

# AVAYA cloud IP office connections

## Avaya Communicator for Web Client

### WHAT TO DO

Connect your Cloud IP Office account to the Avaya Communicator for Web (ACW) softphone client and start making calls in seconds!

### HOW TO DO IT

Your administrator received an email with all of the connection details you will need. The email was titled **Your Avaya Cloud IP Office system is Ready**. All domain, server, username and password information is provided in this email.

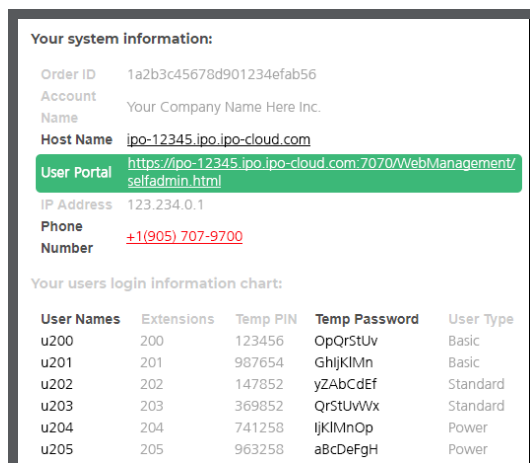
**!!** You must use Google's **Chrome** web browser to connect to the ACW client. **!!**

- Download and install the ACW client program (it's free!) from the Google Web Store at:

<https://chrome.google.com/webstore/detail/avaya-communicator-for-web/pjkjihhnegikngnamahchimifhdlfhkm>

- Enter the URL for the **User Portal** into the address line of Chrome. For example:

<https://ipo-12345.ipo.ipo-cloud.com:7070/WebManagement/selfadmin.html>



The screenshot shows an email interface with the following content:

**Your system information:**

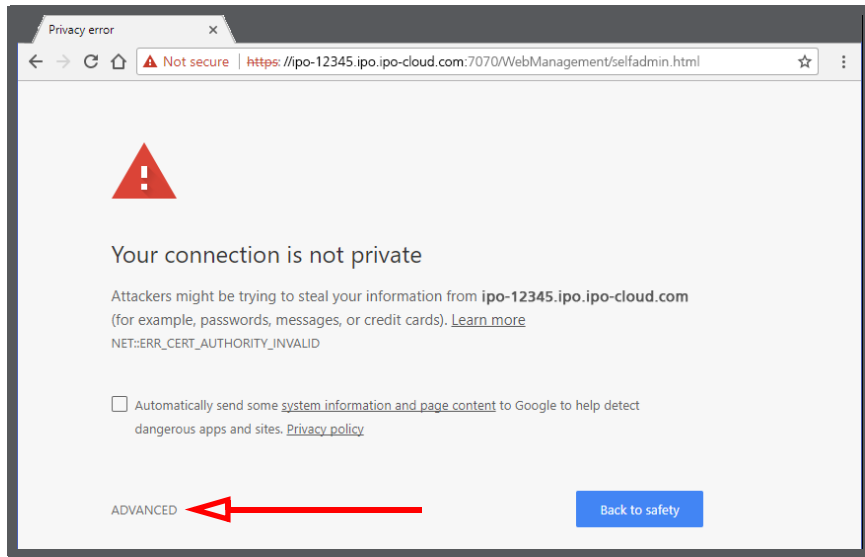
- Order ID: 1a2b3c45678d901234efab56
- Account Name: Your Company Name Here Inc.
- Host Name: [ipo-12345.ipo.ipo-cloud.com](https://ipo-12345.ipo.ipo-cloud.com)
- User Portal: <https://ipo-12345.ipo.ipo-cloud.com:7070/WebManagement/selfadmin.html>
- IP Address: 123.234.0.1
- Phone Number: [+1\(905\)707-9700](tel:+1(905)707-9700)

**Your users login information chart:**

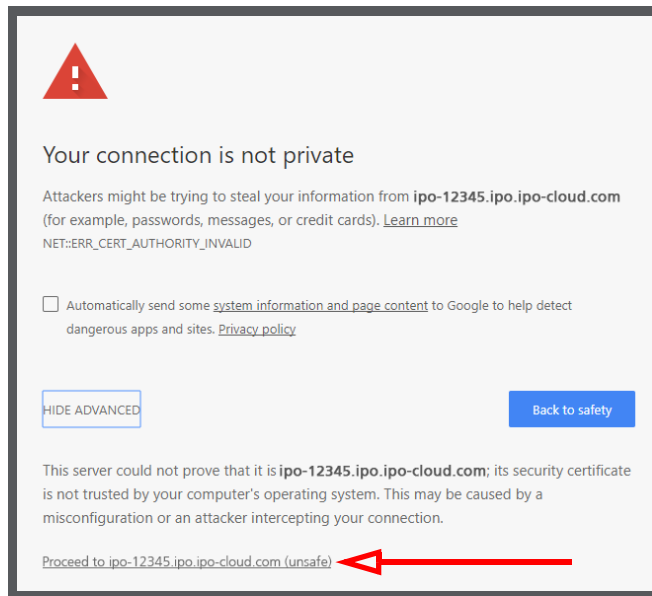
User Names	Extensions	Temp PIN	Temp Password	User Type
u200	200	123456	OpQrStUv	Basic
u201	201	987654	GhijKlMn	Basic
u202	202	147852	yZAbCdEf	Standard
u203	203	369852	QrStUvWx	Standard
u204	204	741258	IjKlMnOp	Power
u205	205	963258	aBcDeFgH	Power

From the "Your Avaya Cloud IP Office system is Ready" email

- You will receive a warning that your connection is not private. Select **Advanced**.



