



1.0 Avaya IX™ J100 IP Phones

The Avaya IX™ J100 IP Phones represent Avaya's latest generation of IP Phones which are optimized for use on Avaya and selected non-Avaya call servers. The Avaya IX™ J100 IP Phones use a refreshed industrial design and common software providing a consistent installation and user experience.

The Avaya IX™ J100 IP Phones IP Phones ship with "SIP" software which provides features and connectivity. Details on the capabilities each release of this software is provided in a separate ReadMe files.

1.1. Avaya IX™ J129 IP Phone

The Avaya IX™ J129 IP Phone is a cost-effective, entry-level IP Phone that addresses the need for secure, basic voice communications for users within large Enterprises and Small and Medium-sized companies. It is well suited for location-based or 'walk-up' use cases including in Lobbies, Waiting Areas, Lunch Rooms, Retail, Manufacturing, Hallways, Cubicles.



1.2. Avaya IX™ J139 IP Phone

The Avaya IX™ J139 IP Phone is a cost-effective, entry-level IP Phone that addresses the need for secure, basic voice communications for users within large Enterprises and Small and Medium-sized companies. It is well suited for business workers that need only the most frequently used features.



1.3. Avaya IX™ J159 IP Phone

The Avaya IX™ J159 IP Phone is designed for users who desire a small form factor packed with lots of feature buttons.



1.4. Avaya IX™ J169 IP Phone

The Avaya IX™ J169 IP Phone is an IP Phone that addresses the need for everyday voice communications. It is targetted for medium-volume users that need the full range of telephony features.



1.5. Avaya IX™ J179 IP Phone

The Avaya IX™ J179 IP Phone is an IP Phone that addresses the need for everyday voice communications. It is targeted for professionals/knowledge



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workers/salespeople/call center – i.e. medium/high volume users who rely on the full range of telephony/productivity/collaboration features.

1.6. Avaya J189 IP Phone

The Avaya J189 IP Phone is the IP Phone that addresses the need for everyday voice communications for all user types, and extends to being the higher end for executive use J100. It is targeted for professionals/knowledge workers/salespeople/call center – i.e. medium/high volume users who rely on the full range of telephony/productivity/collaboration features and executives requiring a larger screen.



1.7. Avaya IX™ J100/K100 Wireless Module

The J100/K100 Wireless Module is an optional plug-in hardware module. It provides WLAN connectivity for the J129/J159 IP Phone and WLAN/Bluetooth® connectivity for the J179 IP Phone. Support for WLAN requires J100 2.0.0 or later software. Support for Bluetooth requires J100 4.0.0 or later software.



1.8. Avaya JBM24 Button Module (NO LONGER AVAILABLE)

The JBM24 Expansion Module provides access to up to 24 buttons and lamps. Three JBM24 modules can be simultaneously connected to the J169 IP Phone and J179 IP Phone.



1.9. Avaya IX™ JEM24 Expansion Module

The Avaya IX™ JEM24 Expansion Module provides access to up to 24 buttons and lamps. Three JEM24 modules can be simultaneously connected to the J169 IP Phone and J179 IP Phone.



2.0 About the Avaya IX™ J129 IP Phone

2.1. Functionality of Avaya IX™ J129 IP Phone

The Avaya IX™ J129 IP Phone provides the following capabilities:

- One line phone, supports two concurrent calls
- 2.3" (diagonal) monochrome display - 128 x 32 pixels
- 3 Context Sensitive Soft Keys
- Easy to use features including Hold, Transfer, Conference, Forward, Call Park / UnPark
- Supports SIP-AST for enhanced features and integration on Avaya Aura
- Native support with IP Office as a basic SIP phone, and in centralized Branch mode
- Supported on selected 3rd-party Open SIP call platforms.
- Excellent audio – Handset & Speakerphone. *No headset port.*
- Supports optional J100 Wireless Module for Wi-Fi^{®ii} connectivity
- Recent Call Log
- Contact List
- Built in volume boost control in Handset for Hearing Impaired
- Mute Key with Mute Alerting
- Dual 10/100 Ethernet ports to support co-located PC
- Power over Ethernet Class 1 and support for 802.3az.
- Simultaneous Registration & Fallback like 9600-series
- Support for TLS / SRTP for encryption
- Supports Basic IPT/Enhanced IPT/Core License with Avaya Aura[®] and Avaya IP Endpoint License with IP Office
- Configurable via web interface.



The Avaya IX™ J129 IP Phone is available in Cobalt Black.

The Avaya IX™ J129 IP Phone uses J100 Series SIP software which supports the Avaya SIP-AST software with Avaya Aura[®] which provides incremental features over third party offers which support 'SIPPING 19' standards-based SIP software. The Avaya IX™ J129 IP Phone supports the additional and relevant SIP-AST features, and presents the features to users in a more familiar and integrated way, similar to Avaya 9600 Series features.

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The Avaya IX™ J129 IP Phone with J100 SIP software is supported as a basic SIP set with IP Office, both natively and in a failover from an Avaya Aura configuration in a branch mode. The Avaya IX™ J129 IP Phone with J100 SIP software is also supported with selected 3rd-party open SIP call platforms.

The Avaya IX™ J129 IP Phone replaced the Avaya E129 SIP Deskphone and Avaya 9601 SIP Deskphone as Avaya's entry level IP Phones. Customers who might purchase the Avaya 1603-I IP Phone and Avaya 1603SW-I IP Phone may consider the Avaya IX™ J129 IP Phone as well.

2.2. Why Purchase the Avaya IX™ J129 IP Phone?

The Avaya IX™ J129 IP Phone is a cost-effective basic phone intended for simple communication, where making and receiving calls is the primary need, and it is best suited for a location-based phone (rather than a user-based phone) is required, for example: lobbies, waiting rooms, lunch areas, warehouses, classrooms, or retail spaces, where a phone is associated more with a particular space, than with a particular user. The Avaya IX™ J129 IP Phone can also be used for basic office use by a single user, including in some remote office scenarios requiring secure connection via Session Border Control. Note that the Avaya IX™ J129 IP Phones does not support a headset so is not appropriate for situations where a headset is required.

The Avaya IX™ J129 IP Phone is the ideal solution for end-users who need the following capability:

- Only 10/100 Ethernet connectivity
- Wireless Lan connectivity

and do not need:

- Headset
- Interworking with Avaya Contact Center Elite (CC Elite)
- Any of the following features on Avaya Aura® (MLPP, Bridge Call Appearance, Call Pickup, Hunt Group Busy, Team Button, Enhanced Call Forward, Dial Intercom, Exclusion, LNCC, Priority Calls, Whisper Page)
- Full feature capability on Avaya IP Office™
- Color display
- Support for Bluetooth® headsets
- Button modules

2.3. License Requirements – Avaya IX™ J129 IP Phone

With Avaya Aura®, the Avaya IX™ J129 IP Phone is supported with the value priced Basic IPT License. The same requirements apply when ordering and using the Basic or Enhanced IPT Licenses when purchasing the Avaya IX™ J129 IP Phone as what existed when purchasing the E129 SIP Deskphone or 9601 SIP Deskphone. These

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requirements are documented in the [Avaya Aura IPT Licensing Offer Definition](#) and include:

- For each Basic IPT license ordered, there must be an equivalent number of Avaya IX™ J129 IP Phones ordered (or 1603-I, 1603SW-I, J139, or IPO Analog Terminal Adapters, in any combination)
- For each Enhanced IPT License ordered, there must be an equivalent number of Avaya IX™ J129/J139 IP Phones ordered
- Minimum of 100 IPT Licenses must be ordered
- Suite licenses (V1: Foundation, Mobility, Collaboration or V2: Core, Power) must make up at least 20% of the total* Licenses in the system. *Total licenses in the system include Suites + Analog + IPT.

