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Avaya Equinox® Overview and Specification for Android, iOS, Mac, and Windows

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Suspected Avaya product security vulnerabilities are handled per the Avaya Product Security Support Flow (https://support.avaya.com/css/P8/documents/100161515).

Contents

Chapter 1: Introduction

Purpose

This document describes tested Avaya Equinox® characteristics and capabilities, including feature descriptions, interoperability, performance specifications, security, and licensing requirements.

This document includes Avaya Aura® content for Avaya Equinox®. IP Office content for Avaya Equinox® is covered in IP Office documentation.

This document is intended for people who want to gain a high-level understanding of the features, functions, and limitations of the Avaya Equinox® client.

Change history

The following table describes the major changes made in this document for each release:

Issue	Date	Summary of changes
2, Release 3.6	July 2019	• Removed notes specific to Avaya Equinox® on Avaya Vantage™ from the *Avaya Equinox® overview* topic. • Added the *Using Avaya Equinox® on Avaya Vantage™* document name in the *Documentation* topic.
1, Release 3.6	July 2019	Added new features of Avaya Equinox® Release 3.6 in the "New in this release" topic.
1, Release 3.5.5	March 2019	Added new features of Avaya Equinox® Release 3.5.5 in the "New in this release" topic.
1, Release 3.5	December 2018	Added new features of Avaya Equinox® Release 3.5 in the "New in this release" topic.
2, Release 3.4.8	October 2018	Added new features of Avaya Equinox® Release 3.4.8 (Mobile) in the "New in this release" topic.
1, Release 3.4.8	September 2018	Added new features of Avaya Equinox® Release 3.4.8 (Desktop) in the "New in this release" topic.
2, Release 3.4.4	August 2018	Added new features of Avaya Equinox® Release 3.4.4 (Mobile) in the "New in this release" topic.

Table continues…

Issue	Date	Summary of changes
1, Release 3.4.4	July 2018	Added new features of Avaya Equinox® Release 3.4.4 (Desktop) in the "New in this release" topic.
1, Release 3.4	June 2018	• Added new features of Avaya Equinox® Release 3.4 in the "New in this release" topic. • Added overview information on IP Office. • Updated the licensing requirements. • Added new training courses.
1, Release 3.3	December 2017	Added new features of Avaya Equinox® Release 3.3 in the "New in this release" topic.
3, Release 3.2 FP1	August 2017	Added information on support for Mobile Link and HTTP tunneling.
2, Release 3.2	July 2017	Removed information on Joint Interoperability Test Command (JITC) support.
1, Release 3.2	July 2017	• Added new features of Avaya Equinox® Release 3.2 in the "New in this release" topic. • Updated key features of the Conferencing service. • Updated the overview topics for the mobile and desktop clients. • Added new training courses.
3, Release 3.1	March 2017	• Added new features of Avaya Equinox® Release 3.1 in the "New in this release" topic. • Added information on Support for Avaya Equinox® on Avaya Vantage™.
2, Release 3.0 SP1	January 2017	Added information on the Bridged Line Appearance (BLA) feature. Currently, only Avaya Equinox® for Mac supports the BLA feature.
1, Release 3.0	December 2016	• Changed the product name from Avaya Communicator to Avaya Equinox®. • Updated the Avaya Equinox® overview content. • Added new features of Avaya Equinox® Release 3.0. • Added key features of Avaya Aura® Device Services and the Conferencing service. • Updated the dial plan specification flowchart. • Added new training courses.

Chapter 2: Avaya Equinox® overview

The Avaya Equinox® client is a soft phone application that provides access to Unified Communications (UC) and Over the Top (OTT) services. You can access the Avaya Equinox® client on the following platforms:

- Mobile platforms:
  - Android: From a mobile phone, tablet, or an Avaya Vantage™ device
  - iOS: From an iPad, iPhone, or iPod Touch
- Desktop platforms:
  - Mac
  - Windows

With the Avaya Equinox® client, you can use the following functionality:

- Make point-to-point audio and video calls.
- Listen to your voice mail messages. You can view voice mail messages only on mobile clients by using Client Enablement Services.
- Join and host conference calls with moderator control features.
- Use point-to-point and conference call control functionality. You can also add participants to a conference.
- Answer calls, send all calls to voice mail, forward calls, and extend calls to your mobile phone if EC500 is configured.
- Share a portion of the screen, the entire display screen, an application, or a whiteboard while on a conference call on desktop clients.
- View a portion of the screen, the entire display screen, an application, or a whiteboard shared by another conference participant on mobile and desktop clients.
- View your call history.
- Perform an enterprisewide search by using Avaya Aura® Device Services, Client Enablement Services, Avaya Cloud Services, or ActiveSync on mobile clients and Avaya Aura® Device Services, LDAP, or Avaya Cloud Services on desktop clients.
- Access your Avaya Aura® and local contacts.
- Access your Client Enablement Services favorite contacts on mobile clients.
- Send instant messages.

- Capture photo, audio, and video files, and send generic file attachments in an IM conversation.

- Manage your presence status and presence status message.

- Log in to your extension and join calls with multiple devices if Multiple Device Access (MDA) is configured.

  Dual registration is supported with an H.323 deskphone and functions similar to MDA.

✱ Note:

Some Avaya Equinox® features must be configured for your enterprise before you can use them.

Avaya Equinox® for IP Office overview

The Avaya Equinox® client for IP Office is a soft phone application that provides access to UC and OTT services, such as Avaya Equinox® Meetings Online. You can access the Avaya Equinox® client on the following platforms:

- Mobile platforms:

  - Android: From a mobile phone or tablet

  - iOS: From an iPad, iPhone, or iPod Touch

- Desktop platforms:

  - Mac

  - Windows

With the Avaya Equinox® client, you can use the following functionality:

- Make point-to-point audio and video calls.

- Listen to your voice mail messages.

- Join and host conference calls with Avaya Equinox® Meetings Online.

- Use point-to-point call control functionality.

- Answer calls and send all calls to voice mail.

- View your call history that is stored locally on the device.

- Access your IP Office contacts by using the IP Office directory and local contacts.

- Send instant messages using Avaya Spaces Direct Messaging.

- Capture photo, audio, and video files, and send generic file attachments in an IM conversation.

- Manage your presence status and presence status message by using the Presence feature.

- Log in to your extension, and answer and transfer calls across multiple devices if Simultaneous mode is configured.

Simultaneous mode can be used with supported SIP deskphones.

For more information about the features of Avaya Equinox® client for IP Office, see *Using Avaya Equinox® for IP Office*.

Deployment types

Deployment type	Description
Unified Communications (UC) deployment	An Avaya Aura® environment includes Session Manager, Communication Manager, System Manager, Presence Services, and Avaya Equinox® Conferencing 9.0 or later.
Also known as the Team Engagement (TE) deployment	This Avaya Aura® environment provides UC services to an enterprise, including voice and video calls, enhanced voice call features, audio and video conferences, and instant messaging and presence. Some users are assigned a virtual room. A UC user can be a host or guest of any conference. A user's virtual room can be deployed in two ways: • In an integrated fashion within their Avaya Aura® environment through SIP • As a subscription on the Avaya Equinox® Meetings Online OTT deployment through HTTP
Over the Top (OTT) deployment	Avaya Equinox® Conferencing 9.0 or later is deployed in an environment with a non-Avaya voice solution such as Cisco CUCM or Siemens.
Also known as the Meet-Me deployment	Some users are assigned a virtual room for audio, video, and data conferencing. In an OTT deployment, clients join the conference by using HTTP-based protocols, not SIP. For OTT deployments that use third-party SIP servers, the Avaya Equinox® client signs in to Avaya Equinox® Management or LDAP directory for user validation and authentication. Avaya Equinox® Meetings Online is a new cloud-based offering that is available with Avaya Equinox® 3.3.1 and later. With Avaya Equinox® Meetings Online, customers can skip the capital investment and technical hassles of deploying a traditional video solution. Users need to install a browser plug-in or the Avaya Equinox® client and log in to Avaya Equinox® Meetings Online. Users need only a computer or mobile device to join a virtual video room. Users can also join a video call from any of the existing standards-based video conferencing room systems.

Avaya Equinox® client types

In this release, the Avaya Equinox® client can be used differently based on the type of deployment.

