



Cisco BroadWorks

Partner Configuration Guide

Avaya J100

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Notification

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Document Revision History

Version	Reason for Change
1.1	Introduced document for Avaya J129 IP Phone version 1.1.0.0.10 validation with Cisco BroadWorks Release 21.sp1.
1.2	Added Avaya J129 IP Phone configuration details.
1.3	Edited and published document.
1.4	Added Avaya J169 and J179 at software release 2.0.0.0.45 as supported models.
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1.6	Updated the document for Avaya J100 version 4.0.0.0.18 validation with Cisco BroadWorks Release 22.0. Updated section 5 Device Management .
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1 Overview

This guide describes the configuration procedures required for the Avaya J100 Series IP Phone for interoperability with Cisco BroadWorks. This includes the following models.

- J129
- J139
- J159
- J169
- J179

The J100 is a desktop phone that uses the Session Initiation Protocol (SIP) to communicate with Cisco BroadWorks for call control.

This guide describes the specific configuration items that are important for use with Cisco BroadWorks. It does not describe the purpose and use of all configuration items on the J100. For those details, see the *Installing and Administering Avaya J100 IP Phone in Third-Party Call Control Setup* [\[1\]](#) supplied by Avaya.

2 Interoperability Status

This section provides the known interoperability status of the Avaya J100 IP Phone with Cisco BroadWorks. This includes the version(s) tested, the capabilities supported, and known issues.

Interoperability testing validates that the device interfaces properly with Cisco BroadWorks via the SIP interface. Qualitative aspects of the device or device capabilities not affecting the SIP interface such as display features, performance, and audio qualities are not covered by interoperability testing. Requests for information and/or issues regarding these aspects should be directed to Avaya.

2.1 Verified Versions

The following table identifies the verified Avaya J100 IP Phone and Cisco BroadWorks versions and the month/year the testing occurred. If the device has undergone more than one test cycle, versions for each test cycle are listed, with the most recent listed first.

Compatible Versions in the following table identify specific J100 versions that the partner has identified as compatible so should interface properly with Cisco BroadWorks. Generally, maintenance releases of the validated version are considered compatible and may not be specifically listed here. For any questions concerning maintenance and compatible releases, contact Avaya.

Verified Versions			
Date (mm/yyyy)	Cisco BroadWorks Release	J100 Verified Version	J100 Compatible Versions
04/2020	Release 22.0	4.0.4.0.10	Any maintenance release of validated version.
03/2019	Release 22.0	4.0.0.0.18	Any maintenance release of validated version.
04/2017	Release 21.sp1	J129 at 1.1.0.0.10	2.0.0.0.45.

2.2 Interface Capabilities Supported

This section identifies interface capabilities that have been verified through testing as supported by Avaya J100 IP Phone.

The *Supported* column in the tables in this section identifies the Avaya J100's support for each of the items covered in the test plan, with the following designations:

- Yes Test item is supported
- No Test item is not supported
- NA Test item is not applicable to the device type
- NT Test item was not tested

Caveats and clarifications are identified in the *Comments* column.

2.2.1 SIP Interface Capabilities

The Avaya J100 IP Phone has completed interoperability testing with Cisco BroadWorks using the *Cisco BroadWorks SIP Phone Interoperability Test Plan* [5]. The results are summarized in the following table.

The Cisco BroadWorks test plan is composed of packages, each covering distinct interoperability areas, such as “Basic” call scenarios and “Redundancy” scenarios. Each package is composed of one or more test items, which in turn are composed of one or more test cases. The test plan exercises the SIP interface between the device and Cisco BroadWorks with the intent to ensure interoperability sufficient to support the Cisco BroadWorks feature set.

NOTE: *DUT* in the following table refers to the *Device Under Test*, which in this case is the Avaya J100 IP Phone.

Cisco BroadWorks SIP Phone Interoperability Test Plan Support Table			
Test Plan Package	Test Plan Package Items	Supported	Comments
Basic	Call Origination	Yes	
	Call Termination	Yes	
	Session Audit	Yes	
	Session Timer	No	
	Ringback	Yes	
	Forked Dialog	Yes	
	181 Call Being Forwarded	Yes	
	Dial Plan	Yes	
	DTMF – Inband	Yes	
	DTMF – RFC 2833	Yes	
	DTMF – DTMF Relay	No	
	Codec Negotiation	Yes	
	Codec Renegotiation	Yes	
Cisco BroadWorks Services	Third-Party Call Control – Basic	Yes	
	Third-Party Call Control – Advanced	No	
	Voice Message Deposit/Retrieval	Yes	
	Message Waiting Indicator – Unsolicited	Yes	
	Message Waiting Indicator – Solicited	Yes	
	Message Waiting Indicator – Detail	No	
	Voice Portal Outcall	Yes	
	Advanced Alerting – Ringing	Yes	
	Advanced Alerting – Call Waiting	Yes	

Cisco BroadWorks SIP Phone Interoperability Test Plan Support Table			
Test Plan Package	Test Plan Package Items	Supported	Comments
	Advanced Alerting – Ring Splash	Yes	
	Advanced Alerting – Silent Alerting	Yes	
	Calling Line ID	Yes	
	Calling Line ID with Unicode Characters	Yes	
	Connected Line ID	Yes	
	Connected Line ID with Unicode Characters	Yes	
	Connected Line ID on UPDATE	Yes	
	Connected Line ID on Re-INVITE	Yes	
	Diversion Header	Yes	
	History-Info Header	Yes	
	Advice of Charge	No	
	Meet-Me Conferencing	Yes	
	Meet-Me Conferencing – G722	Yes	
	Meet-Me Conferencing – AMR-WB	No	
	Meet-Me Conferencing – Opus	Yes	
	Collaborate – Audio	Yes	
	Collaborate – Audio – G722	Yes	
	Collaborate – Audio – Opus	Yes	
	Call Decline Policy	Yes	
DUT Services – Call Control Services	Call Waiting	Yes	
	Call Hold	Yes	
	Call Transfer	Yes	
	Three-Way Calling	Yes	Three-way calling before answer is Not tested.
	Network-Based Conference	Yes	Supports up to three parties.
DUT Services – Registration and Authentication	Register Authentication	Yes	
	Maximum Registration	Yes	
	Minimum Registration	Yes	
	Invite Authentication	Yes	
	Re-Invite/Update Authentication	Yes	
	Refer Authentication	Yes	
	Device Authenticating Cisco BroadWorks	No	
	Emergency Call	No	

Cisco BroadWorks SIP Phone Interoperability Test Plan Support Table			
Test Plan Package	Test Plan Package Items	Supported	Comments
DUT Services – Emergency Call	Emergency Call with Ringback	No	
DUT Services – P-Access-Network-Info Header	REGISTER with P-Access-Network-Info Header	No	
	INVITE with P-Access-Network-Info Header	No	
DUT Services – Miscellaneous	Do Not Disturb	Yes	
	Call Forwarding Always	Yes	
	Call Forwarding Always Diversion Inhibitor	No	
	Anonymous Call	No	
	Anonymous Call Block	No	
	Remote Restart Via Notify	Yes	
Advanced Phone Services – Busy Lamp Field	Busy Lamp Field	Yes	
	Call Park Notification	Yes	
Advanced Phone Services – Feature Key Synchronization, Private Line	Do Not Disturb	No	
	Do Not Disturb Ring Splash	No	
	Call Forwarding	No	
	Call Forwarding Always Ring Splash	No	
	Call Forwarding Always Diversion Inhibitor	No	
	Call Center Agent Logon/Logoff	Yes	
	Call Center Agent Unavailable Code	Yes	
	Executive – Call Filtering	No	
	Executive-Assistant – Call Filtering	No	
	Executive-Assistant – Diversion	No	
	Call Recording	No	
	Security Classification	No	
Advanced Phone Services – Feature Key Synchronization, Shared Line	Do Not Disturb	No	
	Do Not Disturb Ring Splash	No	
	Call Forwarding	No	
	Call Forwarding Always Ring Splash	No	
	Call Forwarding Always Diversion Inhibitor	No	
	Security Classification	No	
Advanced Phone Services – Missed Calls Display Synchronization	Missed Calls Display Sync	No	

Cisco BroadWorks SIP Phone Interoperability Test Plan Support Table			
Test Plan Package	Test Plan Package Items	Supported	Comments
Advanced Phone Services – Shared Call Appearance using Call-Info	Line-Seize	Yes	
	Call-Info/Lamp Management	Yes	
	Public Hold	Yes	
	Private Hold	Yes	
	Hybrid Key System	No	
	Multiple Call Arrangement	Yes	
	Bridge Active Line	Yes	
	Bridge Active Line – Silent Monitor	No	
	Call Park Notification	No	
Advanced Phone Services – Call Park Notification	Call Park Notification	No	
Advanced Phone Services – Call Center	Hold Reminder	Yes	
	Call Information	Yes	
	Hoteling Event	No	
	Status Event	Yes	
	Disposition Code	Yes	
	Emergency Escalation	Yes	
	Customer Originated Trace	Yes	
Advanced Phone Services – Call Recording Controls	Pause/Resume	No	
	Start/Stop	No	
	Record Local Conference	No	
	Record Network Conference	No	
Advanced Phone Services – Call Recording Video	Basic Call	No	
	Record Local Conference	No	
	Record Network Conference	No	
Advanced Phone Services – Security Classification	Security Classification	No	
Advanced Phone Services – Conference Event	Network-Based Conference Creator	No	
	Network-Based Conference Participant	No	
	Meet-Me Conference Participant	No	
Redundancy	DNS SRV Lookup	Yes	
	Register Failover/Failback	Yes	
	Invite Failover/Failback	Yes	
	Bye Failover	Yes	

Cisco BroadWorks SIP Phone Interoperability Test Plan Support Table			
Test Plan Package	Test Plan Package Items	Supported	Comments
SBC/ALG - Basic	Register	Yes	
	Outgoing Invite	Yes	
	Incoming Invite	Yes	
SBC/ALG – Failover/Failback	Register Failover/Failback	Yes	
	Invite Failover/Failback	Yes	
Video – Basic Video Calls	Call Origination	NA	
	Call Termination	NA	
	Call Hold	NA	
	Call Waiting	NA	
	Call Transfer	NA	
Video – Cisco BroadWorks Video Services	Auto Attendant	NA	
	Auto Attendant – HD	NA	
	Voice Messaging	NA	
	Voice Messaging – HD	NA	
	Custom Ringback	NA	
Video – Cisco BroadWorks Video Conference	Network-based Conference	NA	
	Network-based Conference – HD	NA	
	Collaborate – Video	NA	
	Collaborate – Video – HD	NA	
Video – Cisco BroadWorks WebRTC Client	Call from WebRTC Client	NA	
	Call to WebRTC Client	NA	
TCP	Register	Yes	
	Outgoing Invite	Yes	
	Incoming Invite	Yes	
IPV6	Call Origination	No	
	Call Termination	No	
	Session Audit	No	
	Ringback	No	
	Codec Negotiation/Renegotiation	No	
	Voice Message Deposit/Retrieval	No	
	Call Control	No	
	Registration with Authentication	No	
	Busy Lamp Field	No	
	Redundancy	No	

Cisco BroadWorks SIP Phone Interoperability Test Plan Support Table			
Test Plan Package	Test Plan Package Items	Supported	Comments
	SBC	No	
	Video	No	
	Dual Stack with Alternate Connectivity	No	

2.2.2 Other Interface Capabilities

The Avaya J100 IP Phone may have implemented support for the following:

- Cisco BroadWorks Xtended Services Interface (Xsi)
- Extensible Messaging and Presence Protocol (XMPP) (BroadCloud/Cisco BroadWorks Collaborate Instant Messaging and Presence [IM&P])

Support for these interfaces is demonstrated by completing the *Cisco BroadWorks SIP Phone Functional Test Plan* [6]. Support for these interfaces is summarized in the following table.