When considering the use of the Avaya IX™ J129 IP Phone on Avaya Aura®, careful consideration must be made of the features required by the users and the associated licence.

- The Basic IPT License entitles the user to basic communications and features only, with additional a la carte licenses required to enable features including CM Messaging, Avaya Aura Messaging (Basic or Mainstream), or EC500.
- The Avaya IX™ J129 IP Phone supports additional features that are enabled through the use of the Enhanced IPT or Core Licenses.

With Avaya IP Office™, the Avaya IP Endpoint license is required.

2.4. Feature not supported – Avaya Aura® & Avaya IP Office™

The following features are specifically not supported by the Avaya IX™ J129 IP Phone: Exchange integration, WML browser, URI dialing, simultaneous display of caller name and number, redial by list, conference roster list, missed call filtering, displaying presence, downloadable ringtones, Favorites, Personalize label, integrated VPN, LDAP directory access.

The following SIP-AST features are specifically not supported by the Avaya IX™ J129 IP Phone when deployed on Avaya Aura®: **Contact Center (CC Elite), MLPP, Bridge Call Appearance (except MDA), Call Pickup, Hunt Group Busy, Team Button, Enhanced Call Forward, Dial Intercom, Exclusion, LNCC, Priority Calls, Whisper Page, Advice of Charge, Bridged-Line Appearances (Analog), Busy Line Indicator, Click to Conference, Malicious Call Trace (Controller), Manual Signaling, Night Service, PIN Checking, Pull Transfer, Ringing – Abbreviated and Delay, Transfer to Voicemail (Alerting).**

Refer to “[Avaya Aura® with 9600-Series IP Deskphones and J100-Series IP Phones](#)” for a complete list of the features supported on the Avaya IX™ J100 IP Phones on Avaya Aura®.

2.5. Feature supported – Avaya IP Office™

The following features are supported by the Avaya IX™ J129 IP Phone when deployed on Avaya IP Office™: Attended transfer, Unattended transfer, transferring a call by selecting a contact or recents, personal directory, voice mail, manual dial mode, conference.

The following features are supported by the Avaya IX™ J129 IP Phone when deployed on Avaya IP Office™ using a short code: Call Forward, Call Forward Busy, Call Park/Unpark, Do Not Disturb, Automatic Call Back, Private Call, Speed Dial.

2.6. NEW - powering via 5 volt DC supply

Avaya has recently introduced new hardware versions of the J129 (order codes order codes 700514813, 700514814) which can be powered by the same 5 volt DC supply as the other J100-series IP Phones.

3.0 About the Avaya IX™ J139 IP Phone

3.1. Functionality of Avaya IX™ J139 IP Phone

The Avaya IX™ J139 IP Phone provides the following capabilities:

- Multiple line phone with four red/green line/feature indicators around display
- 2.8" (diagonal) color display – 320 x 240 pixels
- 4 Context Sensitive Soft Keys
- Supports SIP-AST for enhanced features and integration on Avaya Aura
- Supports “CCMS over SIP” for features and integration on IP Office
- Supported on selected 3rd-party Open SIP call platforms.
- Handset & Speakerphone. Integrated RJ9 headset port with Electronic Hook Switch (EHS).
- Recent Call Log
- Contact List
- Extensive ability for user to customize¹ when deployed on Avaya Aura or 3rd-party Open SIP call platforms.
- Built in volume boost control in Handset for Hearing Impaired
- Mute Key with Mute Alerting
- Dual 10/100/1000 Ethernet ports to support co-located PC
- Power over Ethernet Class 1 and support for 802.3az.
- Simultaneous Registration & Fallback like 9600-series
- Support for TLS / SRTP for encryption
- Supports Basic IPT/Enhanced IPT/Core License with Avaya Aura® and Avaya IP Endpoint License with IP Office
- Configurable via web interface.
- Support for Avaya L100 headsets including Avaya Acoustic Edge™



The Avaya IX™ J139 IP Phone is available in Cobalt Black.

The Avaya IX™ J139 IP Phone uses J100 SIP software which supports the Avaya SIP-AST software with Avaya Aura® which provides incremental features over third party

¹ Customization of the J139 requires the use of J100 4.0.4.0 or later software.

offers which support 'SIPPING 19' standards-based SIP software. With IP Office 11.0.1 or later software, the Avaya IX™ J139 IP Phone provides incremental features over third party offers which support "SIPPING 19" standards-based SIP software.

3.2. Why Purchase the Avaya IX™ J139 IP Phone?

The Avaya IX™ J139 IP Phone is a cost-effective basic phone intended for simple communication, where making and receiving calls is the primary need.

The Avaya IX™ J139 IP Phone is the ideal solution for end-users who need the following capability:

- Gigabit Ethernet
- Headset
- Color display

and do not need:

- Wireless Lan connectivity
- Interworking with Avaya Contact Center Elite (CC Elite)
- Any of the following features on Avaya Aura® (Bridge Call Appearance, Hunt Group Busy, Team Button, Enhanced Call Forward, Dial Intercom, Exclusion, LNCC, Priority Calls, Whisper Page)
- Full feature capability on Avaya IP Office™
- Support for Bluetooth® headsets
- Button modules

3.3. License Requirements – Avaya IX™ J139 IP Phone

With Avaya Aura®, the Avaya IX™ J139 IP Phone is supported with the value priced Basic IPT License. The same requirements apply when ordering and using the Basic or Enhanced IPT Licenses when purchasing the Avaya IX™ J139 IP Phone as what existed when purchasing the E129 SIP Deskphone or 9601 SIP Deskphone. These requirements are documented in the [Avaya Aura IPT Licensing Offer Definition](#) and include:

- For each Basic IPT license ordered, there must be an equivalent number of Avaya IX™ J139 IP Phones ordered (or 1603-I, 1603SW-I, J129, or IPO Analog Terminal Adapters, in any combination)
- For each Enhanced IPT License ordered, there must be an equivalent number of Avaya IX™ J129/J139 IP Phones ordered
- Minimum of 100 IPT Licenses must be ordered
- Suite licenses (V1: Foundation, Mobility, Collaboration or V2: Core, Power) must make up at least 20% of the total* Licenses in the system. *Total licenses in the system include Suites + Analog + IPT.

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When considering the use of the Avaya IX™ J139 IP Phone on Avaya Aura®, careful consideration must be made of the features required by the users and the associated licence.

- The Basic IPT License entitles the user to basic communications and features only, with additional a la carte licenses required to enable features including CM Messaging, Avaya Aura Messaging (Basic or Mainstream), or EC500.
- The Avaya IX™ J139 IP Phone supports additional features that are enabled through the use of the Enhanced IPT or Core Licenses.

With Avaya IP Office™, the Avaya IP Endpoint license is required.

3.4. Feature support – Avaya Aura®

Refer to “[Avaya Aura® with 9600-Series IP Deskphones and J100-Series IP Phones](#)” for a complete list of the features supported on the Avaya IX™ J100 IP Phones on Avaya Aura®.