Client type	Platform support	User support	Notes
Unified Communications (UC) client Also known as the Team Engagement (TE) client	• Android • iOS • Mac • Windows	Only Registered users	• Download the UC client. • Use the complete feature set. • Join other meetings as guest users.
Over the Top (OTT) client Also known as the Meet-Me client	• Android • iOS • Mac • Windows	• Registered users • Guest users	• Download the OTT client. • Use the Avaya Equinox® Conferencing features.

User types

User type	Definition
UC	These users use Avaya Equinox® as a primary UC client for voice and video calls, enhanced voice call features, audio and video conferences, and instant messaging and presence. A UC user can be a host or guest of any conference. A user's virtual room can be deployed in two ways: • In an integrated fashion within their Avaya Aura® environment through SIP • As a subscription on the Avaya Equinox® Meetings Online OTT deployment through HTTP
OTT Named or OTT Signed in	These users do not use Avaya Equinox® as a primary UC client, but need to host conferences with audio and video and present content. These users have a virtual room and associated features such as recording resources. In an OTT deployment, clients join the conference by using HTTP-based protocols, not SIP.
OTT Guest	These users do not use Avaya Equinox® as a primary UC client, but need to join conferences with audio and video as a guest. These users might need to present by using screen sharing. In an OTT deployment, clients join the conference by using HTTP-based protocols, not SIP.
Outbound Guest	An outbound guest is a user of the Avaya UC or OTT deployment who joins an Avaya Equinox® conference hosted by an external party. For example, an Avaya Equinox® user of XYZ Corp joins an Avaya Equinox® Conferencing 9.0 conference hosted by a user at ABC Corp. Alternatively, the user might join a conference hosted as an Avaya Equinox® Meetings Online offering.
Inbound Guest	An inbound guest is a user from an external company, such as a partner, supplier, customer, or prospect who joins a conference hosted by a user of the Avaya UC or OTT deployment.

Features

Avaya Equinox® provides the following features:

- Enterprise capabilities with ease of use in a single experience.

  - Enterprise voice: Supports mission critical voice services, which ensure people can talk when and how they need to.

  - Video everywhere: Enriches the quality of communication interactions.

  - Persistent multimedia messaging: Provides a social style conversation hub with rich multimedia and multiparty capabilities.

  - Rich presence: Makes it easy to determine availability and reachability of your contacts.

  - Integrated video collaboration with interactive content sharing: Makes remote team meetings just as effective as face-to-face meetings.

- Client convergence. Integrates natively into Avaya Aura® Conferencing for Avaya Aura® users.

- Available across a full range of platforms, such as Android, iOS, Mac, and Windows.

- Remote worker support with Avaya Session Border Controller for Enterprise. Enables secure VPN-less access to services when working outside of the private network.

- Simplified provisioning. Avaya Equinox® is designed to import administrator-defined settings and remove virtually all end-user configuration tasks short of entering user name and password.

- Solution resiliency. Includes automated Avaya Aura® Session Manager failover support with primary, secondary, and branch simultaneous registration.

- Secure communication channels. Protects end-user privacy. Enhancements in this release also include client identity certificate support to enable trusted connections and to reliably authenticate both servers and connecting clients.

For a detailed list of features, see *Using Avaya Equinox® for Android, iOS, Mac, and Windows*.

Avaya Equinox® for Android and iOS overview

Avaya Equinox® for Android and iOS is a UC application hosted on Avaya Aura® systems for mobile users. It offers the following capabilities:

- Connect by using Wi-Fi or mobile data networks such as 3G or 4G.

- Make and receive an audio or video call by using the alphanumeric Uniform Resource Identifier (URI).

  For example, you can use the alphanumeric URI to call an external user, such as a Skype for Business user, by using 123john@telenor.com.

- Use call redirection features such as Call Forwarding, Send-All-Calls, and EC500.

- Use the Automatic Callback feature.

- Use Multiple Device Access (MDA) to complement other SIP endpoints. Use H.323 and SIP dual-registration to complement existing H.323 deskphone deployments.

- Join or host video conferences and view collaboration sessions.

- Create a new contact by using the application.

  A local contact and an enterprise contact, that is, Avaya Aura® PPM contact or Avaya Aura® Device Services contact, might have the same email address. In this case, Avaya Equinox® aggregates the details of the contact.

- View the locally saved photo or LDAP photo by using Avaya Aura® Device Services.

  ✱ **Note:**

  You can view the local contact photo only if LDAP does not have an uploaded photo.

- Delete a contact from your Equinox Contacts list.

  You can delete a local contact only from the contacts stored in the local address book.

- Use contact groups.

  Contact groups are only available with Avaya Aura® Device Services Release 7.1.6 and later. You can use Avaya Equinox® to group your Equinox Contacts to better organize them. You can then initiate calls and instant messages to the groups. For example, you might have separate groups for your project team, subordinate team members, and response teams. The groups that you create are available across multiple devices.

- Search the corporate directory and local contacts. Create a favorites list by using Client Enablement Services or Avaya Aura® Device Services. Avaya Equinox® displays the Client Enablement Services favorites only when you disable Avaya Aura® Device Services and VoIP in the client.

- Search contacts by name, location, and department.

  You can perform this advanced search only if you configure Avaya Aura® Device Services as a contact service.

- Use Exchange Web Services (EWS) to access your Exchange-based calendar on the Top of Mind and Meetings screens. Avaya Equinox® supports Microsoft Exchange Server 2010 SP1 and later versions including Exchange 2016 and Office 365.

- Use Point-to-Point video calling.

  - Mid-call features such as Hold or Unhold, Mute or Unmute, and DTMF

  - Video pause or resume, and audio to video escalation and de-escalation

  - Consultative and Unattended call transfer

  - Multiple voice and video sessions

  - Message Waiting Indicator

  - Audio codecs such as Opus narrowband and wideband, G.726, G.729, G.711, and G.722

  - Video codecs such as basic H.264 and H.264 AVC

- Secure remote worker architecture by using Avaya Session Border Controller for Enterprise.
- Use Instant Messaging and Presence.
  - P2P and Multi-party Instant Messaging with Avaya Multimedia Messaging

    Avaya Multimedia Messaging provides support for text, audio, video and file attachments, IM alert tone, visual incoming IM alert, persistent conversation list, and badging to indicate new messages.
  - Static and animated emojis in an instant messaging conversation

    Emojis are icons that are used to express an idea or emotion in electronic communication.
  - IM session escalation to voice call or conference
  - Presence indication for Equinox Contacts
  - Presence status such as Automatic, Available, Busy, Away, Do not disturb, Out of office, and Offline
  - Custom presence note
  - IM contact from search
  - Presence from search results
  - Microsoft Exchange Calendar integration by using the Avaya Aura® Presence Services server
- Start an instant messaging conversation by using the messaging address.
- Use the search by messaging address functionality to create a new contact.
- Initiate calls with the Call Back feature to any PSTN phone by using Client Enablement Services.
- Use the integrated EC500 auto-dialer for Feature Named Extension (FNE) dialing.
- Park a call.

  For example, you can answer a call on one extension, park the call, and then retrieve the call from the same or another extension.
- Auto configure administrator-defined settings.
- Use the extensible UI design that hides non-configured elements and enables new feature provisioning without upgrading clients.
- Use the capability of Session Manager failover.
- Use the third party call control (3PCC) functionality with 3PCC applications.
- Perform audio and video conferencing with Avaya Aura® Conferencing.
  - Adhoc audio and video conferencing
  - Two-party voice or video call escalation to a multi-party audio or video conference
  - Meet-Me audio and video conferencing

   - Moderator Controls such as mute, lock, continuation, lecture mode, start, and stop recording

   - Active speaker

   - Scheduled conference dialing

   - HD audio and video

- Use the Avaya Equinox® Conferencing features.

- Use Communication Manager adhoc conferences with up to six parties.

- Use web conferencing.

   - Collaboration session from a multiparty audio or a video call

   - Roster feature

   - View application or desktop sharing

   - View white boarding

   - Public chat and private chat

- Use the security features.

   - Media and signaling encryption

   - Private trust store

   - Client identity certificates to provide an identity of the client to the server

- Use the iOS Callkit feature. Introduced in iOS 10, CallKit is a new framework developed by Apple. It enables VoIP applications on iOS to adopt the native phone interface for calls to give *first-party experience to third-party applications*.

