Avaya J100 Phones Microsoft Teams SIP Gateway Enablement Using Avaya Device Enrollment Services

Models: J129 · J139 · J159 · J179 · J189

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Overview

Avaya J100 IP Phones connect to Microsoft Teams through the Teams SIP Gateway, a license-based feature enabled via Avaya Device Enrollment Services (DES). This guide walks IT administrators through every step required to license, enroll, and deploy J100 phones in a Microsoft Teams SIP Gateway environment.

> **Note** The Avaya license enables the feature on your J100 phones; it does not control Microsoft's Teams SIP Gateway service, which you must keep active.

For Microsoft's prerequisites and planning guidance for Teams SIP Gateway, see: Plan for SIP Gateway — Microsoft Learn

J100 Key Value Proposition – Future-proof your desk phones: Avaya J100 works natively with both Avaya solutions and Microsoft Teams SIP Gateway — **one investment, total flexibility.**

Audio Quality	The Avaya J100 Series delivers outstanding audio across every model.
Simple QR Login	Users sign in to Teams SIP Gateway by scanning a QR code shown on the J100 — no IT intervention needed.
Teams DND & Call Forwarding[1]	View and control your Microsoft Teams Do Not Disturb and Call Forwarding right from the phone screen — no feature codes to memorize.
Teams Emergency Location Support	Shares the phone's subnet information with Microsoft Teams to help provide accurate location for emergency calls.

[1] Teams DND and Call Forwarding are supported on J139, J159, J179, and J189. Not available on J129.

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Minimum Firmware Requirement

Before deploying J100 phones with Microsoft Teams SIP Gateway, confirm that each phone is running the minimum supported firmware version.

⚠ Required	The minimum supported firmware version for all Avaya J100 SIP IP Desk Phones with Microsoft Teams SIP Gateway is SIP 4.1.11.0.10. Phones running an earlier firmware version must be upgraded before deployment.

To check the current firmware version on a phone: Menu → Administration → View → System.

Bulk firmware upgrades can be delivered via the CUSTOM_PROVISIONING_URL mechanism described in the Optional section of this guide. Sample firmware configuration files are provided in Appendix 1 and Appendix 3.

Choosing Your License Deployment Type

Avaya offers two license delivery options. Choose the one that matches your network environment.

Dynamic (Cloud)	Exported (On-Premises)
Best for: cloud-hosted deployments – Phones connect directly to des.avaya.com – Licenses pulled automatically — no manual file handling – Phones must reach des.avaya.com on HTTPS port 443 – Licenses issued on a first-come, first-served basis	**Best for: on-premises or restricted-network deployments** – Administrator exports a license .zip from DES – License files placed on a local provisioning server – Phones do not need Internet access to DES at runtime

⚠ Important	Do not mix Dynamic and Exported license types within the same DES Site. A phone configured for Dynamic licensing will not pull an Exported license, and vice versa.

Before You Begin

Use this checklist to confirm everything is in place before you begin.

	Requirement	Notes
☐	Active Microsoft Teams environment with SIP Gateway enabled	Plan for SIP Gateway — Microsoft Learn

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☐	Avaya DES account created	Sign up at des.avaya.com
☐	DES account has 'Enable License' activated	Email dessupport@avaya.com if not visible
☐	Phones can reach des.avaya.com on HTTPS port 443	Required for Dynamic license type only
☐	License type decided: Dynamic (cloud) or Exported (on-premises)	See Choosing Your License Deployment Type above
☐	Total phone count known (one license per phone)	Needed when placing the Avaya order in Step 6

Step-by-Step Deployment

Deployment phases at a glance:



Follow these steps in order. Steps 1–6 apply to all deployments. Step 7 branches by license type.

1 Create Your Avaya DES Account

If you don't have a DES account yet, sign up below. This also creates your DES 'Account' record.

