

4 Avaya Cloud Office Mobile App also provides various notification settings for customization. You
5 can disable notifications for unimportant items or adjust notification behaviors to prevent receiving
6 duplicate notifications across Avaya Cloud Office™ applications. By default, Avaya Cloud Office
7 Mobile App sends notifications only after 15 minutes of inactivity.

8 **Modifying your profile information**

9 **About this task**

10 To keep your personal information current, update your personal information, such as your name,
11 profile picture, and contact details. You can also view your extension, primary number, email, and
12 company information. You can update the following information:

- 13 • First name
- 14 • Last name
- 15 • Job title
- 16 • Email
- 17 • Department

18 **Procedure**

- 19 1. At the top corner of the screen, tap your profile picture.
- 20 2. At the top of the screen, tap your name.
21 Avaya Cloud Office Mobile App displays the Edit profile page.
- 22 3. Update your personal details.

23 **Resetting your password**

24 **About this task**

25 Reset your password if you forget your credentials or need to update them. After resetting your
26 password, you are logged out of Avaya Cloud Office Mobile App.

27 **Procedure**

- 28 1. At the top corner of the screen, tap your profile picture.
- 29 2. At the top of the screen, tap your name.
30 Mobile App displays the Edit profile page.

1 3. Tap **Reset password**.

2 Avaya Cloud Office Mobile App displays the following information message: You are
3 logged in as johndoe@avaya.com. You will be immediately logged out
4 if you choose to reset your password. Are you sure you want to
5 continue?

6 4. Tap **Continue**.

7 Avaya Cloud Office Mobile App displays the following information message: You will
8 receive a confirmation email to the email address associated with
9 your login ID: j***e@a***a.com.

10 5. Tap **Send Email**.

11 6. Avaya Cloud Office Mobile App sends an email to your Avaya email address with
12 instructions for resetting your password.

13 7. Follow the instructions in the email to reset your password.

14 **Changing your presence status**

15 **About this task**

16 Change your presence status to inform your coworkers. You can select from one of the following
17 presence options:

- 18 • **Available:** To inform other users that you are active and available for calls. When you are on
19 a call, Avaya Cloud Office Mobile App changes your presence to Busy to inform other users
20 that you are unavailable for calls.
- 21 • **Do not disturb:** To inform other users that you are unavailable for calls. When you select this
22 option, Avaya Cloud Office Mobile App turns off the notifications and forwards incoming calls
23 according to your call handling settings.
- 24 • **Invisible:** To appear as Offline to other users. When you select this option, you continue
25 receiving notifications.

26 * **Note:**

26 When you sign out of the application, Avaya Cloud Office Mobile App changes your presence
27 to Offline.

28 **Procedure**

- 29 1. Tap your profile picture.
- 30 2. Under your profile badge, tap the current presence status.
- 31 3. Tap one of the following options:
 - 32 • **Available**
 - 33 • **Do not disturb**

- **Invisible**

Avaya Cloud Office Mobile App changes your presence status according to your selection.

Setting a status message

About this task

Set a status message to share your current status with your coworkers. Avaya Cloud Office™ displays your status message in your profile badge, in the calendar, and all the past and present messages you send in the message threads.

When setting a status message, you can select from a set of default status messages. However, you can also create a custom status message. The default status messages you can set are as follows:

- In a meeting
- Out of office
- Out sick
- Working remotely
- Vacationing
- Traveling

When you create a custom status message, Avaya Cloud Office Mobile App adds this custom message to the list of default messages so that you can use it again later.

Note:

- 19 You can use emojis on your custom status messages.

Procedure

1. Tap your profile picture.
2. Under your profile badge, tap **Set a status message**.
3. Do one of the following:
 - Select one from the default status messages.
 - To create a custom status message, tap **Enter a custom status**, type your message, and tap ✓.



Avaya Cloud Office Mobile App displays the `Status` updated message.

1 Removing your status message

2 About this task

3 Remove the status message from your profile badge.

4 Procedure

- 5 1. Tap your profile picture.
- 6 2. Under your profile badge, tap your current status message.
- 7 3. Next to your status message, tap .
- 8 4. Tap .

9 Avaya Cloud Office Mobile App displays the Status updated message.

10 Connecting your Google account

11 About this task

12 Synchronize your Google account with Avaya Cloud Office™ to connect your calendar and
13 contacts. The components you can synchronize are as follows:

- 14 • Calendars: Connects your calendar so that you can view and join your Google meetings
15 through Avaya Cloud Office Mobile App.
- 16 • Personal contacts: Connects your personal contacts so that you can send messages and
17 make video or phone calls to Google contacts.
- 18 • Directory: Connects the directory so that you can send messages and make video or phone
19 calls to your coworkers in the Google corporate directory.
- 20 • Shared contacts: Connects your personal contacts so that you can send messages and
21 make video or phone calls to shared Google contacts.

Important:

- 22 When synchronizing your accounts, you must grant Avaya Cloud Office™ the permission to
23 modify your Google calendar and contacts to use all the features without limitations.

24 Procedure

- 25 1. Tap your profile picture.
- 26 2. In the Settings section, tap **Contacts and calendars**.
- 27 3. In the Accounts section, tap **Google**.
- 28 4. Select the components you want to synchronize and tap **Connect Google**.
- 29 5. Sign in to your Google account.
- 30 6. On the pop-up window, tap **Allow** to grant Avaya Cloud Office™ the necessary
31 permissions.

1 Additional pop-up windows can appear depending on the components you select.

2 7. On the Confirm your choices page, review your selections and tap **Allow**.

3 Avaya Cloud Office™ synchronizes with your Google account.

4 8. **(Optional)** To synchronize your calendar with the connected accounts, on the Contacts
5 and calendars page, toggle on the **Enable calendar presence** switch.

6 Synchronizing your presence status with your calendar

7 About this task

8 After synchronizing your Google account with Avaya Cloud Office™ to connect your calendar,
9 enable your calendar presence to update your presence status on the Avaya Cloud Office Mobile
10 App with your availability on your calendar.

11 Before you begin

12 Ensure that your Google account is synchronized with Avaya Cloud Office™.

13 Procedure

- 14 1. Tap your profile picture.
- 15 2. In the Settings section, tap **Contacts and calendars**.
- 16 3. On the Contacts and calendars page, enable **Enable calendar presence**.

17 Configuring your work hours

18 About this task

19 Configure your work hours to customize how the incoming calls during work hours are handled.

20 Procedure

- 21 1. At the top corner of the screen, tap your profile picture.
- 22 2. Tap **Incoming call rules**.
- 23 3. In the MY WORK DAY section, tap **Incoming calls**.
- 24 4. On the Incoming calls page, tap **24 hours, every day**.
- 25 5. On the Edit schedule page, tap **Add schedule**.
- 26 6. In the Days and time section, configure your working hours.
27 For example, set a time for the start and end of the working hours and select the dates.
- 28 7. Tap **Set**.

1 8. Tap **Save**.

2 **Changing the mobile notifications**

3 **About this task**

4 Change the settings for the Avaya Cloud Office™ notifications you receive on your mobile device.
5 You can change the following parameters:

- 6 • **Receive notifications:** Governs whether you receive notifications. By default, you receive
7 notifications on your mobile device after 15 minutes of inactivity on the desktop or web
8 applications.
- 9 • **Direct messages:** Governs whether you receive direct message notifications on your mobile
10 device. Direct message notifications are enabled by default.
- 11 • **Mentions:** Governs whether you receive mention notifications on your mobile device. Mention
12 notifications are enabled by default.
- 13 • **Teams:** Governs whether you receive team notifications on your mobile device. Team
14 notifications are disabled by default.
- 15 • **Missed calls, VMs, faxes and texts:** Governs whether you receive notifications for missed
16 calls, voicemails, faxes, and text messages on your mobile device. These notifications are
17 enabled by default.
- 18 • **Upcoming meeting reminder:** Governs whether you receive a reminder on your mobile device
19 before a meeting. By default, Avaya Cloud Office Mobile App sends a reminder 2 minutes
20 before a meeting starts.