- Use the Peek and Pop feature on iPhone 6s and later versions.

- Use the Bridged Line Appearance (BLA) feature to give single-line and multi-appearance telephones an appearance of another telephone number. With BLA, the user can make, answer, and bridge onto calls to or from the telephone number of another user.

- Use the Simple Certificate Enrollment Protocol (SCEP) server to distribute client certificates to end-users.

- Use the Avaya Mobile Link feature.

Users connected on a video conference can use Avaya Mobile Link to transfer the video conference onto an XT Series endpoint. You can transfer the video conference without connecting the mobile or desktop device to the endpoint with a cable. The XT Series endpoint is used for audio, video, and presentation of the meeting. Avaya Equinox® Conferencing continues to run on the device in the Companion mode to support moderation and chat. Companion mode includes everything except the audio and video capture and rendering features.

- Use the HTTP media tunneling feature only on the HTTP-UA connection. The administrator can use this feature to set up a media connection over TLS for users calling from external networks:

  - Through Avaya SBCE

  - Having a firewall in between blocking UDP(RTP) ports

  If a guest user tries to join a remote conference in the UC deployment, HTTP-UA is used and HTTP tunneling is supported through Avaya SBCE. If the Avaya Equinox® conference is in the OTT deployment, then signed-in or guest users join the meeting through Avaya SBCE, which uses HTTP-UA and supports HTTP tunneling.

- Use the Hunt Group Busy feature.

  If the administrator configures this feature, the user can activate this feature to avoid receiving calls on the user's extension from a particular hunt group.

- Use the Team Button feature.

  If the administrator configures this feature, the user at the monitoring station can do the following:

  - View the state of a monitored station.

  - View all calls that ring on the monitored station and selectively answer any.

  - Speed dial, that is, place a call, to the monitored station.

  - Blind transfer any call to the monitored station.

  - Configure the audible ringing and visual alert notification.

- Support for Forward Error Correction (FEC).

  To handle cases of errors and lost packets in a media stream, an additional stream is sent that includes redundant data. This additional stream can restore lost packets and correct errors in the original media stream and is referred to as an FEC stream.

- Support for multiple notification channels.

  Each application can have multiple notification channels. As the application categorizes notifications into channels, you can disable specific notification channels for Avaya Equinox® for Android instead of disabling all your notifications. You can control the visual and auditory options for each channel. You can also specify the importance level of your notifications on each channel.

- Support for Apple Push Notification service (APNs).

  APNs is a platform notification service created by Apple Inc. With this service, third-party application developers can send notification events to applications installed on iOS devices when the application is idle in the background.

- Support for using the cellular data option for VoIP calls.

  If you use the cellular data option, Avaya Equinox® prefers cellular over Wi-Fi for registration and calls. As a result, there is no disruption expected in service, as calls do not need to be renegotiated, if you move from one Wi-Fi access point to another.

- Support for Avaya URIs.

  Avaya provides a number of URI formats that third-party applications can use. By using these Avaya URIs, third-party applications can direct the Avaya Equinox® client to:

  - Create an audio call.

  - Create a video call.

  - Create a conference call.

  - Update the automatic configuration URL.

- Configure the IPv6 address in the **Server Address** field of the SIP Phone Service setting.

  Avaya Equinox® might configure the IP capabilities based on the automatic configuration file and PPM settings. The IP capabilities that Avaya Equinox® receives from PPM overwrites the values received from the automatic configuration file.

Avaya Equinox® for Mac and Windows overview

Avaya Equinox® turns your Mac or Windows PC into a powerful communications and collaboration system that can work with your Avaya deskphone. You can also work without compromise from anywhere with the following capabilities:

- Use the computer with a USB headset or use an Avaya deskphone for audio.

- Make an audio or video call by using the alphanumeric Uniform Resource Identifier (URI).

  You can use the alphanumeric URI to call external users, such as Skype for Business users. For example, 123john@telenor.com.

- Use call redirection features such as Call Forwarding, Send-All-Calls, and EC500.

- Use telephony workflow features such as Call Park and Call Pickup.

- Use the Automatic Callback feature.

- Use Contacts or Call history.

  - View local contacts from Microsoft Outlook including photo.

  - Display contact photo from LDAP.

  - Access Avaya Equinox® contacts stored on Avaya Aura® System Manager and available for use across compatible SIP-based Avaya clients and deskphones.

  - Search enterprise contacts from supported corporate directories.

  - Add contacts from search.

  - Delete Equinox Contacts.

  - Access consolidated contact view. Merge contact information or photos from matching Outlook and Avaya Equinox® contacts.

> **Note:**
>
> Local and Avaya Aura® PPM contacts must have the same email address for contact aggregation.

  - Filter contacts by source, that is, All Contacts, Local Contacts, and Equinox Contacts.

  - View call history and instant messages.

• Use contact groups.

  Contact groups are only available with Avaya Aura® Device Services Release 7.1.6 and later. You can use Avaya Equinox® to group your Equinox Contacts to better organize them. You can then initiate calls and instant messages to the groups. For example, you might have separate groups for your project team, subordinate team members, and response teams. The groups that you create are available across multiple devices.

• Search contacts by name, location, and department.

  You can perform this advanced search only if you configure Avaya Aura® Device Services as a contact service.

• Connect or gain access by using:

  - LAN and Wireless LAN

  - VPN

  - Avaya Session Border Controller for Enterprise

• Use Exchange Web Services (EWS) to access your Exchange-based calendar on the Top of Mind and Meetings screens. If the administrator disables calendar integration on Avaya Equinox® for Windows, the user cannot view any references to calendar or Exchange Web Services in the Avaya Equinox® for Windows client.

  - While using Microsoft Outlook add-in for Windows, Avaya Equinox® supports Microsoft Exchange Server 2010 SP1 and later versions including Office 365.

  - While using Microsoft Outlook add-in for Mac and web mail, Avaya Equinox® supports Exchange Server 2013 and later versions including Office 365.

• Use Point-to-Point Voice over IP and Video.

  - Mid-call features such as Hold or Unhold, Mute or Unmute, and DTMF

  - Video pause or resume, and audio to video escalation and de-escalation

  - Consultative and Unattended call transfer

  - Multiple voice and video sessions

  - Message Waiting Indicator

  - Audio codecs such as Opus narrowband and wideband, G.726, G.729, G.711, and G.722

  - Video codecs such as H.264 AVC and H.264 SVC

- Use Instant Messaging and Presence.

  - P2P and Multi-party Instant Messaging with Avaya Multimedia Messaging

    Avaya Multimedia Messaging provides support for text, audio, video and file attachments, IM alert tone, visual incoming IM alert, persistent conversation list, and badging to indicate new messages.

  - Static and animated emojis in an instant messaging conversation

    Emojis are icons that are used to express an idea or emotion in electronic communication.

  - IM session escalation to voice call or conference

  - Microsoft OCS or Lync interop by using the Avaya Aura® Presence Services server

  - Presence indication for Equinox Contacts

  - Presence status such as Automatic, Available, Busy, Away, Do not disturb, Out of office, and Offline

  - Custom presence note

  - IM contact from search

  - Presence from search results

  - Presence status followers

    With the Presence Access Control List feature, users can control who can see the user's presence.

  - Microsoft Exchange Calendar integration by using the Avaya Aura® Presence Services server

- Start an instant messaging conversation by using the messaging address.

- Auto configure administrator-defined settings for faster deployment and feature upgrades.

  Web deployment supports only upgrade of desktop clients and not fresh installations.

- Use the extensible UI design that hides non-configured elements and enables new feature provisioning without upgrading clients.

- Use the capability of Session Manager failover.

- Use the third party call control (3PCC) functionality with 3PCC applications.

- Perform audio and video conferencing with Avaya Aura® Conferencing.

  - Adhoc audio and video conferencing

  - Two-party voice or video call escalation to a multi-party audio or video conference

  - Meet-Me audio and video conferencing

  - Moderator Controls such as mute, lock, continuation, lecture mode, start, and stop recording

  - Active speaker

- Scheduled conference dialing

- HD audio and video

• Use the Avaya Equinox® Conferencing features.

• Control the sharing capability in Avaya Equinox® Conferencing.

  If the administrator does not provide the sharing permission to a user who is not the moderator, the user cannot share content.

• Use Communication Manager adhoc conferences with up to six parties.

• Use web conferencing.