The following features are specifically not supported by the Avaya IX™ J139 IP Phone: WML browser, URI dialing, simultaneous display of caller name and number, redial by list, conference roster list, missed call filtering, manually setting presence, integrated VPN

The following SIP-AST features are specifically not supported by the Avaya IX™ J139 IP Phone when deployed on Avaya Aura®: **Contact Center (CC Elite), Bridge Call Appearance (except MDA), Hunt Group Busy, Team Button, Enhanced Call Forward, Dial Intercom, Exclusion, LNCC, Priority Calls, Whisper Page, Advice of Charge, Bridged-Line Appearances (Analog), Busy Line Indicator, Click to Conference, Malicious Call Trace (Controller), Manual Signaling, Night Service, PIN Checking, Pull Transfer, Ringing – Abbreviated and Delay, Transfer to Voicemail (Alerting), WML Browser.**

3.5. Feature support – Avaya IP Office™

The following features are supported by the Avaya IX™ J139 IP Phone when deployed on IP Office™:

- Basic call handling on *Call Appearances and Line Appearances only* – Making a call, Call presentation, Answer, Hold, Transfer, Conference, Drop
- IP Office Directory (Personal and System)
- IP Office Call History
- Visual Voice

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Include basic operation and call handling feature controls by default via IP Office Features Menu

- DND
- Forwarding
- Mobile Phone Call Twinning (User must first be administered to permit Mobile Twinning by a system Administrator).
- Hot Desking

Allow basic call handling feature controls to be administered as button features by a system Administrator

- Call Park
- Call Pickup
- Call Page
- Call Recording
- Auto Call-back
- Account Code
- Authorisation Code
- User BLF (*Note: Requires IP Office 11.0 FP4*)
- Group BLF (*Note: Requires IP Office 11.0 FP4*)

Allow basic agent controls to be administered as button features by a system Administrator

- Hunt Group Membership
- Agent Status
- After Call Work
- Coaching Request

The following features are not supported by the Avaya IX™ J139 IP Phone when deployed on IP Office™:

Advanced Call Presentation / Handling:

- MADN
- Bridged Appearances
- Coverage Appearances

IP Office Features/Status Menus:

- Advanced Call Pickup
- Advanced Call Park
- DND exceptions
- Account / Authorisation Code
- Auto Answer Controls
- Withhold Number
- Coverage Ring Controls

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- Advanced Hunt Group Controls: (Multi Membership, Group Status, Group Configuration)
- Self-Administration
- System Administration

Button configuration:

- Hands-free Answer
- Automatic Intercom
- Specific Call Dial Types
- Conference Meet-Me
- Self-Administration
- System Administration
- Advanced Hunt Group Controls (Group Status, Group Configuration)
- Agent Supervisor Features: (Call Steal, Call Listen, Call Intrude, Coaching Intrusion)

Others:

- 9600/J100 Push API
- WML Browser
- Exchange Calendar/Contact Integration
- Multicast Paging

4.0 About the Avaya IX™ J159 IP Phone

4.1. Functionality of Avaya IX™ J159 IP Phone

The Avaya IX™ J159 IP Phone provides the following capabilities:

- Multiple line phone with four red/green line/feature indicators around primary display, and another six red/green line indicators for secondary display
- 2.8" (diagonal) primary color display – 320 x 240 pixels
2.3" (diagonal) secondary color display – 160 x 240 pixel
- 4 Context Sensitive Soft Keys
- Fixed feature buttons for Hold, Transfer, Conference, and Redial
- Supports SIP-AST for enhanced features and integration on Avaya Aura
- Supports "CCMS over SIP" for enhanced features and integration on IP Office²
- Supported on selected 3rd-party Open SIP call platforms.
- Supports H.323 software for integration with Avaya Communication Manager³
- Excellent audio – Handset & Speakerphone. Integrated RJ9 headset port with Electronic Hook Switch (EHS).
- Supports optional J100 Wireless Module for Wi-Fi® connectivity
- Recent Call Log
- Contact List
- Extensive ability for user to customize when deployed on Avaya Aura or 3rd-party Open SIP call platforms.
- Built in volume boost control in Handset for Hearing Impaired
- Mute Key with Mute Alerting
- Dual 10/100/1000 Ethernet ports to support co-located PC
- Power over Ethernet Class 1 (class 2 with USB and/or WiFi) and support for 802.3az.
- Single Type A USB port
- Optional AC -> 5 volt DC power supply
- Simultaneous Registration & Fallback like 9600-series
- Support for TLS / SRTP for encryption



² Requires IP Office 11.0.4.2 or later software.

³ Requires Deskphone H.323 6.8.5 or later software.

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- Configurable via web interface.
- Support for Avaya L100 headsets including Avaya Acoustic Edge™

The Avaya IX™ J159 IP Phone is available in Cobalt Black.

The Avaya IX™ J159 IP Phone uses J100 SIP software which supports the Avaya SIP-AST software with Avaya Aura® which provides incremental features over third party offers which support 'SIPPING 19' standards-based SIP software. With J100 SIP software and IP Office 11.0.4.2 or later software, the Avaya IX™ J159 IP Phone provides incremental features over third party offers which support "SIPPING 19" standards-based SIP software.

4.2. Why Purchase the Avaya IX™ J159 IP Phone?

The Avaya IX™ J159 IP Phone is an IP Phone that addresses the need for everyday voice communications. It is targeted users who desire a small form factor packed with lots of feature buttons.

The Avaya IX™ J159 IP Phone is the ideal solution for end-users who need any of the following capability:

- Gigabit Ethernet
- Headset
- Integrated ability to support an additional 24 programmeable buttons
- Fixed feature keys (Hold, Transfer, Conference, Redial)
- Any of the following features on Avaya Aura® when using SIP software (MLPP, Bridge Call Appearance, Call Pickup, Hunt Group Busy, Team Button, Enhanced Call Forward, Dial Intercom, Exclusion, LNCC, Priority Calls, Whisper Page)
- Full feature capability on Avaya IP Office™
- Color display
- Wireless Lan connectivity

and do not need:

- Interworking with Avaya Contact Center Elite (CC Elite)
- Support for Bluetooth® headsets
- Additional Button modules
- WML browser

4.3. License Requirements – Avaya IX™ J159 IP Phone

With Avaya Aura®, the Avaya IX™ J159 IP Phone requires a Core, Power or Foundation license. With Avaya IP Office™, the Avaya IP Endpoint license is required.

4.4. Feature support – SIP - Avaya Aura®

Refer to “[Avaya Aura® with 9600-Series IP Deskphones and J100-Series IP Phones](#)” for a complete list of the features supported on the Avaya IX™ J100 IP Phones on Avaya Aura®.