Cisco BroadWorks Xtended Services Interface (Xsi) and BroadCloud IM&P Support Table			
Interface	Feature	Supported	Comments
Xsi Features – Authentication	Authenticate with SIP Credentials	Yes	
	Authenticate with Cisco BroadWorks User Login Credentials	Yes	
	Authenticate with Cisco BroadWorks User Directory Number	No	
Xsi Features – User Service Configuration	Remote Office	No	
	Cisco BroadWorks Anywhere	Yes	
	Simultaneous Ringing	Yes	
	Caller ID Blocking	No	
	Call Forwarding Always	Yes	
	Call Forwarding Busy	Yes	
	Call Forwarding No Answer	Yes	
Xsi Features – Directories	Do Not Disturb	Yes	
	Enterprise Directory	Yes	
	Enterprise Common Phone List	Yes	
	Group Directory	Yes	
	Group Common Phone List	Yes	
	Personal Phone List	Yes	
Xsi Features – Call Logs	Search All Directories	No	
	Placed Calls	No	
	Received Calls	No	
	Missed Calls	No	

Cisco BroadWorks Xtended Services Interface (Xsi) and BroadCloud IM&P Support Table			
Interface	Feature	Supported	Comments
	All Calls	No	
	Sort by Name	Yes	
Xsi Features – Visual Voice Mail	View Messages	Yes	
	Listen to Audio Message	No	
	Watch Video Message	No	
	Mark Message Read/Unread	Yes	
	Delete Message	Yes	
	Mark All Messages Read/Unread	No	
	Xsi Features – Push Notification	Register/Deregister for Push Notifications	Yes
Incoming Call via Push Notification		Yes	
Call Update via Push Notification		Yes	
Incoming Call via Push Notification; Second Incoming Call		Yes	
MWI via Push Notification		Yes	
Ring Splash via Push Notification		Yes	
Xsi Features – Call Recording Configurations	Call Record Mode Get	Yes	
	Set Record Mode	Yes	
	Set Play Call Recording to Start and Stop Announcement	Yes	
	Set Record Voice Messaging	No	
	Set Pause and Resume Notification	No	
	Set Recording Notification	No	
Xsi Features – Call Recording Controls	Record Mode set to Never	No	
	Record Mode set to Always	Yes	
	Record Mode set to Always with Pause/Resume	Yes	
	Start Recording Mid-Call with Record Mode set to On Demand	No	
	Start Recording During Call Setup with Record Mode set to On Demand	No	
	Perform User Initiated Start with Record Mode set to On Demand	Yes	
	Perform Mid-Call Start Recording after Placing Call on Hold	Yes	
	Perform Mid-Call Change to Call Recording Mode	No	
	Record Local Three-Way Call	No	

Cisco BroadWorks Xtended Services Interface (Xsi) and BroadCloud IM&P Support Table			
Interface	Feature	Supported	Comments
XMPP Features – Contact/Buddy List	Record Network Three-Way Call	No	
	Contacts	No	
	Favorites	No	
	Groups	No	
	Non-XMPP Contacts	No	
XMPP Features – Presence	Conferences	No	
	Login Invisible	No	
	Presence State	No	
	Presence Status	No	
	Contact's Presence State	No	

2.3 Known Issues

This section lists the known interoperability issues between Cisco BroadWorks and specific partner release(s). Issues identified during interoperability testing and known issues identified in the field are listed.

The following table provides a description of each issue and, where possible, identifies a workaround. The verified partner device versions are listed with an “X” indicating that the issue occurs in the specific release. The issues identified are device deficiencies or bugs and are typically not Cisco BroadWorks release dependent.

The *Issue Number* is a tracking number for the issue. If it is an Avaya issue, the issue number is from Avaya’s tracking system. If it is a Cisco BroadWorks issue, the issue number is from BroadSoft’s tracking system.

For more information on any issues related to the particular partner device release, see the partner release notes.

Issue Number	Issue Description	Partner Version			
		1.1.0.0.10	4.0.0.0.18	4.0.4.0.10	
SIP96X1-77409	<p>Phone does not display RESTRICTED on the call appearance even after getting “Privacy” header in the 180 ringing</p> <p>Phone displays the dialed number and does not display RESTRICTED. It also does not display the name of the user. It keeps on displaying the dialed number until the far end answers the call. Once call is answered, it displays RESTRICTED on the CA.</p> <p>Workaround: None.</p>			X	

Issue Number	Issue Description	Partner Version			
		1.1.0.0:10	4.0.0.0:18	4.0.4.0:10	
SIP96X1-73031	<p>AAC – Incoming Call alert on Avaya J100 does not disappear if the call is answered by the Communicator</p> <p>Phone successfully creates voice path with the far end, but then the phone UI does not get refreshed.</p> <p>Workaround: Hold-Resume the call in the communicator.</p>			X	
SIP96X1-52686	<p>No response received for session audit INVITE</p> <p>After the phone reboots during a call, the session audit INVITE sent to the phone receives no response.</p> <p>Workaround: None.</p>	X	X	X	

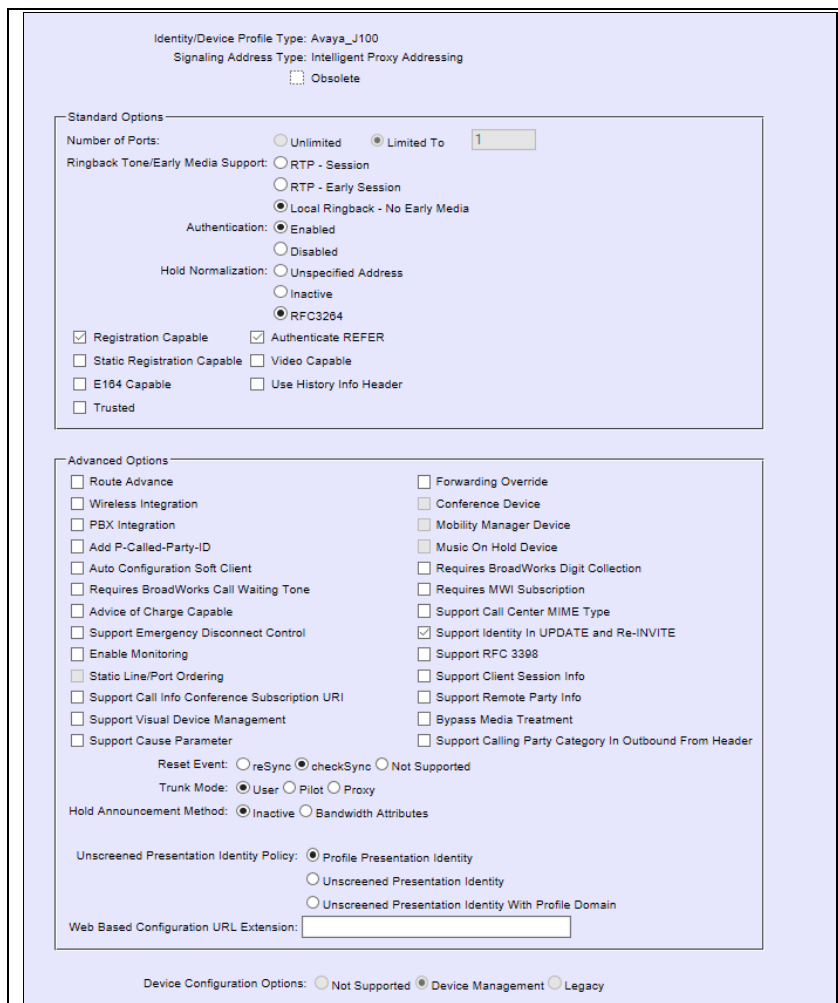
3 Cisco BroadWorks Configuration

This section identifies the required Cisco BroadWorks device profile type for the Avaya J100 IP Phone as well as any other unique Cisco BroadWorks configuration required for interoperability with the J100.

3.1 Cisco BroadWorks Device Profile Type Configuration

This section identifies the device profile type settings to use when deploying the Avaya J100 IP Phone with Cisco BroadWorks.

Create a device profile type for the Avaya J100 IP Phone with settings as shown in the following example. The settings shown are recommended for use when deploying the Avaya J100 IP Phone with Cisco BroadWorks. For an explanation of the profile parameters, see the *Cisco BroadWorks Device Management Configuration Guide* [2].



The screenshot shows the configuration page for a device profile type named 'Avaya_J100'. The signaling address type is 'Intelligent Proxy Addressing'. The configuration is divided into 'Standard Options' and 'Advanced Options'.