  - Collaboration session from a p2p video call only as Binary Floor Control Protocol (BFCP) sharing

  - Collaboration session from a multiparty audio or a video call

  - Roster feature

  - Application or desktop sharing

  - White boarding

  - Public chat and private chat

• Desktop and Microsoft Office integration.

  - Click to Call from web browsers and Microsoft Outlook contacts on Avaya Equinox® for Windows.

  - Click to Join or Host Conferences from Microsoft Outlook.

  - Add Conference details to Microsoft Outlook meeting invitations.

  - Integrate IM or Presence into MS-Outlook and MS applications.

  - Use the Enhanced IM Provider feature on Avaya Equinox® for Windows.

    If the administrator configures this feature, the user can see the presence of contacts that are not added to the Equinox Contacts list.

  - Use Internet Explorer, Mozilla Firefox, and Google Chrome browsers.

• Use the security features.

  - Media and signaling encryption

  - Private trust store

  - Client identity certificates to provide an identity of the client to the server

• Use the Bridged Line Appearance (BLA) feature to give single-line and multi-appearance telephones an appearance of another telephone number. With BLA, the user can make, answer, and bridge onto calls to or from the telephone number of another user.

• Use the MacBook Pro touch bar while using Avaya Equinox® for Mac.

• Use USB call control while using Avaya L100 Series Headsets.

- Use the Plantronics headset to manage audio calls. Supported headsets include Savi 700 and Blackwire 500.

- Use the Avaya Mobile Link feature.

  Users connected on a video conference can use Avaya Mobile Link to transfer the video conference onto an XT Series endpoint. You can transfer the video conference without connecting the mobile or desktop device to the endpoint with a cable. The XT Series endpoint is used for audio, video, and presentation of the meeting. Avaya Equinox® Conferencing continues to run on the device in the Companion mode to support moderation and chat. Companion mode includes everything except the audio and video capture and rendering features.

- Use the HTTP media tunneling feature only on the HTTP-UA connection. The administrator can use this feature to set up a media connection over TLS for users calling from external networks:

  - Through Avaya SBCE

  - Having a firewall in between blocking UDP(RTP) ports

  If a guest user tries to join a remote conference in the UC deployment, HTTP-UA is used and HTTP tunneling is supported through Avaya SBCE. If the Avaya Equinox® conference is in the OTT deployment, then signed-in or guest users join the meeting through Avaya SBCE, which uses HTTP-UA and supports HTTP tunneling.

- Use the Hunt Group Busy feature.

  If the administrator configures this feature, the user can activate this feature to avoid receiving calls on the user's extension from a particular hunt group.

- Use the Team Button feature on Avaya Equinox® for Windows.

  If the administrator configures this feature, the user at the monitoring station can do the following:

  - View the state of a monitored station.

  - View all calls that ring on the monitored station and selectively answer any.

  - Speed dial, that is, place a call, to the monitored station.

  - Blind transfer any call to the monitored station.

  - Configure the audible ringing and visual alert notification.

- Support for Forward Error Correction (FEC).

  To handle cases of errors and lost packets in a media stream, an additional stream is sent that includes redundant data. This additional stream can restore lost packets and correct errors in the original media stream and is referred to as an FEC stream.

- Save the changes to the Features Manager window state on Avaya Equinox® for Windows.

  You can attach or detach the window, change the position of the window on the desktop, and change the size of the window.

- Support for automatically expanding the list of features in the Features Manager window on Avaya Equinox® for Windows.

- Use the telecommuter mode.

  You can use the telecommuter mode when you are working from your home office or other remote location. You can make and handle audio calls through the Avaya Equinox® client, while using a separate telephone line at your remote location to speak and listen.

- Use Avaya Equinox® VDI in the deskphone mode, which is also called the shared control mode, with Avaya Equinox® for Windows.

  Avaya Equinox® VDI is a Virtual Desktop Infrastructure (VDI) soft client that enhances the audio and video quality of calls by processing the audio and video locally on your VDI endpoint. A VDI endpoint might be a thin client or a Windows-based personal computer. The controlling client, such as Avaya Equinox® for Windows, is deployed on virtual desktops running in the data center and provides the user interface for unified communications.

- Support for Avaya URIs.

  Avaya provides a number of URI formats that third-party applications can use. By using these Avaya URIs, third-party applications can direct the Avaya Equinox® client to:

  - Create an audio call.

  - Create a video call.

  - Create a conference call.

  - Create a new conversation or open an existing conversation.

  - Update the automatic configuration URL: Only on Avaya Equinox® for Mac.

- Configure the IPv6 address in the **Server Address** field of the SIP Phone Service setting.

  Avaya Equinox® might configure the IP capabilities based on the automatic configuration file and PPM settings. The IP capabilities that Avaya Equinox® receives from PPM overwrites the values received from the automatic configuration file.

Key features of the EC500 service

EC500 is an optional service that you can use with Avaya Equinox®.

> ✴ **Note:**
>
> Avaya Equinox® on Avaya Vantage™ does not support the EC500 service.

One device

From a single device, you can make business calls by using the EC500 service and personal calls by using the network of your service provider.

One number

One number is a feature of both EC500 and Client Enablement Services. Calls on your office number are extended to your device for EC500 or to your ring phones for Client Enablement Services. All outbound calls using EC500 or Client Enablement Services display your enterprise

caller ID irrespective of whether you make the call from your device or any other phone that you select by using Client Enablement Services.

Call Forward

You can forward all calls to another telephone number of your choice.

Simultaneous Ring

You can activate simultaneous ringing on your deskphone and device for a call that arrives on your deskphone.

Send All Calls

You can route all calls to your corporate voice mail number.

Join Active Call

You can join an active call on your deskphone by using your device.

Station Security

You can use the station security code (SSC), which Avaya Equinox® appends to the EC500 code. Use of SSC improves security as it prevents other users from accessing functions associated with the station.

Key features of Client Enablement Services

Client Enablement Services is an optional service that you can use with Avaya Equinox® and is available only on mobile clients.

Call Back

You can use the Call Back feature to control the originator phone that you want to use to call the destination number. The originator phone might be any phone such as a mobile phone, home phone, hotel room phone, or conference room phone. When you make a call by using the Call Back feature, you receive a call on the originator phone of your choice. After you answer the call, Avaya Equinox® dials the destination number.

My Phones

You can use the My Phones feature to configure the phones associated with your account. Use the Ring Phones feature to configure the numbers that must ring for an incoming call. If you cannot answer an incoming call, Avaya Equinox® automatically sends the call to your office voice mail if voice mail is configured for your extension.

One number

One number is a feature of both EC500 and Client Enablement Services. Calls on your office number are extended to your device for EC500 or to your ring phones for Client Enablement Services. All outbound calls using EC500 or Client Enablement Services display your enterprise caller ID irrespective of whether you make the call from your device or any other phone that you select by using Client Enablement Services.

Advantages of the Client Enablement Services version:

- The user, and not the administrator, can define the destinations.

- The user can choose which destinations to activate.
- The user can set the phone to ring up to 5 numbers simultaneously. EC500 only allows 1.

Availability

You can use the Availability feature to set your current presence status. Client Enablement Services provides presence information by using Avaya Aura® Presence Services.

✱ **Note:**

If the administrator provisions the VoIP service and Client Enablement Services, then Avaya Equinox® provides presence by using the VoIP service and not Client Enablement Services.

Contacts

You can use the Contacts feature to search local and enterprise contacts. You can add enterprise contacts to your favorite contacts list.

✱ **Note:**

If the administrator provisions Avaya Aura® Device Services and Client Enablement Services on mobile clients, Avaya Equinox® provides access to contacts and corporate directory search by using Avaya Aura® Device Services and not Client Enablement Services.

Visual voice mail

You can view and listen to your voice mail messages.

24*7 call logs

You can view, redial, and delete call logs associated with your Client Enablement Services account when you use Avaya Equinox® to log in to Client Enablement Services. The Client Enablement Services server maintains and records your logs even when you cannot connect to the server by using Avaya Equinox®. Avaya Equinox® downloads the updated logs when you log in successfully.

Device-specific login

For security reasons, the administrator can restrict the use of Avaya Equinox® to a single device.

Every device has a unique device identifier (ID). When you log in to Avaya Equinox®, the Client Enablement Services server retrieves the device ID to authenticate you and prevent unauthorized use of Avaya Equinox®.