The following features are specifically not supported by the Avaya IX™ J159 IP Phone when using J100 SIP software: **Advice of Charge, Bridged-Line Appearances (Analog), Click to Conference, Malicious Call Trace (Controller), Manual Signaling, Night Service, PIN Checking, Pull Transfer, Integrated VPN, Ringing – Abbreviated and Delay, Transfer to Voicemail (Alerting), WML Browser.**

4.5. Feature support – SIP - Avaya IP Office™

The following features are supported by the Avaya IX™ J159 IP Phone when deployed on IP Office™ 11.0.4.2 and later software

- Basic call handling on *Call Appearances and Line Appearances only* – Making a call, Call presentation, Answer, Hold, Transfer, Conference, Drop
- IP Office Directory (Personal and System)
- IP Office Call History
- Visual Voice

Include basic operation and call handling feature controls by default via IP Office Features Menu

- DND
- Forwarding
- Mobile Phone Call Twinning (User must first be administered to permit Mobile Twinning by a system Administrator).
- Hot Desking

Allow basic call handling feature controls to be administered as button features by a system Administrator

- Call Park
- Call Pickup
- Call Page
- Call Recording
- Auto Call-back
- Account Code
- Authorisation Code
- User BLF
- Group BLF

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Allow basic agent controls to be administered as button features by a system Administrator

- Hunt Group Membership
- Agent Status
- After Call Work
- Coaching Request

The following features are also supported by the Avaya IX™ J159 IP Phone when deployed on IP Office™ 11.0.4.2 and later software

Advanced Call Presentation / Handling:

- MADN
- Bridged Appearances
- Coverage Appearances

IP Office Features/Status Menus:

- Advanced Call Pickup
- Advanced Call Park
- DND exceptions
- Account / Authorisation Code
- Auto Answer Controls
- Withhold Number
- Coverage Ring Controls
- Advanced Hunt Group Controls: (Multi Membership, Group Status, Group Configuration)
- Self-Administration
- System Administration

Button configuration:

- Hands-free Answer
- Automatic Intercom
- Specific Call Dial Types
- Conference Meet-Me
- Self-Administration
- System Administration
- Advanced Hunt Group Controls (Group Status, Group Configuration)
- Agent Supervisor Features: (Call Steal, Call Listen, Call Intrude, Coaching Intrusion)

The following features are not supported by the Avaya IX™ J159 IP Phone when deployed on IP Office™ 11.0.4.2 and later software:

- Personalization (i.e. ability to reconfigure the button layout)

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- 9600/J100 Push API
- WML Browser
- Exchange Calendar/Contact integration
- Multicast Paging

4.6. Feature support – H.323 – Avaya Aura®

When deployed with Deskphone H.323 software, the Avaya J159 IP Phone appears to Avaya Aura as an H.323 9611G IP Deskphone. It is administered the same as an H.323 9611G and provides the same capabilities and user interface as an H.323 9611G with the exception of support for USB features (even though the J159 does have a USB port).

The J159 with H.323 software is only supported with the release 6.8.5 or later.

5.0 About the Avaya IX™ J169 IP Phone

5.1. Functionality of Avaya IX™ J169 IP Phone

The Avaya IX™ J169 IP Phone provides the following capabilities:

- Multiple line phone with eight red/green line/feature indicators around display
- 3.5" (diagonal) grayscale display – 320 x 240 pixels
- 4 Context Sensitive Soft Keys
- Supports SIP-AST for enhanced features and integration on Avaya Aura
- Supports “CCMS over SIP” for enhanced features and integration on IP Office
- Supported on selected 3rd-party Open SIP call platforms.
- Supports H.323 software for integration with Avaya Communication Manager⁴ and Avaya IP Office².



⁴ Requires Deskphone H.323 6.7 or later software. H.323 not supported on IP Office 11.0 or later.

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- Excellent audio – Handset & Speakerphone. Integrated RJ9 headset port with Electronic Hook Switch (EHS).
- Recent Call Log
- Contact List
- Extensive ability for user to customize⁵ when deployed on Avaya Aura or 3rd-party Open SIP call platforms.
- Built in volume boost control in Handset for Hearing Impaired
- Mute Key with Mute Alerting³
- Dual 10/100/1000 Ethernet ports to support co-located PC
- Supports up to three JBM24/JEM24 Expansion Modules
- Power over Ethernet Class 1 (class 2 with JBM24/JEM24) and support for 802.3az.
- Optional AC -> 5 volt DC power supply
- Simultaneous Registration & Fallback like 9600-series
- Support for TLS / SRTP for encryption
- Configurable via web interface³.
- Support for Avaya L100 headsets including Avaya Acoustic Edge™



The Avaya IX™ J169 IP Phone is available in Cobalt Black or White.

The Avaya IX™ J169 IP Phone uses J100 SIP software which supports the Avaya SIP-AST software with Avaya Aura® which provides incremental features over third party offers which support ‘SIPPING 19’ standards-based SIP software. With J100 SIP 2.0 or later software and IP Office 11.0 or later software, the Avaya IX™ J169 IP Phone provides incremental features over third party offers which support “SIPPING 19” standards-based SIP software. The Avaya IX™ J169 IP Phone can optionally be converted to utilize Deskphone H.323 software for deployment on Avaya Communication Manager or Avaya IP Office.

5.2. Why Purchase the Avaya IX™ J169 IP Phone?

The Avaya IX™ J169 IP Phone is an IP Phone that addresses the need for everyday voice communications. It is targeted for medium-volume users that need the full range of telephony features.

⁵ Requires J100 SIP software. Not available with H.323 software.

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The Avaya IX™ J169 IP Phone is the ideal solution for end-users who need any of the following capability:

- Gigabit Ethernet
- Headset
- Interworking with Avaya Contact Center Elite (CC Elite)
- Any of the following features on Avaya Aura® when using SIP software (MLPP, Bridge Call Appearance, Call Pickup, Hunt Group Busy, Team Button, Enhanced Call Forward, Dial Intercom, Exclusion, LNCC, Priority Calls, Whisper Page)
- Full feature capability on Avaya IP Office™

and do not need:

- Color display
- Wireless Lan connectivity
- Support for Bluetooth® headsets

5.3. License Requirements – Avaya IX™ J169 IP Phone

With Avaya Aura®, the Avaya IX™ J169 IP Phone requires a Core, Power or Foundation license. With Avaya IP Office™, the Avaya IP Endpoint license is required.

5.4. Feature support – SIP - Avaya Aura®

Refer to “[Avaya Aura® with 9600-Series IP Deskphones and J100-Series IP Phones](#)” for a complete list of the features supported on the Avaya IX™ J100 IP Phones on Avaya Aura®.

The following features are specifically not supported by the Avaya IX™ J169 IP Phone when using J100 SIP software: **Advice of Charge, Bridged-Line Appearances (Analog), Click to Conference, Malicious Call Trace (Controller), Manual Signaling, Night Service, PIN Checking, Pull Transfer, Integrated VPN, Ringing – Abbreviated and Delay, Transfer to Voicemail (Alerting).**

5.5. Feature support – SIP - Avaya IP Office™

The following features are supported by the Avaya IX™ J169 IP Phone when deployed on IP Office™ using J100 SIP 2.0.0 or later software:

- Basic call handling on *Call Appearances and Line Appearances only* – Making a call, Call presentation, Answer, Hold, Transfer, Conference, Drop
- IP Office Directory (Personal and System)
- IP Office Call History
- Visual Voice

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Include basic operation and call handling feature controls by default via IP Office Features Menu

- DND
- Forwarding
- Mobile Phone Call Twinning (User must first be administered to permit Mobile Twinning by a system Administrator).
- Hot Desking

Allow basic call handling feature controls to be administered as button features by a system Administrator

- Call Park
- Call Pickup
- Call Page
- Call Recording
- Auto Call-back
- Account Code
- Authorisation Code
- User BLF
- Group BLF