Standard Options:

- Number of Ports: Limited To 1
- Ringback Tone/Early Media Support: Local Ringback - No Early Media
- Authentication: Enabled
- Hold Normalization: RFC3284
- Registration Capable: (Static Registration Capable:)
- Authenticate REFER: (Video Capable:)
- E164 Capable: (Use History Info Header:)
- Trusted:

Advanced Options:

- Route Advance: (Forwarding Override:)
- Wireless Integration: (Conference Device:)
- PBX Integration: (Mobility Manager Device:)
- Add P-Called-Party-ID: (Music On Hold Device:)
- Auto Configuration Soft Client: (Requires BroadWorks Digit Collection:)
- Requires BroadWorks Call Waiting Tone: (Requires MWI Subscription:)
- Advice of Charge Capable: (Support Call Center MIME Type:)
- Support Emergency Disconnect Control: (Support Identity In UPDATE and Re-INVITE:)
- Enable Monitoring: (Support RFC 3398:)
- Static Line/Port Ordering: (Support Client Session Info:)
- Support Call Info Conference Subscription URI: (Support Remote Party Info:)
- Support Visual Device Management: (Bypass Media Treatment:)
- Support Cause Parameter: (Support Calling Party Category In Outbound From Header:)
- Reset Event: checkSync
- Trunk Mode: User
- Hold Announcement Method: Inactive
- Unscreened Presentation Identity Policy: Profile Presentation Identity
- Web Based Configuration URL Extension: [Empty field]

Device Configuration Options: Device Management

Figure 1 Device Identity/Profile Type

3.2 Cisco BroadWorks Configuration Steps

There are no additional Cisco BroadWorks configurations required.

4 J100 IP Phone Configuration

This section describes the configuration settings required for the J100 integration with Cisco BroadWorks, primarily focusing on the SIP interface configuration. The J100 configuration settings identified in this section have been derived and verified through interoperability testing with Cisco BroadWorks. For configuration details not covered in this section, see the *Installing and Administering Avaya J100 IP Phone in Third-Party Call Control Setup [1]* for J100.

4.1 Configuration Method

Avaya J100 IP Phone can be configured using the 46xxsettings file. The phone can access the settings file via HTTP and HTTPS.

Configuration Files

Avaya J100 Configuration Files	Level	Description
<i>J100Supgrade.txt</i>	System	Contains the device firmware load.
<i>46xxsettings.txt</i>	System	Contains configurable parameters that apply to all devices in a given deployment.
<i><MACaddress>.txt</i>	Subscriber	Contains configurable parameters that apply to an individual device in a deployment.

4.2 System Level Configuration

This section describes system-wide configuration items in the 46xxsettings.txt file that are generally required for each Avaya J100 IP Phone to work with Cisco BroadWorks. Subscriber-specific settings are described in the next section. For parameter description, see the *Installing and Administering Avaya J100 IP Phone in Third-Party Call Control Setup [1]* for J100.

4.2.1 Configure Network Settings

Step	Command
Step 1	SET ENABLE_UDP_TRANSPORT 1
Step 2	SET DNSSRVR "8.8.8.8"
Step 3	SET DOMAIN ""
Step 4	SET SNTPSRVR pool.ntp.org
Step 5	SET SNTP_SYNC_INTERVAL 144000

4.2.2 Configure SIP Interface Settings

Step	Command
Step 1	SET SIPDOMAIN "as.tekvizion.com"
Step 2	SET SIP_CONTROLLER_LIST "as.tekvizion.com:5060;transport=udp" or SET SIP_CONTROLLER_LIST "sbc1.as.tekvizion.com:5060;transport=udp"

Step	Command
Step 3	SET ENABLE_G711A 1
Step 4	SET ENABLE_G711U 1
Step 5	SET ENABLE_G722 1
Step 6	SET ENABLE_G726 0
Step 7	SET G726_PAYLOAD_TYPE 110
Step 8	SET ENABLE_G729 1
Step 9	SET ENABLE_OPUS 0
Step 10	SET SEND_DTMF_TYPE 2
Step 11	SET DTMF_PAYLOAD_TYPE 120
Step 12	SET 100REL_SUPPORT 1
Step 13	SET PLAY_TONE_UNTIL_RTP 1
Step 14	SET SYMMETRIC_RTP 1
Step 15	SET REGISTERWAIT 1200
Step 16	SET WAIT_FOR_UNREGISTRATION_TIMER 32
Step 17	SET WAIT_FOR_INVITE_RESPONSE_TIMEOUT 60
Step 18	SET FAILED_SESSION_REMOVAL_TIMER 30
Step 19	SET TCP_KEEP_ALIVE_STATUS 1
Step 20	SET TCP_KEEP_ALIVE_TIME 60
Step 21	SET TCP_KEEP_ALIVE_INTERVAL 10
Step 22	SET SIP_TIMER_T1 500
Step 23	SET SIP_TIMER_T2 4000
Step 24	SET SIP_TIMER_T4 5000
Step 25	SET ENABLE_SIP_USER_ID 1
Step 26	SET SIMULTANEOUS_REGISTRATIONS 1
Step 27	SET LOCALLY_ENFORCE_PRIVACY_HEADER 1
Step 28	SET ENABLE_STRICT_USER_VALIDATION 0
Step 29	SET 3PCC_SERVER_MODE 1
Step 30	SET XSI_URL "http://199.182.125.8"

4.2.3 Configure Service Settings

Step	Command
Step 1	SET DIALPLAN [23]xxxx 91xxxxxxxxxxxx 9[2-9]xxxxxxxxxx 7xxx
Step 2	SET NO_DIGITS_TIMEOUT 20
Step 3	SET INTER_DIGIT_TIMEOUT 5
Step 4	SET CALLFWDSTAT 7

Step	Command
Step 5	SET CALLFWDDELAY 1
Step 6	SET ENABLE_DND 1
Step 7	SET ENABLE_DND_PRIORITY_OVER_CFU_CFB 0
Step 8	SET ENABLE_AUTO_ANSWER_SUPPORT 1
Step 9	SET AUTO_ANSWER_MUTE_ENABLE 1
Step 10	SET HOLD_REMINDER_TIMER 0
Step 11	SET CONFERENCE_FACTORY_URI " conference@as.tekvizion.com "
Step 12	SET SIPCONFERENCECONTINUE 0
Step 13	SET PSTN_VM_NUM "*62"
Step 14	SET SUBSCRIBE_LIST_NON_AVAYA "message-summary"
Step 15	SET RINGTONESTYLE 0

4.3 Subscriber Level Configuration

This section identifies the device-specific parameters, including registration and authentication. These settings must be unique across devices to be matched with the settings for a Cisco BroadWorks SIP trunk or subscriber. SIP Registration requires that a unique address of record (AoR) be provisioned on Cisco BroadWorks and the device.

Step	Command
Step 1	SET FORCE_SIP_USERNAME "7415"
Step 2	SET FORCE_SIP_PASSWORD "2222"
Step 3	SET FORCE_SIP_EXTENSION "741515"
Step 4	SET COUNTRY USA
Step 5	SET SYSTEM_LANGUAGE Mlf_J100_English.xml
Step 6	SET LANGUAGES "Mlf_J100_CanadianFrench.xml,Mlf_J100_LatinAmericanSpanish.xml,Mlf_J100_German.xml"
Step 7	SET DAYLIGHT_SAVING_SETTING_MODE 2
Step 8	SET DSTOFFSET 1
Step 9	SET DSTSTART 2SunMar2L
Step 10	SET DSTSTOP 1SunNov2L
Step 11	SET GMTOFFSET 0:00
Step 12	SET PROVIDE_SHARED_LINE_CONFIG 1
Step 13	SET XSI_URL "http://199.182.125.8"

4.4 SIP Advanced Feature Configuration

This section provides configuration instructions for advanced SIP features supported by the phone including but not limited to Shared Call Appearance, Busy Lamp Field, Feature Key Synchronization, Call Center, Emergency Call, Advice of Charge, Call Recording, and Security Classification.

4.4.1 Shared Call Appearance Configuration

Step	Command
Step 1	SET SCA1_ENABLED 1
Step 2	SET SCA1_MAX_CALL_APPEARANCES 3
Step 3	SET SCA1_SIPUSERID 2404987391_1
Step 4	SET SCA1_USERNAME 2404987391
Step 5	SET SCA1_PASSWORD 123456
Step 6	SET PRIMARY_LINE_BARGE_IN_ENABLED 1

4.4.2 Busy Lamp Field Configuration

This section provides configuration instructions for configuration of Busy Lamp Field (BLF).

Avaya J100 Series IP Phones must be able to connect to the XSI_URL. This allows the phone to automatically configure the phone for BLF support. The Avaya J100 Series IP Phones automatically get the BLF URI via Xsi and apply the configuration to the phone. By default, the J100 Phone also automatically assigns a BLF key on the phone screen for each user identified from the BLF NOTIFY.

Step	Command	Description
Subscriber Configuration File (%BWMACADDRESS%.txt)		
Step 1	SET ALLOW_BLF_LIST_CHANGE 0	<p>(Optional) When Xsi is enabled, the J100 user can add/remove BLF monitored users from the Phone screen and BLF resource list. The administrator is able to restrict such operations using this parameter.</p> <p>0 – User is not allowed to add or delete BLF monitored users.</p> <p>1 – User is only allowed to delete BLF monitored users.</p> <p>2 – User is only allowed to add BLF monitored users.</p> <p>3 – User is allowed to add or delete BLF monitored users (default).</p>

If the Avaya J100 Series IP Phones is not connected to the XSI_URL the user needs to provide the following settings in the configuration files.

Step	Command	Description
Step 1	SET BLF_LIST_URI "sip:priya-blf-test@as.tekvizion.com"	BLF URI to which phone will send SUBSCRIBE message to get the BLF lines and feature status.

Step	Command	Description
Step 2	<code>set CALL_PICKUP_FAC *12</code>	BLF call pickup Feature Access Code.
Step 3	<code>set CALL_PICKUP_BARGEIN_FAC *33</code>	BLF Bargein Feature Access Code.

4.4.3 Feature Key Synchronization Configuration

Feature Key synchronization is done through SIP messages SUBSCRIBE and NOTIFY messages. Phone sends SUBSCRIBE message (with feature state) to the server, when any changes made. Similarly, if changes are made in the server, phone receives NOTIFY with feature state. There is no special configuration needed.

4.4.4 Call Center Feature Configuration

This section provides configuration instructions to configure the phone to enable integration with Cisco BroadWorks Call Center features including, but not limited to, call information, hoteling, status, and disposition codes.