If the administrator groups your Client Enablement Services account in the **Restrict login to a specific device** group on the Client Enablement Services server, you can use Avaya Equinox® on only your device with your account. If you try to log in to your Client Enablement Services account in Avaya Equinox® on a device other than the device whose ID is associated with your account, you will have only four attempts. After four attempts, Avaya Equinox® removes the data from the application.

If you change devices, you must contact your administrator to reset the device ID associated with your account. Client Enablement Services retrieves your new device ID during a new login attempt.

If the administrator removes your account from the **Restrict login to a specific device** group, you can log in to Avaya Equinox® from any device by using your account.

Key features of Avaya Aura® Device Services

Avaya Aura® Device Services is an optional service that you can use with Avaya Equinox® and is available from Avaya Aura® Release 7.0 onwards.

User provisioning and configuration

A user must be provisioned on the LDAP server to use the Contact service.

The Dynamic Configuration service uses the automatic configuration feature of Avaya Equinox® clients to facilitate the configuration of client details. With this, the user can avoid manual configuration of the client.

The Web Deployment service publishes and deploys the UC client updates to the devices of the end users. The Web Deployment service supports only the Avaya Equinox® desktop clients.

Contacts

You can use the Contacts feature to search enterprise contacts across multiple LDAP directories. You can add enterprise contacts to your favorite contacts list.

Avaya Aura® Device Services consolidates contacts across multiple LDAPs and Session Manager (PPM). Contact merging is done in the client for local contacts and PPM contacts if they have the same email address.

> *** Note:**
>
> If the administrator provisions Avaya Aura® Device Services and Client Enablement Services on mobile clients, Avaya Equinox® provides access to contacts and corporate directory search by using Avaya Aura® Device Services and not Client Enablement Services.

Key features of the VoIP service

VoIP is an optional service for mobile clients if the user configures Client Enablement Services or EC500. For desktop clients, VoIP is a mandatory service to use with Avaya Equinox®.

Remote worker support

You can connect to both enterprise and public Wi-Fi or cellular data by using a VPN client or Session Border Controller (SBC).

Support for VoIP calls

On mobile clients, you can connect to mobile data networks and Wi-Fi to make and receive VoIP calls. While on an active call, you can:

• Use the mute and unmute feature for audio and video calls.

• Open the keypad to use DTMF keys.

• Make or receive another call.

• Transfer the active single call to another number.

• Hold or unhold the call.

- Use the hands-free speaker on the device.
- Move the call to a paired Bluetooth headset.
- Make a conference call.
- Join a call that has been started on another device.

Multiple calls

You can make or handle multiple calls simultaneously.

Send All Calls

You can route all calls to your corporate voice mail number.

Simultaneous Ring

You can activate simultaneous ringing on your deskphone and device for a call that arrives on your deskphone.

Call Forward

You can forward all calls to another telephone number of your choice.

Call Forward Busy or Do Not Answer

You can forward all calls to another telephone number of your choice only when you are on another call or if you do not answer.

Presence status

You can use the Availability feature to set your current presence status. You can configure the application to send all incoming calls to voice mail when you set your presence status to "Do not disturb (DND)".

⊛ **Note:**

> If the administrator provisions the VoIP service and Client Enablement Services, then Avaya Equinox® provides presence by using the VoIP service and not Client Enablement Services.

LDAP search

You can perform an LDAP search by using Microsoft ActiveSync if you have configured Microsoft Exchange on your mobile.

⊛ **Note:**

> For ActiveSync to work, the user must disable Avaya Aura® Device Services and Client Enablement Services.

Call transfer and conference

You can make a conference call or transfer an active call or an on-hold call.

Multiple device access

You can register more than one SIP device on a single extension number. For example, you can have the same extension number on a deskphone and a device. If enabled, an incoming call on that extension number alerts all devices and you can answer the call from any device.

> **Note:**
>
> Use MDA with TLS enabled on the Avaya Equinox® client and deskphone. If one client uses TLS and the other client uses TCP, the TLS client receives a call, but the TCP client does not receive the call.

Use the Multi Device Access (MDA) feature to enable or disable features configured for an extension from any MDA endpoint. For example, if you enable the Send All Calls feature, Avaya Equinox® enables the feature on all other MDA devices.

Enhanced call security

If you enable Transport Layer Security (TLS) while using the VoIP service, Avaya Equinox® attempts to use Secure Real-time Transport Protocol (SRTP).

TLS is a protocol that ensures privacy between communicating applications and users on the Internet. SRTP provides enhanced security features for VoIP communications.

Whether Avaya Equinox® uses SRTP for a call depends on the system configuration and the capability of the devices involved in the call.

Key features of the Avaya Multimedia Messaging service

Avaya Multimedia Messaging is an optional service that you can use with Avaya Equinox®.

Instant messages

You can exchange text-based instant messages with users of Avaya Multimedia Messaging.

Attachments

You can receive an image, an audio or video recording, and generic attachments in an Instant Messaging (IM) conversation.

Only users with enhanced privileges can send generic attachments and use the built-in recording feature of Avaya Equinox® to attach audio, video, or image files.

> **Note:**
>
> Desktop clients do not need enhanced privileges to send generic attachments.

Active conversations

You can view and participate in active conversations from multiple devices. You can also add multiple participants to a conversation.

Name a group conversation

You can provide a subject name to a group conversation. Participants in that group can change the subject name of that particular session.

Call participants

You can call one or more participants from an active conversation.

Archived or inactive conversations

You can search for archived or inactive conversations.

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Key features of the Conferencing service

Conferencing is an optional service that you can use with Avaya Equinox®.

Conference calls

You can start an audio or video conference call and perform the following activities:

- Add multiple participants.
- Merge an active call to a conference call.
- Manage the entry and exit tones for participants.
- Record the conference. You can pause and resume the recording with Avaya Equinox® Conferencing.
- Manage the conference as a moderator or promote a participant to moderator.
- Lock the conference to prevent new participants from joining the call.
- Mute or unmute participants in a conference.
- Enable the Lecture mode. Participants can only listen to the moderator and cannot unmute the audio.
- Drop participants from the conference.
- Escalate point-to-point call to a conference.
- Merge point-to-point calls to create a conference.

Avaya Equinox® Conferencing specific features

- Use audio and video controls.
- Use remote user-based controls only for the moderator if the meeting is moderated.
- Use the Roster support.
- Use the Local user-based controls.
- Use the Waiting Room support.
- Use the Chat to room feature.
- Sign in to the Unified Portal inside the application without going to the browser.
- Join a meeting by using the OTT native client or the UC native client in presentation-only mode if you are using the UC or OTT deployment.
- In the Avaya Equinox® Conferencing UC or OTT deployment, the following Unified Conference Control Protocol (UCCP) features are available. UCCP is a web-based protocol. It is used by Conferencing clients to have conference control including roster, moderator commands, and user commands.
  - Knock on Door: The moderator can lock a conference. All participants who join after the conference is locked must request access to enter the conference. The moderator can accept or deny the request.
  - Raise hand: A participant can use this feature anytime during a conference call. The moderator can also raise or lower the user's hand.

- Conference encryption indicator: Avaya Equinox® displays the status of the audio or video media encryption in a conference. Streaming indicator is also supported as part of the Conference indicator feature.

- Conference passcode: A user must provide a passcode to join a conference.

- Dial-in information: A user must connect to a conference and get the dial-in information, which is general text similar to an outlook invitation.

- Far-End Camera Control (FECC): A participant in a conference can change the position and zoom of room system cameras such as XT endpoint.

- Recording failed event: All participants and the moderator receive a notification if the conference recording pauses, resumes, or stops.

- Add Terminal into Conference: The moderator can dial a terminal to add it to a conference.

- Video pinning: To make the participant's video visible, the user can pin the video in the required subframe of the incoming video.

- Select a participant as lecturer: The moderator selects and assigns a participant as a lecturer.

- Become moderator: A user can join a conference as a guest or signed user. In both cases, the user can become a moderator.

- Extend meeting: The moderator can extend a scheduled or instant meeting if the meeting policy has a specified end time.

Sharing information

On desktop clients, you can share a part of the screen, application window, or the entire desktop with participants in a conference. On mobile clients, you can only view the content shared by other users.

You can perform BFCP sharing while on a P2P video call on Avaya Equinox® for Mac and Windows clients.