Allow basic agent controls to be administered as button features by a system Administrator

- Hunt Group Membership
- Agent Status
- After Call Work
- Coaching Request

The following features are also supported by the Avaya IX™ J169 IP Phone when deployed on IP Office™ using J100 2.0.0 or later software:

Advanced Call Presentation / Handling:

- MADN
- Bridged Appearances
- Coverage Appearances

IP Office Features/Status Menus:

- Advanced Call Pickup
- Advanced Call Park
- DND exceptions
- Account / Authorisation Code
- Auto Answer Controls
- Withhold Number
- Coverage Ring Controls

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- Advanced Hunt Group Controls: (Multi Membership, Group Status, Group Configuration)
- Self-Administration
- System Administration

Button configuration:

- Hands-free Answer
- Automatic Intercom
- Specific Call Dial Types
- Conference Meet-Me
- Self-Administration
- System Administration
- Advanced Hunt Group Controls (Group Status, Group Configuration)
- Agent Supervisor Features: (Call Steal, Call Listen, Call Intrude, Coaching Intrusion)

The following features are not supported by the Avaya IX™ J169 IP Phone when deployed on IP Office™ using J100 2.0.0 or later software:

- Personalization (i.e. ability to reconfigure the button layout)
- 9600/J100 Push API
- Exchange Calendar/Contact Integration
- WML Browser
- Multicast Paging

5.6. Feature support – H.323 – IP Office and Avaya Aura®

When deployed with Deskphone H.323 software, the Avaya IX™ J169 IP Phone appears to IP Office and Avaya Aura as an H.323 9611G IP Deskphone. It is administered the same as an H.323 9611G and provides the same capabilities and user interface as an H.323 9611G with the exception of support for USB features (as the J169 does not have a USB port).

The J169 with H.323 software is only supported on IP Office releases less than 11.0.

6.0 About the Avaya IX™ J179 IP Phone

6.1. Functionality of Avaya IX™ J179 IP Phone

The Avaya IX™ J179 IP Phone provides the following capabilities:

- Multiple line phone with eight red/green line/feature indicators around display
- 3.5" (diagonal) color display – 320 x 240 pixels
- 4 Context Sensitive Soft Keys
- Supports SIP-AST for enhanced features and integration on Avaya Aura
- Supports “CCMS over SIP” for enhanced features and integration on IP Office⁶
- Supported on selected 3rd-party Open SIP call platforms.
- Supports H.323 software for integration with Avaya Communication Manager⁷ and Avaya IP Office⁵.
- Excellent audio – Handset & Speakerphone. Integrated RJ9 headset port with Electronic Hook Switch (EHS).
- Supports optional J100 Wireless Module⁸ for Wi-Fi® connectivity and/or Bluetooth® wireless headset.
- Recent Call Log
- Contact List
- Extensive ability for user to customize⁶ when deployed on Avaya Aura or 3rd-party Open SIP call platforms.
- Built in volume boost control in Handset for Hearing Impaired
- Mute Key with Mute Alerting⁶
- Dual 10/100/1000 Ethernet ports to support co-located PC
- Supports up to three JBM24/JEM24 Expansion Modules
- Power over Ethernet Class 1 (class 2 with JBM24/JEM24) and support for 802.3az.
- Optional AC -> 5 volt DC power supply
- Simultaneous Registration & Fallback like 9600-series
- Support for TLS / SRTP for encryption
- Configurable via web interface⁶.



⁶ Requires J100 SIP 2.0 or later software and IP Office 11.0 or later software.

⁷ Requires Deskphone H.323 6.7 or later software. H.323 not supported on IP Office 11.0 or later.

⁸ Requires J100 SIP software. Not available with H.323 software.

Introducing the Avaya IX™ J100 IP Phones

- Support for Avaya L100 headsets including Avaya Acoustic Edge™

The Avaya IX™ J179 IP Phone is available in Cobalt Black or White.

The Avaya IX™ J179 IP Phone uses J100 SIP software which supports the Avaya SIP-AST software with Avaya Aura® which provides incremental features over third party offers which support 'SIPPING 19' standards-based SIP software. With J100 SIP 2.0 or later software and IP Office 11.0 or later software, the Avaya IX™ J179 IP Phone provides incremental features over third party offers which support "SIPPING 19" standards-based SIP software. The Avaya IX™ J179 IP Phone can optionally be converted to utilize Deskphone H.323 software for deployment on Avaya Communication Manager or Avaya IP Office.

6.2. Why Purchase the Avaya IX™ J179 IP Phone?

The Avaya IX™ J179 IP Phone is an IP Phone that addresses the need for everyday voice communications. It is targeted for professionals/knowledge workers/salespeople/call center - medium/high volume users who rely on the full range of telephony/productivity/collaboration features

The Avaya IX™ J179 IP Phone is the ideal solution for end-users who need any of the following capability:

- Gigabit Ethernet
- Headset
- Interworking with Avaya Contact Center Elite (CC Elite)
- Any of the following features on Avaya Aura® when using SIP software (MLPP, Bridge Call Appearance, Call Pickup, Hunt Group Busy, Team Button, Enhanced Call Forward, Dial Intercom, Exclusion, LNCC, Priority Calls, Whisper Page)
- Full feature capability on Avaya IP Office™
- Color display
- Wireless Lan connectivity
- Support for Bluetooth® headsets

6.3. License Requirements – Avaya IX™ J179 IP Phone

With Avaya Aura®, the Avaya IX™ J179 IP Phone requires a Core, Power or Foundation license. With Avaya IP Office™, the Avaya IP Endpoint license is required.

6.4. Feature support – SIP - Avaya Aura®

Refer to "[Avaya Aura® with 9600-Series IP Deskphones and J100-Series IP Phones](#)" for

a complete list of the features supported on the Avaya IX™ J100 IP Phones on Avaya Aura®.

The following features are specifically not supported by the Avaya IX™ J179 IP Phone when using J100 SIP software: **Advice of Charge, Bridged-Line Appearances (Analog), Click to Conference, Malicious Call Trace (Controller), Manual Signaling, Night Service, PIN Checking, Pull Transfer, Integrated VPN, Ringing – Abbreviated and Delay, Transfer to Voicemail (Alerting).**

6.5. Feature support – SIP - Avaya IP Office™

The following features are supported by the Avaya IX™ J179 IP Phone when deployed on IP Office™ using J100 SIP 2.0.0 or later software:

- Basic call handling on *Call Appearances and Line Appearances only* – Making a call, Call presentation, Answer, Hold, Transfer, Conference, Drop
- IP Office Directory (Personal and System)
- IP Office Call History
- Visual Voice

Include basic operation and call handling feature controls by default via IP Office Features Menu

- DND
- Forwarding
- Mobile Phone Call Twinning (User must first be administered to permit Mobile Twinning by a system Administrator).
- Hot Desking

Allow basic call handling feature controls to be administered as button features by a system Administrator

- Call Park
- Call Pickup
- Call Page
- Call Recording
- Auto Call-back
- Account Code
- Authorisation Code
- User BLF
- Group BLF

Allow basic agent controls to be administered as button features by a system Administrator

Introducing the Avaya IX™ J100 IP Phones

- Hunt Group Membership
- Agent Status
- After Call Work
- Coaching Request

The following features are also supported by the Avaya IX™ J179 IP Phone when deployed on IP Office™ using J100 2.0.0 or later software:

