



Using Avaya IP Office as an Avaya Cloud Office Persistent Gateway

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Chapter 1: Introduction

Purpose

This document describes how to use IP Office as a persistent gateway for Avaya Cloud Office. It is primarily intended for administrators.

Chapter 2: Overview

IP Office as a persistent gateway

Avaya Cloud Office customers who also have IP Office can use IP Office as a persistent gateway. This setup enables some Avaya Cloud Office phones to use IP Office for telephone calls if they cannot connect to Avaya Cloud Office.

Using an Avaya Cloud Office persistent gateway is a chargeable feature. Persistence also consumes an IP Office endpoint license or user subscription for each phone.

IP Office as a persistent gateway is supported on IP Office IP500 V2 systems running in Essential Edition, Preferred Edition, or subscription mode.

IP Office IP500 V2 acts as a failover PBX for J100 Series SIP phones registered on Avaya Cloud Office.

IP Office telephony support during persistence

Support for telephony features on Avaya Cloud Office phones when using IP Office is limited. The supported telephony features include:

- Registering the phones to IP Office
- Basic operation as SIPPING-19 devices
- Internal calls between the Avaya Cloud Office extensions that have failed over to IP Office
- Incoming external calls
- Outgoing external calls
- Emergency calls

Persistence operation

During Normal Operation:

- The phones register to Avaya Cloud Office and operate as Avaya Cloud Office phones with access to the users contacts, call history, and programmable button settings.
- Avaya Cloud Office provides the phones with the address details of their persistent gateway, in this case, IP Office.
- The phones use regular SIP OPTIONS messages to poll the status of Avaya Cloud Office. IP Office has no connection to Avaya Cloud Office.

When the Avaya Cloud Office connection is lost:

If a phone does not receive an acknowledgment to the SIP OPTIONS message within the specified time, the phone assumes that the Avaya Cloud Office connection is lost. The phone begins the process to failover to IP Office.

The phone displays `Limited Service` along with the **limited-service** icon on the phone screen.

Chapter 3: Configuration of persistent gateway support

You can configure a persistent gateway by setting up an IP Office registrar and protocol on J1XX using one of the following:

- TCP
- TLS

This method requires configuration on Avaya Cloud Office, IP Office, and phones.

Creating users in Avaya Cloud Office

Procedure

1. Log in to RingCentral System Configuration Portal.
2. Click **Login to SW as customer**.
3. On Avaya Cloud Office, in the Home tab, click **Users > Add User**.
4. In the Add Users dialog box, choose the user type and click **Select**.
5. Enter the values for the **Email**, **First Name**, and **Last Name** fields.
Avaya Cloud Office automatically populates values for the **Ext.**, **Phone**, and **Number** fields.
6. Click **Next**.
7. In the **Setup options** field, select one of the following options:
 - **Send invite**
 - **Schedule invite**
 - **Activate by assigning credentials**
 - **Activate later**
8. Click **Submit**.
9. Read the acknowledgment, select the check box, and click **Next**.
10. Check and confirm the details and click **Done**.

11. In the Enable SMS for the number dialog box, click **Assign Now** or **Assign Later** as appropriate.

Activating Avaya Cloud Office users

About this task

You must activate the users created in Avaya Cloud Office on RingCentral.

Before you begin

Ensure that you have the MAC address of the J1xx phone.

Procedure

1. Go to RingCentral System Configuration Portal, click **Account > Mailboxes**, and do the following:
 - a. Select the new user and in the **Status** field, click **Edit**.
 - b. In the Change Mailbox Status dialog box, in the **Change Mailbox status to** field, select **Enabled**.
 - c. Click **Save**.
2. On RingCentral System Configuration Portal, click **Devices**, and do the following:
 - a. Click **Search**.
 - b. Select the device, in the **S/N** field, provide the MAC address of the J1xx phone.

Creating users in IP Office

About this task

To support IP Office as a persistent gateway, you must create the Avaya Cloud Office users in IP Office.

Before you begin

Download the `ACO_J1xx_Persistsettings.txt` file from the J1xx web interface. For more information, see [Downloading Avaya Cloud Office J1xx persist settings file](#) on page 10.

Procedure

1. Log in to Avaya IP Office Web Manager using your username and password.
2. Go to **Call Management > Extensions**.
3. Click **Add Extension > SIP Extension**.
4. In the **On Selected Server** field, select the server and click **OK**.

5. Enter the following details from the `ACO_J1xx_Persistsettings.txt` file:
 - a. In the **Base Extension** field, enter the `FORCE_SIP_USERNAME` value from the file.
 - b. In the **Password** and **Confirm Password** fields, enter the `FORCE_SIP_PASSWORD` value from the file.
6. Click **Create**.
7. Go to **Call Management > Users**.
8. Click **Add User**.
9. In the **On Selected Server** field, select the server and click **OK**.
10. In the **Name** and **Full Name** fields, enter the `FORCE_SIP_EXTENSION` value from the file.
11. In the **Extension** field, select the extension created in Step 6.
12. Click **Create**.

Downloading Avaya Cloud Office J1xx persist settings file

Procedure

1. Log in to the J1xx IP Phone web interface using your username and password.
2. Go to **Management > Configuration**.
3. In the **Export Settings File** field, click **Export**.
4. Save the `ACO_J1xx_Persistsettings.txt` file to a local drive.