In the Avaya Equinox® Conferencing UC or OTT deployment, users can use BFCP to send and receive presentations during the conference meeting when virtual room is not enabled for WCS.

Annotations in shared content

Web Collaboration Server (WCS) provides a range of tools for annotating shared content on desktop clients. You can add text, lines, and stamps to the shared content.

Chat

In a conference, you can have a public chat with other participants or a private chat with an individual participant.

New in this release

- Support for Single Sign-On (SSO) with Open Authorization (OAuth) and Security Assertion Mark-up Language (SAML).

  - Use this feature to integrate Avaya Equinox® SSO with a supported enterprise Identity Provider (IDP) solution for authentication including multi-factor authentication. Services included with the solution are Avaya Aura® Device Services Release 8.0 and later and the Avaya Multimedia Messaging service on Avaya Aura® Presence Services Release 8.1 and later.

  - A user can log in using OAuth and SAML and have an SSO experience for:

    - Voice service. Avaya Aura® Device Services provides the SIPSHA1 token.
    - Services provided by Avaya Aura® Device Services including auto-configuration, contacts, and enterprise search.
    - Presence using SIP.
    - Avaya Multimedia Messaging service on Avaya Aura® Presence Services.

  - With Release 3.6 of Avaya Equinox® clients, the following services do not use the OAuth and SAML login flows. These are planned to be added in a future release:

    - Avaya Aura® Web Gateway for Apple Push Notifications on iOS clients
    - Exchange Web Services
    - Avaya Equinox® Conferencing
    - SCEP certificate installation

  - The following services continue to use the existing authentication methods with individual sign-on or unified login with a shared Avaya Equinox® credential:

    - Client Enablement Services
    - Standalone Avaya Multimedia Messaging

  - Avaya Spaces login continues to use the Avaya Cloud Accounts login. Further integration is planned for a future release.

- Support for contact groups.

  Contact groups are only available with Avaya Aura® Device Services Release 7.1.6 and later. You can use Avaya Equinox® to group your Equinox Contacts to better organize them. You can then initiate calls and instant messages to the groups. For example, you might have separate groups for your project team, subordinate team members, and response teams. The groups that you create are available across multiple devices.

- Support for searching contacts by name, location, and department.

  You can perform this advanced search only if you configure Avaya Aura® Device Services as a contact service.

- Support for USB call control with Avaya Equinox® for Mac and Windows while using Avaya L100 Series Headsets.

- Support for configuring the IPv6 address in the **Server Address** field of the SIP Phone Service setting.

  Avaya Equinox® might configure the IP capabilities based on the automatic configuration file and PPM settings. The IP capabilities that Avaya Equinox® receives from PPM overwrites the values received from the automatic configuration file.

Feature comparison

The following table displays the service that provides a feature when two or more services are enabled. To use the Instant Messaging feature, you must log in to Avaya Multimedia Messaging or Avaya Cloud Services.

Feature	VoIP + Client Enablement Services	VoIP + Avaya Aura® Device Services	Client Enablement Services + Avaya Aura® Device Services	VoIP + Client Enablement Services + Avaya Aura® Device Services
Contact and Directory search	Directory search: Client Enablement Services PPM contacts: VoIP service	Avaya Aura® Device Services	Avaya Aura® Device Services	Avaya Aura® Device Services
History	Client Enablement Services	VoIP service	Client Enablement Services	Client Enablement Services
Presence	Avaya Aura® Presence Services ⊛ **Note:** If the administrator provisions the VoIP service and Client Enablement Services, then Avaya Equinox® provides presence by using the VoIP service and not Client Enablement Services.	Avaya Aura® Presence Services	Client Enablement Services	Avaya Aura® Presence Services

Table continues…

Feature	VoIP + Client Enablement Services	VoIP + Avaya Aura® Device Services	Client Enablement Services + Avaya Aura® Device Services	VoIP + Client Enablement Services + Avaya Aura® Device Services
Instant Messaging	Avaya Multimedia Messaging or Avaya Spaces Direct Messaging	Avaya Multimedia Messaging or Avaya Spaces Direct Messaging	Avaya Multimedia Messaging or Avaya Spaces Direct Messaging	Avaya Multimedia Messaging or Avaya Spaces Direct Messaging
Conferencing	Basic conferencing: Avaya Aura® Communication Manager Advanced conferencing: Avaya Equinox® Conferencing or Avaya Aura® Conferencing	Basic conferencing: Avaya Aura® Communication Manager Advanced conferencing: Avaya Equinox® Conferencing or Avaya Aura® Conferencing	Basic conferencing: Avaya Aura® Communication Manager Advanced conferencing: Avaya Equinox® Conferencing or Avaya Aura® Conferencing	Basic conferencing: Avaya Aura® Communication Manager Advanced conferencing: Avaya Equinox® Conferencing or Avaya Aura® Conferencing

Call history functionality

To view the Client Enablement Services call history and visual voice mail in the Avaya Equinox® mobile client, you must have one of the following configurations:

ENABLE_PPM_CALL_JOURNALING parameter in the auto-configuration file	PPM call journaling on server	Client Enablement Services service
0 (Disabled)	Disabled	Enabled
1 (Enabled)	Disabled	Enabled
Not defined	Enabled	Enabled
Not defined	Disabled	Enabled

Call journaling functionality with dual registered extensions

The following table outlines the expected 24x7 call journaling functionality with dual registered extensions:

SIP client	H.323 client	Scenario	Call Logs
Logged in	Logged in	Answer and end an incoming call from the H.323 client.	Incoming call entry in the SIP client and the H.323 client.

Table continues…

SIP client	H.323 client	Scenario	Call Logs
Logged in	Logged in	Answer and end an incoming call from the SIP client.	Incoming call entry in the SIP client and the H.323 client.
Logged off	Logged in	1. Answer and end an incoming call from the H.323 client. 2. Log in to the SIP client.	Incoming call entry in the SIP client and the H.323 client.
Logged in	Logged off	1. Answer and end an incoming call from the SIP client. 2. Log in to the H.323 client.	Incoming call entry only in the SIP client, not in the H.323 client.
Logged off	Logged off	Incoming call is missed as no client is logged in. 1. Log in to the SIP and H.323 clients.	Missed call entry only in the SIP client, not in the H.323 client.
Logged off	Logged in	1. Answer the incoming call from the H.323 client. 2. Log in to the SIP client. The SIP client displays the active call on the H.323 client. 3. End the call from the H.323 client.	Incoming call entry in the SIP client and the H.323 client.
Logged off	N.A.	1. Delete all call logs from the H.323 client. 2. Log in to the SIP client.	Call logs not in sync. Logs that are available in the SIP client before logging in are displayed though all call logs were deleted from the H.323 client.
N.A.	Logged off	1. Delete all call logs from the SIP client. 2. Log in to the H.323 client.	The H.323 client synced with the SIP client. Displays no call logs, as all entries were deleted from the SIP client

Chapter 3: Interoperability

Product compatibility

To support Avaya Equinox®, you need the following main Avaya Aura® server elements and other server components:

- Avaya Equinox® Conferencing and Avaya Aura® Conferencing: For using the Conference (audio and video) and Web Collaboration features.
- Avaya Aura® Device Services: For user provisioning and configuration. Users can use the Contact service for contact management.
- Avaya Multimedia Messaging or Avaya Spaces: For using the instant messaging features.
- Avaya one-X® Client Enablement Services: For using the enhanced mobility capabilities.
- Exchange Calendar
- Avaya Equinox® Media Server: For media processing and real-time collaboration. Required in the UC and OTT deployments of Avaya Equinox®.
- Avaya Aura® Communication Manager: For encrypted audio and encrypted or unencrypted video.
- Avaya Aura® System Manager
- Avaya Aura® Session Manager
- Avaya Aura® Presence Services: For using the presence features.
- Avaya Aura® Web Gateway: For providing browser-based WebRTC signaling and media.

You can optionally use Avaya Session Border Controller for Enterprise to provide a secure connection to users who work remotely and cannot connect to the enterprise network.

For the latest and most accurate compatibility information, use the Compatibility Matrix tool on the Avaya Support website at https://support.avaya.com/CompatibilityMatrix/Index.aspx.

Third-party product requirements

For the best user experience, you need good quality audio and video peripherals. This includes use of USB or Bluetooth headsets, microphones, speaker phones, and web cameras.