Advanced Call Presentation / Handling:

- MADN
- Bridged Appearances
- Coverage Appearances

IP Office Features/Status Menus:

- Advanced Call Pickup
- Advanced Call Park
- DND exceptions
- Account / Authorisation Code
- Auto Answer Controls
- Withhold Number
- Coverage Ring Controls
- Advanced Hunt Group Controls: (Multi Membership, Group Status, Group Configuration)
- Self-Administration
- System Administration

Button configuration:

- Hands-free Answer
- Automatic Intercom
- Specific Call Dial Types
- Conference Meet-Me
- Self-Administration
- System Administration
- Advanced Hunt Group Controls (Group Status, Group Configuration)
- Agent Supervisor Features: (Call Steal, Call Listen, Call Intrude, Coaching Intrusion)

The following features are not supported by the Avaya IX™ J179 IP Phone when deployed on IP Office™ using J100 2.0.0 or later software:

- Personalization (i.e. ability to reconfigure the button layout)
- 9600/J100 Push API
- Exchange Calendar/Contact Integration

Introducing the Avaya IX™ J100 IP Phones

- WML Browser
- Multicast Paging

6.6. Feature support – H.323 – IP Office and Avaya Aura®

When deployed with Deskphone H.323 software, the Avaya IX™ J179 IP Phone appears to IP Office and Avaya Aura as an H.323 9611G IP Deskphone. It is administered the same as an H.323 9611G and provides the same capabilities and user interface as an H.323 9611G with the exception of support for USB features (as the J179 does not have a USB port).

The J179 with H.323 software is only supported on IP Office releases less than 11.0.

7.0 About the Avaya J189 IP Phone

7.1. Functionality of Avaya J189 IP Phone

The Avaya J189 IP Phone provides the following capabilities:

- Multiple line phone with ten red/green line/feature indicators on primary screen
- Four pages of six red/green line/feature indicators on secondary screen.
- Main display - 5" (diagonal) color display – 800 x 240 pixel
- Secondary display - 2.3" color, 160 x 240 pixel
- 4 Context Sensitive Soft Keys
- All 96 buttons available via either main display or secondary display via scrolling (i.e no JEM24 required in order to access these buttons)
- Two USB ports available on device – Type A and Type C. Initial release supports charging only via the USB ports
- Physical switch on the back of the J189 to toggle PoE from Low (L) to High (H) based on the needs of the installation
- Supports SIP-AST for enhanced features and integration on Avaya Aura
- Supports “CCMS over SIP” for enhanced features and integration on IP Office⁹ once IPO 11.1.1 is GA (coming January 26, 2021)
- Supported on selected 3rd-party Open SIP call platforms.
- Supports H.323 software for integration with Avaya Communication Manager¹⁰
- Excellent audio – Handset & Speakerphone. Integrated RJ9 headset port with Electronic Hook Switch (EHS).
- Supports optional J100 Wireless Module¹¹ for Wi-Fi® connectivity and/or Bluetooth® wireless headset.
- Recent Call Log
- Contact List
- Extensive ability for user to customize⁶ when deployed on Avaya Aura or 3rd-party Open SIP call platforms.
- Built in volume boost control in Handset for Hearing Impaired



⁹ Requires J100 SIP 4.0.6.1 or later software and IP Office 11.1.1 or later software.

¹⁰ Requires Deskphone H.323 6.8.5 or later

¹¹ Requires J100 SIP software. Not available with H.323 software.

Introducing the Avaya IX™ J100 IP Phones

- Mute Key with Mute Alerting⁶
- Dual 10/100/1000 Ethernet ports to support co-located PC
- Supports up to three JBM24/JEM24 Expansion Modules
- Power over Ethernet Class 1 (class 2 with JBM24/JEM24) and support for 802.3az.
- Optional AC -> 5 volt DC power supply
- Simultaneous Registration & Fallback like 9600-series
- Support for TLS / SRTP for encryption
- Configurable via web interface⁶.
- Support for Avaya L100 headsets including Avaya Acoustic Edge™



The Avaya J189 IP Phone is available in Cobalt Black.

The Avaya J189 IP Phone uses J100 SIP software which supports the Avaya SIP-AST software with Avaya Aura® which provides incremental features over third party offers which support 'SIPPING 19' standards-based SIP software. With J100 SIP 4.0.6.1 or later software and IP Office 11.1.1 or later software, the Avaya J189 IP Phone provides incremental features over third party offers which support "SIPPING 19" standards-based SIP software. The Avaya J189 IP Phone can optionally be converted to utilize Deskphone H.323 software for deployment on Avaya Communication Manager with H.323 release 6.8.5 or later.

Note that IPO 11.1.1 and H.323 6.8.5 are currently not generally available.

With the first release of the hardware in August, 2020, the Avaya J189 IP Phone is available in the following countries: US, Canada, China, Australia, UK, France, Italy, Germany, Hong Kong, Macao, Singapore, Taiwan, Vietnam, Colombia, Panama, Austria, Bahrain, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, Ghana, Greece, Hungary, Iceland, Ireland, Jordan, Kazakhstan, Kenya, Kuwait, Latvia, Lebanon, Lithuania, Luxembourg, Malta, Mauritius, Morocco, Netherlands, Norway, Oman, Poland, Portugal, Qatar, Romania, Saudi Arabia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Syrian Arab Republic, Turkey, Ukraine, Uzbekistan, Liechtenstein, Monaco.

The following countries will be continued to be enabled as regulatory requirements get completed: Japan, India, Korea, Brazil, Mexico, Russia, Indonesia, Malaysia, New Zealand, Philippines, Argentina, Belarus, Egypt, Israel, Nigeria, South Africa, United Arab Emirates.

The ordering tools will reflect the above status, and will continue to be updated, along with this offer definition, as additional countries become available.

7.2. Why Purchase the Avaya J189 IP Phone?

The Avaya J189 IP Phone is an IP Phone that addresses the need for everyday voice communications, similar to the J179. It is targeted for professionals/knowledge workers/salespeople/call center - medium/high volume users who rely on the full range of telephony/productivity/collaboration features. With the larger and higher resolution display, as well as the secondary display, this model is ideal as the executive level device in the J100 device portfolio

The Avaya J189 IP Phone is the ideal solution for end-users who need any of the following capability:

- Gigabit Ethernet
- Headset
- Interworking with Avaya Contact Center Elite (CC Elite)
- Any of the following features on Avaya Aura® when using SIP software (MLPP, Bridge Call Appearance, Call Pickup, Hunt Group Busy, Team Button, Enhanced Call Forward, Dial Intercom, Exclusion, LNCC, Priority Calls, Whisper Page)
- Full feature capability on Avaya IP Office™
- Color display
- Wireless Lan connectivity
- Support for Bluetooth® headsets

7.3. Feature support – SIP - Avaya Aura®

Refer to “[Avaya Aura® with 9600-Series IP Deskphones and J100-Series IP Phones](#)” for a complete list of the features supported on the Avaya J100 IP Phones on Avaya Aura®.

The feature set for the J189 is identical to the J179 feature set.

