



IP Office Release 11.0

Avaya Equinox™ Client

Frequently Asked Questions

V2 – April 10th 2018

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Overview

What is Avaya Equinox™ client

With the Avaya Equinox™ solution, Avaya embeds communications directly into the applications, browsers and devices employees use every day to create a single, powerful gateway for calling, messaging, conferencing and collaboration. It frees people from their desktop and gives them a more natural and efficient way to connect, communicate and share – when, where and how they want.

What is supported with IP Office R11?

IP Office R11 starts the introduction of the **Avaya Equinox™ client** into the Midmarket.

It is important to understand that the Avaya Equinox™ client advertises different capabilities, depending on the Avaya platform it is registered to.

The Avaya Equinox™ client is supported as a **SIP softphone** (audio and video) with IP Office R11 – deskphone control is not supported. The client registers to IP Office (R11 / Powered by Avaya 3.0) for audio and video calling. Presence for the client is provided via the IP Office core platform; not via One-X Portal as for existing IP Office clients.

IP Office R11 is planned to launch on 1st May; the Avaya Equinox™ client 3.4 that adds support for IP Office is planned just two weeks later on 15th May.

Messaging is provided via a free **Zang Spaces** Basic account for each Avaya Equinox™ client user. Multiparty Unified Communications (audio, video and web collaboration) is available via an optional subscription to **Avaya Equinox Meetings Online** service.

What is Zang Spaces?

Zang Spaces is a cloud-based team collaboration and meeting app hosted by Avaya. It seamlessly integrates voice, video, tasks, sharing and more into one app you can access anywhere. Use it on your laptop at work, your tablet at home or your phone on-the-go. It can be accessed via browser on the desktop or a mobile application.

Zang Spaces is designed for teams that need a simple and effective way to track communications and manage tasks — without being overwhelmed by clutter or chatter. It's a step up from individual task lists, without the jump to large and expensive communication platforms.

The Zang Spaces Basic account used to provide Messaging for the Avaya Equinox™ client as part of IP Office R11 is a free account. It is possible to upgrade to paid accounts (Zang Spaces Plus or Business) for additional capabilities, but that is not a requirement for IP Office R11.

What is Equinox Meetings Online?

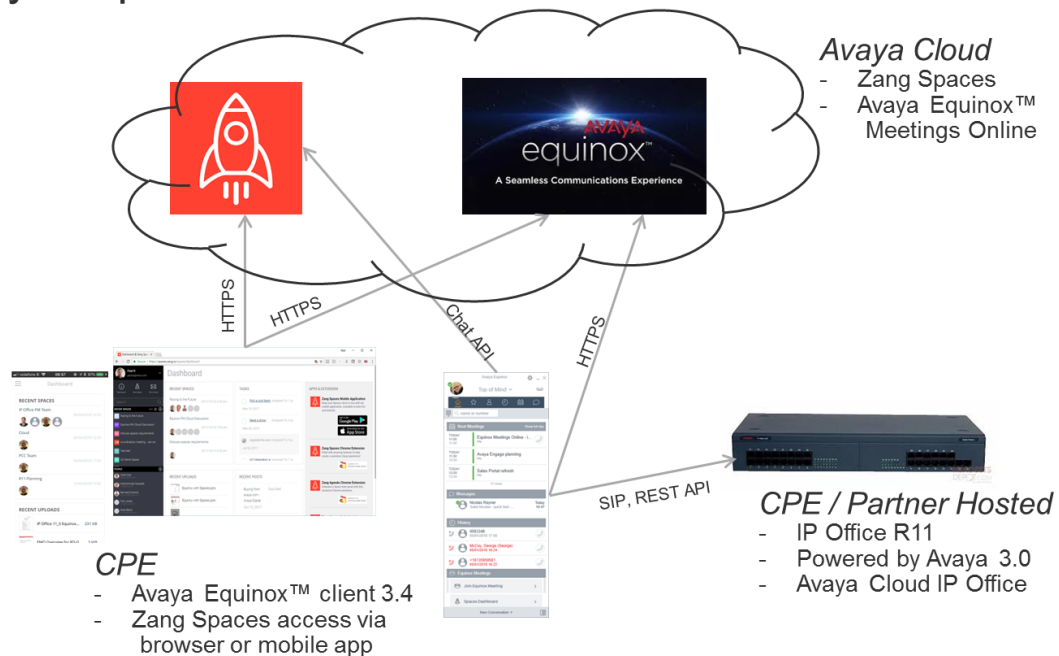
Avaya Equinox Meetings Online is an Avaya hosted cloud offering for collaboration that offers “Meet-Me” conferencing through virtual meeting rooms. Avaya Equinox Meetings Online provides a significant opportunity for partners to sell video, audio and web conferencing and collaboration via a low monthly subscription fee or annual contract.