Step	Command	Description
Step 1	<code>SET BS_CC_AUTOMATIC_STATE 1</code> <code>SET BS_CC_ENABLED 1</code> <code>SET BS_CC_UNAVAIL_CODES " 1 = Coffee break , 2 = Tea party, dnd, coffee = Coffee break2 "</code> <code>SET ESCALATION_FAC #83</code>	Enables the call center configurations.
Step 2	<code>SET BS_CC_DISP_CODES "2066886813:1=Another_Call_Required;2=Promotion_Call,2066886814:1=Question Resolved;2=Another Call Required;3=Another Call Required;4=Promotion Call"</code>	Enables the call center disposition codes.
Step 3	<code>SET BS_CC_SUPERVISORS "2066886813: 2066886155=Group6813_Truc6155;2066886154=Group6813_6154@devices.avaya.com,2066886814: 2066886153=Group6814_Technical Expert;2066886152;2066886151"</code>	Enables the call center Supervisor configurations.
Step 4	<code>SET BS_CC_COT_ENABLED 1</code>	Enables the call center customer originated trace configuration.

4.4.5 Hoteling and Flexible Seating Feature Configuration

This section provides configuration instructions to configure the phone to enable integration with Cisco BroadWorks Hoteling feature or Flexible Seating feature. The Cisco BroadWorks Hoteling and Flexible Seating Feature are similar where both features allow a capable device to associate with a separate user's profile. The Cisco BroadWorks Hoteling feature has specific host-guest association signaling requirement where the device must support the SIP Subscribe and Notify "x-Cisco BroadWorks-hoteling" event package. The Cisco BroadWorks Flexible Seating feature is similar in concept as hoteling feature with the exception where the requirement of host-guest association requirement is reduced to the support of Cisco BroadWorks Device Management and Remote Restart. For Flexible Seating, the "x-Cisco BroadWorks-hoteling" event package is only required if the host-guest association is to be performed by the device. J100 supports Flexible seating Feature. It does not support Hoteling Feature.

Step	Command	Description
System Configuration File (46xxsettings.txt)		
Step 1	SET BW_HOTELING_MODE %BWHOTELINGMODE-1%	Enables the flexible seating configurations.

4.4.6 Call Recording Feature Configuration

Avaya J100 currently does not support this feature.

4.4.7 Security Classification Feature Configuration

Avaya J100 currently does not support this feature.

4.4.8 Emergency Call Configuration

Avaya J100 currently does not support this feature.

4.4.9 Advice of Charge Configuration

Avaya J100 currently does not support this feature.

4.4.10 Conference Event Configuration

Avaya J100 currently does not support this feature.

4.5 Xtended Services Interface (Xsi) Feature Configuration

This section provides configuration instructions for configuration of Xtended Services Interface (Xsi) features supported by the phone, including but not limited to Cisco BroadWorks Directory and Cisco BroadWorks Call Logs.

4.5.1 Xtended Services Interface Authentication Method

The Avaya J100 Series IP Phones provide Xsi Authentication support using the "SIP credentials" and "Web credentials". The user can select the Authentication Method in the phone (*Main Menu* → *Settings* → "XSI authentication"). The preferred/default method is "SIP Credentials". The authorization is Cisco BroadWorks SIP by default.

The Avaya J100 Xsi SIP Credentials requires Xsi "com.broadsoft.xsi-events" is enabled on Cisco BroadWorks.

On the BroadSoft Application Server, add the application ID com.broadsoft.xsi-events by issuing the following command:

```
AS_CLI/Interface/OCI/CallControl> add <applicationId> <enableSystemWide>
<notificationTimeoutInSeconds> [<description>]
```

Example:

```
AS_CLI/Interface/OCI/CallControl> add com.broadsoft.xsi-events true 8
BroadSoftXSIWebApp
```

Step	Command	Description
Subscriber Configuration File (%BWMACADDRESS%.txt)		
Step 1	SET FORCE_XSI_USER BobSmith	Optional. If the Cisco BroadWorks web portal User ID is different than the SIP Authentication User Name you can define the User ID here. If the @domain.com is provided the J100 ignores and appends SIPDOMAIN. This requires that the @domain.com portion of User ID and the Line/Port must match.
Step 2	SET FORCE_XSI_WEB_PASSWORD	This is used when the IP phone authenticates via the Web credentials method. The Xsi Web username and password via "Authorization: Basic" is also supported with this parameter.

4.5.2 Cisco BroadWorks User Service Configuration

Avaya J100 currently does not support this feature.

4.5.3 Cisco BroadWorks Directory Configuration

Integration with the Cisco BroadWorks Xtended Services Interface for Directories enables the phone to download personal, group, and enterprise directories from Cisco BroadWorks and make them available to a user via the phone menus. To enable this feature, follow these instructions.

The Cisco BroadWorks Directory service makes access to the directories associated with a user account through the Cisco BroadWorks Xtended Services Interface. Using this service means that the user's credentials must be provisioned on the Xtended Services Interface, see section [4.5.1 Xsi Authentication Method](#). The Avaya J100 Series IP Phones' Cisco BroadWorks Directory support include:

- Enterprise
- EnterpriseCommon
- Group
- GroupCommon
- Personal

By default, these directories are enabled if the J100 Series IP Phone is successfully connected to the XSI-URL.

The phone's *Contacts* screen similar to the following after a successful Xsi Authentication.



Figure 2 Contacts

The following are the detailed steps to activate/deactivate directories.

Step	Command	Description
System Configuration File (46xxsettings.txt)		
Step 1	SET BW_ENABLE_DIR 1	Enables/disables the Cisco BroadWorks Directories.
Step 2	SET BW_ENABLE_DIR_ENTERPRISE 1	Enables/disables the Cisco BroadWorks Enterprise Directory.
Step 3	SET BW_ENABLE_DIR_ENTERPRISE_COMMON 1	Enables/disables the Cisco BroadWorks Enterprise Common Directory.
Step 4	SET BW_ENABLE_DIR_GROUP 1	Enables/disables the Cisco BroadWorks Group Directory.
Step 5	SET BW_ENABLE_DIR_GROUP_COMMON 1	Enables/disables the Cisco BroadWorks Group Common Directory.
Step 6	SET BW_ENABLE_DIR_PERSONAL 1	Enables/disables the Cisco BroadWorks Personal Directory.
Step 7	SET BW_DIR_ENTERPRISE_DESCRIPTION "Enterprise"	Define the string that appears on the user's <i>Menu</i> → <i>Applications</i> → <i>Contacts</i> screen to describe the Enterprise Directory.
Step 8	SET BW_DIR_GROUP_DESCRIPTION "Group"	Define the string that appears on the user's <i>Menu</i> → <i>Applications</i> → <i>Contacts</i> screen to describe the Group Directory.
Step 9	SET BW_DIR_GROUP_COMMON_DESCRIPTION "Group Common"	Define the string that appears on the user's <i>Menu</i> → <i>Applications</i> → <i>Contacts</i> screen to describe the Group Common Directory.
Step 10	SET BW_DIR_PERSONAL_DESCRIPTION "Personal"	Define the string that appears on the user's <i>Menu</i> → <i>Applications</i> → <i>Contacts</i> screen to describe the Personal Directory.
Step 11	SET BW_DIR_ENTERPRISE_EXTENSION "BW Entr"	After the user performs a search, define the string that appears on the user's screen to indicate the Enterprise Directory as the source of a search result.

Step	Command	Description
System Configuration File (46xxsettings.txt)		
Step 12	SET BW_DIR_GROUP_EXTENSION "BW Group"	After the user performs a search, define the string that appears on the user's screen to indicate Group Directory as the source of a search result.

4.5.4 Cisco BroadWorks Call Logs Configuration

Avaya J100 currently does not support this feature.

4.5.5 Cisco BroadWorks Visual Voice Mail Configuration

Avaya J100 currently does not support this feature.

4.6 Instant Message and Presence Configuration

Avaya J100 currently does not support this feature.

5 Device Management

The Cisco BroadWorks Device Management feature provides the capability to automate generation of device configuration files to support mass deployment of devices. This section identifies the Device Management capabilities supported by the Avaya J100 and the configuration steps required. For Device Management configuration details not covered here, see the *Cisco BroadWorks Device Management Configuration Guide* [1] and the *Cisco BroadWorks CPE Kit Usage Guide* [8].

5.1 Device Management Capabilities Supported

The Avaya J100 has completed Device Management interoperability testing with Cisco BroadWorks using the *Cisco BroadWorks Device Management Interoperability Test Plan* [7]. The results are summarized in the following table.

The Cisco BroadWorks test plan is composed of packages, each covering distinct interoperability areas. Each package is composed of one or more test items, which in turn, are composed of one or more test cases. The test plan exercises the Device Management interface between the device and Cisco BroadWorks with the intent to ensure interoperability.

The *Supported* column in the following table identifies the Avaya J100's support for each of the items covered in the test plan packages, with the following designations:

- Yes Test item is supported
- No Test item is not supported
- NA Test item is not applicable
- NT Test item was not tested

Caveats and clarifications are identified in the *Comments* column.

NOTE: *DUT* in the following table refers to the *Device Under Test*, which in this case is the Avaya J100.

Cisco BroadWorks Device Management Interoperability Test Plan Support Table			
Test Plan Package	Test Plan Package Items	Supported	Comments
HTTP File Download	HTTP Download Using XSP IP Address	Yes	
	HTTP Download Using XSP FQDN	Yes	
	HTTP Download Using XSP Cluster FQDN	Yes	
	HTTP Download With Double Slash	Yes	
HTTPS File Download	HTTPS Download Using XSP FQDN	Yes	
	HTTPS Download Using XSP Cluster FQDN	Yes	
HTTPS File Download with	HTTPS Download with Client Authentication Using XSP FQDN	Yes	

Cisco BroadWorks Device Management Interoperability Test Plan Support Table			
Test Plan Package	Test Plan Package Items	Supported	Comments
Client Authentication	HTTPS Download with Client Authentication Using XSP Cluster FQDN	Yes	
Time Zone Mapping	Inspect Time Zone Setting	Yes	
Language Mapping	Inspect Language Setting	Yes	
File Inspection	Inspect System Config File	Yes	
	Inspect Device-Specific Config File	Yes	
	Inspect Other Config Files	Yes	
	Inspect Static Files	Yes	
Device Inspection	Inspect SIP Settings	Yes	
	Inspect Line Settings	Yes	
	Inspect Service Settings	Yes	
HTTP File Upload	HTTP Upload Using XSP IP Address	NT	
	HTTP Upload Using XSP FQDN	NT	
	HTTP Upload Using XSP Cluster FQDN	NT	
Call Processing Sanity Tests	Register with Authentication	Yes	
	Call Origination	Yes	
	Call Termination	Yes	
	Remote Restart	Yes	
	Shared Line Origination	Yes	
	Shared Line Termination	Yes	
	Shared Line Status	Yes	
	Busy Lamp Field	Yes	
	Network-Based Conference	Yes	
Flexible Seating	Association via Voice Portal	Yes	
	Association via Phone	Yes	Flexible Seating Guest Locks/Unlocks Association with Host Phone is Not supported.
No Touch Provisioning	Provision via DHCP Options Field	Yes	
	No Touch Provision via DM redirect	No	
	No Touch Provision via Vendor redirect	Yes	

5.2 Device Management Configuration

This section identifies the steps required to enable the Avaya J100 for Device Management. For Device Management configuration details not covered here, see the *Cisco BroadWorks Device Management Configuration Guide* [1] and the *Cisco BroadWorks CPE Kit Usage Guide* [8].