Sign-up guide: DES Account Sign-Up

Once registered, log in at https://des.avaya.com

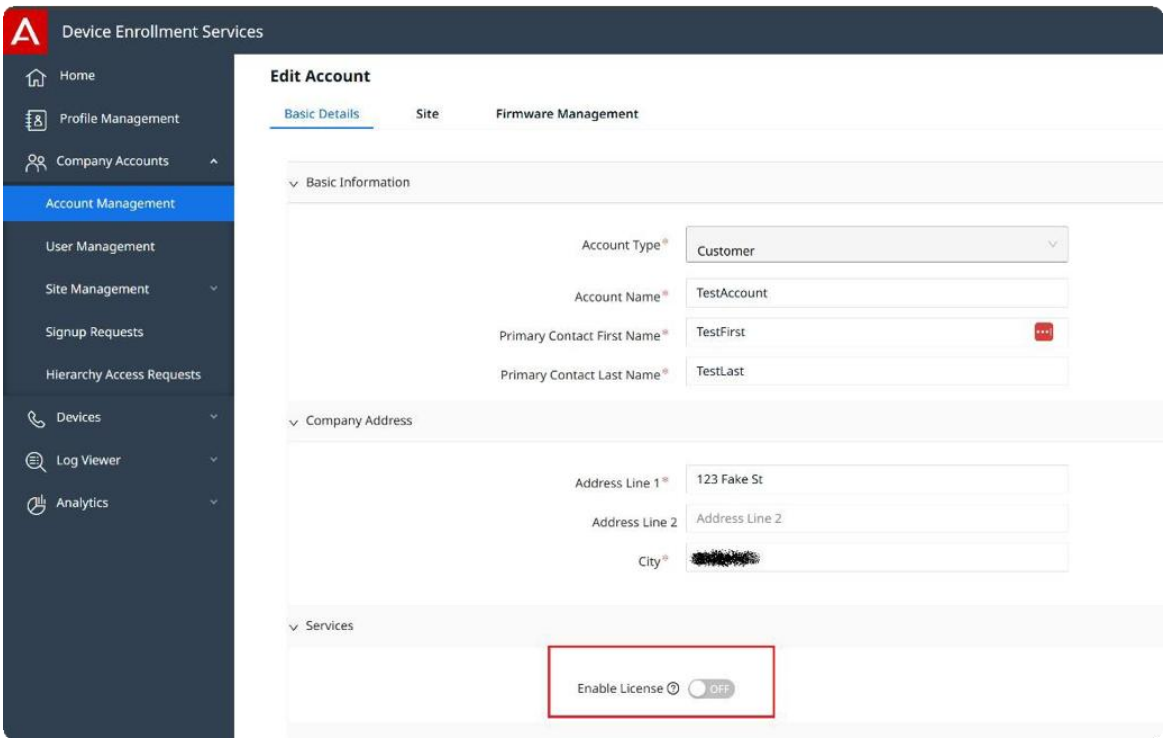
2 Activate Licensing on Your DES Account

Licensing must be enabled on your DES account before you can order or receive licenses.

- In DES, go to Company Accounts → Account Management → Edit Account.

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- If you see an Enable License toggle, click it to self-activate.
- If the toggle is absent, email dessupport@avaya.com with your Account Name. You will receive a confirmation email when activation is complete.



DES — Edit Account: Enable License toggle

Note Allow up to 3 business days for Avaya to respond to licensing activation requests sent by email.

Note For device-management-only use of DES, no license activation is needed. For more on DES, see "Using Avaya Device Enrollment Services to Manage Endpoints" in Appendix 5 (Useful Links).

RESELLER:

Account type of Reseller cannot have Enable License. Reseller must create an account type of “Customer”
Steps to create a customer account using reseller account user:

1. First log in using your reseller account user.
2. Go to Company Accounts → Account Management → Click on Add button - > it will open Account Creation page -> select Account Type as a **customer** -> fill the required details.

Please refer to the following documentation links which will help you to create a customer account and customer site.
https://documentation.avaya.com/en-us/home/bundle/device-enrollment-service/usingavayadeviceenrollmentservicestomanageendpoint/company-account-management/adding-a-reseller-account.html

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https://documentation.avaya.com/en-us/home/bundle/device-enrollment-service/usingavayadeviceenrollmentservicestomanageendpoint/company-account-management/adding-a-customer-account.html

3. After the customer account gets created successfully you should enable the License feature by editing the customer account.