Video, audio and web conferencing and collaboration helps boost productivity and enhance relationships by enabling far-flung meeting participants to interact as if they're all in the same room. But many organizations have had to choose either audio and web collaboration with limited video; or video room system conferencing with limited collaboration and scale — all leading to compromised capabilities or multiple solutions. Avaya Equinox Meetings Online makes it fast, easy

and cost effective to access truly converged audio, video and web collaboration by delivering it in the cloud.

What does the overall Midmarket solution look like?

Avaya Equinox™ client – IP Office R11



Is there account synchronization?

Account synchronization (e.g. automatically creating a Zang Spaces account corresponding to the IP Office user account) is being worked – it will not be available at time of IP Office R11 General Availability but will follow on from same.

Where is Avaya Cloud hosted today?

Zang Spaces is hosted on Google Cloud in North America (US) only at this time.

Avaya Equinox™ Meetings Online is hosted in an Avaya data center in North America (US) only at this time. Plans are in review to extend to European data center also.

Avaya does have approval from EU data privacy authorities for Avaya's binding corporate rules (BCRs) – the protocol for handling personal data within Avaya. Avaya is one of the first multinational companies to obtain such BCR approvals. The EU maintains strict rules regarding the export of personal data. Avaya's approved BCRs facilitate the export of personal data outside of the EU to the extent that it remains within the Avaya group of companies.

More information available @ <https://www.avaya.com/en/privacy/bcr/>

Architecture

Is this the same Avaya Equinox™ Client as on Aura?

Yes. The same software is used for the client on IP Office R11, as on Aura – the updated version introduced shortly after IP Office R11 will be Avaya Equinox™ 3.4, which will include support for IP Office.

Again – it is important to understand that the Avaya Equinox™ client advertises different capabilities, depending on the Avaya platform it is registered to.

What Editions are supported for Avaya Equinox™ Client?

The client is supported for IP Office **Preferred Edition** or above using Office Worker, Teleworker or Power User licenses. It is also possible to use the client for telephony only on IP Office **Essential Edition** with the IP Softphone license – in such case the client will work in standalone mode only (simultaneous mode will not be supported).

What Operating Systems are supported for Avaya Equinox™ Client?

The client is supported on desktop (Windows and Mac) as well as mobile (Android and iOS).

- Windows (7.1, 8.1 and 10)
- macOS (10.11, 10.12 and 10.13)
- Android (4.4, 5.x, 6.x, 7.x and 8.x)
- iOS (10 and 11)

Is the Avaya Equinox™ for Web client supported with IP Office?

No – as the Web client has a dependency on the Avaya Aura Web Gateway.

The existing Avaya Communicator for Web client as well as the new IP Office Web client will both be available in IP Office R11 for customers requiring a WebRTC client. However using either of those WebRTC clients in parallel with the Avaya Equinox™ client does have some limitations with respect to sharing of presence and Messaging information as per next section just below.

Can Avaya Equinox™ client co-reside with existing IP Office clients?

Yes – the existing IP Office clients (e.g. Avaya Communicator for Windows, one-X Mobile Preferred) will still be supported in IP Office R11 and can co-reside with the Avaya Equinox™ client.