5.2.1 Configure Cisco BroadWorks Tags

The template files in Device Management use tags to represent the data stored on Cisco BroadWorks. When a configuration changes for a user, Device Management parses the template files and replaces the Device Management tags with the associated data stored on Cisco BroadWorks. There are default tags defined in the Device Management software and there are custom tags that the service provider can create and define via the web portal for use by Device Management. There are two types of custom tags that can be defined: system default tags that are common to all devices on the system and device type-specific tags that are common to Avaya device models only.

The Avaya J100 makes use of custom tags which can be configured by a Cisco BroadWorks administrator as either system default or device type-specific tags. This section identifies the required tags.

5.2.1.1 Create System Default Tags

Browse to *System* → *Resources* → *Device Management Tag Sets* and select the *System Default* tag set. The Avaya configuration templates make use of the tags in the following table. Add the tags if they do not already exist.

Tag Name	Valid Settings	Description
%DNS_SERVER_1%	IP address	DNS server address.
%DNS_SERVER_2%	IP address	DNS server address alternate.
%SBC_ADDRESS%	IP address/FQDN	SBC SIP address.
%SBC_PORT%	Port	SBC SIP port.
%SBC_TRANSPORT%	UDP TCP TLS	SBC transport protocol.

Example System Default Tag Settings

Device Management Tag Sets Modify

Display all the device management tags defined in the tag set. Tags can be added to the set or deleted from the set.

OK
Apply
Add
Cancel

Tag Set: System Default

Delete	Tag Name ▲	Tag Value	Is Overridable	Edit
<input type="checkbox"/>	%DNS_SERVER%	8.8.8.8	✓	Edit
<input type="checkbox"/>	%SBC_ADDRESS%	192.65.79.250	✓	Edit
<input type="checkbox"/>	%SBC_PORT%	5060	✓	Edit
<input type="checkbox"/>	%SIP_TRANSPORT_PROTO%	UDP	✓	Edit
<input type="checkbox"/>	%SIP_TRANSPORT%	0	✓	Edit
<input type="checkbox"/>	%sip-proxy%	as.tekvizion.com	✓	Edit
<input type="checkbox"/>	%SNTP_SERVER%	10.10.10.5	✓	Edit
<input type="checkbox"/>	%XSP_ADDRESS_XSI_ACTIONS%	xsp1.tekvizion.com	✓	Edit
<input type="checkbox"/>	%XSP_ADDRESS%	xsp1.tekvizion.com	✓	Edit

Figure 3 System Default Tag Settings

5.2.1.2 Create Device Type-specific Tags

Browse to *System* → *Resources* → *Device Management Tag Sets* and then click **Add** to add a new tag set. Configure the tag set name using the device name appended by *Tags*: *Avaya_J100_Tags*. Add the device type-specific tags in the following table to the device tag set. If the tag set already exists, make sure the following tags are defined.

Tag Name	Valid Settings	Description
%ADMIN_PASSWORD%	Example: 123456	This tag is used with SET ADMIN_PASSWORD. Password for <i>Menu</i> → <i>Administration</i> . Default: 27238
%ENABLE_WEBSERVER%	Default: 1	This tag is used with SET ENABLE_WEBSERVER. Default: 1
%DIAL_PLAN%	Example: [23]xxxx 91xxxxxxxxxx 9[2-9]xxxxxxxx	This tag is used with SET DIAL_PLAN.
%PHNUMOFSA%	Default: 3	The tag specifies the number of Session Appearances the telephone should support while operating in a non-Avaya environment. Valid values are 1 through 10 and the default value is "3".
%REGISTERWAIT%	Example: 180	This tag specifies the number of seconds between re-registrations with the current server.

Tag Name	Valid Settings	Description
%SUBSCRIBE_LIST_NON_AVAYA%	message-summary	This specifies the comma-separated list of event packages to subscribe to after registration. The possible values are: "reg", "dialog", "mwi", "ccs", "message-summary" which is identical to "mwi". The values are case insensitive. For Cisco, the recommended value is "message-summary".
%PROCPSWD%	Example: 123456	To be used with: SET PROCPSWD 123456 Default value: 27238
%JEM24_VERSION%	1_0_1_0_12	Allows BroadSoft Admin to define which version of JEM software to deploy.
%SCA1_MAX_CALL_APPEARANCES%	3	Specifies the number of Call Appearances for SCA1 Default: 3
%TRUSTCERTS%	broadsoft.pem,AcmeRootCA.pem	List of certificates that the phone will download and use for TLS connections.

Delete	Tag Name ▲	Tag Value	Is Overridable	Edit
<input type="checkbox"/>	%ADMIN_PASSWORD%	123456	✓	Edit
<input type="checkbox"/>	%DIAL_PLAN%	[23]xxxx[91xxxxxxxxxxxx][9[2-9]xxxxxxxx	✓	Edit
<input type="checkbox"/>	%ENABLE_WEBSERVER%	1	✓	Edit
<input type="checkbox"/>	%PHNUMOFSA%	3	✓	Edit
<input type="checkbox"/>	%PROCPSWD%	123456	✓	Edit
<input type="checkbox"/>	%REGISTERWAIT%	180	✓	Edit
<input type="checkbox"/>	%SUBSCRIBE_LIST_NON_AVAYA%	message-summary	✓	Edit
<input type="checkbox"/>	%TRUSTCERTS%	broadsoft.pem	✓	Edit
<input type="checkbox"/>	%XSP_ADDRESS_XSI_ACTIONS%	xsp1.tekvizion.com	✓	Edit

Figure 4 Device Type-specific Tag Settings

5.2.2 Configure Cisco BroadWorks Device Profile Type

The device profile type is a system-level structure that defines how the device interfaces with Cisco BroadWorks. It also identifies the default configuration files and other files, such as firmware, which are required for the device to operate correctly. The device profile type is created by the system administrator. Group administrators use the device profile type to create a device profile. The device profile is an instance of the device profile type that is associated with a physical device.

There are two Cisco BroadWorks device profile configuration methods described: import and manual. The import method takes a DTAF as input and builds the Cisco BroadWorks device profile type(s) automatically. The manual method takes the administrator through the steps to manually add and configure the device profile type(s).

The import method should be used if all of the following prerequisites are met:

- The Cisco BroadWorks Release is 17.0 or later.

- The device profile type(s) being imported do not already exist on the system. (If either a previous import or manual configuration was done, then the import fails.)
- There is a DTAF file available for import with a Cisco BroadWorks release level that is the same as or prior to the release to which it is being imported. If the DTAF file is at a release level later than the release being imported to, then the import can fail.

Otherwise, use the manual method.

For more detailed instructions, refer to the *Cisco BroadWorks CPE Kit Usage Guide* [8] and the *Cisco BroadWorks Device Management Configuration Guide* [2].

5.2.2.1 Configuration Method 1: Import

This section identifies the steps necessary to make use of the Device Management import feature to configure Cisco BroadWorks to add the Avaya J100 as a Device Management-enabled device type. Also, see the *Cisco BroadWorks CPE Kit Usage Guide* [8].

Download the Avaya J100 CPE kit from BroadSoft Xchange at xchange.broadsoft.com. Extract the DTAF file(s) from the CPE kit. These are the import files. Repeat the following steps for each model you wish to import.

- 1) Log in to Cisco BroadWorks as an administrator.
- 2) Browse to *System* → *Resources* → *Identity/Device Profile Types* and then click **Import**.
- 3) Select *Browse* to find the extracted DTAF file for the model and then click **OK** to start the import.

After the import finishes, complete the following post-import configuration steps:

- 4) Browse to *System* → *Resources* → *Identity/Device Profile Types*.
- 5) Perform a search to find the imported Avaya device profile type, *Avaya_J100*.
- 6) Browse to the *Profile* page and change the Device Management Device Access FQDN to your Xtended Services Platform (XSP) or XSP cluster address.

Device Management

Device Type URL: `http://xsp1.tekvizion.com:80/dms/Avaya_J100/`

Device Configuration Tags: No Tags
 Use Default System Tag Set Only
 Use Default System Tag Set and Tag Set:
Avaya_J100_Tags

Allow Identity/Device Profiles to Configure Custom Tags
 Allow Groups to Configure Custom Tags
 Allow Enterprises/Service Providers to Configure Custom Tags
 Send Email Notification to User upon Device Reset Failure

Device Access Protocol: http

Device Access FQDN: xsp1.tekvizion.com

Device Access Port: 80

Device Access Context Name: dms

Device Access URI: Avaya_J100/

Default Device Language:

Default Device Encoding:

Authentication Mode: MAC-Based User Name and Password

Device Access Username:

Device Access Password:

Re-type Device Access Password:

MAC Address In: HTTP Request URI
 HTTP Header
 Client Certificate

MAC Address Format:

Device Access HTTP Authentication: Basic Digest

OK Apply Delete Export Cancel

Figure 5 Device Access FQDN

- 7) Click the **Files and Authentication** link and then select the option to rebuild all the system files.

Firmware files must be obtained from Avaya. These files are not included in the import. Complete the steps in section [5.2.2.2 Define Device Profile Type Files](#) to define the static firmware files and to upload the firmware.

NOTE: The non-firmware static files in section [5.2.2.2 Define Device Profile Type Files](#) are normally included in the import.