21 **Procedure**

- 22 1. Tap your profile picture.
- 23 2. In the Settings section, tap **Notifications**.
- 24 3. To change the mobile notification behavior, tap **Receive notifications** and select from the
25 following options:
 - 26 • **When inactive**
 - 27 • **Always**
 - 28 • **Never**
- 29 4. To turn off direct message notifications, disable the **Direct messages** switch.
- 30 5. To turn off mention notifications, disable the **Mentions** switch.
- 31 6. To change the team notification behavior, tap **Teams** and select from the following options:
 - 32 • **Every message**
 - 33 • **First new message only**
 - 34 • **Off**

- 1 7. To turn off the missed call, voicemail, fax, and text notifications, disable the **Missed calls,**
2 **VMs, faxes and texts** switch.
- 3 8. To change the meeting reminder behavior, tap **Upcoming meeting reminder** and select
4 from the following options:
 - 5 • **None**
 - 6 • **30 seconds before**
 - 7 • **1 minute before**
 - 8 • **2 minutes before**
 - 9 • **5 minutes before**
 - 10 • **10 minutes before**
 - 11 • **15 minutes before**

12 Changing the unread message badge counts

13 About this task

14 Configure the unread message badge counter to specify which types of new messages increment
15 the counter. By default, the counter displays the total number of unread messages for all message
16 types next to your conversations. You can adjust the setting to count only direct messages and
17 mentions.

18 Procedure

- 19 1. At the top corner of the screen, tap your profile picture.
- 20 2. In the Settings section, tap **Message**.
- 21 3. Tap **New message badge count**.
- 22 4. To count only the direct messages and mentions, tap **Direct messages and @mentions**.

Chapter 5: Messaging and conversations

Important:

This article is based on the Android version of Avaya Cloud Office Mobile App. The navigation and user interface elements may differ for iOS users.

With Avaya Cloud Office Mobile App, you can send messages to your contacts for private direct conversations or participate in team discussions. To access the messaging page, tap the Message tab in the bottom menu bar. This tab displays all your active conversations and is organized into the following four subtabs for basic filtering of your conversations:

- All: Displays all the conversations in one space.
- Direct: Displays the one-on-one and group conversations.
- Teams: Displays the team conversations in which you are a member.
- Favorites: Displays the conversations you mark as favorites.

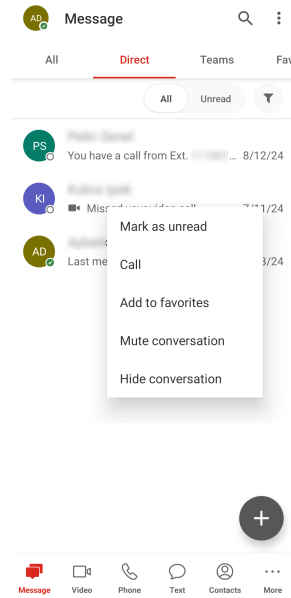
You can switch between these subtabs by swiping left or right or tapping a subtab. The plus icon in bottom-right corner is available across all subtabs and enables you to create new teams and start new conversations.

Conversation features


When you tap and hold a conversation, Avaya Cloud Office Mobile App displays a context menu with the following options:

- **Mark as unread**
- **Add to favorites**
- **Mute conversation**
- **Hide conversation**

If the conversation is a one-on-one direct conversation, the additional option of **Call** is also displayed on the context menu.



You can open active conversations by tapping them. In this space, you can send messages with emojis, share files, and create tasks, events, or notes for your coworkers. This space also acts as your chat history.

When you tap  at the top-right corner, Avaya Cloud Office Mobile App displays the noteworthy items shared on that particular conversation, such as the following:

- Files
- Pinned messages
- Tasks
- Events
- Notes
- Links

Tapping the conversation banner at the top of the conversation page displays the conversation details. From here, you can start a video call, start a voice call or add more participants to the conversation.

Starting conversations

About this task

Start a conversation to send direct messages to your coworkers. You can add multiple participants to your conversation to start a group conversation.

Procedure

1. Tap the **Message** tab.

- 1 2. At the bottom-right corner of the page, tap **+**.
- 2 3. Tap **New message**.
- 3 Avaya Cloud Office Mobile App displays the New message window.
- 4 4. In the **To** field, type the name, email address, or extension number of your coworker.
- 5 Avaya Cloud Office Mobile App lists the matching results.
- 6 5. Select your coworker from the list.
- 7 6. **(Optional)** To add more participants to the conversation, repeat the steps 4 and 5.
- 8 7. In the **Message** field, type your message and tap **➤**.
- 9 Avaya Cloud Office Mobile App creates a new conversation with the added coworkers.

10 Starting a video call from a conversation

11 About this task

12 Use an existing conversation with your coworkers to initiate a video call.

13 Procedure

- 14 1. Tap the **Message** tab.
- 15 2. On the Direct subtab, tap the conversation.
- 16 3. Tap **Start a video call**.
- 17 4. **(Optional)** To enable Avaya Cloud Office Mobile App to access your camera and
- 18 microphone, on the opening notification window, tap **Allow**.

19 Result

20 Avaya Cloud Office Mobile App initiates the video call.

21 Adding a coworker to an existing conversation

22 About this task

23 Add another coworker to a one-on-one direct conversation to convert it into a group conversation.
24 You can also add more coworkers to existing group conversations.

25 Procedure

- 26 1. Tap the **Message** tab.
- 27 2. On the Direct subtab, select the conversation.

3. At the top of the conversation page, tap the conversation name in the banner.

+ Tip:

2 By default, Avaya Cloud Office Mobile App names conversations after the participants
3 in that conversation.

4. Do one of the following:

- If you are adding a coworker to a one-on-one conversation, above the list of phone numbers for the contact, tap **Create group**.
- If you are adding a coworker to an existing group conversation, above the Members section, tap **Add members**.

5. In the **Members** field, type the name, email address, or extension number of your coworker.

Avaya Cloud Office Mobile App lists the matching results.

6. Select your coworker from the list.

7. **(Optional)** To add more participants to the conversation, repeat the steps 5 and 6.

8. Tap **NEXT**.

9. Do one of the following:

- If you are adding a coworker to a one-on-one conversation, tap **CREATE GROUP**.
- If you are adding a coworker to a group conversation, tap **ADD TO THIS GROUP**.

Converting a group conversation into a team

About this task

Convert an existing group conversation into a team for a more structured and organized space for longer-term collaborations.

Procedure

1. Tap the **Message** tab.
2. On the Direct subtab, select the group conversation.
3. At the top of the conversation page, tap the conversation name in the banner.

+ Tip:

26 By default, Avaya Cloud Office Mobile App names conversations after the participants
27 in that conversation.

4. At the top-right corner, tap .

5. Tap **Convert to team**.

- 1 6. On the confirmation page, tap **Continue**.
- 2 7. In the **Team name** field, type a name for the team.
- 3 8. Tap ✓.

4 Starting a video call from a group conversation

5 About this task

6 Use an existing group conversation to initiate a video call with all group members simultaneously.

7 Procedure

- 8 1. Tap the **Message** tab.
- 9 2. On the Direct subtab, tap the group conversation.
- 10 3. At the top of the screen, tap **■**.
- 11 4. Tap **Start video call**.
- 12 Avaya Cloud Office Mobile App displays the Start a video call? window.
- 13 5. In the Start a video call? window, tap **Start**.
- 14 6. **(Optional)** To enable Avaya Cloud Office Mobile App to access your camera and
- 15 microphone, on the opening notification window, tap **Allow**.

16 Result

17 Avaya Cloud Office Mobile App initiates the video call.

18 Adding a group conversation to Favorites

19 About this task

20 Mark a group conversation as a favorite for quick access from the Favorites subtab.
21 Conversations you add to Favorites are always visible, whereas other subtabs display recent
22 conversations.

23 Procedure

- 24 1. Tap the **Message** tab.
- 25 2. Tap and hold the group conversation.
- 26 3. In the context menu, tap **Add to favorites**.
- 27 Avaya Cloud Office Mobile App adds the group conversation to the Favorites subtab.

- 1 4. **(Optional)** To remove a group conversation from Favorites, tap and hold the conversation
- 2 and select **Remove from favorites** from the context menu.

3 Using mentions in conversations

4 About this task

5 Use mentions to highlight a message for attention. You can mention a specific user or all team
6 members in a team conversation.

7 Procedure

- 8 1. Tap the **Message** tab.
- 9 2. On the Direct subtab, tap the conversation.
- 10 3. Do one of the following:
 - 11 • To mention a user, in the **Message** field, type @ and the user's name.
12 For example @John Doe.
 - 13 • To mention all the team members in a team, in the **Message** field, type @ and tap
14 **@Team (notify everyone)**.
- 15 4. Type your message.
- 16 5. To send the message, tap ➤.