However – there are some important considerations which mean that most existing / upgrading customers will likely choose to go with either Avaya Equinox™ client or with existing IP Office clients.

- As the Avaya Equinox™ client uses IP Office core platform for presence, unlike existing IP Office clients which use one-X Portal – that means that an Avaya Equinox™ client cannot share presence with an existing IP Office client, and vice versa.
- Similarly as the Avaya Equinox™ client uses Zang Spaces for Messaging, unlike existing IP Office clients which use one-X Portal – that means that an Avaya Equinox™ client cannot instant message with an existing IP Office client, and vice versa.

Is Avaya Equinox™ client resilient?

Yes – the client is resilient with IP Office R11.

Is call recording supported with Avaya Equinox™ client?

Yes.



What Deployments are supported for Avaya Equinox™ client?

The client can be installed in CPE (IP Office R11) as well as in Cloud (Powered by Avaya 3.0) environments.

Is Avaya Equinox™ client supported in Cloud environment?

Yes – the client will be available as part of Powered by Avaya 3.0 as well as the new Avaya IP Office Cloud.



Licensing

How is Avaya Equinox™ client licensed?

Licensing for the client will be as per existing IP Office clients.

This means that a Power User license is needed for the mobile (Android, iOS) client while the desktop (Windows, Mac, iPad) needs Office Worker, Power User or Teleworker. It is also possible to use the client for telephony only with a Basic User or Mobile Worker license by installing the IP Softphone license. In such case the client will work in standalone mode only (simultaneous mode will not be supported) – this also applies with Essential Edition.

In case of Powered by Avaya 3.0 a UC license is required to use the client (mobile or desktop).

How is Zang Spaces licensed?

There is no license required for the (free) Zang Spaces Basic account which is used for Messaging with the Avaya Equinox™ client in IP Office R11.

How is Equinox Meeting Online licensed?

The optional subscription to Avaya Equinox Meetings Online is ordered via Avaya OneSource Cloud tools – as per Powered by Avaya solution. Each user is licensed for their own Virtual Meeting Room (VMR) which allows access to their own “Meet Me” bridge for purposes of audio, video and web collaboration.

Capabilities – Avaya Equinox™ Client

Are the same features available as on Avaya Equinox™ client with Aura?

No. The same software is used for the client on IP Office R11, as on Aura – however different capabilities will be available to the user, depending on the platform (Aura or IP Office) that the client registers to.

What telephony features are supported with Avaya Equinox™ client on IP Office?

The client is supported as a SIP softphone (audio and video calling) in R11 – no control of an associated desk phone.

- Point to point audio and video calls (make / receive / end)
- Multiple call handling (incoming / outgoing)
- Hold / retrieve (audio / video)
- Auto-Hold on incoming call
- Mute / block (audio / video)
- Transfer (blind / consult)
- Consult conferencing (audio)
- Escalate audio to video

Can the Avaya Equinox™ client on IP Office control the user's desk phone?

No. The client is supported as a SIP softphone only in R11 – shared mode / control of associated desk phone is not available.

Can the Avaya Equinox™ client on IP Office be used in parallel with the user's desk phone?

Yes. Simultaneous mode will be supported as per existing IP Office clients (so deskphone plus any one desktop plus any one mobile plus any one WebRTC client) will be supported. Further the Avaya Equinox™ client will also take advantage of new Simultaneous Anywhere feature in IP Office R11.

Does the Avaya Equinox™ client support call history?

Yes. However call history for the client in IP Office R11 is local call history only i.e. call history is not synchronized across all user devices. Missed calls from the client perspective are flagged via an icon at the top of the client – note that this means in R11 time, a call answered in parallel on deskphone for example will still show as a missed call on the client.

Message Waiting is flagged in a similar manner – this is the traditional message waiting on / off indication and does not include a number of unread voicemails as per some of the existing IP Office clients.

Does the Avaya Equinox™ client support any “feature keys”?

No. The client does not support such feature keys or labels in IP Office R11. Short codes can be used to access various IP Office features.

Can the Avaya Equinox™ client access IP Office contacts?

