

AVAYA



Avaya J100 IP Desk Phones Enablement for Microsoft Teams SIP Gateway using Avaya Device Enrollment Services

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J100 SIP Phones Feature Enablement with DES

Avaya J100 IP Phones can be compatible with Microsoft Teams SIP Gateway.

This enablement is a license-based feature on J100 using Avaya Device Enrollment Services.

Note: Avaya Feature enablement license does not control the services provided by Microsoft. You are responsible for ensuring your Microsoft Teams SIP gateway services are active.

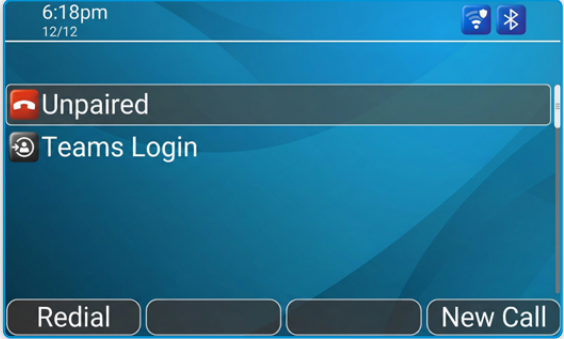


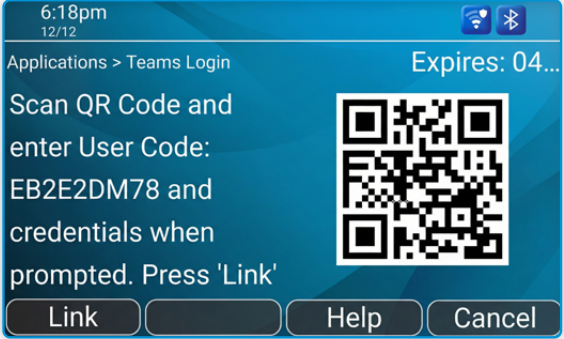
Overview

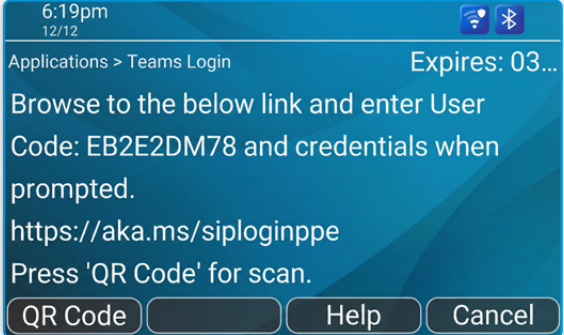
Future-proof your enterprise communications with Avaya J100 SIP Desk Phones, providing secure, simple, and enterprise-grade performance enabled for **both Avaya solutions** and the **Microsoft Teams SIP Gateway**.

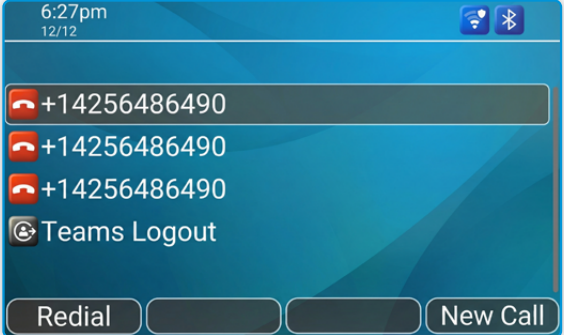
Key Value Proposition

- **Microsoft Teams Compatibility:** Enables SIP calls along with a new simplified user login with QR code.

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- **Superior Audio Performance:** J100 IP desk phone provides high-definition audio for a superior call quality.
- **Feature-rich and user-friendly design:** J100 phones support accessories like wireless modules and productivity enhancing features such as customizable buttons, ideal for diverse user needs in a small form factor.