17 Viewing your unread mentions

18 About this task

19 Filter the message view interface to locate conversations where your colleagues mentioned you.
20 After filtering, you will see all the unread messages in which you were mentioned, with the most
21 recent ones at the top. You can select a specific mention to locate the message within the
22 conversation.

23 Procedure

- 24 1. Tap the **Message** tab.
- 25 2. Tap ▼.
- 26 3. On the list, tap **Unread @mentions**.
27 Avaya Cloud Office Mobile App displays the unread messages in which you were
28 mentioned.

1 Muting a conversation

2 About this task

3 Mute a conversation to disable notifications for that conversation.

4 Procedure

- 5 1. Tap the **Message** tab.
- 6 2. Tap and hold the conversation.
- 7 3. In the context menu, tap **Mute conversation**.

8 Avaya Cloud Office Mobile App mutes the conversation until you unmute it.

9 Marking a conversation as read and unread

10 About this task

11 Mark a conversation as unread to revisit it later. You can also mark a conversation as read to clear
12 notifications.

13 Procedure

- 14 1. Tap the **Message** tab.
 - 15 2. To mark a read conversation as unread, tap and hold a read conversation.
 - 16 3. In the context menu, tap **Mark as unread**.
- 17 Avaya Cloud Office Mobile App marks the conversation as unread.
- 18 4. To mark an unread conversation as read, tap and hold an unread conversation.
 - 19 5. In the context menu, tap **Mark as read**.

20 Avaya Cloud Office Mobile App marks the conversation as read.

21 Filtering conversations


22 About this task

23 Filter conversations to manage them on the main message menu. You can use the following
24 filters:

- 25 • Unread mentions: To list all the unread messages where your colleagues mentioned you.
- 26 • Drafts: To list all your draft messages in conversations.
- 27 • Failed: To list all the messages with the Failed status. The Failed status indicates that the
28 message is not sent.

- Muted: To list all the messages that you muted.

Procedure

1. Tap the **Message** tab.
2. Tap .
3. On the list, tap one of the options:

- **Unread @mentions**
- **Drafts**
- **Failed**
- **Muted**

Avaya Cloud Office Mobile App filters the messages with the option you choose.

Sending files in conversations



About this task

Share files with other users through direct or team conversations. You can share files in any format, including images and videos.

Note:

- 15 Avaya Cloud Office Mobile App requests your permission to access the files on your mobile
- 16 device when you share a file for the first time. You must grant access to Avaya Cloud Office
- 17 Mobile App to share files.

Procedure

- 19 1. Tap the **Message** tab.
- 20 2. Select the conversation to share the file.
- 21 3. Next to the **Message** field, tap **+**.
- 22 4. In the context menu, tap **Attach files**.
- 23 5. Select the file you want to send from the file browser of your mobile device.
- 24 Avaya Cloud Office Mobile App attaches the file to your message.
- 25 6. **(Optional)** Type your message.
- 26 7. Tap .
- 27 8. **(Optional)** To see all the sent files in a conversation, at the top of the conversation, tap .
- 28 Avaya Cloud Office Mobile App displays the Files subtab by default.

1 Forwarding files

2 About this task

3 Forward the files you shared in a conversation to another conversation.

4 Procedure

- 5 1. Tap the **Message** tab.
- 6 2. On the Direct subtab, tap the conversation.
- 7 3. To forward a file, tap and hold the shared file.
- 8 4. Tap **Share attachment**.
- 9 5. On the Share window, in the **To** field, type a person or a team name or select a
- 10 conversation from the list.

11 You can choose multiple conversations.

- 12 6. At the top corner, tap **Send**.

13 Avaya Cloud Office Mobile App forwards the file to the other conversation.

14 Deleting a shared file from all conversations

15 About this task

16 Delete a file you shared from a conversation and all the conversations to which you forwarded the

17 file.

18 Procedure

- 19 1. Tap the **Message** tab.
- 20 2. On the Direct subtab, tap the conversation.
- 21 3. To delete the file, tap and hold it and tap **Delete attachment**.

22 Avaya Cloud Office Mobile App displays the following message: This attachment has

23 been shared in other conversations. How would you like to proceed?

- 24 4. To delete the file in all conversations, tap **DELETE IN ALL CONVERSATIONS**.

25 Avaya Cloud Office Mobile App deletes the file from all conversations.

1 Viewing the shared files in a conversation

2 About this task

3 View all the shared files in a conversation to access documents, images, and other attachments
4 exchanged within a chat.

5 Procedure

- 6 1. Tap the **Message** tab.
- 7 2. On the Direct subtab, tap the conversation.
- 8 3. At the top corner, tap \vdots .
- 9 Avaya Cloud Office Mobile App displays a list of shared files.
- 10 4. **(Optional)** To view the contents of any file, tap the file.

11 Adding conversations to Favorites

12 About this task

13 Mark a conversation as a favorite for quick access from the Favorites subtab. The conversations
14 you add to Favorites are always visible, while other subtabs only display the recent conversations.

15 Procedure

- 16 1. Tap the **Message** tab.
- 17 2. Tap and hold the conversation to add to Favorites.
- 18 3. In the context menu, tap **Add to favorites**.
- 19 Avaya Cloud Office Mobile App adds the conversation to the Favorites subtab.
- 20 4. **(Optional)** To remove a conversation from Favorites, tap and hold the conversation and
21 select **Remove from favorites** from the context menu.

22 Inviting guests to Avaya Cloud Office

23 About this task

24 Start a conversation and send a direct message to invite a guest outside of your Avaya Cloud
25 Office company account.

26 Procedure

- 27 1. Tap the **Message** tab.
- 28 2. At the bottom-right corner of the page, tap \oplus .

- 1 3. Tap **New message**.
- 2 Avaya Cloud Office Mobile App displays the New message window.
- 3 4. In the **To** field, type the email address of your guest.
- 4 5. In the **Message** field, type your message and tap ►.
- 5 Avaya Cloud Office Mobile App displays the following message: Would you like to
- 6 invite johndoe@johndoe.com to Avaya Cloud Office?.
- 7 6. In the Invite window, tap **Invite**.
- 8 Avaya Cloud Office Mobile App sends an email to your guest with an invitation and
- 9 displays the new conversation window with the guest you invited.

Next steps

11 After inviting a guest to Avaya Cloud Office, to start a conversation, ensure that the guest you
12 invited accepts the invitation in the email.

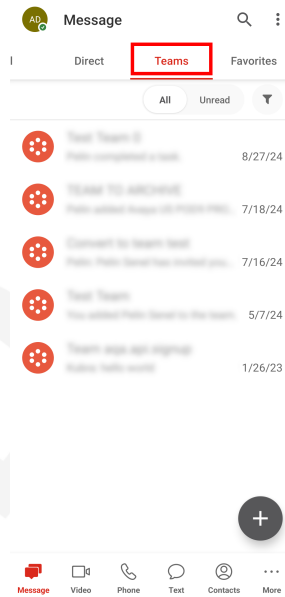
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Chapter 6: Team management

! Important:

This article is based on the Android version of Avaya Cloud Office Mobile App. The navigation and user interface elements may differ for iOS users.

Teams in Avaya Cloud Office™ are formal spaces where departments or smaller units can communicate and collaborate on tasks. A team can be either private or public. Private teams are visible only to members and require an invitation to join, while public teams are visible to all users and open for anyone to join.



You can create and manage your teams from the Message tab of Avaya Cloud Office Mobile App. As the team administrator, you can manage team settings and member permissions as well as archive or delete your teams.

Deleting a team permanently removes it from Avaya Cloud Office™. However, you can restore archived teams later.

1 Creating a team

2 About this task

3 Create teams to establish formal spaces for communication with your colleagues. You can create
4 the following types of teams:

- 5 • **Private:** Makes the team visible only to its members. Colleagues can join private teams
6 through an invitation.
- 7 • **Public:** Makes the team visible to all colleagues. Colleagues can join public teams without an
8 invitation.

9 Procedure

10 1. Tap the Message tab.

11 2. At the bottom-right corner, tap .

12 3. Tap **Create team**.

13 Avaya Cloud Office Mobile App displays the Create team page.

14 4. In the **Team name** field, type a name for the team.

15 5. From the **Team type** list, select one of the following options:

- 16 • **Private (invite only)**
- 17 • **Public (visible to any co-worker)**

18 6. Tap **Members**.

19 Avaya Cloud Office Mobile App displays the Members page.

20 7. In the **Members** field, type the name or phone number of the member to add.