Yes. The client will load a user's IP Office Personal Directory contacts on registering. The client will not load IP Office system contacts. However the client will be able to do a real time search on IP Office system contacts.

Can the Avaya Equinox™ client access local (device) contacts?

Yes. The client will load a user's local contacts on registering. It will then merge the local and Personal Directory contacts in case of any shared contacts with a common email identifier.

Does the Avaya Equinox™ client display user avatars?

The client has limited support for avatars in the IP Office environment.

- The user's own (self) avatar will be visible top left of the client (along with user's presence), assuming the user has a Zang Spaces Basic account configured with an avatar.
- Any local (device) contacts with an avatar will be visible. If local contacts share an email identifier with an IP Office Personal Directory contact, then the same avatar will be visible for the IP Office Personal Directory contact due to merging of those contacts on the client.
- Any Messaging contacts will have avatar visible, assuming those contacts have a Zang Spaces Basic account configured with an avatar.

How does presence work for Avaya Equinox™ client on IP Office?

IP Office R11 introduces a new presence engine on the IP Office platform core for the Avaya Equinox™ client specifically. This is different to existing IP Office clients (e.g. Avaya Communicator for Windows, one-X Mobile Preferred) where presence is derived via the one-X Portal.

This does mean that the client cannot share presence with existing IP Office clients (e.g. Avaya Communicator for Windows, one-X Mobile Preferred, Avaya Communicator for Web) – as different presence engines are used for each.

What presence states are available?

Presence states supported for the Avaya Equinox™ client on IP Office R11 will be available, busy, away, offline and do not disturb.

Automatic presence will not be possible in R11 time – i.e. no “timed inactivity” for away status; no automatic out of office status as no server side integration with Exchange. Users will be able to manually change presence state but this will not persist across logout.

Changing presence on one Avaya Equinox™ client will update on another logged in Avaya Equinox™ client (e.g. desktop and mobile).

Can I create a presence note?

Yes. Users will be able to add a presence status note – this will sync with the phone based Absent Text feature i.e. adding a presence note via the Avaya Equinox™ client will update Absent Text on the phone and vice versa.

Is there any sync between client and desk phone presence?

IP Office core platform will manage the telephony presence for the Avaya Equinox™ client, to indicate when the user is on a call. There is also a configurable option to automatically sync IP Office telephony status, when do not disturb status is invoked on the client.

When will presence information be visible?

Presence of Avaya Equinox™ client users will be displayed when the contact is visible, e.g. in Personal Contacts, in search results or in the Messages window. Application (available, busy, away etc.) as well as telephony presence will both be provided.

Does Avaya Equinox™ client presence have an Avaya Cloud dependency?

No. The client derives its presence from the IP Office core platform – neither Zang Spaces nor Equinox Meetings Online is required for presence. As per earlier notes one-X Portal is not required to support either presence or Messaging for the Avaya Equinox™ client.

What Messaging is possible from within Avaya Equinox™ client?

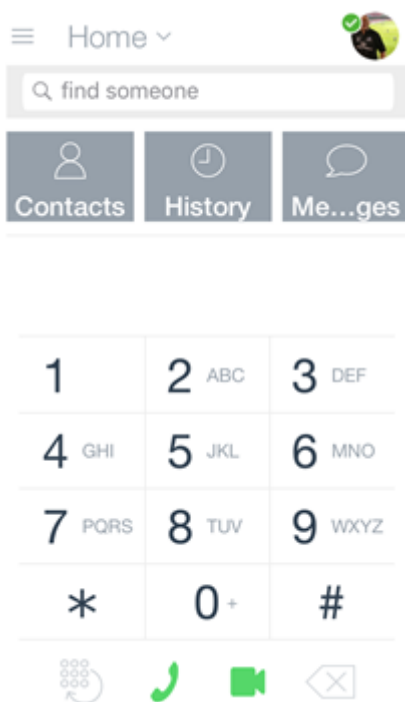
Messaging does have a dependency on (free) Zang Spaces Basic account hosted by Avaya. Once that account is configured however, the user can do standard point to point Messaging from within the client itself. For point to multipoint Messaging (Group Chat) the user has to use the Zang Spaces application however.