5.2.2.2 Configuration Method 2: Manual

This section identifies the basic steps necessary for an administrator to manually configure Cisco BroadWorks to add the Avaya J100 as a Device Management-enabled device type. This method should not be used except in special cases as described in the opening to section [5.2.2 Configure Cisco BroadWorks Device Profile Type](#).

For more detailed instruction on manual configuration, refer to the *Cisco BroadWorks CPE Kit Usage Guide* [8] and the *Cisco BroadWorks Device Management Configuration Guide* [1].

The steps in this section can also be followed to update previously imported or configured device profile type with new configuration files and firmware.

5.2.2.2.1 Create or Modify Device Profile Type

This section identifies the Cisco BroadWorks device profile type settings relevant to Device Management for the Avaya J100.

Browse to *System* → *Resources* → *Identity/Device Profile Types* and perform a search to find the Avaya device profile type(s) created in section [3.1 Cisco BroadWorks Device Profile Type Configuration](#) or add the device profile type for each model using the settings from section [3.1 Cisco BroadWorks Device Profile Type Configuration](#) if they do not exist.

Configure the device profile type *Signaling Address Type*, *Standard* and *Advanced* options settings to match the settings in section [3.1 Cisco BroadWorks Device Profile Type Configuration](#).

Configure the device profile type *Device Management* options as shown in section [5.2.2.1 Configuration Method 1: Import](#).

The following subsections identify the required settings specific to Device Management.

5.2.2.2.2 Define Device Profile Type Files

This section describes the Cisco BroadWorks Device Management configuration necessary to identify the configuration files and other files that the Avaya J100 downloads.

Configuration templates, firmware, and other files the J100 uses must be uploaded to Cisco BroadWorks. Download the Avaya J100 CPE kit from BroadSoft Xchange at xchange.broadsoft.com. Extract the configuration files from the *Configuration Files* folder of CPE kit. Obtain the firmware files directly from Avaya.

The following table identifies the Avaya configuration files distributed with the *R4.0.0.0.18* version CPE kit.

File Name	CPE Kit Template File Name	File Type	Description
Examples			
%BWMACADDRESS%.txt	%BWMACADDRESS%.txt.template	Device-specific	This file contains all the configuration and firmware files that the device needs to load.
46xxsettings.txt	46xxsettings.txt.template	System-level	Contains configurable parameters that apply to all devices in a given deployment.
J100Supgrade.txt	J100Supgrade.txt.template	System-level	Contains the device firmware load.

The following table identifies other files that the Avaya J100 downloads from the server or uploads to the server. These files are not provided in the CPE kit and must be obtained from Avaya.

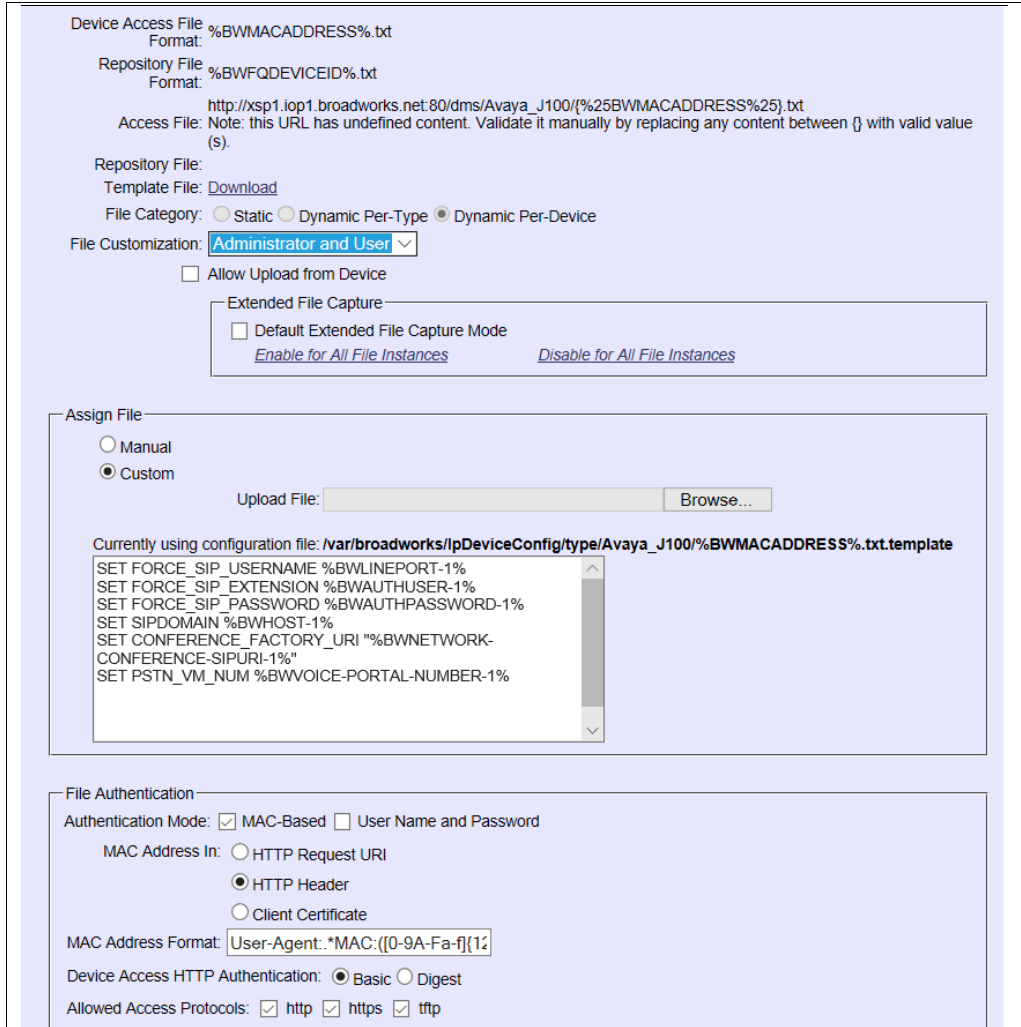
File Name	File Type	Description
FW_S_J129_R4_0_4_0_10.bin	binary	Firmware for J129
FW_S_J139_R4_0_4_0_10.bin	binary	Firmware for J139
FW_S_J159_R4_0_4_0_10.bin	binary	Firmware for J159
FW_S_J169_R4_0_4_0_10.bin	binary	Firmware for J169
FW_S_J179_R4_0_4_0_10.bin	binary	Firmware for J179
FW_JEM24_R1_0_1_0_12.bin	binary	Firmware of JEM (button Module)

Browse to *System* → *Resources* → *Identity/Device Profile Types* → *Files and Authentication* to add the files as described in the following subsections.

5.2.2.2.2.1 %BWMACADDRESS%.txt

Add the %BWMACADDRESS%.txt file to the device profile type with the settings shown in [Figure 6](#).

After creating the device profile type file, upload %BWMACADDRESS%.txt, which is extracted from the CPE kit. Use the **Browse** button on the file definition screen. Be sure to click **Apply** after uploading the file.



Device Access File: %BWMACADDRESS%.txt
Format: %BWMACADDRESS%.txt

Repository File: %BWFQDEVICEID%.txt
Format: %BWFQDEVICEID%.txt

Access File: http://xsp1.iop1.broadworks.net:80/dms/Avaya_J100/(!%25BWMACADDRESS%25).txt
Note: this URL has undefined content. Validate it manually by replacing any content between {} with valid value(s).

Repository File:
Template File: [Download](#)

File Category: Static Dynamic Per-Type Dynamic Per-Device

File Customization: [Administrator and User](#) ▼

Allow Upload from Device

Extended File Capture

Default Extended File Capture Mode
Enable for All File Instances *Disable for All File Instances*

Assign File

Manual
 Custom

Upload File: [Browse...](#)

Currently using configuration file: /var/broadworks/lpDeviceConfig/type/Avaya_J100/%BWMACADDRESS%.txt.template

```
SET FORCE_SIP_USERNAME %BWLINPORT-1%
SET FORCE_SIP_EXTENSION %BWAUTHUSER-1%
SET FORCE_SIP_PASSWORD %BWAUTHPASSWORD-1%
SET SIPDOMAIN %BWHOST-1%
SET CONFERENCE_FACTORY_URI "%BWNWORK-CONFERENCE-SIPURI-1%"
SET PSTN_VM_NUM %BWVOICE-PORTAL-NUMBER-1%
```

File Authentication

Authentication Mode: MAC-Based User Name and Password

MAC Address In: HTTP Request URI
 HTTP Header
 Client Certificate

MAC Address Format:

Device Access HTTP Authentication: Basic Digest

Allowed Access Protocols: http https tftp

Figure 6 %BWMACADDRESS%.txt

The MAC Address Format should be: User-Agent:*MAC:([0-9A-Fa-f]{12}).*

5.2.2.2.2.2 46xxsettings.txt

Add the *46xxsettings.txt* file to the device profile type with the settings shown in [Figure 7](#).

After creating the device profile type file, upload *46xxsettings.txt*, which is extracted from the CPE kit. Use the **Browse** button on the file definition screen. Be sure to click **Apply** after uploading the file.



Device Access File Format: 46xxsettings.txt
 Repository File Format: 46xxsettings-%BWTIMESTAMP%.txt
 Access File: http://xsp1.iop1.broadworks.net:80/dms/Avaya_J100/46xxsettings.txt
 Repository File: [Download](#)
 Template File: [Download](#)
 File Category: Static Dynamic Per-Type Dynamic Per-Device
 File Customization: [Administrator and User](#)
 Enable caching

Assign File
 Manual
 Custom
 Upload File: [Browse...](#)

Currently using configuration file: `/var/broadworks/lpDeviceConfig/type/Avaya_J100/46xxsettings.txt.template`

```
## ENABLE_AVAYA_ENVIRONMENT specifies whether the
## telephone is configured
## for use in an Avaya (SES) or a third-party proxy environment.
## Value: Operation
## 0 3rd party proxy with "SIPPING 19" features
## 1 Avaya SES with AST features and PPM (default)
#####
#####
#####
```

File Authentication
 Authentication Mode: MAC-Based User Name and Password
 MAC Address In: HTTP Request URI
 HTTP Header
 Client Certificate
 MAC Address Format: `User-Agent:.*MAC:([0-9A-Fa-f]{12`
 Device Access HTTP Authentication: Basic Digest
 Allowed Access Protocols: http https tftp

Figure 7 46xxsettings.txt

5.2.2.2.2.3 J100Supgrade.txt

Add the *J100Supgrade.txt* file to the device profile type with the settings shown in [Figure 8](#).