21 8. Select the member you want to add from the search results.

22 9. **(Optional)** To add more members, repeat the steps 7 and 8.

23 10. Tap **NEXT**.

24 Avaya Cloud Office Mobile App redirects you to the Create team page.

25 11. Tap .

26 Avaya Cloud Office Mobile App displays the conversation page for the newly created team.

27 Adding a new member to a team

28 About this task

29 Add new members to your existing team. If your team is public, other users can find and join it,
30 while private teams require an invitation to join.

Procedure

1. Tap **Message > Teams**.
2. Select the team you want to add the member to.
3. At the top of the page, tap the conversation banner.
4. Tap **Add members**.
5. In the **Members** field, type the name or phone number of the member to add.
6. Select the member you want to add from the search results.
7. **(Optional)** To add more members, repeat the steps 5 and 6.
8. Tap **NEXT**.

Avaya Cloud Office Mobile App adds the selected users to your team.

Assigning team members as team administrators

About this task

Assign team members as administrators to grant them access to advanced team settings.

About this task

Note:

- 15 Only team administrators can assign other members as administrators.

Procedure

1. Tap **Message > Teams**.
2. Select the team.
3. At the top of the page, tap the conversation banner.
4. Tap the member you want to assign as an administrator.
5. Tap **Assign as a team admin**.

Avaya Cloud Office Mobile App adds the Admin badge next to the user's name.

Changing the privacy settings of a team


About this task

Change the privacy setting of your team to allow any user in your organization to join, or hide your team by switching to an invite-only setting.

*** Note:**

- 1 Only team administrators can change the privacy setting.

Procedure

1. Tap **Message > Teams**.
2. Select the team.
3. At the top of the page, tap the conversation banner.
4. Tap .
5. In the Admin settings section, tap **Team type**.
6. Select one of the following options:
 - **Private (invite only)**
 - **Public (visible to any co-worker)**

Changing the team name and description



About this task

You can change the team name and description to clarify the purpose of the team.

*** Note:**

- 14 Only team administrators can change the name and description of a team.

Procedure

1. Tap **Message > Teams**.
2. Select the team you want to modify.
3. At the top of the page, tap the conversation banner.
4. Tap .
5. To change the team description, do the following:
 - a. Tap **Team description**.
 - b. Type a description in the field.
 - c. Tap .
6. To change the team name, do the following:
 - a. In the Admin settings section, tap **Team name**.
 - b. Modify the team name.
 - c. Tap **OK**.

1 Starting a team video call

2 About this task

3 Use an existing team conversation to initiate a video call with all team members simultaneously.

4 Before you begin

5 Ensure that you created a team conversation.

6 Procedure

- 7 1. Tap the **Message** tab.
- 8 2. On the **Teams** subtab, tap the team conversation.
- 9 3. At the top of the screen, tap **■**.
- 10 4. Tap **Start video call**.
- 11 Avaya Cloud Office Mobile App displays the Start a video call? window.
- 12 5. In the Start a video call? window, tap **Start**.
- 13 6. **(Optional)** To enable Avaya Cloud Office Mobile App to access your camera and
14 microphone, on the opening notification window, tap **Allow**.

15 Result

16 Avaya Cloud Office Mobile App initiates the video call.

17 Starting a team conference call

18 About this task

19 Use an existing team conversation to initiate a conference call with all team members
20 simultaneously.

21 Before you begin

22 Ensure that you created a team conversation.

23 Procedure

- 24 1. Tap the **Message** tab.
- 25 2. On the **Teams** subtab, tap the team conversation.
- 26 3. At the top of the team conversation page, tap the team name in the banner.
- 27 4. Tap **Conference**.
- 28 Avaya Cloud Office Mobile App displays the Start conference window.
- 29 5. In the Start conference window, tap **Start**.

1 **Result**

2 Avaya Cloud Office Mobile App initiates the conference call.

3 **Leaving teams**


4 **About this task**

5 When you leave a team, the remaining team members can continue using it. You can rejoin the
6 team later.

7  **Note:**

7 You cannot leave a team if you are the only team administrator.

8 **Procedure**

- 9 1. Tap **Message > Teams**.
- 10 2. Select the team you want to leave.
- 11 3. At the top of the page, tap the conversation banner.
- 12 4. Tap .
- 13 5. Scroll down and tap **Leave team**.
- 14 6. In the confirmation window, tap **LEAVE**.

15 **Archiving teams**


16 **About this task**

17 Archive teams to remove them from your active teams list with the option to restore the team
18 later. When you archive a team, Avaya Cloud Office Mobile App also archives its chat history and
19 attachments.

20  **Note:**

20 Only team administrators can archive teams.

21 **Procedure**

- 22 1. Tap **Message > Teams**.
- 23 2. Select the team you want to archive.
- 24 3. At the top of the page, tap the conversation banner.
- 25 4. Tap .
- 26 5. Scroll down and tap **Archive team**.

6. In the confirmation window, tap **ARCHIVE**.

Restoring a team


About this task

Restore a team after archiving it to resume conversation. When you restore a team, Avaya Cloud Office Mobile App also restores its chat history and attachments.

 **Note:**

- 6 Only team administrators can restore teams.

Procedure

1. Tap the **Contacts** tab.
2. On the Contacts tab, tap the **Teams** subtab.
3. To filter the archived teams, tap .
4. On the Filter window, select **Archived teams**.
5. Tap **Done**.
Avaya Cloud Office Mobile App displays the archived teams.
6. To restore an archived team, next to the team name, tap **Restore**.

Deleting teams


About this task

Delete teams to permanently remove them from Avaya Cloud Office Mobile App. When you delete a team, Avaya Cloud Office™ deletes its chat history and attachments.

 **Note:**

- 19 Only team administrators can delete teams.

Procedure

1. Tap **Message > Teams**.
2. Select the team you want to delete.
3. At the top of the page, tap the conversation banner.
4. Tap .
5. Scroll down and tap **Delete team**.
6. In the confirmation window, tap **DELETE**.

Chapter 7: Calls and telephony features

Important:

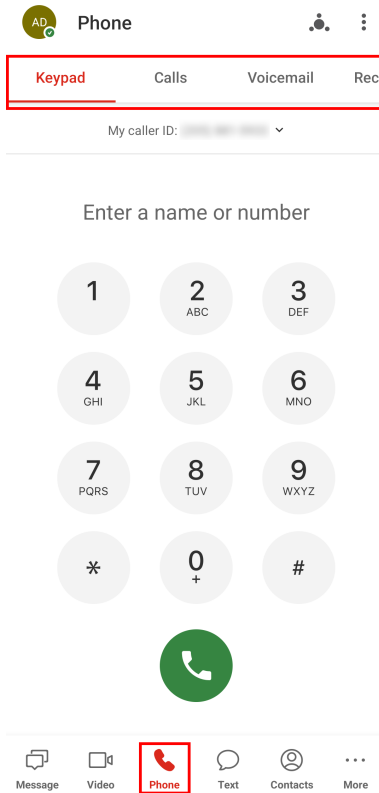
This article is based on the Android version of Avaya Cloud Office Mobile App. The navigation and user interface elements may differ for iOS users.

In Avaya Cloud Office Mobile App, you can call your contacts within or outside your organization using the phone number assigned to your account. If your administrator permits, you can also call international numbers.

You can initiate calls using the phone icons, which are contextually placed throughout the application. For example, you can start calls from conversations on the Message tab or from text message threads on the Text tab. You can also browse your contacts on the Contacts tab to start calls. However, Avaya Cloud Office Mobile App includes the Phone tab for managing all your call-related activities. The Phone tab is located on the bottom menu bar and includes the following four subtabs:

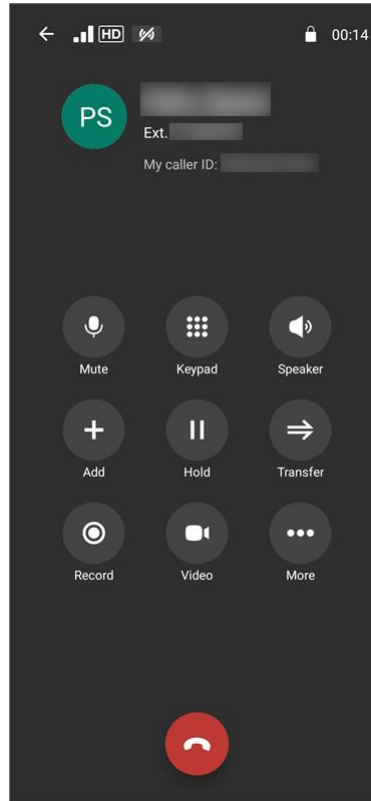
- Keypad: To make calls and temporarily change your caller ID.
- Calls: To view your call history.
- Voicemail: To listen to and manage your voicemails.
- Recordings: To listen to and manage your recorded calls.

