Avaya Cloud Office by RingCentral – Customer FAQ

Questions

Click on the question below to jump to the answer.

Licenses, Billing, and Purchasing Options

- How much does Avaya Cloud Office cost?

- Is there a setup fee?

- How many lines can be purchased?

- How many minutes are included with my account?

- Who do I receive my bill from?

- Is there an extra cost for analytics?

- Can you mix and match seat licenses? Any restrictions based on seat count?

- Is there unlimited long distance for users in North America and Canada?

- What are the shipping costs?

- What kind of commitment do I have to make?

- What are my payment options?

- Why there a fee for E911?

- What is the Universal Service Surcharge?

- How do I cancel my subscription?

Setup

- How long does Avaya Cloud Office take to activate?

- What is involved in setting up my Avaya Cloud Office business phone system?

- Do I need networking equipment or a router to make this work?

- What are the minimum system requirements?

- How do I log in to my account?

- How do I reset my password?

- Will I have an administrative interface for configuring the system?

- What is the administrator?

- What is the operator?

- What happens when I lose power or my internet connection?

- Can I setup department codes for every transaction?

- Does Avaya Cloud Office support Single Sign On?

- How do I setup my greeting?

- How do I setup my company extensions?

- How do I customize my answering rules?

- As an admin, can I configure multiple users' settings at once?

- As an admin can I manage presence settings for users?

- What type of configuration can I apply in a batch?

- How do software upgrades work and are they automatic?

Analytics and Reporting

- What types of reports can be generated?

- What are Live Reports?

- Can reports be viewed from Avaya Cloud Office mobile apps?

- What types of calls are counted in the calls shown on the dashboard?

- What time zone does the hourly activity chart default to?

- What are the filters used in the Queue Activity tab?

Phones and Accessories

- What is the maximum number of call or line appearances available on J-Series phones?

- Can we re-use existing J100 phones if migrating from a premise IP Office to the Avaya Cloud Office solution?

- What Avaya devices are compatible with Avaya Cloud Office?

- Can I use my existing analog phones with Avaya Cloud Office?

- Can I use my fax machine with Avaya Cloud Office?

- Do all Avaya phone devices support with Avaya Cloud Office support HD voice?

How to Get Help

- Who can I contact with my Avaya Cloud Office questions?

- What End User Training Is Available?

- How Can Problems Be Reported?

Answers

Fundamentals

- **What is Avaya Cloud Office?**
  Avaya Cloud Office is a public cloud-based communications system with enterprise grade voice, video, IM/messaging, meetings, conferencing and collaboration.

  With Avaya Cloud Office you can easily connect all your workers, whether in the office, mobile, or remote to a single system regardless of their location.

  Avaya Cloud Office is purchased, activated, configured, and managed in the cloud so that you don't need any complex hardware, lengthy installations, or technical expertise on premise. You get the features, functionality, and flexibility you need to communicate without the high cost or hassle of hardware.

  With a flat predictable monthly fee, and zero startup costs, Avaya Cloud Office makes your business communications easy, affordable, and accessible from anywhere.

- **What are the benefits of Avaya Cloud Office?**
  One solution for all your communications needs.

  - Call, meet, message and more using audio or video from virtually any device or location.
  - No onsite PBX hardware to install or maintain. You use it, we manage it for you.

  Setup your communications solution to work the way you do:

  - Connect your office, remote, and mobile workers to a single system.
  - Easily support multiple locations, moves, adds, changes.
  - Change answering and forwarding rules online, anytime, anywhere.

Never miss a call:

- Stay connected and be reachable whether inside or outside the office.
- Pickup messages from virtually anywhere.

Collaborate from anywhere on any device:

- Use video conferencing for face-to-face meetings with up to 200 participants.
- Unlimited audio conferencing up to 1000 participants.
- Easy file sharing and group discussions for efficient team collaboration.

Simple, all-inclusive pricing for assured low monthly costs:

- Save on ongoing operating costs compared to premise-based solutions.
- Unlimited North America minutes means never having to worry about overage charges.

24/7 Customer Support.

- **What is a cloud-based communications system?**
  "Cloud-based" means that the platform hardware and software infrastructure of the communication solution is located in multiple secure data centers and delivered to your business over the internet. This means that you get the latest communication technology available and that you save the money and inconvenience of purchasing and maintaining complex on-premise hardware which is more difficult and costly to maintain and upgrade.