After creating the device profile type file, upload *J100Supgrade.txt*, which is extracted from the CPE kit. Use the **Browse** button on the file definition screen. Be sure to click **Apply** after uploading the file.

Device Access File Format: J100Supgrade.txt
 Repository File Format: J100Supgrade-%BWTIMESTAMP%.txt
 Access File: http://xsp1.iop1.broadworks.net:80/dms/Avaya_J100/J100Supgrade.txt
 Repository File: [Download](#)
 Template File: [Download](#)
 File Category: Static Dynamic Per-Type Dynamic Per-Device
 File Customization: [Administrator and User](#)
 Enable caching

Assign File
 Manual
 Custom
 Upload File: [Browse...](#)

Currently using configuration file: /var/broadworks/lpDeviceConfig/type/Avaya_J100/J100Supgrade.txt.template

```
IF $MODEL4 SEQ J129 GOTO J129_SW
IF $MODEL4 SEQ J139 GOTO J139_SW
IF $MODEL4 SEQ J169 GOTO J169_SW
IF $MODEL4 SEQ J179 GOTO J179_SW

GOTO GETSET

# J129_SW
SET APPNAME FW_S_J129_R3_0_0_0_12.bin
GOTO GETSET
```

File Authentication
 Authentication Mode: MAC-Based User Name and Password
 MAC Address In: HTTP Request URI
 HTTP Header
 Client Certificate
 MAC Address Format:
 Device Access HTTP Authentication: Basic Digest
 Allowed Access Protocols: http https tftp

Figure 8 J100Supgrade.txt

5.2.2.2.4 Firmware Files

Add each Avaya J100 model's firmware file to the device profile type with the example settings shown in [Figure 9](#).

After creating the device profile type file, upload the corresponding firmware, which is obtained from Avaya. Use the **Browse** button on the file definition screen. Be sure to click **Apply** after uploading the file.

Identity/Device Profile Name: Avaya_J100
 Identity/Device Profile Type: [Avaya_J100](#)
 Device Type URL: http://xsp1.tekvizion.com:80/dms/Avaya_J100/
 Protocol: SIP 2.0
 Host Name/IP Address: Port:
 Transport: Unspecified
 MAC Address: C81FEA9B843B
 Serial Number:
 Description:
 Outbound Proxy Server:
 STUN Server:
 Physical Location:
 Lines/Ports: Unlimited
 Assigned Lines/Ports: 2
 Unassigned Lines/Ports: Unlimited
 Version: Avaya J179 IP Phone 4.0.4.0.10 c81fea9b843b

Authentication

Use Identity/Device Profile Type Credentials
 Use Custom Credentials

* Device Access User Name:
 * Device Access Password:
 * Re-type Device Access Password:

Figure 10 Device Profile Instance

5.2.4 Configure Cisco BroadWorks User

Configure the user with the desired Cisco BroadWorks configuration and services. Any services that require a specific configuration on the device are managed via Device Management and are defined in the device configuration files, if the template files are created with the correct Device Management tags.

The device profile created in the previous section must be assigned to the Cisco BroadWorks user. Assigning the device profile to the user automatically causes the Device Management feature to generate the device configuration files for this user's device.

To assign the device profile to the user, browse to the Cisco BroadWorks *<user>* → *Addresses*.

5.2.5 Customize Tags

This section identifies custom tags used by the J100 that may need to be customized at the group or device profile. Customizing a tag at the group level overrides the setting on the device profile type for the device profiles created within the group. Customizing a tag at the device profile level overrides the setting at the device profile type and/or group level for the individual device profile.

5.2.5.1 SBC Address Customization for Edge Device

In many deployments, an edge device, such as an enterprise SBC or application layer gateway, is deployed on the enterprise edge. The edge device's SIP server or outbound proxy setting is configured with the service provider's SBC IP address or FQDN. If there is no edge device, the customization below does not apply.

To integrate the edge device with Device Management, the SBC address tag (%SBC_ADDRESS%) defined in section 5.2.1.1 *Create System Default Tags* must be overridden at the group level with the LAN address of the edge device. To do so, perform the following steps.

- 1) At the *Group* → *Utilities* → *Configure Device* page, select the Avaya device profile, Avaya_J100.
- 2) Click on the *Custom Tags* tab.
- 3) Click **Add**.
- 4) For the tag, enter “SBC_ADDRESS”.
- 5) For the value, enter the edge device LAN IP address.
- 6) To save the tag data, click **OK**.

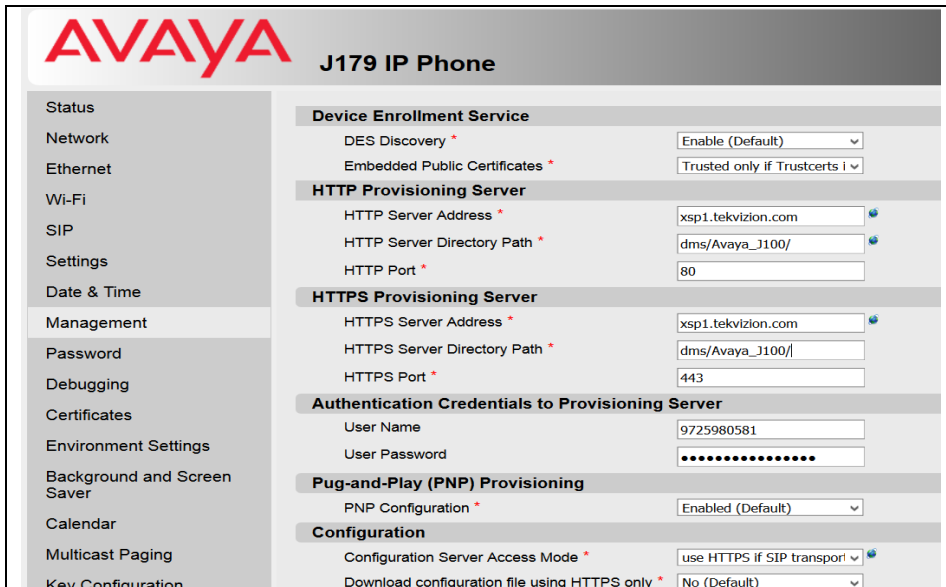
5.2.6 Configure Avaya J100

This section describes the steps necessary to configure the Avaya J100 to integrate with Cisco BroadWorks Device Management. The J100 can be configured either manually through its web interface or through No Touch Provisioning by supporting DHCP option 43.

5.2.6.1 Manually Configure J100

Manually configure J100 through its web interface <https://<device IP>>. The default login user name is “admin” and the default password is “27238”.

After logging in to the phone, browse to the *Management* → *HTTP/HTTPS Provisioning Server Address* to set the Cisco BroadWorks Device Management information.



The screenshot shows the Avaya J179 IP Phone Management Screen. The left sidebar contains navigation options: Status, Network, Ethernet, Wi-Fi, SIP, Settings, Date & Time, Management, Password, Debugging, Certificates, Environment Settings, Background and Screen Saver, Calendar, Multicast Paging, and Key Configuration. The main content area is titled "J179 IP Phone" and contains several configuration sections:

- Device Enrollment Service:**
 - DES Discovery: Enable (Default)
 - Embedded Public Certificates: Trusted only if Trustcerts i
- HTTP Provisioning Server:**
 - HTTP Server Address: xsp1.tekvizion.com
 - HTTP Server Directory Path: dms/Avaya_J100/
 - HTTP Port: 80
- HTTPS Provisioning Server:**
 - HTTPS Server Address: xsp1.tekvizion.com
 - HTTPS Server Directory Path: dms/Avaya_J100/
 - HTTPS Port: 443
- Authentication Credentials to Provisioning Server:**
 - User Name: 9725980581
 - User Password: [Redacted]
- Pug-and-Play (PNP) Provisioning:**
 - PNP Configuration: Enabled (Default)
- Configuration:**
 - Configuration Server Access Mode: use HTTPS if SIP transport
 - Download configuration file using HTTPS only: No (Default)

Figure 11 J100 Management Screen

- HTTP/S Server Address: FQDN or IP address of XSP server, for example, xsp1.tekvizion.com.
- HTTP/S Server Directory Path: dms/Avaya_J100.

5.2.6.2 No Touch Provisioning through DHCP

No Touch Provisioning allows Avaya J100 to be deployed with minimal user input. To put the endpoint in service, the Avaya J100 can be simply taken out of the box and plugged into the LAN.

Configure the end customer's DHCP server with Option 43 containing the Cisco BroadWorks Device Management URL. The URL is in format *http://xsp1.tekvizion.com/dms/Avaya_J100/*.

5.3 Upgrade from Previous CPE Kits

The previous configuration sections are primarily structured around importing or manually configuring the Avaya device profile types for the first time. Many of the steps are unnecessary when upgrading to a new firmware release or CPE kit version.

For general instructions on upgrading, see the *Cisco BroadWorks CPE Kit Usage Guide* [8].

Appendix A: Reference J100 Configuration Files

The following is a reference configuration for the J100 configured for use with Cisco BroadWorks.