Can Avaya Equinox™ client participate in IP Office conferencing?

The client can dial into a standard IP Office meet me audio conference; however conference moderator controls are not available. The client cannot participate as an IP Office web collaboration participant.

What is “Top of Mind Lite” option?

This is a configuration option on the mobile client, with the Top of Mind main screen disabled as below. With this option the main screen appears as a dial pad while the contacts, call history and messages tabs are quickly accessible.



Can Avaya Equinox™ client do click to call?

The client does support click to call – this is configurable on the client for browser as well as Outlook.

Can Avaya Equinox™ client be used as a contact center agent device?

No – as the client does not support (IP Office) 3rd party call control in R11 time.



Can Avaya Equinox™ client be used for Microsoft integration?

Microsoft integration will not be available in R11 time, other than the Outlook contact click to call as noted above.

How is the Avaya Equinox™ client configured?

The user can enter their email address in the client when it is first started – the client will then do a discovery against the email address on Zang Spaces to return the URL for the relevant IP Office settings file. Alternatively the user can enter the relevant URL to access the same settings file on the IP Office.

How are dialing rules for the Avaya Equinox™ client managed in R11 time?

Dialing rules must be configured manually on the client in R11 time.

Is the Avaya Equinox™ client supported for branch users?

The client is not supported in the branch environment in R11 time.

Capabilities – Zang Spaces

Is Zang Spaces a third party application?

No. Zang Spaces is developed by Esna, who are very much part of the wider Avaya family. The Esna team also developed the Avaya Communicator for Web client on IP Office.

What does Zang Spaces provide for Equinox client on IP Office?

The key requirement for the Zang Spaces Basic account is to support Messaging for the Avaya Equinox™ client with IP Office R11.

What Messaging capabilities does Zang Spaces enable?

Zang Spaces Messaging is persistent – i.e. the intended recipient does not have to be logged in to be able to send a Message. This also allows team members very easily review, catch up and stay on top of ongoing discussions.

Zang Spaces APIs are used to allow point to point Messaging from within the Avaya Equinox™ client. If the user wants to do point to multipoint Messaging (Group Chat) then it is required to use Zang Spaces application for same.

Is the Messaging encrypted in the Cloud?

Yes – this is done automatically as part of Google Cloud hosting.

How does a user access Zang Spaces?

There is a Zang Spaces “launchpad” at the bottom of the Avaya Equinox™ client, which will take the user to their own Zang Spaces dashboard.

The user can also access their Zang Spaces dashboard directly from within a browser, or on the mobile application (Android and iOS – which also work on tablets). Browsers supported are Google Chrome or Mozilla Firefox.

What else does Zang Spaces Basic offer?

The standard Zang Spaces Basic account is used primarily for Messaging with the Avaya Equinox™ client as noted above. However the same Basic account does give the user access to some additional collaboration capabilities, e.g. ability to setup own “Spaces” (virtual rooms) for sharing information among a team (file sharing (up to 1GB), posting information), online voice calling for up to five users and online video calling one to one with other Zang Spaces users.

As per earlier notes – any user with a Zang Spaces Basic account that has an avatar configured, that avatar will be available to other users for any Messaging in the client.



Can a 3rd party join a Zang Space from their browser?

Yes. It is possible to extend invitations to third parties via email to join a Zang Space, without them needing to create a Zang account.

External users will be able to participate in that Space (even if the inviting user is not active). The external user can be invited as either a member (default) or a guest depending on level of access to be provided.

Is Messaging initiated on Avaya Equinox™ client visible in Zang Spaces?

Yes – and vice versa. The Avaya Equinox™ client supports send / receive of Zang Spaces Direct Messaging (point to point). Any attachments will also be visible on all clients that support that Direct Messaging – so Avaya Equinox™ client as well as Zang Spaces.