You can swipe left and right or tap subtab headers to switch between subtabs.



1
2 You can also manage your ongoing calls with features built into Avaya Cloud Office Mobile App.
3 These features enable you to perform the following actions:

- 4 • Mute your microphone.
- 5 • Use the keypad.
- 6 • Activate the speaker of your device.
- 7 • Add coworkers to switch a call to a conference call.
- 8 • Put an ongoing call on hold.
- 9 • Transfer a call to another user.
- 10 • Record an active call.
- 11 • Switch to a video call.
- 12 • Share your screen.
- 13 • Continue the call through your carrier.
- 14 • Park the call.
- 15 • Flip the call to a different device.
- 16 • Activate the end-to-end encryption.



1

2 Making a call from the dial pad


3 About this task

4 Use the dial pad to make audio calls to internal and external phone numbers. You can also use
5 extension numbers for internal calls. If you have multiple phone numbers, you can change the
6 number from which you make the call. However, after finishing the call, Avaya Cloud Office Mobile
7 App returns to your default phone number.

8 Procedure

- 9 1. Tap the **Phone** tab.
- 10 2. **(Optional)** To change your phone number, at the top of the dial pad, tap **My caller ID** and
11 select the phone number you want to use for the call.
12 Avaya Cloud Office Mobile App sets the selected phone number as your caller ID.
- 13 3. In the **Enter a name or number** field, type the contact name or the phone number.
14 Avaya Cloud Office Mobile App lists the matching results.
- 15 4. Select the contact name or phone number to start the call.

+ Tip:

- 1 For contacts with multiple phone numbers, you can tap  next to their name in the
- 2 search results to call a different phone number.

3 Starting a conference call

4 Before you begin

5 Use an existing group conversation to initiate a conference call.

6 Before you begin

7 Ensure that you created a group conversation.

8 Procedure

- 9 1. Tap the **Message** tab.
- 10 2. On the **Direct** subtab, tap a group conversation.
- 11 3. At the top of the group conversation page, tap the group conversation name in the banner.

+ Tip:

- 12 By default, Avaya Cloud Office Mobile App names group conversations after the
- 13 participants in that conversation.

14 4. Tap **Conference**.

15 5. In the Start conference window, tap **Start**.

16 Result



17 Avaya Cloud Office Mobile App initiates the conference call.

18 Muting an active call

19 About this task

20 You can mute your microphone during a phone call to make yourself inaudible.

21 Procedure



- 22 1. During a phone call, on the dial pad, tap .
- 23 2. To unmute your microphone, tap .

1 Putting calls on hold

2 About this task

3 You can put a call on hold to temporarily pause your conversation and resume your call later.

4 Procedure

- 5 1. During a phone call, on the dial pad, tap  .
6 Avaya Cloud Office Mobile App places your call on hold.
- 7 2. **(Optional)** To resume your call, tap  .
8 Avaya Cloud Office Mobile App resumes your call.

9 Transferring calls to a coworker



10 About this task

11 Transfer an active call to another contact or extension number. When transferring a call, you can
12 put the active call on hold and notify your coworker about the transfer.

Note:

- 13 You can also transfer the call to a coworker's voicemail.

14 Procedure

- 15 1. During a phone call, on the dial pad, click  .
16 Avaya Cloud Office Mobile App displays the Transfer call page.
- 17 2. In the **To** field, type the coworker's name.
- 18 3. Select your coworker from the search results.
19 Avaya Cloud Office Mobile App displays the context menu with the call transfer options.
- 20 4. Do one of the following:
 - 21 • To speak with your coworker before transferring the call, tap **Ask first**, then tap  after
22 notifying them.
 - 23 • To transfer the call directly, tap **Transfer**.
 - 24 • To transfer the call to the coworker's voicemail, tap **To voicemail**.

25 Avaya Cloud Office Mobile App transfers the call and displays the `Call transferred`
26 message.

1 Adding coworkers to an ongoing call

2 About this task

3 Add another coworker to your call to switch it to a conference call. When adding a coworker to
4 your call, Avaya Cloud Office Mobile App puts your ongoing call on hold and starts a separate call
5 with the coworker you want to add so that you can inform them about the call.

6 Procedure

7 1. During a phone call, on the dial pad, tap **Add**.

8 Avaya Cloud Office Mobile App displays the **Add call** page.

9 2. In the **To** field, type the coworker's name you want to add to the call.

10 3. Tap **NEXT**.

11 Avaya Cloud Office Mobile App puts the ongoing call on hold and starts a new call with the
12 coworker you want to add.

13 4. To create a conference call, on the dial pad, tap **Merge**.

14 Avaya Cloud Office Mobile App merges two calls and creates a conference call.

15 5. **(Optional)** To add more coworkers to the conference call, repeat the steps 1 to 4.

16 Switching a phone call to a video call

17 About this task

18 Switch a phone call to a video call to continue the conversation in a meeting setting.

19 Procedure

20 1. During a phone call, on the dial pad, tap **Video**.

21 2. On the context menu, tap **Switch to video call**.

22 Avaya Cloud Office Mobile App switches the phone call to a video call.

23 Recording a call



24 About this task

25 Record your phone calls to listen to them later. Avaya Cloud Office Mobile App notifies attendees
26 with a voice message after you start the recording.

*** Note:**

- 1 Avaya Cloud Office Mobile App saves the recorded calls on the Recordings subtab after the
- 2 call ends.

Procedure

1. During a phone call, on the dial pad, tap .
Avaya Cloud Office Mobile App plays the voice message: This call is being recorded.
2. To stop recording, tap .
Avaya Cloud Office Mobile App plays the voice message: Recording stopped.
3. **(Optional)** To view your recorded calls, tap the **Phone** tab on the bottom menu bar and then tap the **Recordings** subtab on the top header bar.

Parking a call

About this task

With the Call Park feature, you can park a call and receive a location code that your coworkers can use to pick up and resume the call.

You can park calls to public and private park locations. If you park a call at a public park location, anyone in your organization can use its location code to pick up the call. However, private call locations are exclusive to assigned members.

*** Note:**

- 18 If you are a member of a private park group, Avaya Cloud Office Mobile App gives you the
- 19 option to park the call in a public or a private location.

Procedure

1. During a phone call, on the dial pad, tap **More > Park**.
If you are not a private park group member, Avaya Cloud Office Mobile App parks your call and displays the following message: Your call is parked at location: <CODE>, where <CODE> is the park location. For example, *802.
2. If you are a private park group member, do one of the following on the Park page:
 - To park the call to a public location, tap **Public**.
 - To park the call to your private park location, select the name of the private park group.

Next steps


Share the park location with your coworkers so that they can dial it on their device to pick up the call.

1 Flipping a call to another device

2 About this task

3 The Call Flip feature enables you to forward an ongoing call to any device registered under your
4 name. For example, you can send a call from your mobile phone to your deskphone and continue
5 the call.

6 Procedure

- 7 1. During a phone call, on the dial pad, tap **More > Flip**.
- 8 2. From the list, select the device to flip the call.
9 Avaya Cloud Office Mobile App puts the call on hold, and the selected device starts
10 ringing.
- 11 3. On your mobile device, tap , and leave the call.
- 12 4. Pick up the call on the selected device.

13 Switching the call to a carrier


14 About this task

15 Switch to another carrier during a call to resume the call using another phone number. For
16 example, after initiating a call on Avaya Cloud Office Mobile App, you can switch the carrier to
17 resume the call from your personal phone number.

18 Before you begin

19 Initiate a phone call.

20 Procedure

- 21 1. During a phone call, on the call menu, tap .
- 22 2. Tap **Switch to carrier**
- 23 3. On the Enter mobile number window, in the **Mobile number** field, type the mobile number
24 to resume the call.

25 Result

26 Avaya Cloud Office Mobile App resumes the call using the phone number you typed.

1 Forwarding all calls to your voicemail

2 About this task

3 If you cannot answer calls, you can forward them to your voicemail to listen to messages left by
4 callers.

5 Procedure

- 6 1. At the top-left corner of the screen, tap your profile picture.
- 7 2. Tap **Incoming call rules**.
- 8 3. Enable the **Forward all calls** switch.