Configuring IP Office server as SIP Proxy Server on J1xx IP Phone

About this task

You must configure the IP Office server as SIP Proxy Server on the J1xx IP Phone. You can set the protocol to TCP or TLS.

Before you begin

Download the `ACO_J1xx_Persistsettings.txt` file from the J1xx web interface. For more information, see [Downloading Avaya Cloud Office J1xx persist settings file](#) on page 10.

Procedure

1. In the `ACO_J1xx_Persistsettings.txt` file, do the following:
 - a. Navigate to the `Registration Info` section.
 - b. Add the IP Office IP address and the protocol in the `SET SIP_CONTROLLER_LIST` value after the ACO address.

For example,

```
SET SIP_CONTROLLER_LIST sip1vs=avayams.int.rclabenv.com:5096;transport=tls,  
148.147.171.101:5060;transport=tcp
```

You can set the protocol to `tcp` or `tls`.

2. Save the file to a local drive.
3. Log in to the J1xx IP Phone web interface using the username and password.
4. If you set the protocol to `tls` in Step 1b, import the IP Office `WebRoot.pem` file to the J1xx Trusted store:
 - a. Download `WebRoot.pem` using the URL: `https://<IP Office IP address>/WebRootCA.pem` to your local drive.

For example, `https://10.102.159.180/WebRootCA.pem`
 - b. Go to **Certificates > Trusted Certificates**.
 - c. In the **Upload Trusted Certificate** field, click **Browse**.
 - d. Select the downloaded `WebRoot.pem` file and click **Open**.
 - e. Click **Import**.

J1xx IP Phone reboots.

 **Note:**

You must complete the steps in Step 4, only if you set the protocol to `tls` in Step 1b. Else, skip this step.

5. Go to **Management > Configuration**.
6. In **Import Settings File**, click **Import**.
7. Select the file you saved in Step 2 and click **Open**.
8. Click **Import**.

J1xx IP Phone reboots.

Chapter 4: Additional Help and Documentation

The following pages provide sources for additional help.

Related links

- [Additional Manuals and User Guides](#) on page 12
- [Getting Help](#) on page 12
- [Finding an Avaya Business Partner](#) on page 13
- [Additional IP Office resources](#) on page 13
- [Training](#) on page 14

Additional Manuals and User Guides

The [Avaya Documentation Center](#) website contains user guides and manuals for Avaya products including IP Office.

- For a listing of the current IP Office manuals and user guides, look at the [Avaya IP Office™ Platform Manuals and User Guides](#) document.
- [Avaya Support](#) website provides access to the IP Office technical manuals and users guides.
 - Note that where possible this site redirects users to the version of the document hosted by the [Avaya Documentation Center](#).

For other types of documents and other resources, visit the various Avaya websites (see [Additional IP Office resources](#) on page 13).

Related links

- [Additional Help and Documentation](#) on page 12

Getting Help

Avaya sells IP Office through accredited business partners. Those business partners provide direct support to their customers and can escalate issues to Avaya when necessary.

If your IP Office system currently does not have an Avaya business partner providing support and maintenance for it, you can use the Avaya Partner Locator tool to find a business partner. See [Finding an Avaya Business Partner](#) on page 13.

Related links

[Additional Help and Documentation](#) on page 12

Finding an Avaya Business Partner

If your IP Office system currently does not have an Avaya business partner providing support and maintenance for it, you can use the Avaya Partner Locator tool to find a business partner.

Procedure

1. Using a browser, go to the [Avaya Website](#) at <https://www.avaya.com>
2. Select **Partners** and then **Find a Partner**.
3. Enter your location information.
4. For IP Office business partners, using the **Filter**, select **Small/Medium Business**.

Related links

[Additional Help and Documentation](#) on page 12

Additional IP Office resources

In addition to the documentation website (see [Additional Manuals and User Guides](#) on page 12), there are a range of website that provide information about Avaya products and services including IP Office.

- [Avaya Website](#) (<https://www.avaya.com>)

This is the official Avaya website. The front page also provides access to individual Avaya websites for different regions and countries.

- [Avaya Sales & Partner Portal](#) (<https://sales.avaya.com>)

This is the official website for all Avaya business partners. The site requires registration for a username and password. Once accessed, you can customize the portal to show specific products and information type that you want to see.

- [Avaya Support](#) (<https://support.avaya.com>)

This site provide access to Avaya product software, documentation and other services for Avaya product installers and maintainers.

- [Avaya Support Forums](#) (<https://support.avaya.com/forums/index.php>)

This site provides forums for discussing product issues.

- [International Avaya User Group](https://www.iuag.org) (<https://www.iuag.org>)

This is the organization for Avaya customers. It provides discussion groups and forums.

- [Avaya Learning](https://www.avaya-learning.com/) (<https://www.avaya-learning.com/>)

This site provides access to training courses and accreditation programs for Avaya products.

Related links

[Additional Help and Documentation](#) on page 12

Training

Avaya training and credentials ensure our Business Partners have the capabilities and skills to successfully sell, implement, and support Avaya solutions and exceed customer expectations. The following credentials are available:

- Avaya Certified Sales Specialist (APSS)
- Avaya Implementation Professional Specialist (AIPS)
- Avaya Certified Support Specialist (ACSS)

Credential maps are available on the [Avaya Learning](#) website.

Related links

[Additional Help and Documentation](#) on page 12

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