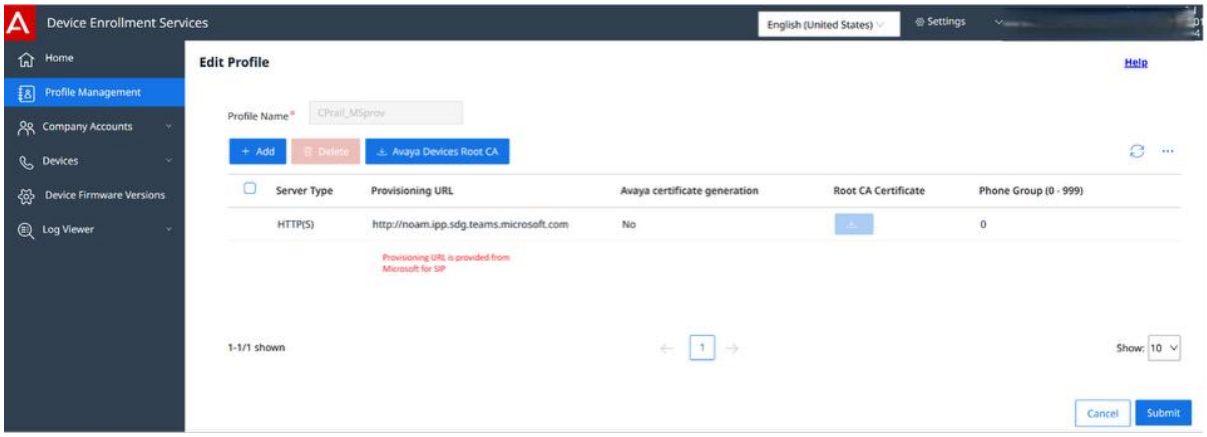
3 Create a DES Profile

A Profile defines how your J100 phones connect to Microsoft Teams SIP Gateway.

In DES, navigate to Profile Management → Add and fill in the fields as follows:

Field	Value to Enter
Profile Name	Enter a descriptive name, e.g. Teams-SIP-Profile
Server Type	HTTP(S) or DES for Scenario A or C (see 'Deployment Options for Custom Provisioning')
Provisioning URL	EMEA: http://emea.ipp.sdg.teams.microsoft.com APAC: http://apac.ipp.sdg.teams.microsoft.com Americas: http://noam.ipp.sdg.teams.microsoft.com *Note: Review 'Deployment Options for Custom Provisioning' — the Server Type and Provisioning URL defined here may change depending on the deployment option used. For Scenario A or C, set Server Type to DES.*

Click Add, click ✓ to save the profile, then click Submit.



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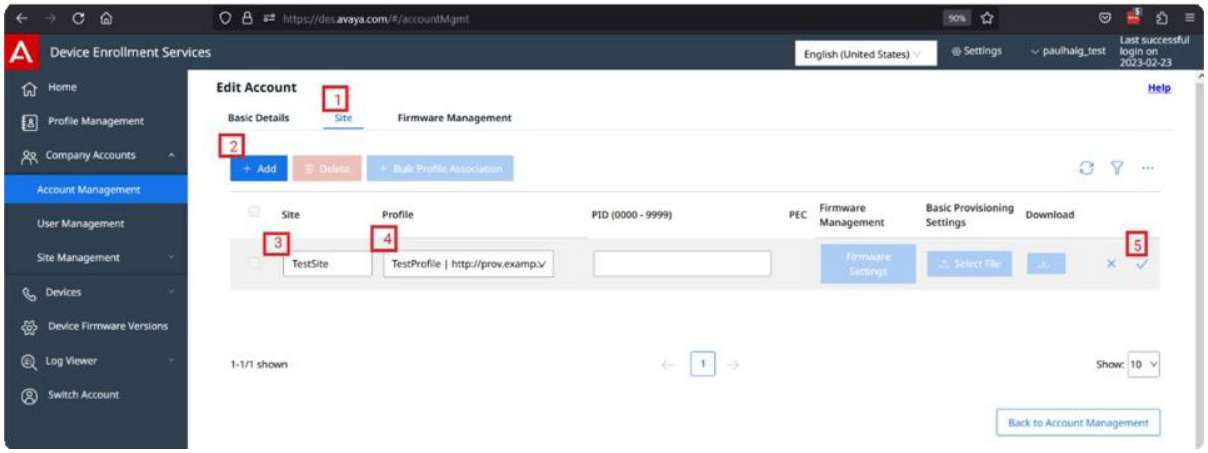
DES — Edit Profile with Microsoft Teams SIP Gateway provisioning URL

4 Create a DES Site and Copy the License Site ID

A Site groups the phones that share licenses. Each Site gets a unique **License Site ID** required when placing your Avaya order.

- In DES, go to Company Accounts → Account Management → Site → Add.
- Enter a unique Site Name.
- Select the Profile you created in Step 3.
- Click ✓ to create the Site.

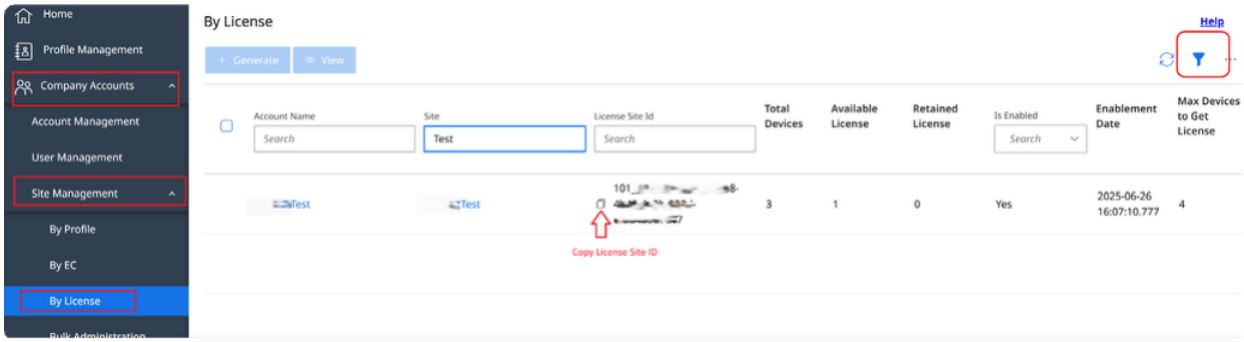
  Tip: A DES account can have more than one Site.