If users install multiple soft clients, then users might require Plantronics Hub. For call management using a Plantronics headset with Avaya Equinox® for Mac and Windows, Plantronics Hub must be of the latest version.

For the latest and most accurate compatibility information, use the Compatibility Matrix tool on the Avaya Support website at https://support.avaya.com/CompatibilityMatrix/Index.aspx.

Operating system compatibility

For the latest and most accurate compatibility information, use the Compatibility Matrix tool on the Avaya Support website at https://support.avaya.com/CompatibilityMatrix/Index.aspx.

Chapter 4: Licensing requirements

Suite user licenses include all the required licenses. You need licenses depending on the functionality and services that you want to access through Avaya Equinox®.

- EC500 features require EC500 licenses. This is included in Core and Power Suite.
- VoIP features require Mobile SIP licenses. This is included in Core and Power Suite.
- Avaya Multimedia Messaging features require Avaya Multimedia Messaging licenses.
- All video communications, including point-to-point video and video conferencing, require Communication Manager licenses. For only video conferencing, you need Avaya Aura® Conferencing or Avaya Equinox® Conferencing licenses. P2P video is included in Core and Power Suite. For UC and conferencing deployments, you need Avaya UC licenses.
- Client Enablement Services features require Client Enablement Services licenses. This is included in Core and Power Suite.
- Presence features require Presence Services licenses. This is included in Core and Power Suite.
- Remote worker features require Session Border Controller licenses. If Client Enablement Services is also required, you need Session Border Controller and Client Enablement Services licenses.
- Avaya Spaces features require Avaya Spaces licenses. License types include Basic, Plus, and Business.
- Avaya Equinox® VDI features require Avaya Equinox® VDI licenses. For each Avaya Equinox® VDI client, you need a separate license.

Chapter 5: Performance specifications

Redundancy and high availability

The administrator can configure more than one Session Manager server as part of the Avaya Aura® setup. If the setup includes more than one Session Manager server, the first Session Manager server is the primary server and the secondary Session Manager server is the High Availability server.

If the primary server fails or if Avaya Equinox® cannot connect to the primary server, Avaya Equinox® automatically fails over to the secondary Session Manager server to ensure service continuity. If failover occurs while on an active call, Avaya Equinox® preserves the speech path when possible. Some call features such as call hold might be unavailable for an active call during a failover.

Failover and failback occur as quickly as possible without user intervention.

Dial plan specification

Most enterprise directories, including Active Directory, store telephone numbers in the standard E. 164 format. The E.164 format provides a unique description for each telephone number. Avaya Equinox® uses a dial plan to:

- Convert telephone numbers from the E.164 format to a sequence of numbers. The telephony server dials or uses these numbers for transformation of a mobile number or ring also number.
- Convert a sequence of numbers received from the telephony server to the E.164 format.

If you dial a number and the option to apply dial rules is enabled in Avaya Equinox®, Avaya Equinox® performs various checks on the dialed number before sending the modified number to the PBX. For more information about configuring the dial rules, see *Using Avaya Equinox® for Android, iOS, Mac, and Windows*.

Dialing translations take place in multiple locations in the solution stack. You must plan how these will work together. For example, Avaya Equinox® dialing rules, Session Manager ARS, Communication Manager, and Client Enablement Services.
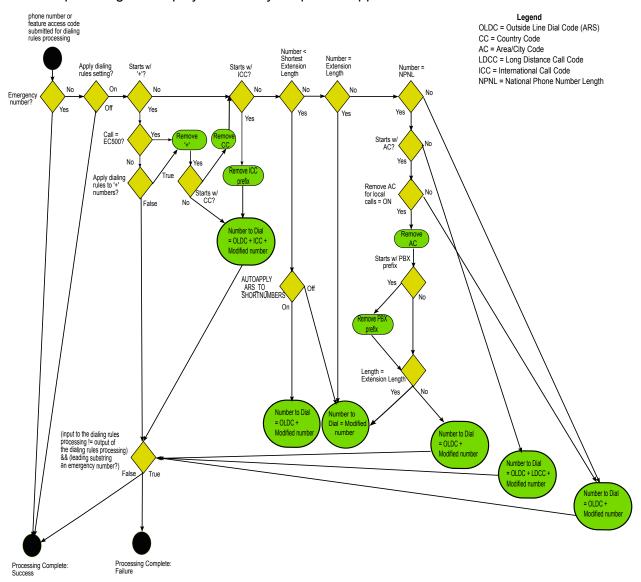
Do not use Avaya Equinox® to make emergency calls. Avaya recommends that you check the product documentation that accompanies your mobile device to learn about the emergency calling features available on your device.

❗ Important:

You can use Avaya Equinox® on Avaya Vantage™ to make emergency calls. For more information, see *Using Avaya Vantage™ Connect*.

If you have any questions or concerns, contact your support team.

The dial plan diagram displays how Avaya Equinox® applies the dial rules.

Legend
OLDC = Outside Line Dial Code (ARS)
CC = Country Code
AC = Area/City Code
LDCC = Long Distance Call Code
ICC = International Call Code
NPNL = National Phone Number Length

phone number or feature access code submitted for dialing rules processing

Emergency number? — No — Apply dialing rules setting? — On — Starts w/ '+'? — No — Starts w/ ICC? — No — Number < Shortest Extension Length — No — Number = Extension Length — No — Number = NPNL — No

Off
Yes
Yes
Yes
Yes
Yes

Call = EC500? — Yes — Remove '+'
No
Apply dialing rules to '+' numbers?
True
False
No — Starts w/ CC? — Yes — Remove CC
Remove ICC prefix

Number to Dial = OLDC + ICC + Modified number

Starts w/ AC? — No
Yes
Remove AC for local calls = ON — No
Yes
Remove AC
Starts w/ PBX prefix — Yes
No
Remove PBX prefix
Length = Extension Length — Yes — No

AUTOAPPLY ARS_TO_SHORTNUMBERS — Off
On

Number to Dial = OLDC + Modified number
Number to Dial = Modified number
Number to Dial = OLDC + Modified number
Number to Dial = OLDC + LDCC + Modified number
Number to Dial = OLDC + Modified number

(input to the dialing rules processing != output of the dialing rules processing) && (leading substring an emergency number?)
False
True

Processing Complete: Success
Processing Complete: Failure

✳ Note:

Dialing rules do not apply to:

- Emergency number dialed from Avaya Equinox®, provided the emergency number is configured on System Manager and the same is downloaded from PPM by the client.
- EC500 FNEs.

Chapter 6: Security

Connections through a VPN or internal LAN

Avaya Equinox® supports connections through a VPN or internal LAN.

If you are joining an Avaya Equinox® conference by using a web client, Avaya Equinox® supports HTTPS connections.

Secure server connections

Avaya recommends the use of TLS to provide security for all network connections. Install a secure server certificate obtained from a certificate authority. Users of Avaya Equinox® can securely connect to network resources.

For more information about installing server certificates, see the corresponding documentation for Session Manager and Client Enablement Services. If the server certificates that are included by default in the operating system are not signed by any certificate authorities, you must install the corresponding root certificates.

You can also see *Updating server certificates to improve end-user security and client user experience* at https://downloads.avaya.com/css/P8/documents/100180626.

Additional security information

For more information about additional security for Avaya Equinox® and related Avaya components, see the Avaya Support website at http://support.avaya.com/security. For example, you can find information about the following:

- Avaya Product Security Vulnerability Response Policy
- Avaya Security Vulnerability Classification
- Maintenance Contract Requirements for Product Support
- Avaya Product Security Support Flow
- Security Vulnerability Escalation Prerequisites
- Security advisories for Avaya products
- Automatic email notifications of security advisories
- Reporting a vulnerability for any security issues

You can also find more information about security practices on the National Security Agency website at http://www.nsa.gov.

Port assignments

To provide a secure communication channel for voice and instant messaging sessions, Avaya Equinox® requires TLS. Avaya Equinox® also supports Secure Real-Time Transport Protocol (SRTP) for both audio and video with Avaya Aura® dependencies.

😊 **Note:**

- Avaya Equinox® does not support audio or video with Polycom SRTP devices.

- In Avaya Aura® Conferencing, ensure that the Encrypt RTCP parameter is *not* selected to maintain SRTP on a conference call. If you select this parameter, the SRTP call becomes an RTP call when the moderator adds participants to the conference.