Types of deployment with Microsoft Teams SIP gateway

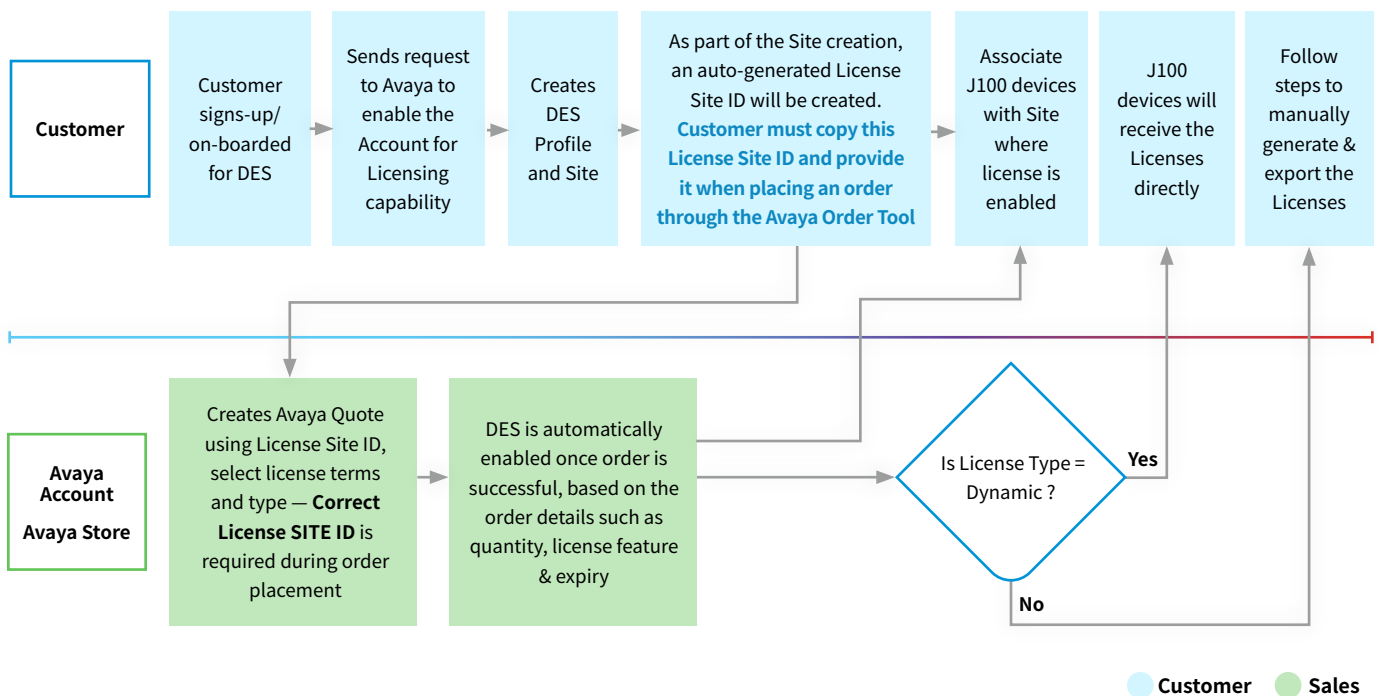
There are 2 types of deployment options available depending on if your J100 SIP phones can access the internet to connect to <https://des.avaya.com>. Phones must be able to reach des.avaya.com using HTTPS 443. All connections between J100 SIP phones and DES are over secure channel.

1. **Dynamic:** Phones automatically connect to <https://des.avaya.com> and pull their associated license files. This is for cloud type deployments
2. **Exported:** The administrator must manually export the DES generated license .zip package and extract the files onto the customer's on-premises provisioning server. This is for On-premises deployment of license files.

Note: Please ensure you have ordered the correct type of licenses as the J100 SIP phones will not pull a license from a site that is configured as exported type. Mix of both types is not supported.

Mix of both types is also not currently supported.