DES — Account Management: Site tab showing new site with assigned profile

After the site is created:

- Go to Site Management and use the search filter (funnel icon) → By License to locate your site.
- Click Copy License Site ID to copy the 49-character string (including dashes).
- This unique string is required for ordering licenses for your J100 SIP Phones.



DES — Site Management: By License view with Copy License Site ID

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⚠ **Important** You must provide this **License Site ID** when placing your order in the Avaya Store. Orders submitted without a valid Site ID cannot be linked to your DES account.

5 Enroll J100 Phones into DES

For the full DES device-provisioning workflow, see Appendix 5.

For Zero-touch provisioning, you must Claim a device, Associate it with a DES customer site, and Activate it for enrollment.

Although you can order licenses in advance, enrolling the devices beforehand gives you an accurate phone count before you order licenses in Step 6.

Two enrollment methods are available:

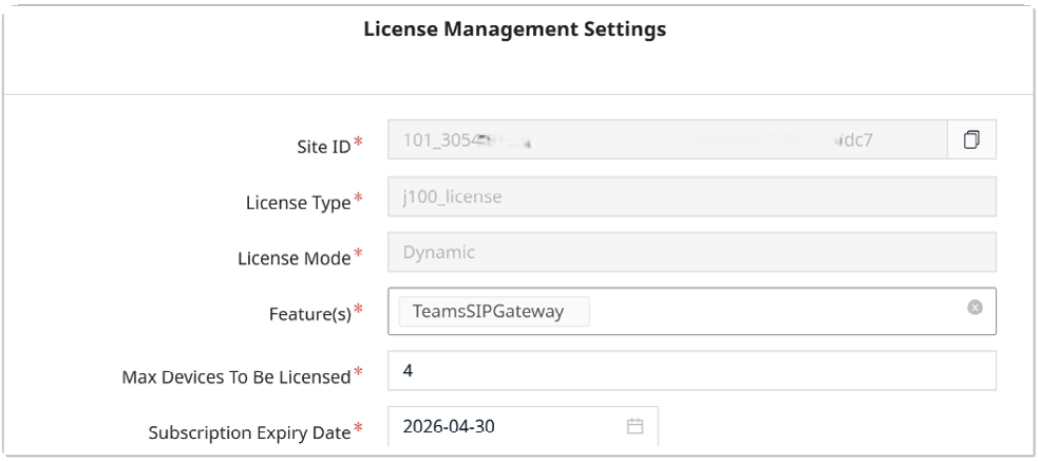
Method	How It Works
Zero-touch provisioning	Management operations for a small number of devices and Claiming, activating, associating, disassociating, or releasing devices in bulk
Numeric Enrollment Code	Generate a one-time code in DES and enter it on the phone during first boot. Enrollment code guide

6 Purchase Licenses from the Avaya Store

Contact your Avaya account team to start an Avaya license quote and place an order.

- Provide your DES License Site ID, phone count (one license per phone), license type, and required term.
- Note: Be sure to include the DES License Site ID in your order — this is what links the order to your DES account.
- Once the Avaya order is processed successfully, DES is updated automatically — this process can take up to 1 hour.
- Log back in to DES → Company Accounts → Site Management → By License → View, to confirm the license details appear under your Site.

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DES — License Management Settings showing Site ID, License Type and Feature

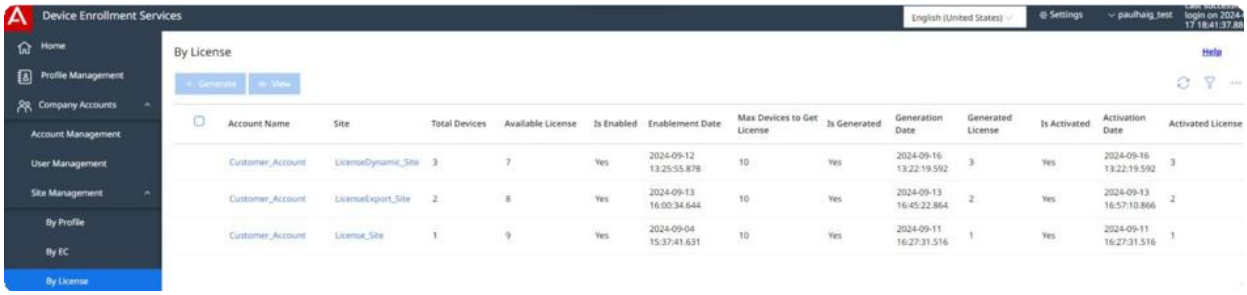
7 Apply Licenses to Phones

Follow the section below that matches your license type.