For information about the ports and protocols that Avaya Equinox® uses, see the Avaya Equinox® Port Matrix document at https://support.avaya.com/css/P8/documents/101055369.

Chapter 7: Resources

Documentation

See the following related documents at http://support.avaya.com.

Title	Use this document to:	Audience
Planning		
Planning for and Administering Avaya Equinox® for Android, iOS, Mac, and Windows	Perform system planning and configuration for: • Avaya Equinox® for Android • Avaya Equinox® for iOS • Avaya Equinox® for Mac • Avaya Equinox® for Windows	System administrators
Avaya Multimedia Messaging Reference Configuration	Understand technical overview information, system architecture, functional limitations, and capacity and scalability for Avaya Multimedia Messaging.	Customers and sales, services, and support personnel
Updating server certificates to improve end-user security and client user experience	Update server certificates.	System administrators
Avaya Equinox® VDI Overview and Planning	Understand high-level product functionality, security, and licensing. Also, perform deployment planning.	• System administrators • Customers and sales, services, and support personnel
Implementing		
Deploying Avaya Multimedia Messaging	Install, configure, and administer Avaya Multimedia Messaging.	Implementation personnel
Deploying Avaya Aura® Device Services	Install, configure, and administer Avaya Aura® Device Services.	Implementation personnel
Deploying the Avaya Aura® Web Gateway	Install, configure, and administer the Avaya Aura® Web Gateway.	Implementation personnel

Table continues…

Title	Use this document to:	Audience
Implementing, administering, and troubleshooting Avaya Equinox® VDI	Install, configure, administer, and troubleshoot Avaya Equinox® VDI.	Implementation personnel
Administering		
Administering Avaya Multimedia Messaging	Administer and manage Avaya Multimedia Messaging.	Implementation personnel
Administering Avaya Aura® Device Services	Administer and manage Avaya Aura® Device Services.	Implementation personnel
Administering the Avaya Aura® Web Gateway	Administer, manage, and troubleshoot the Avaya Aura® Web Gateway.	Implementation personnel
Using		
Using Avaya Equinox® for Android, iOS, Mac, and Windows	Install and use your Avaya Equinox® client.	Enterprise users
Using Avaya Equinox® on Avaya Vantage™	Set up and use Avaya Equinox® on Avaya Vantage™.	Enterprise users
Using Unified Portal	Set up and use Avaya Equinox® Unified Portal.	Enterprise users
Using Avaya Equinox® VDI	Set up and use Avaya Equinox® VDI.	Enterprise users

Finding documents on the Avaya Support website

Procedure

1. Go to https://support.avaya.com.

2. At the top of the screen, type your username and password and click **Login**.

3. Click **Support by Product** > **Documents**.

4. In **Enter your Product Here**, type the product name and then select the product from the list.

5. In **Choose Release**, select an appropriate release number.

6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.

   For example, for user guides, click **User Guides** in the **Content Type** filter. The list displays the documents only from the selected category.

7. Click **Enter**.

Avaya Documentation Portal navigation

Customer documentation for some programs is now available on the Avaya Documentation Portal at https://documentation.avaya.com.

> ℹ️ **Important:**
>
> For documents that are not available on the Avaya Documentation Portal, click **Support** on the top menu to open https://support.avaya.com.

Using the Avaya Documentation Portal, you can:

- Search for content in one of the following ways:

  - Type a keyword in the **Search** field.

  - Type a keyword in **Search**, and click **Filters** to search for content by product, release, and document type.

  - Select a product or solution and then select the appropriate document from the list.

- Find a document from the **Publications** menu.

- Publish a PDF of the current section in a document, the section and its subsections, or the entire document.

- Add content to your collection by using **My Docs** (☆).

  Navigate to the **My Content** > **My Docs** menu, and do any of the following:

  - Create, rename, and delete a collection.

  - Add content from various documents to a collection.

  - Save a PDF of selected content in a collection and download it to your computer.

  - Share content in a collection with others through email.

  - Receive content that others have shared with you.

- Add yourself as a watcher by using the **Watch** icon (👁).

  Navigate to the **My Content** > **Watch list** menu, and do the following:

  - Set how frequently you want to be notified, starting from every day to every 60 days.

  - Unwatch selected content, all content in a document, or all content on the Watch list page.

  As a watcher, you are notified when content is updated or deleted from a document, or the document is removed from the portal.

- Share a section on social media platforms, such as Facebook, LinkedIn, Twitter, and Google +.

- Send feedback on a section and rate the content.

> ✳️ **Note:**
>
> Some functionality is only available when you log in to the portal. The available functionality depends on the role with which you are logged in.

Training

The following courses are available on the Avaya Learning website at http://www.avaya-learning.com. After logging in to the website, enter the course code or the course title in the **Search** field and press `Enter` to search for the course.

Course code	Course title
2035W	Avaya Unified Communications Roadmap for Avaya Equinox® Clients
20390W	Using the Avaya Equinox® Client
2216W	Avaya Equinox® Fundamentals
3140W	Avaya Equinox® Solutions Overview
3185W	Designing the Avaya Equinox® Solution
4965W	Avaya Equinox® Overview
7150V	Integrating and Supporting Avaya Equinox® Over the Top

Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

Procedure

- To find videos on the Avaya Support website, go to https://support.avaya.com/ and do one of the following:

  - In **Search**, type `Avaya Mentor Videos` to see a list of the available videos.

  - In **Search**, type the product name. On the Search Results page, select **Video** in the **Content Type** column on the left.

- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and do one of the following:

  - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.

  - Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the website.

  ⊛ **Note:**

  Videos are not available for all products.

Support

Go to the Avaya Support website at https://support.avaya.com for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a web-based search engine that provides:

- Up-to-date troubleshooting procedures and technical tips
- Information about service packs
- Access to customer and technical documentation
- Information about training and certification programs
- Links to other pertinent information

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base without extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base for any potential solutions to problems.

1. Go to http://www.avaya.com/support.
2. Log on to the Avaya website with a valid Avaya user ID and password.

   The system displays the Avaya Support page.
3. Click **Support by Product** > **Product Specific Support**.
4. In **Enter Product Name**, enter the product, and press `Enter`.
5. Select the product from the list, and select a release.
6. Click the **Technical Solutions** tab to see articles.
7. Select relevant articles.

Glossary

Communication Manager	A key component of Avaya Aura®. It delivers rich voice and video capabilities and provides a resilient, distributed network for media gateways and analog, digital, and IP-based communication devices. It includes advanced mobility features, built-in conference calling, contact center applications and E911 capabilities.
EC500	A feature that bridges calls received by the Avaya Aura® Communication Manager server to any mobile phone, regardless of location or wireless service provider.
Extension to Cellular access number	The phone number dialed to connect to the Avaya server that is running Communication Manager. The Extension to Cellular access number initiates the process of enabling or disabling Extension to Cellular or changing the station security code.
Feature name extension	An extension assigned to a feature within Communication Manager. The system administrator administers Feature name extension (FNE) to correspond to a feature access code that activates the feature.
FECC	Far End Camera Control (FECC) is a feature of endpoint cameras, where an endpoint in the call can remotely control the camera of another endpoint in the call.
OTT	Over the Top (OTT) deployment means that you can use the Avaya Equinox® client in a non-Avaya Aura® environment as a conferencing client for users that have a virtual room assigned to them.
Real-time Transport Protocol	A network protocol that delivers audio and video over IP networks.
Secure Real-Time Transport Protocol	An extension to Real-Time Transport Protocol (RTP) that incorporates enhanced security features. Like RTP, Secure RTP or SRTP is intended mostly for VoIP communications.
Session Border Controller	A component that delivers security to a SIP-based Unified Communications network.
Session Manager	An enterprise SIP proxy registrar and router that is the core component within the Avaya Aura® solution.

System Manager	A common management framework for Avaya Aura® that provides centralized management functions for provisioning and administration to reduce management complexity. System Manager can also function as a self-signed Root Certificate Authority (CA) or as an intermediate CA. System Manager enables the Simple Certificate Enrollment Protocol (SCEP) application to sign certificates for Avaya deskphones.
UCCP	Unified Conference Control Protocol (UCCP) is a web-based protocol. It is used by Conferencing clients to have conference control including roster, moderator commands, and user commands.

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