The following features are specifically not supported by the Avaya J189 IP Phone when using J100 SIP software: **Advice of Charge, Bridged-Line Appearances (Analog), Click to Conference, Malicious Call Trace (Controller), Manual Signaling, Night Service, PIN Checking, Pull Transfer, Integrated VPN, Ringing – Abbreviated and Delay, Transfer to Voicemail (Alerting).**

7.4. License Requirements – Avaya J189 IP Phone

With Avaya Aura®, the Avaya J189 IP Phone requires a Core, Power or Foundation license. With Avaya IP Office™, the Avaya IP Endpoint license is required.

7.5. Feature support – SIP - Avaya IP Office™

The following features are supported by the Avaya J189 IP Phone when deployed on IP Office™ using J100 SIP 4.0.6.1 or later software, in conjunction with IPO 11.1.1 (which is currently not generally available, and targeted for January, 2021) or later software:

- Basic call handling on *Call Appearances and Line Appearances only* – Making a call, Call presentation, Answer, Hold, Transfer, Conference, Drop
- IP Office Directory (Personal and System)
- IP Office Call History
- Visual Voice

Include basic operation and call handling feature controls by default via IP Office Features Menu

- DND
- Forwarding
- Mobile Phone Call Twinning (User must first be administered to permit Mobile Twinning by a system Administrator).
- Hot Desking

Allow basic call handling feature controls to be administered as button features by a system Administrator

- Call Park
- Call Pickup
- Call Page
- Call Recording
- Auto Call-back
- Account Code
- Authorisation Code
- User BLF
- Group BLF

Allow basic agent controls to be administered as button features by a system Administrator

- Hunt Group Membership
- Agent Status
- After Call Work
- Coaching Request

The following features are also supported by the Avaya J189 IP Phone when deployed on IP Office™ using J100 4.0.6.1 or later software:

Advanced Call Presentation / Handling:

Introducing the Avaya IX™ J100 IP Phones

- MADN
- Bridged Appearances
- Coverage Appearances

IP Office Features/Status Menus:

- Advanced Call Pickup
- Advanced Call Park
- DND exceptions
- Account / Authorisation Code
- Auto Answer Controls
- Withhold Number
- Coverage Ring Controls
- Advanced Hunt Group Controls: (Multi Membership, Group Status, Group Configuration)
- Self-Administration
- System Administration

Button configuration:

- Hands-free Answer
- Automatic Intercom
- Specific Call Dial Types
- Conference Meet-Me
- Self-Administration
- System Administration
- Advanced Hunt Group Controls (Group Status, Group Configuration)
- Agent Supervisor Features: (Call Steal, Call Listen, Call Intrude, Coaching Intrusion)

The following features are not supported by the Avaya J189 IP Phone when deployed on IP Office™ using J100 4.0.6.1 or later software:

- Personalization (i.e. ability to reconfigure the button layout)
- 9600/J100 Push API
- Exchange Calendar/Contact Integration
- WML Browser
- Multicast Paging

7.6. Feature support – H.323 – Avaya Aura®

When deployed with Deskphone H.323 software, the Avaya J189 IP Phone appears to Avaya Aura as an H.323 9611G IP Deskphone. It is administered the same as an H.323

9611G and provides the same capabilities and user interface as an H.323 9611G with the exception of support for USB features (even though the J189 does have USB ports).

The J189 with H.323 software is only supported with the release 6.8.5 or later.

8.0 About the Avaya IX™ J100/K100 Wireless Module

8.1. Functionality of Avaya IX™ J100/K100 Wireless Module

The Avaya IX™ J100/K100 Wireless Module is an optional plug-in-circuit board for the J129/J159/J179 IP Phones which provides the following capabilities. *Note that WLAN functionality requires the use of J100 SIP 2.0 or later software. Bluetooth® functional requires the use of J100 SIP 4.0 or later software. The J100/K100 Wireless Module is NOT supported with Deskphone H.323 software*

- Provides WLAN connectivity on J129/J159/J179
 - Use wireless ethernet when wired ethernet is not available
 - The secondary PC port is NOT active if WLAN is used.
 - Protocols:
 - IEEE 802.11a, IEEE 802.11b, IEEE 802.11g, IEEE 802.11n, IEEE 802.11ac
 - Frequency bands and operating channels:
 - 2.412 to 2.472 GHz (channels 1 to 13)
 - 5.180 to 5.240 GHz (channels 36 to 48)
 - 5.260 to 5.320 GHz (channels 52 to 64)
 - 5.500 to 5.700 GHz (channels 100 to 140)
 - 5.745 to 5.825 GHz (channels 149 to 165)
 - IEEE 802.11d can be used to identify available channels
 - Multiple SSID
 - Enterprise-grade security:
 - WEP, WPA-PSK, WPA-Enterprise, WPA2-PSK, WPA2-Enterprise, WMM, EAP-FAST, PEAP-MSCHAPv2
 - Manual wired <-> wireless failover, manual SSID <-> SSID failover
 - Icon shows on phone screen top line when WLAN is in use.
- Provides connectivity to Bluetooth® wireless headsets on J179:
 - Bluetooth® Version 4.2
 - Supports Handsfree profile and Headset profile.
 - Up to seven headsets can be paired
 - Bluetooth® power class 2 (10 meter range)
 - Status icon shows on phone screen top line when Bluetooth® is enabled.

8.2. Why Purchase the Avaya IX™ J100/K100 Wireless Module?

The Avaya IX™ J100/K100 Wireless Module is ideal for use with the J129/J159/J179 in situations where wired Ethernet is not available. Example scenarios include transient/pop-up locations, trade-shows, retail, and work-at-home.

The Avaya IX™ J100/K100 Wireless Module also supports Bluetooth® headset connectivity on the J179. This allows operation with Bluetooth® wireless headsets for ease-of-use.

8.3. License Requirements – Avaya IX™ J100/K100 Wireless Module

No additional licencing is required for the use of the J100/K100 Wireless Module.

9.0 About the Avaya JBM24 Button Module

Note: *The Avaya JBM24 Button Module is no longer available. It has been replaced by the Avaya IX™ J100 Expansion Module (JEM24).*

9.1. Functionality of JBM24 Button Module

The Avaya JBM24 Button Module provides the following capabilities:

- Attaches to right side of J169 or J179 to provide 24 additional configurable feature/line buttons
- Each feature/line button has a red/green indicator
- Two monochrome displays
- Contrast adjustable from base J169/J179
- Up to three JBM24 can be connected to a J169/J179
- Power is supplied by base J169/J179 (increases PoE to class 2)
- User can customize to determine which features/lines are positioned on the JBM24¹²



9.2. Why Purchase the Avaya JBM24 Button Module?

¹² Requires J100 2.0 or later software

The JBM24 Button Module is used by end-users who need additional feature/line buttons and do not want to see them by scrolling on the main screen.

9.3. License Requirements – JBM24 Button Module

No additional licencing is required for the use of the JBM24 Button Module.

10.0 About the Avaya IX™ JEM24 Expansion Module

10.1. Functionality of Avaya IX™ JEM24 Expansion Module

The Avaya IX™ JEM24 Expansion Module provides the following capabilities. *Note that JEM24 support requires the use of J100 SIP 4.0 or later software, or Deskphone H.323 6.8 or later software..*

- Attaches to right side of J169 or J179 to provide 24 additional configurable feature/line buttons
- Each feature/line button has a red/green indicator
- Color display when connected to J179, grayscale display when connected to J169
- Brightness adjustable from base J169/J179
- Up to three JEM24 can be connected to a J169/J179
- Power is supplied by base J169/J179 (increases PoE to class 2). External 5 volt supply may be required.
- With SIP software on the J169/J179:
 - User can customize to determine which features/lines are positioned on the JEM24
 - Background/screensaver images are synchronized between the J169/J179 and the JEM24



10.2. Why Purchase the Avaya IX™ JEM24 Expansion Module?

The Avaya IX™ JEM24 Expansion Module is used by end-users who need additional feature/line buttons and do not want to see them by scrolling on the main screen.