Steps to enable Avaya J100 IP Phones for Microsoft Teams SIP Gateway - High Level Steps



Detailed Steps

1. Sign up for Device Enrollment Services which will also create a DES “Account”.

Detailed steps are in the link below -

https://documentation.avaya.com/bundle/UsingAvayaDeviceEnrollmentServicesToManageEndpoints_r31/page/Signing_up_for_DES_account.html

2. Access DES by logging in with the new account at <https://des.avaya.com>
3. The customer should be able to self toggle the License with the "Enable License" button within Accounts > Edit account section if the button is not visible then please send a request to Avaya to turn on “Enable License” on your Account by emailing: dessupport@avaya.com.

Please include the Account Name in the request. Once enabled customer will receive confirmation email.

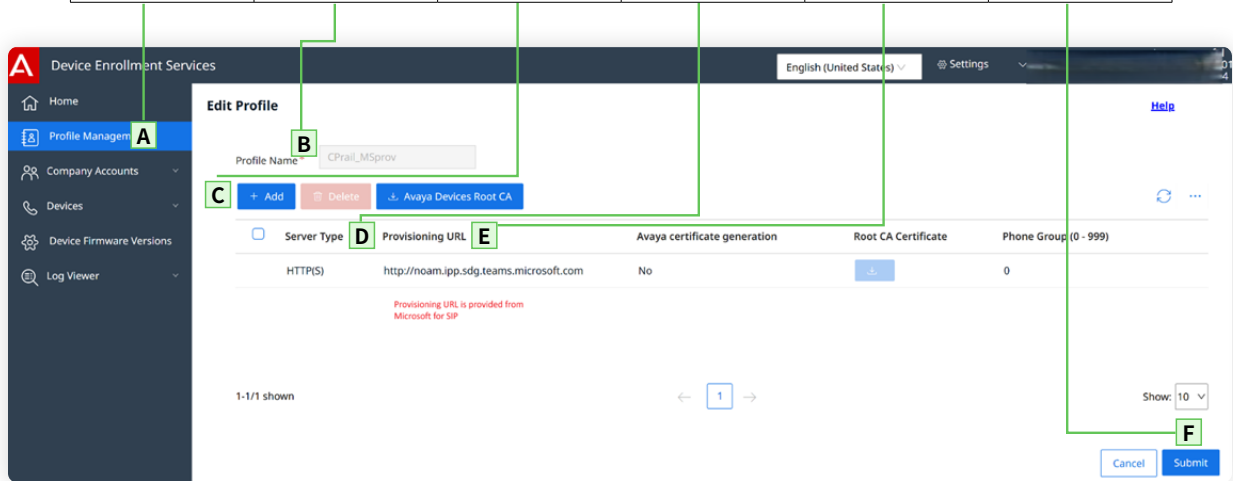
The screenshot displays the 'Edit Account' interface in the Avaya Device Enrollment Services (DES) portal. The left sidebar contains navigation links: Home, Profile Management, Company Accounts, Account Management (highlighted), User Management, Site Management, Signup Requests, Hierarchy Access Requests, Devices, Log Viewer, and Analytics. The main content area is titled 'Edit Account' and features three tabs: 'Basic Details', 'Site', and 'Formware Management'. The 'Basic Details' tab is active, showing a 'Basic Information' section with the following fields: Account Type (set to Customer), Account Name (TestAccount), Primary Contact First Name (TestFirst), and Primary Contact Last Name (TestLast). Below this is the 'Company Address' section with fields for Address Line 1 (123 Fake St), Address Line 2 (Address Line 2), and City. At the bottom, under the 'Services' section, there is a toggle switch for 'Enable License' which is currently turned OFF. A green box highlights this toggle switch.

4. Once you have received confirmation that the Account has “Enable License” turned on then the following steps are required.