7A — Dynamic License Type

No additional action is required for Dynamic licensing once Steps 1–6 are complete.

- Ensure each phone is associated with the correct DES Site.
- When a phone boots and needs a license, it automatically contacts des.avaya.com:443 and downloads it.
- In DES, check 'Total Devices' and 'Generated Licenses' under Site Management → By License to verify phones are receiving licenses.
- To view the license details for your site, click the leftmost checkbox beside the Account Name, then click the blue View button at the top.



DES — Site Management: By License list showing Total Devices and Generated License counts

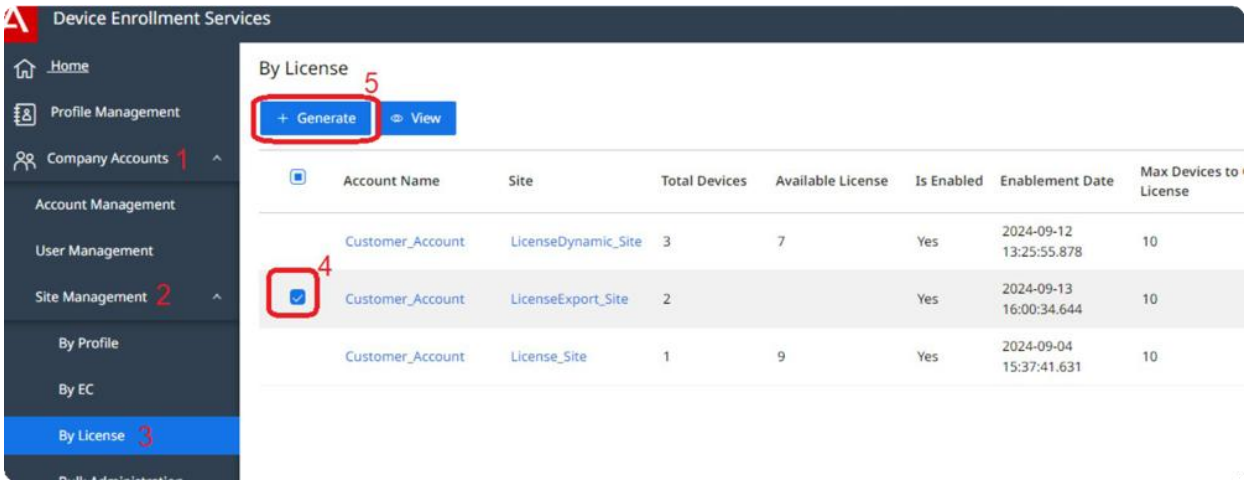
Note Licenses are granted on a first-come, first-served basis up to the maximum ordered quantity.

7B — Exported License Type

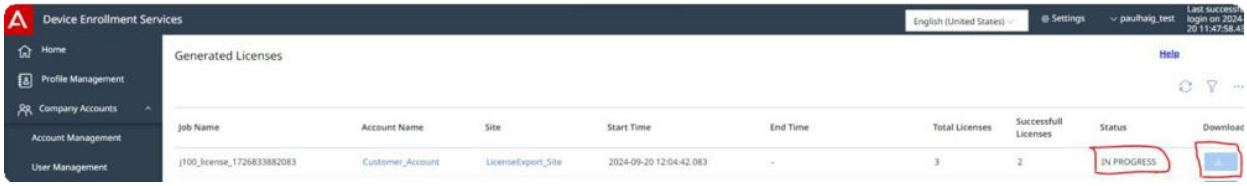
Generate a license package from DES and deliver the files to each phone.

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- In DES, locate your Site (Site Management → By License), select the row, and click Generate. This may take several minutes.
- Monitor progress under Devices → Generated Licenses (click refresh to update).
- When status shows "Complete", download the .zip package. It contains individual files named j100_license_<mac_address>.txt.



