AVA LINE

Your existing line. A smarter first answer.

Add AVA to an existing analog telephone line. An FXO gateway connects the line your customers call to AVA over SIP.

THE BUSINESS NEED

A familiar landline is still your front door.

Your published number matters to your customers. AVA Line brings an AI voice agent to that existing line through a gateway, giving routine inquiries a first response while you keep the line with your provider.

WHY AVA LINE

01

Keep the familiar line

Continue using the number on your existing analog service without porting it.

02

Add a useful first answer

Use approved business information to handle common questions and next steps.

03

Modernize gradually

Begin with one connected line and extend the deployment as your needs change.

THE CONNECTION

EXISTING SERVICE
Analog line

→

YOUR CONNECTION
FXO gateway

→

VOICE TRANSPORT
SIP over IP

→

CONVERSATION
AVA voice agent

The telephone line connects to an FXO port. The gateway needs IP access to reach AVA.

Bring AVA to the line you already have.

Explore an AVA Line pilot using your existing telephone service.

EXISTING PHONE LINE / FXO GATEWAY

How AVA Line connects.

The gateway converts the analog telephone connection into SIP for AVA. The existing provider continues to supply the line and number.

WHAT YOU NEED

An analog line handoff

An active PSTN line or a compatible analog port from your provider equipment.

An FXO gateway

A compatible gateway with enough FXO ports for the physical lines you want to connect.

IP access and AVA

Power, reliable internet or managed IP access, and a configured AVA SIP account.

A tested call experience

Approved answers, line settings, busy handling and the agreed route for human follow-up.

EXAMPLE CUSTOMER JOURNEY

A customer calls the shop's published landline.

The call arrives on the analog line. The FXO gateway sends it to AVA over SIP. AVA answers a service question and guides the caller through the configured next step.

CAPACITY & ROUTING

One line, one active call

Each connected analog line normally carries one call at a time. Spare FXO ports do not create additional provider lines or call capacity.

Plan the escalation path

Caller ID and disconnect detection depend on the line and gateway settings. Human transfers may need a PBX, a second line or another call path.

FROM FIRST CALL TO ROLLOUT

01 / CONNECT

Check the analog handoff, FXO gateway and SIP audio.

02 / PROVE

Test ringing, hang-up, caller ID and busy handling.

03 / EXPAND

Add physical lines and capacity when demand requires.

Example hardware: Grandstream HT841 (4 FXO ports) or HT881 (8 FXO ports).

Solution concept. Final hardware, routing and AVA interoperability are validated during the pilot.

FXO gateway reference: Grandstream HT841 / HT881 [technical reference]