Below steps are detailed in https://documentation.avaya.com/bundle/UsingAvayaDeviceEnrollmentServicesToManageEndpoints_r31/page/About_DES.html:

4.1. Add a Profile

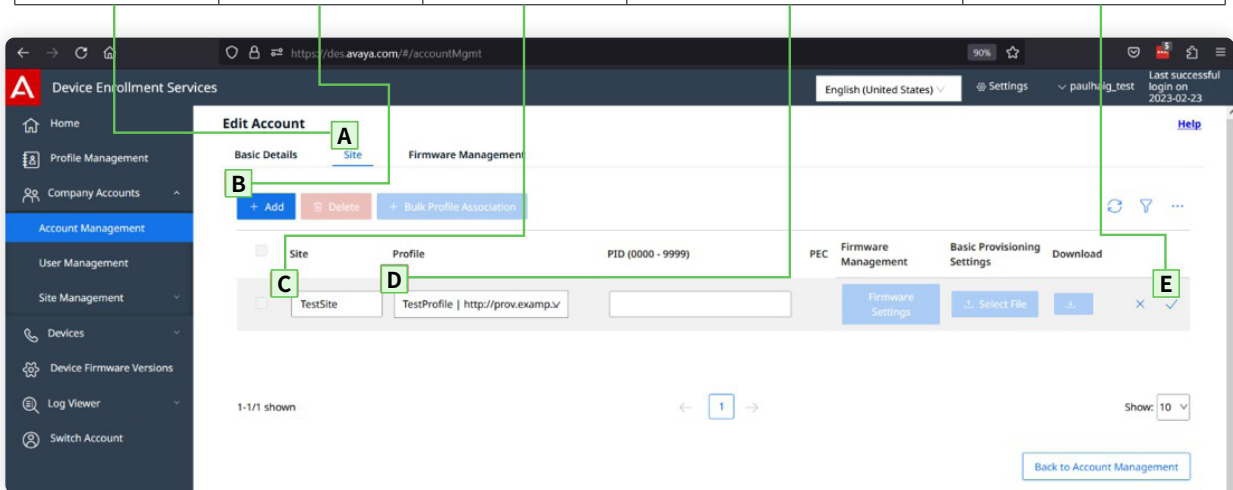
A	B	C	D	E	F
Profile Management > Add	Define "Profile Name"	Click "Add"	Define "Server Type" = HTTP(S)	Define "Provisioning URL" = http://noam.ipp.sdg.teams.microsoft.com	Click ✓ and Submit



4.2. Add a Site

Add a site to the account

A	B	C	D	E
Account Management > Site	Add	Enter Unique Name for Site	Here it is important to select the profile created from section 4.1	Press the Check symbol to finish creating site



- “DES Site License ID is created with the Site automatically and is a unique string which is required for ordering licenses for your J100 SIP Phones.

Note the string is 49 characters including dashes - Use the " Copy License Site ID" function in DES to easily copy the string
Steps to search for the newly created Site from Step previous section 4.2 are below:

A	B	C	D	E
Site Management	Click on "By License"	Click on the Funnel icon on corner right, near the top to bring search template as shown below	Enter your Account Name or Site Name and hit enter to search filter and display results	Copy the DES License Site ID

- Claim/Activate and Associate J100 SIP Phones against the above Site. (Bulk claim/activate and then associate can be performed)
See: DES Documentation https://documentation.avaya.com/bundle/UsingAvayaDeviceEnrollmentServicesToManageEndpoints_r31/page/Management_operations_for_one_or_more_devices.html for further details.

This Step is independent of any previous steps and can be done at any time.

This Step can also be done instead via Numeric Enrollment Code during phone deployments.

Also note, this step does not need to be done before next step 7. However, it is important to understand how many phones in total will require a license for step 7.

For learning more Using Avaya Device Enrollment Services to Manage Endpoints, please visit links below.

a)Enrollment codes:

https://documentation.avaya.com/bundle/UsingAvayaDeviceEnrollmentServicesToManageEndpoints_r31/page/Enrollment_code.html