- Click **Proceed to ipo-XXXXX.ipo...**



- Launch ACW. At the login screen, fill in the details shown here.

LOGIN CONFIGURATION †	
Connection profile = Select User defined	Authorize using = Select Use explicit credentials
IM/Presence provider = Select Use Default	
Presence server = Host Name	Media server(s) = Host Name
User = User Name, followed by @, then ipo-XXXXX from the Host Name ( e.g. u200@ipo-12345 )	
Password = Temp Password for that user name / extension	

† These values are taken from the welcome **Your Avaya Cloud IP Office system is Ready** email received by the site administrator.

- Enable **Save credentials** and click **CONNECT**.

From the "Your Avaya Cloud IP Office system is Ready" email

**Your system information:**

Order ID 1a2b3c45678d901234efab56  
 Account Name Your Company Name Here Inc.  
 Host Name **ipo-12345.ipo.ipo-cloud.com**  
 User Portal <https://ipo-12345.ipo.ipo-cloud.com:7070/WebManagement/selfadmin.html>  
 IP Address 123.234.0.1  
 Phone Number **+1(905) 707-9700**

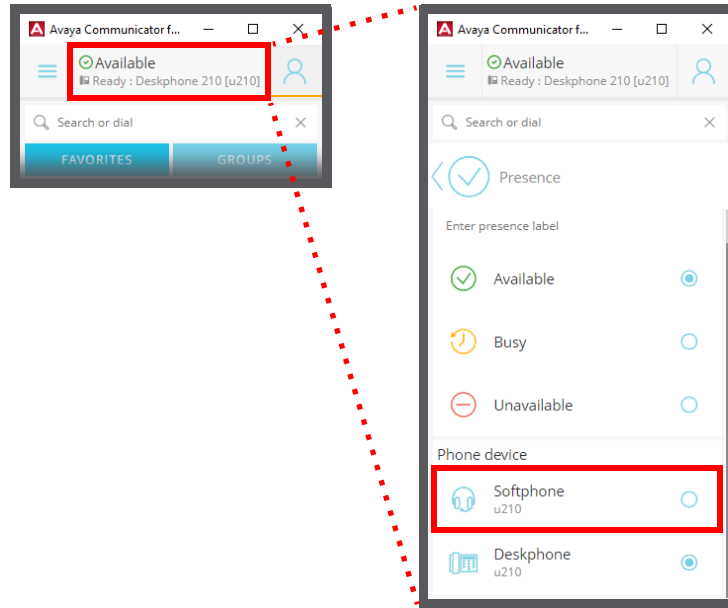
**Your users login information chart:**

User Names	Extensions	Temp PIN	Temp Password	User Type
<b>u200</b>	200	123456	<b>OpQrStUv</b>	Basic
<b>u201</b>	201	987654	<b>GhIjKlMn</b>	Basic
<b>u202</b>	202	147852	<b>yZaBcDeF</b>	Standard
<b>u203</b>	203	369852	<b>QrStUvWx</b>	Standard
<b>u204</b>	204	741258	<b>IjKlMnOp</b>	Power
<b>u205</b>	205	963258	<b>aBcDeFgH</b>	Power

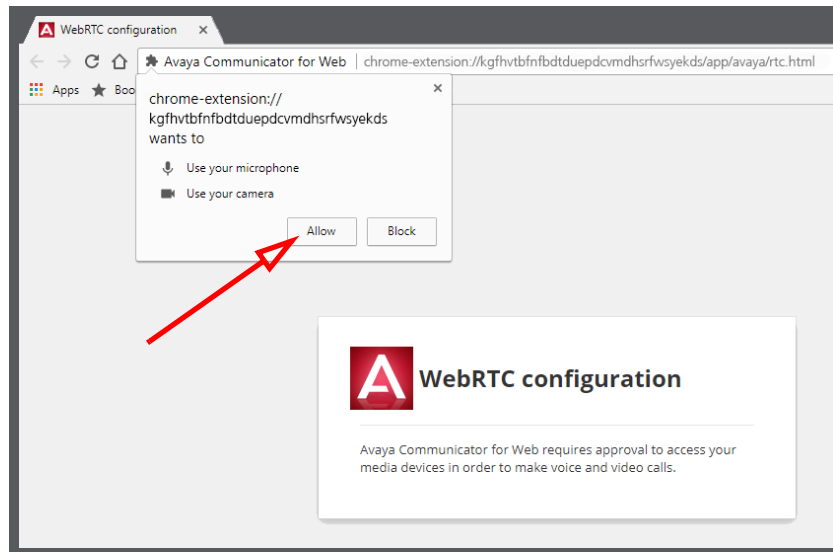
The login screen shows the following configuration:

- Connection profile: User defined
- Authorize using: Use explicit credentials
- IM/Presence provider: Use Default
- Presence server: ipo-12345.ipo.ipo-cloud.com
- Media server(s): ipo-12345.ipo.ipo-cloud.com
- User: u200@ipo-12345
- Password: [Redacted]
- Save credentials:

- Once ACW has logged in, the Presence Bar (at the top of the window) should indicate it is connected to (or trying to connect to) a desktop telephone. Click in that space and select **Softphone**.



- At the **WebRTC configuration** screen, click **Allow**.



- The Presence Bar will be updated to show that you are now connected through the softphone client. When your desktop phones arrive, you can follow the same steps to change it back.