DES — By License: selecting the Exported site and clicking Generate



DES — Generated Licenses: job status and download button

Apply the license file to each phone using one of these three methods:

Method	Instructions
Phone Web UI	Web UI → Management → Licenses → Upload License File (use the file matching that phone's MAC address).
Customer-Hosted Provisioning Server	Add this line to your phone provisioning file: `SET LICENSE_FILE j100_license_$MACADDR.txt`
Cloud Deployment using CUSTOM_PROVISIONING_URL	If the phone provisioning server is hosted by a cloud service provider, that provider may not support hosting license files directly. In this case, configure the phone to obtain customer configuration via CUSTOM_PROVISIONING_URL (see 'Deployment Options for Custom Provisioning'). The Custom.txt file should contain:

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```
SET LICENSE_FILE j100_license_$MACADDR.txt
```

Then reference the Custom.txt in your provisioning file:

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

Optional: Custom Provisioning for Firmware & Settings

Microsoft Teams SIP Gateway handles basic connectivity, but Microsoft doesn't manage firmware or provide mechanisms for custom settings. To keep full control of your phones, use one of two options:

- J100 Web UI — requires logging in to each phone individually.
- CUSTOM_PROVISIONING_URL feature — recommended for mass deployments.

How Custom Provisioning Works

- The phone retrieves a Custom.txt file from your designated server as defined by CUSTOM_PROVISIONING_URL, before completing Microsoft Teams SIP Gateway provisioning.
- Settings applied through Custom.txt are **preserved** across Microsoft Teams SIP Gateway provisioning updates.
- Applies firmware updates and other custom settings, such as branding with a background image.

Deployment Options for Custom Provisioning

The phone must obtain the CUSTOM_PROVISIONING_URL value at least once during initial deployment. Once set, this value persists on the device. Below are the available options for defining this URL.

Scenario A applies when no local or on-premises server is available to serve as the phone file provisioning server.

Option	Solution	Provisioning Flow
Scenario A — No local server available	Use Avaya DES as a cloud provisioning server. Upload the three sample provisioning files shown in Appendix 3 to DES.	Phone contacts DES → DES configures the CUSTOM_PROVISIONING_URL → Phone redirects to the MS Teams SIP Gateway provisioning server.
Scenario B — Local DHCP delivers the CUSTOM_PROVISIONING_URL	Configure DHCP option 242 to deliver the CUSTOM_PROVISIONING_URL to phones.	Phone reads DHCP → retrieves Custom.txt → enrolls via DES with MS Teams SIP Gateway provisioning server (retaining all custom settings).

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Scenario C — DES redirects to local server	Configure DES to redirect phones to your local provisioning server (HTTPSRVR). Host Custom.txt and the CUSTOM_PROVISIONING_URL configuration on your local server.	Phone contacts DES → redirects to the local server → retrieves Custom.txt → Phone redirects to the MS Teams SIP Gateway provisioning server (retaining all custom settings).

Verifying the License on a Phone

To confirm a J100 phone has received its license, navigate on the phone to one of these menu paths:

- Menu → Administration → View → Licenses
- Menu → Network Information → System → Licenses (when a user is already signed in)

> **Note** If the Licenses menu item does not appear, the phone has not been configured with a feature that requires a license, and no license file is installed.

Troubleshooting & Support

Enable Debug Logging on a J100 Phone

If a phone is not obtaining its license, enable debug logging with these settings and provide a debug phone report:

```
Log Level: Debug
Categories: DES, HTTP, LICENSE
```

Contact Information

Issue Type	Contact
J100 phone hardware or software	Avaya Support — avaya.com/support
DES licensing and account	Email dessupport@avaya.com — allow 3 business days for a response

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Microsoft Teams SIP Gateway	Microsoft Support — microsoft.com/support

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Appendix 1 — Sample Custom.txt (Firmware Management)

This is a sample file called Custom.txt to control which firmware binary each J100 model downloads.

Host it on your provisioning server.

Reference it via CUSTOM_PROVISIONING_URL.

Firmware URLs shown below are hosted on DES — update to your own server path if applicable.

```
# Custom.txt — firmware management and custom configuration for J100 phones
# Referenced via CUSTOM_PROVISIONING_URL when hosted by DES as a provisioning
server,
# or DES can be replaced by a local server.
# ---- Firmware upgrade section ----
IF $MODEL4 SEQ J129 GOTO J129_SW
IF $MODEL4 SEQ J139 GOTO J139_SW
IF $MODEL4 SEQ J159 GOTO J159_SW
IF $MODEL4 SEQ J179 GOTO J179_SW
IF $MODEL4 SEQ J189 GOTO J189_SW
GOTO GETSET

# J129_SW
SET APPNAME
https://des.avaya.com/resource/firmware/J129/4.1.11.0.10/FW_S_J129_R4_1_11_0_10.bin
GOTO GETSET

# J139_SW
SET APPNAME
https://des.avaya.com/resource/firmware/J139/4.1.11.0.10/FW_S_J139_R4_1_11_0_10.bin
GOTO GETSET

# J159_SW
SET APPNAME
https://des.avaya.com/resource/firmware/J159/4.1.11.0.10/FW_S_J159_R4_1_11_0_10.bin
GOTO GETSET

# J179_SW
SET APPNAME
https://des.avaya.com/resource/firmware/J179/4.1.11.0.10/FW_S_J179_R4_1_11_0_10.bin
SET JEM24_APPNAME https://des.avaya.com/resource/basicprov/FW_JEM24_R1_0_1_0_27.bin
GOTO GETSET