and

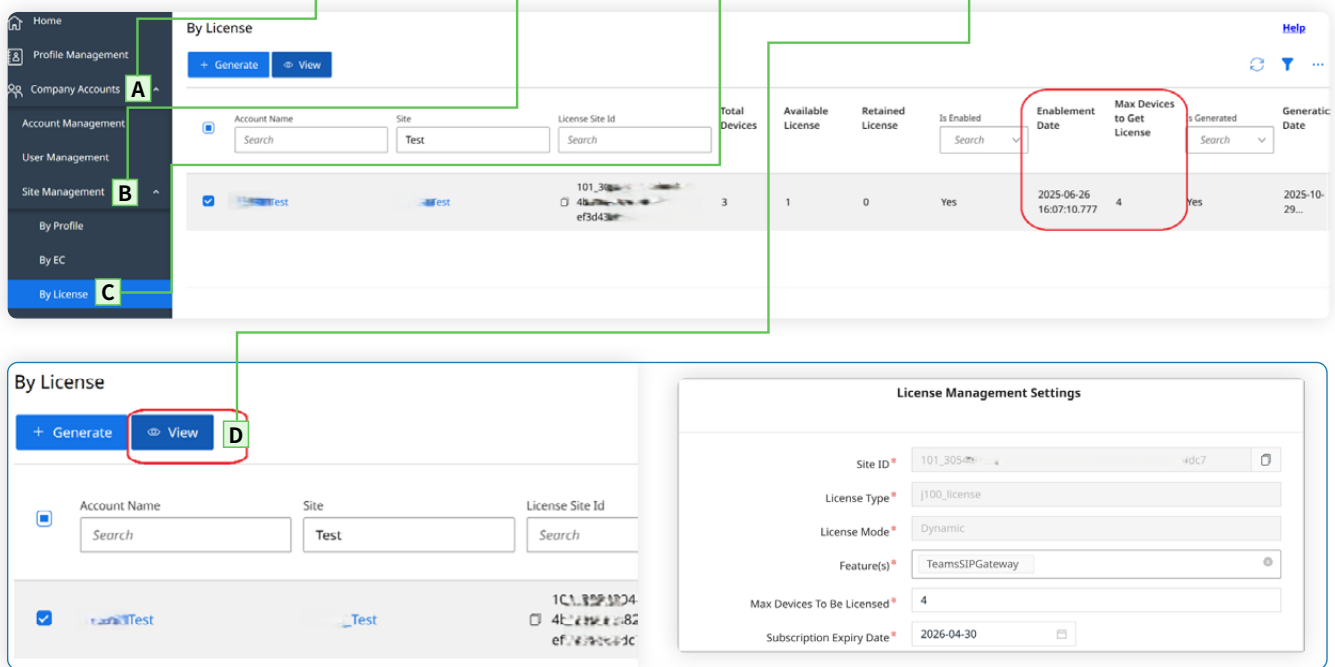
b)Management operations for a small number of devices:

https://documentation.avaya.com/bundle/UsingAvayaDeviceEnrollmentServicesToManageEndpoints_r31/page/Management_operations_for_one_or_more_devices.html

7. You are now ready to proceed to Avaya store to purchase Avaya J100 SIP Phone licenses. Customer should contact Avaya account team to get started.
8. Once the licensing order is complete in Avaya Store, DES gets updated. This process is automatic and can take 1 hour. After that you can log in to DES to confirm the licenses. Customer should contact Avaya account team to get a order started. It is important to add the DES "License Site ID" in the order for successful enablement between the order and Avaya DES system.

To confirm DES has been updated from Avaya Store follow these steps:

A	B	C	D
Company Accounts	Site Management	By License, check	See the "Enablement Date" or click "View" to observe the configured licensing for the DES Site.