- **Are all my calls secure with Avaya Cloud Office?**
  Yes. Avaya Cloud Office uses encryption to safeguard your day-to-day business communication to ensure secure voice between endpoints on the network, including desk phones, conference phones, Avaya Cloud Office mobile app and desktop app.

▪ **When and Where is Avaya Cloud Office Available?**
Avaya Cloud Office is available in Australia, Austria, Belgium, Canada, France, Germany, Ireland, Italy, the Netherlands, Spain, the United Kingdom and the United States. Portugal will be added in Q1 of 2021. For international deployments outside these countries please refer to the Global Office feature which enables service to be extended internationally to 40+ additional countries when the offer is purchased and billed through one of the countries listed above.

▪ **Can I try Avaya Cloud Office before buying it?**
Customers have the option to start the Avaya Cloud Office Service with a free proof of concept. To request a proof of concept or trial please contact Avaya Sales.

Features

▪ **What features are included with Avaya Cloud Office?**
Avaya Cloud Office delivers a rich set of features for your business communication solution. You'll get everything you need in one complete system with one low price including voice, video, messaging/IM, online meetings and conferencing, multiple extensions, auto attendant, call forwarding, and more. Please review the feature matrix applicable to your area to understand the features and capabilities associated with Avaya Cloud Office's different license levels.

▪ **What is the Global Office feature?**
By purchasing Avaya Cloud Office for your headquarters, service can be extended to 40+ international locations with international DID phone numbers in over 100 countries. It enables businesses to seamlessly connect their global workforce with one secure integrated service. Users in all supported locations have a unified user experience. Note that customers must have a billing entity in one of the Avaya Cloud Office available countries in order to use the Global Office feature.

▪ **Can the features I want be purchased separately?**
No. We include all the rich functionality and business features at one low monthly price, so you don't have to pay per feature per user which results in more complexity, lower cost predictability, and higher cost. With Avaya Cloud Office you get a comprehensive communications solution that simply has all features available to you. Please review the feature matrix applicable to your area to understand the features and capabilities associated with Avaya Cloud Office's different license levels.

All users in a given customer account must use the same user type (i.e. Essential, Standard, Premium, Ultimate). It is not possible to mix and match user types.

▪ **Can I make international calls?**
Yes, you can. Avaya Cloud Office has a number of international calling options that can be tailored to your individual needs. Please contact your Avaya Cloud Office agent or sales representative for complete details.

▪ **How do I retrieve my voice, fax, and text messages?**
There are several convenient ways to receive messages:

- As you'd expect, you can retrieve your voice messages using your business phone, your mobile device or through the desktop app. In addition they can be sent to your email account.

- FAX messages can be retrieved from either the mobile of desktop apps.

- In North America, text messages can also be retrieved from the desktop or mobile apps.

▪ **What is head-up display?**
Head-up Display (HUD) is a feature available on the telephony client that is ideal for receptionists and executive assistants. It allows users to view colleagues' real-time presence, plus manage multiple incoming calls – including transferring calls, adding users to an existing call, and picking up calls on behalf of other colleagues.

- **What are the Avaya Cloud Office Desktop App and Mobile App?**
  These Avaya Cloud Office apps are an all-in-one unified communications application that supports all your calling, meeting and messaging needs through a single interface. The desktop app can be run on a PC or Mac, and the mobile apps can be run on Android or Apple mobile devices.

- **Will I get the Avaya Cloud Office Desktop and Mobile apps as part of my service?**
  Yes, these clients are a standard entitlement with all license options on Avaya Cloud Office.

- **Can I use Avaya Cloud Office apps with my service?**
  Yes. All Avaya Cloud Office customers can use the apps at no additional cost. The app provides access to your entire Avaya Cloud Office communication solution.

- **What is "presence"**
  Presence enables you to detect the status of your colleagues and display it on your desk phone or in the Avaya Cloud Office app, mobile or desktop. Statuses include Available, Busy, Do Not Disturb, or the user can set a custom status, such as Traveling.

- **How does automatic call recording work?**
  Once activated for an extension by an administrator, automatic call recording will record all of that extension's incoming and outgoing calls. Recordings can be enabled for individual or multiple users as well as for departments and can be downloaded or played back anytime. You must have Avaya Cloud Office Premium to use automatic recording. Users may also start and stop on-demand call recording during a call using '*9' on the keypad or selecting the appropriate icon in the mobile and desktop applications.

- **Does Avaya Cloud Office allow audio conferencing?**
  Avaya Cloud Office offers unlimited audio conference call hosting and participation for all your users. Each of your users can host a conference call with up to 1000 attendees, with one-click invites.