Any Group Chat (point to multipoint) initiated on Zang Spaces will not be visible on the Avaya Equinox™ client however.

Are there differing levels of Zang Spaces access?

Yes. The free Zang Spaces Basic account is a prerequisite for Messaging with the Avaya Equinox™ client for IP Office R11.

Zang Spaces Plus and Zang Spaces Business accounts are optional subscription services and add extra capabilities such as unlimited file sharing , expanded capacity for online voice conferencing (up to 25 and 60 participants respectively) and online video conferencing (up to 15 and 25 participants respectively) as well as external dial in access.

How many users can join one Space?

Up to 100 users can participate within the same Space – that can be a mix of Zang Spaces and external users.

Where is Zang Spaces hosted?

Zang Spaces is hosted on Google Cloud in North America (US) only at this time.

Where is Zang Spaces available?

Zang Spaces currently (**February 2018**) supports audio dial in for the following countries.

North America: US, Canada

EMEA: Belgium, Czech Republic, Israel, Poland, South Africa, Sweden, Switzerland, UK

APAC: Australia, Hong Kong, Japan, Malaysia, New Zealand

Central and Latin America: Argentina, Brazil, Mexico



Capabilities – Avaya Equinox™ Meeting Online

Where is Avaya Equinox™ Meetings Online hosted?

Avaya Equinox™ Meetings Online is hosted in an Avaya data center in North America (US) only at this time. Plans are in review to extend to European data center also.

What does Avaya Equinox™ Meetings Online provide for the Avaya Equinox™ client on IP Office?

Avaya Equinox™ Meetings Online is an optional, subscription service for multiparty UC (audio, video and web collaboration) for the Avaya Equinox™ client with IP Office R11.

How does a user access Avaya Equinox™ Meetings Online?

There is an Avaya Equinox™ Meetings Online “launchpad” at the bottom of the Avaya Equinox™ client, which will take the user to Avaya Equinox Meetings Online, for their own meeting or to join another user’s meeting on same.

Can a point to point call be automatically escalated to a multiparty Avaya Equinox™ Meetings Online?

No – the Avaya Equinox™ client users will have to access Avaya Equinox™ Meetings Online in normal manner as above to join a multiparty UC call.

What environments are supported for Avaya Equinox™ Meetings Online?

Connect with Windows and macOS laptops and desktops, Apple iOS and Android smartphones or tablets, and even video conferencing room systems from virtually any vendor.

WebRTC browser support enables frictionless meeting participation; participants can join meetings directly from Chrome or Firefox browsers without installing an application. Note that presenting content requires the presenter to download a browser plug-in. WebRTC is an especially attractive connectivity option for guest users.

Where is Avaya Equinox™ Meetings Online available?

Avaya Equinox™ Meetings Online is currently (**February 2018**) available as follows.

North America: US, Canada

EMEA: Austria, Belgium, France, Israel, Italy, Netherlands, South Africa, Spain, Switzerland, UK

APAC: Australia, New Zealand

Central and Latin America: Argentina, Bermuda , Caribbean (Anguilla, Aruba, Jamaica, Puerto Rico, US Virgin Islands), Chile, Colombia, Costa Rica, Ecuador, Mexico, Panama, Peru, Suriname

Planned for **March – April 2018** timeframe:

EMEA: Czech Republic, Denmark, Finland, Germany, Hungary, Jordan, Luxembourg, Norway, Poland, Rep. of Ireland, Romania, Saudi Arabia, Slovakia, Sweden, Turkey, UAE

APAC: India, Japan, Singapore, Thailand, Philippines

Central and Latin America: Brazil, Dominican Republic, Uruguay, Bolivia



Can I use Over The Top Equinox™ Conferencing 9.1 instead?

Focus for multiparty UC (audio, video and web collaboration) on the Avaya Equinox™ client with IP Office R11 is Avaya Equinox™ Meetings Online only.

How is Avaya Equinox™ Meetings Online quoted and ordered?

The same Avaya One Source Cloud tool is used for Avaya Equinox™ Meetings Online as is used for Powered by Avaya solution.