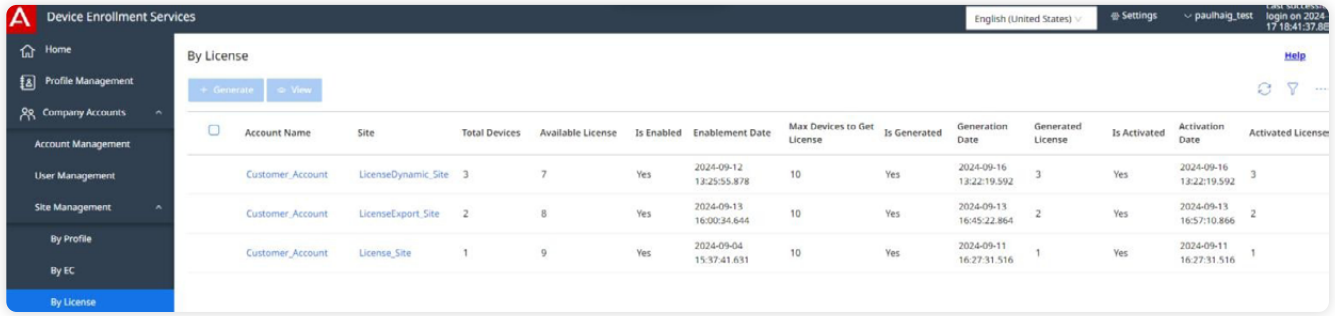
9. For License type of Dynamic.

For Site License Type as Dynamic, phones must be able to reach des.avaya.com.

They will obtain the license automatically when required i.e. when the phone determines that a feature/configuration is enabled on a phone that requires a license, and the phone does not have the respective license it will query

<https://des.avaya.com:443> for a license.

Note: Ensure the phones have been associated with the correct Site.



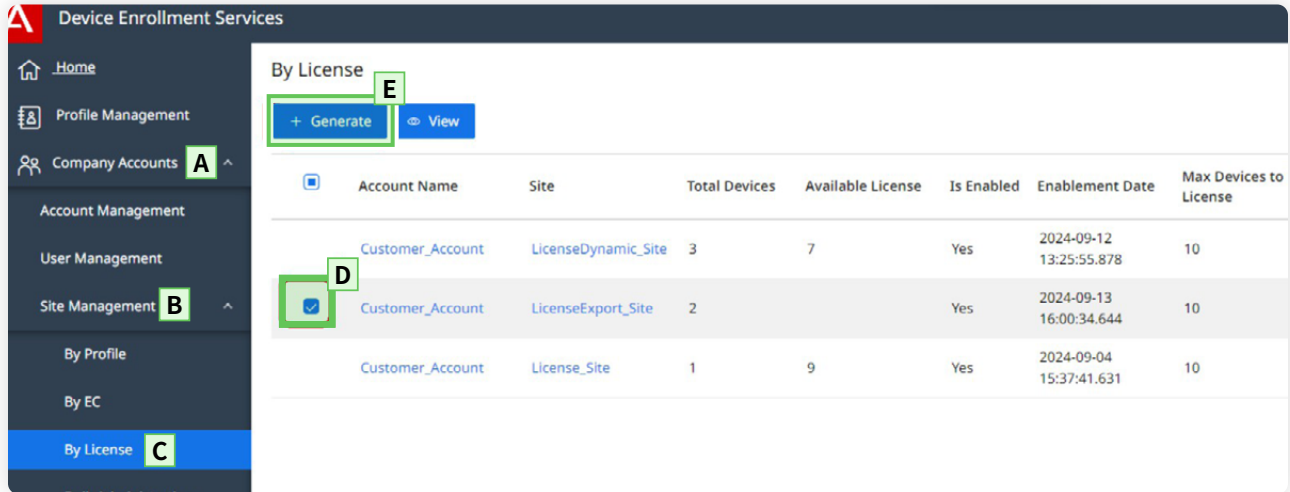
See: "Total Devices" and "Generated License" for indication how many phones have dynamically obtained license. The example picture above shows first Site is Dynamic License Site and 3 devices total, 7 license available and 10 license maximum defined for the site. To observe the License details for your site, you can click on the left most "checkbox" and then click the "View" button.

Note: Licenses are distributed on a first-come, first-served basis availability.