# J189_SW (hardware version check: v1-v3 use legacy binary)
IF $HWVERS SEQ 1 GOTO J189_SW_OLD
IF $HWVERS SEQ 2 GOTO J189_SW_OLD
IF $HWVERS SEQ 3 GOTO J189_SW_OLD
SET APPNAME
https://des.avaya.com/resource/firmware/J189/4.1.11.0.10/FW_S_J189A_R4_1_11_0_10.bin
SET JEM24_APPNAME https://des.avaya.com/resource/basicprov/FW_JEM24_R1_0_1_0_27.bin
GOTO GETSET

# J189_SW_OLD
SET APPNAME
https://des.avaya.com/resource/firmware/J189/4.1.11.0.10/FW_S_J189_R4_1_11_0_10.bin
SET JEM24_APPNAME https://des.avaya.com/resource/basicprov/FW_JEM24_R1_0_1_0_27.bin
GOTO GETSET
```

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```
# ---- Custom configuration section ----
# GETSET

# Example: custom phone display setting
#SET PHONE_SCREEN_MODE 0

# Example: custom branding background image
#SET BACKGROUND_IMAGE https://des.avaya.com/resource/basicprov/Background1.jpg
#SET BACKGROUND_IMAGE_DISPLAY Background1.jpg
```

Appendix 2 — Sample J100Supgrade.txt (Local Provisioning Server)

This is a sample file to use on your local provisioning server to redirect J100 phones to your Custom.txt and then to Teams SIP Gateway.

```
# J100Supgrade.txt – local provisioning server example

SET HTTPSRVR_IN_USE ""
SET HTTPSRVR ""
SET CUSTOM_PROVISIONING_URL http://<your-server>/Custom.txt

# Microsoft SIP gateway provisioning server for your region - replace based on
region (see Configure SIP Gateway on Microsoft Learn).
SET TLSSRVR usea.dm.sdg.teams.microsoft.com
# TLSDIR below is specific to your Microsoft tenant onboarding - replace with your
own value from Microsoft.
SET TLSDIR /device/ob/94bd715fdcb06c3aabab146551376ad918f15486/lang_en/

SET ENABLE_PUBLIC_CA_CERTS 1
SET ENABLE_AVAYA_ENVIRONMENT 0
SET DISCOVER_AVAYA_ENVIRONMENT 0
SET ENABLE_3PCC_ENVIRONMENT 1
SET 3PCC_SERVER_MODE 7
```

Appendix 3 — Sample DES Cloud Provisioning Package File Contents

When using Avaya DES as the cloud provisioning server (Scenario A), upload the following three sample files to DES as your provisioning configuration.

Place all three files (46xxsettings.txt, Custom.txt and J100Supgrade.txt) within a common folder and create a single .zip file, which should then be uploaded to DES. See Appendix 4 for DES file upload instructions.

File 1: J100Supgrade.txt

Entry point provisioning file. The phone fetches this file first; it redirects to 46xxsettings.txt for the full configuration.

```
# must be 46xxsettings.txt
GET 46xxsettings.txt
```

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File 2: 46xxsettings.txt

Main settings file. Configures the Teams SIP Gateway connection and points to Custom.txt on DES for firmware and custom parameters.

```
SET ENABLE_WEBSERVER 1
SET ENABLE_PUBLIC_CA_CERTS 1
SET ENABLE_AVAYA_ENVIRONMENT 0
SET DISCOVER_AVAYA_ENVIRONMENT 0
SET ENABLE_3PCC_ENVIRONMENT 1
SET 3PCC_SERVER_MODE 7

# Microsoft SIP gateway provisioning server for your region - replace based on
region (see Configure SIP Gateway on Microsoft Learn).
SET TLSSRVR usea.dm.sdg.teams.microsoft.com
# TLSDIR below is specific to your Microsoft tenant onboarding - replace with your
own value from Microsoft.
SET TLSDIR /device/ob/94bd715fdcb06c3aabab146551376ad918f15486/lang_en/

# Custom provisioning from DES:
SET CUSTOM_PROVISIONING_URL https://des.avaya.com/resource/basicprov/Custom.txt
```