9 Changing your default caller ID

10 About this task

11 Change your default caller ID to use a different phone number for outgoing calls.

12 Procedure

- 13 1. At the top-left corner of the screen, tap your profile picture.
- 14 2. In the Settings section, tap **Phone**.
- 15 3. In the Outgoing section, tap **Default caller ID**.
- 16 4. Select the phone number you want to set as your caller ID.

17 Modifying your call forwarding settings

18 About this task

19 Modify your call forwarding settings to customize how to handle your incoming calls. You
20 can choose to send all the calls to your voicemail, forward the call to another user, play an
21 announcement and hang up, or turn off the call forwarding.

22 Procedure

- 23 1. Tap your profile picture.
- 24 2. Under your profile badge, tap **Incoming call rules**.
- 25 3. To forward all incoming calls to your voicemail, enable **Forward all calls**.
- 26 4. **(Optional)** To ignore all the incoming calls, enable **Do not disturb**.
- 27 5. **(Optional)** To set a working hours schedule, tap **Work hours** and customize your working
28 hours.

- 1 6. **(Optional)** To set an after hours schedule, tap **After hours** and customize your after-work
2 hours.
- 3 7. To modify the call forwarding behavior, tap **Forward all calls**.
- 4 8. **(Optional)** To display your voicemail greeting message, on the Forward all calls screen,
5 under the **Incoming calls** list, tap your voicemail greeting message.
6 Avaya Cloud Office Mobile App displays your current voicemail greeting message.
- 7 9. **(Optional)** To change your voicemail greeting message, next to the **Voicemail greeting**
8 list, tap **Default > Custom** and record your custom voicemail greeting message.
- 9 10. To forward the call to another user, next to the **Incoming calls** list, tap **Send to**
10 **voicemail > Forward the call** and select the users to forward the call.
- 11 11. **(Optional)** To configure a schedule for the customized call forwarding rule, in the TURN ON
12 AUTOMATICALLY section, tap **Add schedule** and configure your schedule.
- 13 12. To play an announcement and hang up after receiving an incoming call, next to the
14 **Incoming calls** list, tap **Send to voicemail > Play announcement**.
- 15 13. **(Optional)** To display your announcement, under the **Incoming calls** list, tap your
16 announcement.
17 Avaya Cloud Office Mobile App displays your current announcement.
- 18 14. **(Optional)** To change your announcement, next to the **Announcement greeting** list, tap
19 **Default > Custom** and record your custom announcement.
- 20 15. To save your changes, at the top corner of the screen, tap **Save**.
- 21 16. **(Optional)** To turn off call forwarding, toggle off **Forward all calls**.

22 Selecting your data settings for outbound calls

23 About this task

24 Select another data source to make outbound calls. You can choose one of the following data
25 sources:

- 26 • Wi-Fi or mobile data: To make calls using Wi-Fi when possible or use your mobile data
27 service when Wi-Fi is not available.
- 28 • Wi-Fi or carrier minutes: To make calls using Wi-Fi when possible or use your carrier minutes
29 when Wi-Fi is not available.
- 30 • Carrier minutes only: To make calls using your carrier minutes. You can select this option for
31 better call quality when you have a poor network connection.

Tip:

32 If you choose to use the carrier minutes option for making an outbound call, your mobile
33 carrier may apply charges based on your payment plan. Check with your carrier for applicable
34 rates and fees.

1 **Procedure**

- 2 1. Tap your profile picture.
- 3 2. In the Settings area, tap **Phone**.
- 4 3. On the Phone screen, tap **Direct dial data**.
- 5 4. Select one of the following options:

- 6 • **Wi-Fi or mobile data**
- 7 • **Wi-Fi or carrier minutes**
- 8 • **Carrier minutes only**

9 If you change your data settings for the first time, enter your mobile phone number on the

10 opening window.

Draft

Chapter 8: Video meetings

In Avaya Cloud Office Mobile App, you can use instant or scheduled video meetings to meet and collaborate with your colleagues. To schedule meetings and invite participants, you can connect your Outlook or Google calendar.

Avaya Cloud Office Mobile App enables you to invite participants, use private and public chats, and work in separate groups in meetings. As the meeting host, you can manage your active meetings yourself or appoint a participant as a moderator so that they can manage it for you.

During video meetings, you can share your screen with other participants or use the remote control feature to control a participant's computer if they share their screen.

You can also access Avaya Cloud Office™ video meetings through your browser and Avaya Cloud Office Desktop App.

Scheduling a video meeting using your connected calendar

About this task

If you connect your Microsoft Dynamics® 365 account to Avaya Cloud Office Mobile App, you can schedule and synchronize video meetings with your connected calendar.

Before you begin

Connect your Microsoft Dynamics® 365 account to Avaya Cloud Office Mobile App.

Procedure

1. At the bottom menu bar, tap the **Video** tab.
2. Under **Upcoming**, tap **Schedule**.
3. On the Schedule meeting page, enter a title, date, start time, and end time for the video meeting.
4. **(Optional)** Toggle on the **Create a team** switch and enter a team name to set up a defined group for the participants of the video meeting.
5. Under Schedule using, ensure that you select your Microsoft Outlook calendar.
6. **(Optional)** Under Meeting options, configure the settings to mute the audio or disable the camera for participants.


- 1 7. **(Optional)** Under Security options, configure the meeting password, end-to-end
2 encryption, waiting room, and participant permissions.
- 3 8. **(Optional)** To use your Personal Meeting ID, toggle on the **Use personal meeting** switch.
4 When you schedule a meeting using your Personal Meeting ID, Avaya Cloud Office Mobile
5 App defaults to your personal meeting settings. You can tap **Change...** to configure your
6 personal meeting settings. Any changes you make will affect all meetings that use your
7 Personal meeting ID or name.
- 8 9. Tap **Next**.
- 9 10. On the Add members page, select participants from the list of contacts to send meeting
10 invitations.
- 11 11. Tap **Next**.
12 Avaya Cloud Office Mobile App directs you to your Microsoft Outlook calendar to create a
13 new event.
- 14 12. Review the details of the video meeting and tap ✓ to confirm your settings.
15 Microsoft Outlook displays the scheduled video meeting on your calendar and sends an
16 invitation to all participants with the meeting link, meeting ID, and dial-in information.


17 Starting a video meeting

18 About this task

19 You can start an instant meeting and invite participants from your contact list anytime in Avaya
20 Cloud Office Mobile App.

21 Procedure

- 22 1. At the bottom menu bar, tap the **Video** tab.
- 23 2. Under **Upcoming**, tap .
24 Avaya Cloud Office Mobile App starts a video meeting.
- 25 3. On the Choose how to join audio window, select how you want to join your audio and
26 complete the process.
- 27 4. To invite participants, tap **Invite others to the meeting** and do one of the following:
28 • To invite participants by video call, tap **Invite by video call** and select participants from
29 your company contact list.
30 • To invite participants by phone call, tap **Invite by phone call** and type the phone
31 number or name of a participant from your personal or company contact list into the
32 required field.
33 • To copy the meeting link directly to your clipboard, tap **Copy meeting link**.

- 1 • To send an email invitation to the participants, tap **Invite by email**
- 2 • To share the meeting link through other applications, tap **Share link using other apps**.
- 3 5. Tap  to leave or end the video meeting.

4 Joining a video meeting


5 About this task

6 You can join a video meeting on Avaya Cloud Office Mobile App with a meeting ID, name, or link.

7 Before you begin

8 Ensure that you have the meeting name, ID, or link to the video meeting you want to join.

9 Procedure

- 10 1. At the bottom menu bar, tap the **Video** tab.
- 11 2. Do one of the following to join a video meeting:
 - 12 • To join a scheduled video meeting, from the list of meetings in the **Upcoming** tab, tap
 - 13 **Join** next to the meeting you want to join.
 - 14 • If you have the meeting link, tap the shared link in the invitation, enter your name, and
 - 15 click **Join**.
 - 16 • If you know the meeting ID or meeting name, in the **Join** tab, fill in the **Meeting info**
 - 17 field, and tap **Join**.
 - 18 To join the meeting with dial-in, after filling in the **Meeting info** field, tap  and select
 - 19 **Join with Avaya Cloud** or **Join with your phone**.