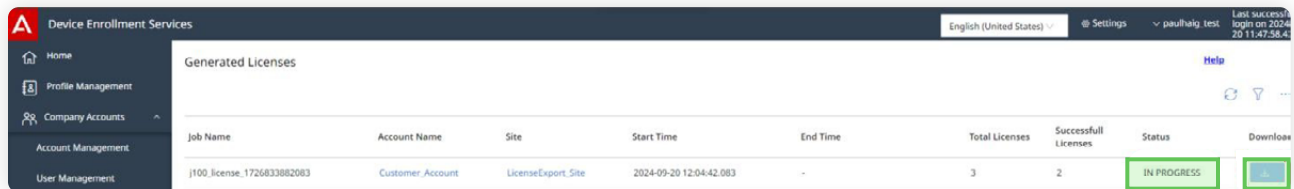
10. For License type Exported

Steps below show how to generate, obtain and apply the static type licenses:

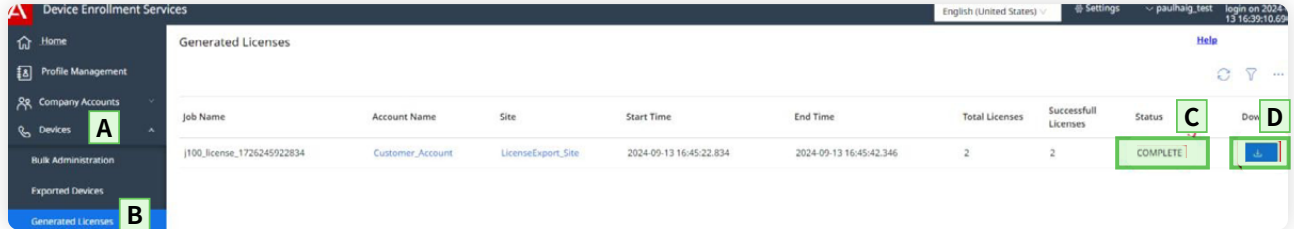
- a. Login in DES, search Site name
- b. Start License generation for your site. This process can take several minutes depending on number of licenses.



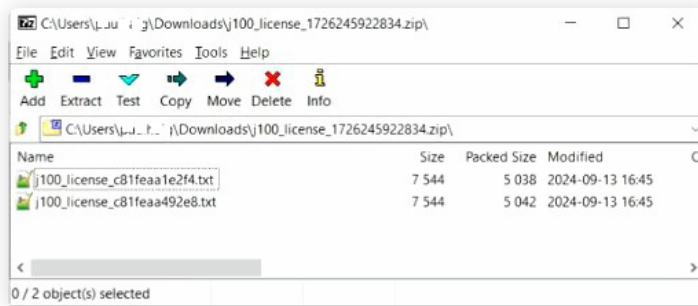
- c. To check status of license generation there is a separate Menu in DES page as shown below (Devices > Generated Licenses). You can click the refresh icon to observe the latest status of license generation.



- d. Once the status is complete customer can download zip package to deploy on local provision server. See below



- e. A single .zip file that includes exported licenses will be downloaded to the desktop as shown in example below, Syntax of the files is j100_license_mac_address.txt



- f. To apply the License file to the phone manually using any one of the methods below:

i. J100 Web UI Import

Web UI > Management > licenses > Upload License File (specific MAC address)

ii. Customer hosted provisioning server

SET LICENSE_FILE j100_license_\${MACADDR}.txt

iii. Cloud deployment example using Customer URL feature

If the phone provisioning server is hosted by a cloud service provider, the service provider may not support hosting license files as per above. It is possible to configure the phone to additionally obtain customer configuration using the CUSTOM_PROVISIONING_URL parameter. Example:

```
SET CUSTOM_PROVISIONING_URL
http://myprivateserver.com/J100/custom_configuration.txt
```

Where custom_configuration.txt includes SET LICENSE_FILE
j100_license_\${MACADDR}.txt

Steps to check installed license details on the J100 SIP phone

Navigate on the phone to: Menu > Administration > View > Licenses.

Or

Menu > Network Information > System > Licenses
(if user is logged in)

Note: if the menu does not appear this indicates the phone is not configured with a feature that requires a license and that a license file is not installed

Troubleshoot

To troubleshoot: Use Log Level Debug with Categories: DES, HTTP, LICENSE

Contact for Support:

Please email: dessupport@avaya.com.

Please provide DES team 2 Business Day notice for any License enablement related queries