- **Are Call Appearance and Park and Page features available with Avaya Cloud Office?**
  Yes, Call Appearances and Park and Page are now available on Avaya Cloud Office.

- **Are Automatic Call Distribution (ACD) function supported?**
  Avaya Cloud Office supports call queues, (similar to hunt groups on IP Office). For customers with true contact center needs, Avaya Cloud Office can be paired with Avaya OneCloud CCaaS for a complete public cloud solution.

- **Are there reporting and call recording capabilities in Avaya Cloud Office?**
  Yes, both are available.

- **Is the solution HIPAA compliant?**
  Yes. Avaya Cloud Office is HiTrust certified, providing confidence with customers that operate in a HIPAA regulated environment, that Avaya Cloud Office will meet their requirements. If a customer is a Covered Entity or a Business Associate as defined under the Health Insurance Portability and Accountability Act (HIPAA) and it will use RingCentral services to create, receive, transmit, or maintain PHI, the customer must request a Business Associate Agreement (BAA) from RingCentral. In that situation, RingCentral will act as a Business Associate, and it will manage its HIPAA obligations accordingly.

- **Is the Hot Desking feature supported?**
  Yes, Hot Desking is a supported feature on Avaya Cloud Office. Note that basic Hot Desking is supported only for Common Area Phones; not for user assigned phones. There are some behavior differences between traditional IP Office hotdesking (e.g. the users primary device does not log out)

- **Will the Avaya Cloud Office offer include the session border controller in the cloud?**
  Yes, the solution includes all network access including Session Border Controller.

- **Can I transfer my existing phone number to Avaya Cloud Office?**
  Yes, Avaya will coordinate number porting as part of the installation service.

- **Do I "own" my number? Can I keep my toll-free or local number if I choose to cancel?**
  The number you receive upon sign-up is your own toll-free or local number. Provided you have paid for at least one month of service and your account is active and in good standing you may keep your numbers. There is no charge for transferring out numbers. Your account must remain active and in good standing during the number porting process.

- **How do I select vanity numbers?**
  After completing the purchase of Avaya Cloud Office, you can add additional numbers, including vanity numbers, from within your online account. Go to Settings and click on Phones & Numbers to add a new number. A Vanity number has a monthly charge as well as a one-time change and takes 5 to 7 days to be live. You will receive an email once the number has been activated.

Licenses, Billing, and Purchasing Options

- **How much does Avaya Cloud Office cost?**
  Avaya Cloud Office offers simple, all-inclusive pricing with a predictable low monthly cost. There are several different license levels to choose from. For the current pricing please click here refer to the plans and pricing page.

- **Is there a setup fee?**
  No. There are no setup or activation fees.

- **How many lines can be purchased?**
  You can purchase as many lines as needed for your business. One of the cloud model strengths is the ability to scale to a practically unlimited line count.

- **How many minutes are included with my account?**
  Minutes vary by region and license type. Please review the feature matrix applicable to your area to understand the features and capabilities associated with Avaya Cloud Office's different license levels.

- **Who do I receive my bill from?**
  Customers receive their bill directly from Avaya. Both Avaya and RingCentral names appear on the bill.

- **Is there an extra cost for analytics?**
  The platform comes standard with up-to-the-hour analytics. There is an additional, pay-based analytics package for those who need real-time reporting available with the Live Reports Add-On license.

- **Can you mix and match seat licenses? Any restrictions based on seat count?**
  No, at present all licenses must be common.

- **Is there unlimited long distance for users in the US and Canada?**
  Long Distance calling from anywhere in the US and Canada to anywhere in the US and Canada is included at no additional charge. Acceptable Use policies apply on all plans.

- **What are the shipping costs?**
  Shipping costs depend on the quantity of phones and may depend on location. Please contact your Avaya sales representative for estimated shipping costs and delivery options.

- **What kind of commitment do I have to make?**
  No commitment is required. You can pay as you go (month-to-month) and cancel any time. Any devices purchase need to be returned in usable condition within 30 days of the purchase date to receive a credit. For more information about the terms and conditions related to phone purchases, please contact your authorized Avaya Cloud Office agent or partner.

- **What are my payment options?**
  For Avaya Cloud Office Customer accounts less than $500 Monthly Recurring Revenue (MRR), Customer payment must be via credit card. For Customer accounts greater than $500 MRR, Avaya Cloud Office Customers can request invoice billing approval which takes approximately 48 hours for approval and set-up.