20 Continuing a video call on Avaya Cloud Office Desktop

21 App

22 About this task

23 Use call switch to resume a video call on Avaya Cloud Office Desktop App.

24 Before you begin

- 25 • Ensure that the Avaya Cloud Office Desktop App is installed on your device.
- 26 • Ensure that you are logged in to Avaya Cloud Office Desktop App.
- 27 • Ensure that you are on an active video call on Avaya Cloud Office Mobile App.

Procedure

1. While on an active video call on Avaya Cloud Office Mobile App, at the top of the screen on Avaya Cloud Office Desktop App, click **Switch meeting to this device**.
2. On the Confirm meeting switch window, click **Switch**.
The video meeting resumes on Avaya Cloud Office Desktop App.
3. **(Optional)** To transfer the call back to Avaya Cloud Office Mobile App, at the top of the screen on Avaya Cloud Office Mobile App, tap **Switch meeting to this device**.
The video meeting resumes on Avaya Cloud Office Mobile App.

Video meeting controls

The following table lists the meeting control options Avaya Cloud Office Mobile App displays on your meeting window during an active video meeting:













Icon	Icon name	Icon description
	Join audio	To select how to join your audio in the video meeting. The following options are available to join your audio: <ul style="list-style-type: none"> • Use internet audio: To join your audio using your computer. When you select this option, Avaya Cloud Office Desktop App changes the  icon to . • Dial in: To call a number to join your audio. • Call me: To answer a phone call to join your audio. • Join without audio: To enter the meeting without joining your audio.
	Mute microphone	To mute your microphone. Tapping  turns off your microphone and changes the icon to  .
	Unmute microphone	To unmute your microphone. Tapping  turns on your microphone and changes the icon to  .
	Stop video	To turn off your camera. Tapping  turns off your camera and changes the icon to  .

Table continues...


















Icon	Icon name	Icon description
	Start video	To turn on your camera. Tapping  turns on your camera and changes the icon to  .
	Share	To share your screen, camera view, or whiteboard with the meeting participants.
	Participants	To display the Participants window. On the Participants window, you can view the list of meeting participants and invite more participants to the meeting. The number next to the icon indicates the number of participants in the meeting.
	Chat	To display the Chat window. The Chat window enables you to adjust the chat settings, message participants, and download the chat history. You can send messages to all participants or privately message a participant.
	Reactions	To display the Reactions pane. On the Reactions pane, you can adjust the reaction settings, raise your hand in the meeting, give feedback to the speaker, and inform meeting participants of your availability.
	Start recording	To record the meeting. Tapping  starts recording and changes the icon to  .
	Pause	To pause the recording. Tapping  pauses the recording and changes the icon to  .
	Breakout	To display the Breakout window. You can create up to 50 breakout rooms and assign participants to separate groups.

Table continues...

Icon	Icon name	Icon description
	More	To access the following options: <ul style="list-style-type: none"> • Start recording • Connect audio • Share whiteboard • Virtual background • Enable closed captions • Start transcription • Show notes • Turn on End-to-end encryption • Handoff to room • Settings Decreasing the meeting window width moves some meeting icons to the More menu.
	Share whiteboard	To share a virtual drawing board with the meeting participants.
	Virtual background	To change your background or use effects to improve the video quality.
	Enable closed captions	To enable and disable real-time captioning.
	Start transcription	To start audio transcription. You can access meeting transcriptions later.
	Show notes	To display the Notes pane. On the Notes pane, you can take private or public notes and review your meeting notes.
	Settings	To display the Settings window. On the Settings window, you can configure your interface and audio preferences for the meeting.
	Turn on End-to-end encryption	To turn on and off end-to-end encryption. Turning on end-to-end encryption makes the following features unavailable: <ul style="list-style-type: none"> • Recording • Transcription • Joining by phone • Closed captions
	Handoff to room	To hand off the meeting to a room.

Table continues...

Icon	Icon name	Icon description
	Leave	To leave the meeting. If you are the host, you can end the meeting for everyone.
	Meeting information	To view the meeting details.
	Connection status	To view the connection status.

1 Configuring your personal meeting ID and meeting name

2 About this task

3 Avaya Cloud Office Mobile App provides a default personal meeting ID (PMI) and a name for your
4 virtual meeting room. These enable your coworkers to join your meeting room to start instant video
5 meetings. You can change your PMI and meeting name to make it easier to remember for your
6 coworkers.


7 Your PMI must consist of 9 digits. Your personal meeting name must comply with the following
8 requirements:

- 9 • Contain at least one letter.
- 10 • Contain from 5 to 40 characters.
- 11 • Contain only letters, digits, underscore (_), dash (-), and period (.) characters.
- 12 • End with a letter or a digit.

+ Tip:

13 Unlike a PMI, a personal meeting name can contain letters. Therefore, a personal meeting
14 name might be easier to remember than a PMI.

15 Procedure

- 16 1. Tap the **Video** tab.
- 17 2. On the Upcoming subtab, tap **Personal meeting**.
- 18 3. On the context menu, tap .
- 19 Avaya Cloud Office Mobile App displays the Personal meeting page.
- 20 4. To change your personal meeting ID, do the following:
 - 21 a. Tap **Personal meeting ID**.
 - 22 b. Type a new PMI in the field.
 - 23 c. Tap **OK**.
- 24 5. To change your personal meeting name, do the following:
 - 25 a. Tap **Personal meeting name**.


- 1 b. Type a name in the field.
- 2 c. Tap **OK**.

3 **Configuring video meeting settings**

4 **About this task**

5 You can configure your audio, camera, security, and personal settings for video meetings on
6 Avaya Cloud Office Mobile App.

7 **Procedure**

- 8 1. In your profile menu, tap **Video**.
- 9 2. Tap **Personal meeting**, then tap  and do one of the following to configure personal
10 meeting and security options:
 - 11 • To customize your Personal meeting ID, tap **Personal meeting ID** and type a 9-digit
12 Personal meeting ID.
 - 13 • To customize your Personal meeting name, tap **Personal meeting name** and type a
14 9-digit Personal meeting ID.
 - 15 • To use your name or Personal meeting ID for instant meetings, toggle on **Use for**
16 **instant meetings**.
 - 17 • To mute audio for meeting participants, toggle on **Mute audio for participants**.
 - 18 • To turn off camera for meeting participants, toggle on **Turn off camera for participants**.
 - 19 • To customize your meeting password, tap **Password required** and type a password of
20 up to 10 characters.
 - 21 • To disable the password requirement for meetings, toggle off **Password required**.
 - 22 • To restrict participants from joining before you, toggle on **Participants can only join**
23 **after me**.
 - 24 • To disable waiting room for meetings, toggle off **Enable waiting room**.
 - 25 • To configure meeting participants, toggle on **Only signed in users can join** or **Only**
26 **signed in co-workers can join**.
 - 27 • To restrict participants from sharing screen, toggle on **Allow only hosts to share**
28 **screen**.
- 29 3. To allow selected contacts to schedule on your behalf, tap **Manage delegates****Add**
30 **delegates** and select contacts from the list.
- 31 4. To schedule email notifications for meetings, tap **Email settings** and toggle on **Meeting**
32 **has ended**, **Recording is ready**, **Recording is shared**, or **Recording is deleted**.
- 33 5. To enable end-to-end encryption, tap **End-to-end encryption** and toggle on **Use end-to-**
34 **end encryption for instant meetings, video calls, and huddles**.

- 1 6. To enable screen sharing in meeting rooms with compatible Room systems, toggle on
2 **Display Share in Room option**.
- 3 7. To configure audio and video settings for the meeting, tap **Audio and video** and do one of
4 the following:
 - 5 • To automatically connect to internet audio when joining a meeting, toggle on **Auto**
6 **connect audio**.
 - 7 • To remove excess background and fit participant camera views in the frame, toggle on
8 **Zoom and crop participant video**.
 - 9 • To remove excess background from your video view, toggle on **Crop self camera view**.
- 10 8. To select a virtual background, tap **Virtual background** and select a virtual background
- 11 9. To enable entry and exit tones for the meeting, tap **Entry and exit tones** and toggle on
12 **Play tones**.

13 When you enable entry and exit tones for the meeting, Avaya Cloud Office Mobile App
14 displays the following options for customization:

 - 15 • **Play tones on** (Entry and exit/Entry only)
 - 16 • **For new participants only**
 - 17 • **Suppress tones after 10 participants**
 - 18 • **When my connection is broken or restored**
- 19 10. To configure the duration after which toolbar controls automatically hide, tap **Hide toolbar**
20 **controls** and select a duration.
- 21 11. To configure the closed captions size, tap **Closed captions size** and select **Small**,
22 **Medium**, or **Large**.