Network / Firewall Requirements

What are the requirements for Avaya Equinox™ client and IP Office platform?

Firewall requirements inbound to IP Office in Cloud.

Port	Direction	Protocol	Reason
443	IN	HTTPS	Secure client configuration / Web Socket
80	IN	HTTP	Client configuration / Web Socket
8411	IN	HTTP	Client configuration / Web Socket if “use preferred phone ports” is enabled in IP Office system manager
411	IN	HTTPS	Secure client configuration / Web Socket if “use preferred phone ports” is enabled in IP Office system manager
5056 (Cloud) or 5060	IN/OUT	TCP/UDP	SIP Signaling- Only needed for unsecured SIP devices
5061	IN/OUT	TCP	TLS SIP Signaling
40750-50750	IN	UDP	RTP/RTCP - Media for SIP and H.323

What are the requirements for Avaya Equinox™ client and Zang Spaces?

Zang Spaces endpoints use the following types of traffic:

- HTTPS and WSS (<https://en.wikipedia.org/wiki/WebSocket>)
- WebRTC (<https://en.wikipedia.org/wiki/WebRTC>)

TLS traffic is used for both HTTPS and WSS, any TLS-inspection should support these protocols or have an exception for Spaces’ hosts.

Important: TCP and HTTP tunneling are not supported for Audio and Video.

The following hosts and protocols should be unrestricted for all Zang Spaces features to work as intended. Whitelisting based on IP address is not recommended since these may change dynamically. In addition, HTTP headers such as Authorization should be left intact.

Hosts	Ports	Protocol	Description
*.zang.io	80,443	HTTPS, WSS	Messages
	1025-65535	UDP	Audio/Video
	3000-3999	UDP	Audio/Video
*.googleapis.com	80,443	HTTPS	Screen sharing, file sharing
.onesna.com	80,443	WSS	Presence
	1025-65535	UDP	Audio/Video
	3000-3999	UDP	Audio/Video
*.esna.com	80,443	HTTPS	Mobile authentication
ASN of 15169	5228, 5229, 5230	TCP	Push notification
accounts.google.com	80,443	HTTPS	SSO
login.microsoftonline.com	80,443	HTTPS	SSO
login.salesforce.com	80,443	HTTPS	SSO
*.avaya.com	80,443	HTTPS	SSO
*.gstatic.com	80,443	HTTPS	CDN



* Reference Presence above specifically – Presence in this context refers to local (Spaces) presence such as attendees joining the same Space – other attendee should see green dot showing the user is present.

What are the requirements for Avaya Equinox™ client and Avaya Equinox Meetings Online?

Firewall requirements in direction from customer premise to Cloud.

Port	Direction	Protocol	Reason
443, 8443	OUT	TCP	Unified Portal, web meet me (WebRTC) signaling and web collaboration server
35000-40000 (configurable)	OUT	UDP	SIP connectivity – media
3478; 50000-55000 (configurable)	OUT	UDP	Web meet me connectivity – media

More Information

Where do I find the latest detailed information on R11?

<https://sales.avaya.com/en/pss/ip-office-release-11.0-sales-toolkit>

Where can I get more information on Zang Spaces?

<https://zang.io/products/spaces>

Sign up NOW for a free Zang Spaces Basic user account to get more familiar with the application capabilities

<http://www.zangspaces.io/getting-started>

Where can I get more information on Equinox Meetings Online?

<https://www.avaya.com/en/product/avaya-equinox-meetings-online/>

Partner FAQ @ <https://sales.avaya.com/documents/1399574646489>

Where can I get information on IPOSS?

<https://sales.avaya.com/cs/Sites?lookuphost=/&lookuppage=/en/pss/ip-office-support-services>

Where can I find details on PLDS?

<https://sales.avaya.com/en/general/product-licensing-delivery-system-plds>

Still some questions concerning the Avaya Equinox™ client with IP Office R11? Drop an email to dermotwall@avaya.com on the IP Office Product Management team ...