- **Why is there a fee for E911 in the United States?**
  On June 3, 2005, the Federal Communication Commission (FCC) mandated that all internet phone service providers interconnected to the public switched telephone network offer E911 as a standard element of their residential and business offerings. Please note some fees for E911 are levied at the federal level and others are levied at the state or city level.

- **What is the US Universal Service Surcharge?**
  The Federal Universal Service Fund subsidizes telephone service in rural and low-income areas. On June 21, 2006 the FCC voted unanimously to require all interconnected Voice over Internet Protocol (VoIP) services that connect to the public switched telephone network to contribute to this fund (USF). This tax changes every quarter.

- **How do I cancel my subscription?**
  Please contact Avaya and speak with one of our customer service representatives. Please be ready to verify your account number and billing information as it appears on your account.

Setup

- **How long does Avaya Cloud Office take to activate?**
  Your account and phone number are activated immediately, and your phones will arrive in 5-7 business days, depending on the shipping method.

- **What is involved in setting up my Avaya Cloud Office business phone system?**
  Once you have purchased Avaya Cloud Office it is instantly activated, so you can immediately communicate and use all the available features. An Avaya Customer Success team member will contact you after the activation to coordinate configuration and customization of your new system.

- **Do I need networking equipment or a router to make this work?**
  Avaya Cloud Office will work with any high-speed stable internet connection and requires a minimum of 64kbps of bandwidth per call. You need a router that will make the internet connection available to your phones and devices. For the best voice quality, we recommend a router that is Quality of Service (QoS) enabled and configured to prioritize voice traffic.

- **What are the minimum system requirements?**
  Since your communication solution is in the cloud and delivered online, the only equipment you need in your office are the IP phones and the router or routers with the internet connection. For desktop integration a vendor supported version of Windows or Mac OS X is required and a minimum of 1GB of RAM and 300MB of storage space.

- **How do I log in to my account?**
  Using your dedicated local number and password, you can log in to Avaya Cloud Office by clicking on Login in the top right corner of the home page. You can also access your online account from RingCentral mobile and desktop apps. The Customer Administrator will share details about how to access to the user portal as users get configured on the system. Login via Email or Single-Sign on may also be available if enabled by your administrator.

- **How do I reset my password?**
  Log in to your account, select the Setting tab. Click on User Password under your name and the extension to reset the password.

- **Will I have an administrative interface for configuring the system?**
Yes, the customer Administrator interface will allow customers to make changes to the system.

- **What is the administrator?**
The administrator has full access to make changes to the account setup and configuration. This person will receive the payment and account details upon completion of purchase and ongoing notifications anytime updates are made to the account. The administrator will also be able to make additional purchases from the account and configure other user's extensions. Other users will only be able to set up their own extensions. To log in as an administrator, use your dedicated local number and administrator password. Only the administrator will see the Admin Portal tab in their account. If you are unsure who your administrator is, please contact Avaya customer support.

- **What is the operator?**
When a caller to the main number does not select an option or extension, they will be automatically directed to the operator. Operator status can be changed anytime in the account.

- **What happens when I lose power or my internet connection?**
Because Avaya Cloud Office is cloud-based, it is not fully dependent on your power or internet connection to continue receiving calls or faxes in the event of a local power or network outage. The system continues to function in the cloud. If you have lost power or network to phones and PCs/Macs, you can still use your Avaya Cloud Office mobile phone application in such situations.

- **Can I setup department codes for every transaction?**
Yes. Avaya Cloud Office provides cost center management tools, so you can control your budget by assigning a department or group code to purchases of services and devices.

- **Does Avaya Cloud Office support Single Sign On?**
Yes. Avaya Cloud Office supports SAML 2.0 profile-based Identity Provider. Premium and Ultimate customers can enable the Single Sign-On feature that allows users to log in to Avaya Cloud Office by using their own corporate identity.

- **How do I setup my greeting?**
Log in to your account and in the right column in Quick Links, click on Greetings. Select the New button for the greeting you want to customize and follow the simple on-screen instructions. You can record your new greeting over the phone, using a microphone connected to your computer, or use our default system greetings. You can also have your greetings professionally recorded.

- **How do I setup my company extensions?**
As the administrator, you can set up user extensions to connect remote employees under one main number, deliver business announcements, and more. Each extension can be configured with a wide range of blocking, screening, fax, and routing options. Log in to the Admin Portal and select Users to add or remove a user extension.