Chapter 9: Voicemails

- 2 The voicemail feature enables callers to leave recorded messages when you cannot answer a call.
3 Later, you can listen to, download, or forward these voicemails to your colleagues.
- 4 You can set a customized greeting message that the callers hear during work hours and after work
5 hours. You can record a greeting message using your microphone, receive a call to record it, or
6 import an MP3 file.
- 7 The Voicemail-to-text feature transcribes your voicemail messages so that you can read them. This
8 feature is currently available for voicemails in English (United States).
- 9 Voicemails are protected by PINs, ensuring that only authorized individuals can access the
10 messages in your voicemail inbox.

11 Viewing your voicemails

12 About this task

13 You can view, filter, and listen to voicemails that you receive on the Avaya Cloud Office Mobile
14 App.

15 Procedure

- 16 1. At the bottom menu bar, tap the **Phone** tab.
- 17 2. Tap **Voicemail** to view all voicemail entries.
- 18 3. **(Optional)** To exclude read messages from the view, tap **Unread**.
- 19 4. **(Optional)** To search for voicemails, type a contact name or phone number into the search
20 box.
- 21 5. Tap an entry to listen to a voicemail.
- 22 Avaya Cloud Office Mobile App plays the voicemail.

1 Managing a voicemail

2 About this task

3 You can mark, share, and delete your voicemails or initiate a callback to the sender of a voicemail
4 on the Avaya Cloud Office Mobile App.

5 Procedure

6 1. At the bottom menu bar, tap the **Phone** tab.

7 2. Tap **Voicemail** to view all voicemail entries.

8 3. Tap an entry to listen to a voicemail.


9 Avaya Cloud Office Mobile App plays the voicemail.

10 4. **(Optional)** Use the slider to rewind or fast-forward the message.

11 5. Do one of the following to manage the voicemail:

12 • Tap  to initiate a callback to the sender of the message.

13 • Tap  to share the message as an mp3 file.

14 • Tap  to mark the message as unread.

15 • Tap  to delete the message.

16 You can tap and hold a voicemail entry to access the options to mark as read, delete, or
17 share a message, initiate a callback to the sender of the message, or copy the number of
18 the sender to your clipboard.

19 Recording a personal voicemail greeting

20 About this task


21 By default, Avaya Cloud Office Mobile App sets a standard text featuring your first and last
22 name as your voicemail greeting. To configure your voicemail greeting, you can record a custom
23 voicemail greeting.

24 After you record a custom voicemail greeting, you can switch between the default and custom
25 voicemail greetings.

26 Procedure

27 1. In your profile menu, in the Settings section, tap **Voicemail > Voicemail greeting**.

28 2. Tap **Default** next to Voicemail greeting, and select **Custom**.

29 3. Tap  to record your custom greeting for up to 5 minutes.

30 4. Tap  to stop the recording.

31 5. **(Optional)** Tap **Cancel** to delete the recording.

- 1 6. Tap **Save**.
- 2 Avaya Cloud Office Mobile App displays the following message: Your custom
- 3 greeting was uploaded and successfully activated.
- 4 7. **(Optional)** To activate the default voicemail greeting, tap **Custom** next to Voicemail
- 5 greeting and select **Default**.

6 Changing your voicemail PIN

7 About this task

8 You can set a new voicemail PIN through your profile menu on the Avaya Cloud Office Mobile
9 App.

10 Avaya Cloud Office Mobile App uses your voicemail PIN to verify your identity when accessing
11 voicemail from a phone or interacting with the automated attendant to contact Customer Care.

12 Procedure

- 13 1. In your profile menu, tap **Phone**.
- 14 2. In the Voicemail settings section, tap **Voicemail PIN**.
- 15 3. Fill in the fields to set and verify your new voicemail PIN.
16 Ensure that your PIN consists of 6 to 10 digits with no repeating or sequential patterns and
17 excludes account-related information.
- 18 4. Tap **SAVE**.
19 Avaya Cloud Office Mobile App updates your voicemail PIN.

Chapter 10: Call logs

The call log contains detailed information about your incoming and outgoing calls. You can perform the following actions through the call log:

- View call details such as time, date, recipient, direction and duration of the call.
- View the extension, primary number, direct number, email, and company name of the caller.
- Search for calls, typing a contact name or phone number into the search box.
- Filter call logs by status or call direction.
- Delete a call entry.

Viewing call details

About this task

You can view the details for the calls you receive on the Avaya Cloud Office Mobile App.

Procedure

1. At the bottom menu bar, tap the **Phone** tab.
2. Tap **Calls** to view the call log.
3. Tap ⓘ next to the call for which you want to view details.

Avaya Cloud Office Mobile App displays the date, time, recipient, direction and duration of the call.








4. **(Optional)** For internal calls, tap **Info** to view the extension, primary number, direct number, email, and company name of the caller.

Managing your call history

About this task

You can view, filter, and delete call entries in your call log on the Avaya Cloud Office Mobile App.

Procedure

1. At your main page, tap **Phone > Calls**.
Avaya Cloud Office Mobile App displays the call log.
2. **(Optional)** To search for calls, type a contact name or phone number into the search box.
3. **(Optional)** To filter your calls, do one of the following:
 - To filter by status, tap **All** or **Missed**.
 - To filter by direction, tap  and select **Incoming** or **Outgoing**.
4. **(Optional)** To delete call entries, do one of the following:
 - To delete a single call entry, tap the call entry, then tap .
 - To delete multiple call entries, tap  > **Edit call log**, select the entries that you want to delete, and tap .
 - To delete your entire call history, tap  > **Edit call log**, then tap  > **Select all**, and tap .
5. On the confirmation window, tap **DELETE**.
Avaya Cloud Office Mobile App deletes the call entries from your call log.

Chapter 11: Fax management

You can send fax messages to your contacts directly through Avaya Cloud Office Mobile App. You can do the following:


- View a fax message and its details.
- Search for fax messages.
- Filter fax messages.
- Send fax messages.
- Schedule a sending time and date for your fax message.
- Attach files, photos, or capture a photo to attach.


Viewing fax messages

About this task

You can view and filter fax messages on the Avaya Cloud Office Mobile App.

Procedure

1. At the bottom menu bar, tap **More > Fax**.
Avaya Cloud Office Mobile App displays all received and sent fax messages.
2. Tap on entry to view the details of a fax message.
3. Type a name or number in the search toolbar to search fax messages.
4. Tap **All** or **Unread** to filter fax messages by status.
5. To access more filtering options, tap .

Under , you can filter fax messages by:

- Received
- Sent
- Drafts
- Failed

1 Sending fax messages


2 About this task

3 You can create, schedule, and send fax messages on the Avaya Cloud Office Mobile App.

4 Procedure

5 1. At the bottom menu bar, tap **More > Fax**.

6 Avaya Cloud Office Mobile App displays all received and sent fax messages.

7 2. To create a new fax message, tap .

8 3. Tap **Select contacts**.

9 4. From the list of personal and company contacts, select recipients for the fax message.

10 5. **(Optional)** To search for contacts, enter names or numbers in the **To** field.

11 6. Tap **NEXT**.

12 7. Tap **Cover page** and select a template to use as a cover page to the fax message.

13 Avaya Cloud Office Mobile App applies the Contempo template by default.

14 8. **(Optional)** To create a fax message without a cover page, on the Cover page window,
15 toggle off the **Use cover page** switch.

16 9. **(Optional)** To add a custom template to use as a cover page for your fax message, on the
17 Cover page window, tap **Add**, upload your custom template, and enter a cover page name.

18 Avaya Cloud Office Mobile App displays your custom cover page on the Templates list.

19 10. **(Optional)** To add a note to the cover page of your fax message, type your note in the
20 **Cover page note** field.

21 11. **(Optional)** To schedule a sending date for the fax message, tap **Schedule send date**, and
22 select a date from the calendar.

23 12. **(Optional)** To schedule a sending time for the fax message, tap **Schedule send time**, and
24 select a time using the time picker.

25 13. To attach the fax message, tap **Add attachment** and one of the following:

- 26 • **Attach files** to upload documents from your device.
- 27 • **Attach photos** to upload images from your photo library.
- 28 • **Take photo** to capture a new image and attach it directly.

29 14. Tap .

30 The Avaya Cloud Office Mobile App sends the fax message to the fax numbers of the
31 selected recipients.

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