System Default File: 46xxsettings.txt

NOTE: This is an example file and it should be used for reference only.

```
#For details of all available configuration parameters please see
the latest 46xxsettings.txt example here:
#https://support.avaya.com/downloads/downloads-
landing.action?product_id=P1661&product_name=j100-series-ip-
phones&release_number=releaseId&contentType=Solutions
#Generated by Broadsoft Device Management: %BWTIMESTAMP%

SET ENABLE_AVAYA_ENVIRONMENT 0
SET DISCOVER_AVAYA_ENVIRONMENT 0
SET ENABLE_IPOFFICE 0
SET ENABLE_3PCC_ENVIRONMENT 1
SET 3PCC_SERVER_MODE 1
SET SIPREGPROXYPOLICY alternate
SET ENABLE_PRESENCE 0
SET ENABLE_STRICT_USER_VALIDATION 1
SET ENABLE_OOD_RESET_NOTIFY 1
SET ADMIN_PASSWORD %ADMIN_PASSWORD%
SET XSI_URL %XSP_ADDRESS_XSI_ACTIONS%
SET SIP_CONTROLLER_LIST "%SBC_ADDRESS%:%SBC_PORT%;transport=tcp"
SET ENABLE_SIP_USER_ID 1
SET ENABLE_WEBSERVER %ENABLE_WEBSERVER%
SET DIALPLAN %DIAL_PLAN%
SET AUTO_ANSWER_MUTE_ENABLE %AUTO_ANSWER_MUTE_ENABLE%
SET PROVIDE_LOGOUT 1
SET IPV6STAT 0
SET TRUSTCERTS %TRUSTCERTS%

SET BS_CC_AUTOMATIC_STATE 1
SET BS_CC_ENABLED 1
SET BS_CC_UNAVAIL_CODES " 1 = Coffee break , 2 = Tea party, dnd,
coffee = Coffee break2 "
SET ESCALATION_FAC #83
SET BS_CC_DISP_CODES
"2066886813:1=Another_Call_Required;2=Promotion_Call,2066886814:1
=Question_Resolved;2=Another_Call_Required;3=Another_Call
Required;4=Promotion_Call"
SET BS_CC_SUPERVISORS
"2066886813:2066886155=Group6813_CC6155;2066886154=Group6813_6154
@devices.avaya.com,2066886814:2066886153 =Group6814_Technical
Expert;2066886152;2066886151"
SET BS_CC_COT_ENABLED 1

#Phone Model Specific configuration
IF $MODEL4 SEQ J129 GOTO J129_RESOURCES
```

```

IF $MODEL4 SEQ J139 GOTO J139_RESOURCES
IF $MODEL4 SEQ J169 GOTO J169_RESOURCES
IF $MODEL4 SEQ J179 GOTO J179_RESOURCES
GOTO DONE_RESOURCES

# J129_RESOURCES
GOTO DONE_RESOURCES

# J139_RESOURCES
GOTO DONE_RESOURCES

# J169_RESOURCES
SET BACKGROUND_IMAGE %BACKGROUND_IMAGE%
SET BACKGROUND_IMAGE_DISPLAY %BACKGROUND_IMAGE_DISPLAY%
SET BACKGROUND_IMAGE_SELECTABLE %BACKGROUND_IMAGE_SELECTABLE%
SET SCREENSAVER_IMAGE %SCREENSAVER_IMAGE%
SET SCREENSAVER_IMAGE_DISPLAY %SCREENSAVER_IMAGE_DISPLAY%
SET SCREENSAVER_IMAGE_SELECTABLE %SCREENSAVER_IMAGE_SELECTABLE%
SET SCREENSAVERON %SCREENSAVERON%
SET RINGTONES %RINGTONES%
SET RINGTONES_UPDATE 1
GOTO DONE_RESOURCES

# J179_RESOURCES
SET BACKGROUND_IMAGE %BACKGROUND_IMAGE%
SET BACKGROUND_IMAGE_DISPLAY %BACKGROUND_IMAGE_DISPLAY%
SET BACKGROUND_IMAGE_SELECTABLE %BACKGROUND_IMAGE_SELECTABLE%
SET SCREENSAVER_IMAGE %SCREENSAVER_IMAGE%
SET SCREENSAVER_IMAGE_DISPLAY %SCREENSAVER_IMAGE_DISPLAY%
SET SCREENSAVER_IMAGE_SELECTABLE %SCREENSAVER_IMAGE_SELECTABLE%
SET SCREENSAVERON %SCREENSAVERON%
SET RINGTONES %RINGTONES%
SET RINGTONES_UPDATE 1
GOTO DONE_RESOURCES
# DONE_RESOURCES

GET $MACADDR.txt

```

Device-specific File: %BWMACADDRESS%.txt

NOTE: This is an example file and it should be used for reference only.

```

#For details of all available configuration parameters please see
the latest 46xxsettings.txt example here:
#https://support.avaya.com/downloads/downloads-
landing.action?product_id=P1661&product_name=j100-series-ip-
phones&release_number=releaseId&contentType=Solutions
#Generated by Broadsoft Device Management: %BWTIMESTAMP%

SET PRIMARY_LINE_TYPE %BWSHAREDLINE-BINARY-1%
SET PRIMARY_LINE_BARGE_IN_ENABLED %BWSCA-BRIDGING-BINARY-1%
SET PHNUMOFSA %PHNUMOFSA%

```

```

SET FORCE_SIP_USERNAME %BWLINERPORT-1% #FORCE_SIP_USERNAME is
actually BWLINEPORT (yes it seems backwards)
SET FORCE_SIP_PASSWORD %BWAUTHPASSWORD-1%
SET FORCE_SIP_EXTENSION %BWAUTHUSER-1% #FORCE_SIP_EXTENSION is
actually BWAUTHUSER (yes it seems backwards)

SET BW_HOTELING_MODE %BWHOTELINGMODE-1%

# Shared Line Configuration
SET PROVIDE_SHARED_LINE_CONFIG 1

SET SCA1_ENABLED %BWSHAREDLINE-BINARY-2%
SET SCA1_BARGE_IN_ENABLED %BWSCA-BRIDGING-BINARY-2%
SET SCA1_MAX_CALL_APPEARANCES %SCA1_MAX_CALL_APPEARANCES%
SET SCA1_SIPUSERID %BWLINERPORT-2%
SET SCA1_USERNAME %BWAUTHUSER-2%
SET SCA1_PASSWORD %BWAUTHPASSWORD-2%

SET SCA2_ENABLED %BWSHAREDLINE-BINARY-3%
SET SCA2_BARGE_IN_ENABLED %BWSCA-BRIDGING-BINARY-3%
SET SCA2_MAX_CALL_APPEARANCES %SCA1_MAX_CALL_APPEARANCES%
SET SCA2_SIPUSERID %BWLINERPORT-3%
SET SCA2_USERNAME %BWAUTHUSER-3%
SET SCA2_PASSWORD %BWAUTHPASSWORD-3%

SET SCA3_ENABLED %BWSHAREDLINE-BINARY-4%
SET SCA3_BARGE_IN_ENABLED %BWSCA-BRIDGING-BINARY-4%
SET SCA3_MAX_CALL_APPEARANCES %SCA1_MAX_CALL_APPEARANCES%
SET SCA3_SIPUSERID %BWLINERPORT-4%
SET SCA3_USERNAME %BWAUTHUSER-4%
SET SCA3_PASSWORD %BWAUTHPASSWORD-4%

# XSI AUTHENTICATION
# Ensure correct configuration on the Broadsoft Service Provider
AS to authenticate XSI requests "com.broadsoft.xsi-events" using
SIP Credentials
# On the AS add the applicationID "com.broadsoft.xsi-events" by
issuing the following command:
# AS_CLI/Interface/OCI/CallControl> add <applicationId>
<enableSystemWide> <notificationTimeoutInSeconds> [<description>]
# Example:
# AS_CLI/Interface/OCI/CallControl> add com.broadsoft.xsi-events
true 8 BroadSoftXSIWebApp

#If above SIP Credential authorization is not working the below
fields can be used as a workaround:
#FORCE_XSI_USER_ID %BWLOGIN-ID-1% #This requires
J100 Firmware version >=4.0.1.0
#SET FORCE_XSI_WEB_PASSWORD %BWAUTHPASSWORD-1% #This requires the
users Web Portal password to be the same as the SIP Authorization
password

SET GMTOFFSET %BWTIMEZONE-1%

```

```
SET SIPDOMAIN %BWHOST-1%
SET CONFERENCE_FACTORY_URI %BNETWORK-CONFERENCE-SIPURI-1%
SET PSTN_VM_NUM %BWVOICE-PORTAL-EXTENSION-1%
SET SUBSCRIBE_LIST_NON_AVAYA %SUBSCRIBE_LIST_NON_AVAYA%

IF $MODEL4 SEQ J129 GOTO J129_LANGUAGE
IF $MODEL4 SEQ J139 GOTO J139_LANGUAGE
IF $MODEL4 SEQ J169 GOTO J169_LANGUAGE
IF $MODEL4 SEQ J179 GOTO J179_LANGUAGE
GOTO DONE_LANGUAGE

# J129_LANGUAGE
SET LANGUAGES Mlf_J129_%BWLLANGUAGE-1%.xml
SET SYSTEM_LANGUAGE Mlf_$MODEL_%BWLLANGUAGE-1%.xml
GOTO DONE_LANGUAGE

# J139_LANGUAGE
SET LANGUAGES Mlf_J139_%BWLLANGUAGE-1%.xml
SET SYSTEM_LANGUAGE Mlf_$MODEL_%BWLLANGUAGE-1%.xml
GOTO DONE_LANGUAGE

# J169_LANGUAGE
SET LANGUAGES Mlf_J169_J179_%BWLLANGUAGE-1%.xml
SET SYSTEM_LANGUAGE Mlf_J169_J179_%BWLLANGUAGE-1%.xml
GOTO DONE_LANGUAGE

# J179_LANGUAGE
SET LANGUAGES Mlf_J169_J179_%BWLLANGUAGE-1%.xml
SET SYSTEM_LANGUAGE Mlf_J169_J179_%BWLLANGUAGE-1%.xml
GOTO DONE_LANGUAGE
# DONE_LANGUAGE
```

References

- [1] Avaya, Inc. 2019. *Installing and Administering Avaya J100 IP Phone in Third-Party Call Control Setup, Release 4.0*. Available from Avaya at support.avaya.com.
- [2] Cisco Systems, Inc. 2018. *Cisco BroadWorks Device Management Configuration Guide, Release 22.0*. Available from Cisco at xchange.broadsoft.com.
- [3] Cisco Systems, Inc. 2017. *Cisco BroadWorks Redundancy Guide, Release 22.0*. Available from Cisco at xchange.broadsoft.com.
- [4] Cisco Systems, Inc. 2016. *Cisco BroadWorks SIP Access Interface Interworking Guide, Release 22.0*. Available from Cisco at xchange.broadsoft.com.
- [5] Cisco Systems, Inc. 2018. *Cisco BroadWorks SIP Phone Interoperability Test Plan, Release 22.0*. Available from Cisco at xchange.broadsoft.com.
- [6] Cisco Systems, Inc. 2018. *Cisco BroadWorks SIP Phone Functional Test Plan, Release 22.0*. Available from Cisco at xchange.broadsoft.com.
- [7] Cisco Systems, Inc. 2018. *Cisco BroadWorks Device Management Interoperability Test Plan, Release 22.0*. Available from Cisco at xchange.broadsoft.com.
- [8] Cisco Systems, Inc. 2016. *Cisco BroadWorks CPE Kit Usage Guide, Release 22.0*. Available from Cisco at xchange.broadsoft.com.