- **How do I customize my answering rules?**
Log in to your account and in the right column in Quick Links, click on Answering Rules. Select ADD RULE and follow the setup wizard.

- **As an admin, can I configure multiple users' settings at once?**
Yes. Use the Templates tool to configure multiple users' common settings across locations.

- **As an admin can I manage presence settings for users?**
Yes. Go to the Admin Portal > Users, select a user, click Settings > Phones & Numbers, then click the Presence button on the User Details page. Set "Allow other users to see my presence" to On or Off.

- **What type of configuration can I apply in a batch?**
  You can apply user configuration in bulk for many common categories, for example: as E911 address, office hours, phone and voicemail greetings, music on hold, outbound caller ID, permission for international calling, notifications.

- **How do software upgrades work and are they automatic?**
  Software upgrades happen automatically and are done in the cloud. There is no need for customers to perform upgrades. Software upgrades happen when new features or other service content is ready to be deployed.

Analytics and Reporting

- **What types of reports can be generated?**
  In addition to real-time Live Reports, Avaya Cloud Office gives you the ability to create reports with historical call data, such as inbound and outbound call volume, total number of calls, information about missed/answered calls, average calls per day per user, times, and more. In addition to live reports, historical reports are also available and can be downloaded for offline review as well as scheduled via email.

- **What are Live Reports?**
  Live Reports empower your organization's decision-makers by providing access to reports on inbound and outbound calls close to real-time which can be displayed on dashboards. This feature helps you optimize the advantages of your phone system by presenting usage analysis and trending metrics in an easy-to-read graphical format. With separate views and several filtering options, you can target your report to reveal exactly what you want to know to increase your business performance.

- **Can reports be viewed from Avaya Cloud Office mobile apps?**
  Yes, with an admin account you can view Live Reports as well as quick reports for call summary, queue activities, and user activities.

- **What types of calls are counted in the calls shown on the dashboard?**
  Inbound and outbound voice calls are counted. Fax and extension-to-extension calls are excluded.

- **What time zone does the hourly activity chart default to?**
  It defaults to the time zone specified in the regional settings of the logged-in user.

- **What are the filters used in the Queue Activity tab?**
  There are several filters available in the Queue Activity tab:

  - **Internal/External Filter** is focused on inbound calls to call queues, if used by the customer. This filter allows you to exclude calls that came into the queue from another extension and allows you to focus on only external calls.

  - **Dialed-Number Filter** allows you to filter calls by the inbound number actually called. This allows you to distinguish the number called from the extension reached through call forwarding.

  - **Call-Length Filter** allows you to exclude short calls that are typically misdials or hang-ups. This allows you to measure your answer rates on calls that you had the opportunity to answer.

Phones and Accessories

- **What is the maximum number of call or line appearances available on J-Series phones?**
  The maximum number of appearances is now 96.

- **Can we re-use existing J100 phones if migrating from a premise IP Office to the Avaya Cloud Office solution?**
  Yes, most existing J139, J169, and J179 phones can be re-used.

▪ **What Avaya devices are compatible with Avaya Cloud Office?**
The J139, J159, J169, J179 and J100EM and supported, as is the J199 Conference Phone. More devices are planned to include additional desk and conference phones.

▪ **Can I use my existing analog phones with Avaya Cloud Office?**
Standards based 3rd party SIP gateways or Analog Terminal Adapters (ATAs) can be configured to support analog services. An ATA usually takes the form of a small box with a power adapter. It allows you to connect your traditional analog phones to the internet and place Voice over Internet Protocol (VoIP) calls

▪ **Can I use my fax machine with Avaya Cloud Office?**
Yes. You can still use your fax machine to send faxes (all incoming faxes will be received by internet fax) by connecting it to an ATA and connecting the ATA to your router. You will need to buy an Avaya Cloud Office line dedicated for the fax machine to replace the existing phone line.

▪ **Do all Avaya phone devices support with Avaya Cloud Office support HD voice?**
Yes. All J-Series Desk Phones and planned B-Series conference phones support HD voice.

How to Get Help

▪ **Who can I contact with my Avaya Cloud Office questions?**
You can contact Avaya directly through the Avaya.com and the contact information found below.

▪ **What End User Training Is Available?**
End User Training can be found here.

▪ **How Can Problems Be Reported?**
Customers can report a Problem to the Avaya Cloud Support team via https://onecare.avaya.com/AvayaCloudOffice/ where you raise a ticket into our experts, or you can also email acosupport@avaya.com or call via phone 1-866-282-9245 (1-866-AVAYA-45).

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