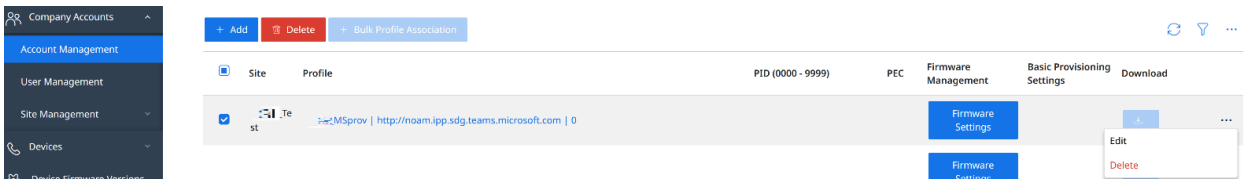
File 3: Custom.txt

Firmware and custom-configuration file, hosted on DES. Its contents are identical to the Custom.txt in Appendix 1; include that file in the .zip alongside Files 1 and 2.

Appendix 4 — DES File Upload Instructions

Follow these steps to upload your provisioning .zip file to Avaya DES.

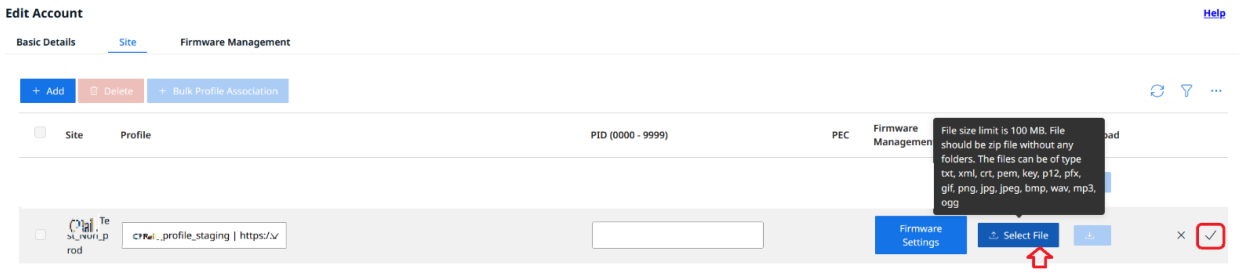
1. On the DES web portal, navigate to **Company Accounts** → **Account Management**.
2. Select the customer account from the list.
3. Click the **Site** tab → click the three dots (…) in the row → click **Edit** → click **Select File**.



DES — Site tab showing Edit option in row context menu

4. Select the .zip file and press the ✓ checkbox to save the changes.

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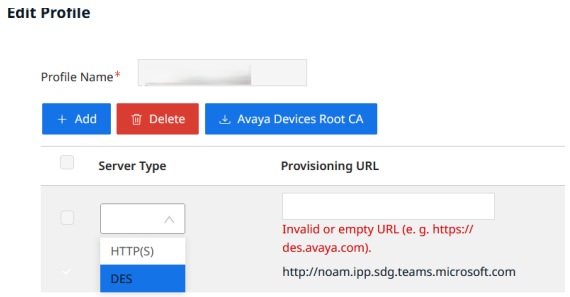


DES — Edit Account Site tab: Select File and confirm upload

Note

The "Select File" option is enabled only when the Profile's Server Type is set to DES (https://des.avaya.com) — required for Scenario A or C in "Deployment Options for Custom Provisioning."

See Appendix 5 — Useful Links — "DES: Updating the firmware version for a device model".



DES — Edit Profile: selecting DES as the Server Type

Appendix 5 — Useful Links

Resource	Link
DES: Device provisioning workflow	https://documentation.avaya.com/en-us/home/bundle/device-enrollment-service/UsingAvayaDeviceEnrollmentServicestoManageEndpoints_r31/About_DES/Device_provisioning_workflow.html
DES: Using Avaya Device Enrollment Services to Manage Endpoints	https://documentation.avaya.com/bundle/UsingAvayaDeviceEnrollmentServicestoManageEndpoints_r31/page/Signing_up_for_DES_account.html

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DES: Updating the firmware version for a device model	https://documentation.avaya.com/en-us/home/bundle/device-enrollment-service/UsingAvayaDeviceEnrollmentServicestoManageEndpoints_r31/Firmware_management_/Updating_firmware_settings_.html
Plan for SIP Gateway — Microsoft Learn	https://learn.microsoft.com/en-us/microsoftteams/devices/sip-gateway-plan
Avaya Support Portal	https://www.avaya.com/support
Avaya Device Enrollment Services	https://des.avaya.com

Appendix 6 — Document Revisions

Issue	Date	Change
1.0	2025-11-01	Initial version
2.0	2026-08-06	Custom Provisioning details and minimum firmware requirements (SIP 4.1.11.0.10)
3.0	2026-11-01	Added details of RESELLER account type in Page 5

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