10.3. License Requirements – Avaya IX™ JEM24 Expansion Module

No additional licencing is required for the use of the JEM24 Expansion Module.

11.0 About Faceplate Customization – J169/J179








The J169 IP Phone (Cobalt Black) and J179 IP Phone (Cobalt Black) can be customized with different faceplates. Customers or service providers may want to use their own custom faceplate for many reasons, including advertising or brand recognition.



These sets will be supplied as a kitted assembly with the faceplate already attached to the set. Since the designs are unique, they are built-to-order. Contact your Avaya channel partner or Avaya Sales Associate for additional information.

Introducing the Avaya IX™ J100 IP Phones

12.0 Avaya IX™ J100 IP Phones – Portfolio Overview

	J129	J139	J159	J169	J179	J189	JEM24
							
Available Colors	Cobalt Black	Cobalt Black	Cobalt Black	Cobalt Black, White	Cobalt Black, White	Cobalt Black	Cobalt Black
Customizable Faceplate	No	No	No	Yes	Yes	No	No
Display Type, Size	Monochrome 2.3", 128 x 32 pixel	Color 2.8", 320 x 240 pixel	Primary: Color 2.8", 320 x 240 pixel Secondary: Color 2.3", 160 x 240 pixel	Grayscale 3.5", 320 x 240 pixel	Color 3.5", 320 x 240 pixel	Primary: Color 5" 800 x 240 pixel Secondary: Color 2.3", 160 x 240 pixel	Color 4.3"
Green/Red Call Indicators	0	4	10	8	8	16	24
Softkeys	3	4	4	4	4	4	N/A
Fixed Feature Keys	7	9	13	9	9		N/A
Ethernet Switch	Dual 10/100	Dual 10/100/1000	Dual 10/100/1000	Dual 10/100/1000	Dual 10/100/1000	Dual 10/100/1000	N/A
Wi-Fi® <i>Note 1</i>	Optional Module	No	Optional Module	No	Optional Module	USB A USB C	N/A
Wired Headset	No	Yes with EHS support	Yes with EHS support	Yes with EHS support	Yes with EHS support	Optional Module	N/A
Bluetooth® Headset	No	No	No	No	Optional Module	Yes with EHS support	N/A
Expansion Module Capable	No	No	No	Yes (3)	Yes (3)	Optional Module	N/A
Other Connectivity	None	None	Single USB Type A	None	None	Yes (2)	None
Optional DC Power	<i>Note 2</i>	Yes	Yes	Yes	Yes	None	N/A
Software Protocol	SIP	SIP	SIP	SIP, H.323	SIP, H.323	N/A	N/A
						N/A	

Notes:

1. Support for WiFi requires minimum J100 2.0.0 software. Support for Bluetooth requires minimum J100 4.0.0 software. WiFi/Bluetooth are not supported with H.323 software.

Introducing the Avaya IX™ J100 IP Phones

2. J129 models 700512392, 00513638, 700512969, 700513639 do not support optional DC power. J129 models 700514813, 700514814 do support optional DC power.

13.0 Interworking with 3rd-party open SIP call platforms

The Avaya IX™ J100 IP Phones using J100 SIP 4.0.3 software are supported with the following Open SIP platforms:

- Broadsoft Broadworks R22.0
- Zang Office R1.0
- Asterisk R16
- 3CX R15.5
- FreeSWITCH 1.8.5
- Netsapiens 40

Configuration guides can be found at:

- [Broadsoft Partner Configuration Guide – J100 Series](#)
- [Asterisk Partner Configuration Guide – J100 Series](#)
- [3CX Partner Configuration Guide – J100 Series](#)
- [FreeSWITCH Partner Configuration Guide – J100 Series](#)

Customers using the J129/J139/J159/J169/J179 with non-Avaya call platforms should order the “3PCC” versions of the hardware. The “3PCC” versions of the J129/J139/J159/J169/J179 will not work with Avaya Aura® or Avaya IP Office™.

14.0 Comparison – 9608G/J169 and 9611G/J179

14.1. 9608G/9611G versus J169/J179

- J169/J179 can be used as a SIP phone with standalone IP Office and OpenSIP. 9608G/9611G can only be used with H.323 on IP Office and are not supported with OpenSIP.
- J169/J179 with SIP software support a high degree of user customization when deployed on Aura or OpenSIP. 9608G/9611G do not support this user customization.
- J169/J179 can use a lower-cost 5 Volt adapter if no PoE is available compared to an in-line PoE injector for the 9608G/9611G.
- J169/J179 with Deskphone H.323 software provide the same functionality and user interface as a 9611G with Deskphone H.323 software.

Comparison – 9608G/J169/9611G/J179

	9608G	J169	9611G	J179
				
Call Appearances	8	8	8	8
Color	No (Grayscale)	No (Grayscale)	Yes	Yes
Display	3.8", 181 x 120 pixel	3.5", 320 x 240 pixel	3.5", 320 x 240 pixel	3.5", 320 x 240 pixel
Green/Red Call Indicators	8	8	8	8
Softkeys	4	4	4	4
Ethernet Switch	Dual 10/100/1000	Dual 10/100/1000	Dual 10/100/1000	Dual 10/100/1000
WiFi	No	No	No	Optional Module
Wired Handset	Yes	Yes	Yes	Yes
Wired Headset	Yes	Yes	Yes	Yes
Bluetooth Headset	No	No	No	Optional Module
Expansion Module Capable	Yes (3)	Yes (3)	Yes (3)	Yes (3)
USB port	No	No	Yes	No
Optional DC Power	No	Yes	No	Yes
Supported Platforms	Aura, CC Elite, IP Office	Aura, CC Elite, IP Office, 3PCC	Aura, CC Elite, IP Office	Aura, CC Elite, IP Office, 3PCC
User Customization	None	Full	None	Full
List Price (\$US)	\$407 single, \$370 in 4-pack	\$370 single	\$508 single, \$461 in 4-pack	\$455 single
General Availability	February 2014	April 2018	September 2010	April 2018

14.2. 9608G versus J169

J169 has slightly smaller display (3.5" vs 3.8") but higher resolution (grayscale 320 x 240 pIX™el vs monochrome 181 x 120 pIX™el). This leads to a significantly better experience and allows the J169 to support functionality such as a background image and Arabic font which is not supported on the 9608G.

14.3. 9611G versus J179

- J179 supports Bluetooth and WiFi via optional J100 Wireless Module. 9611G does not.
- 9611G has a USB port (only used with H.323 software) and J179 does not.

15.0 Why Upgrade to the J100-Series?

Why should customers upgrade from older models of Avaya IP/Digital Deskphones to the J100-Series?

1. Comprehensive SIP Capability

The J100-Series support both Avaya SIP (Avaya Aura®, Avaya IP Office™, Zang Office) and the version of SIP implemented by a number of Open SIP vendors. This provides the maximum flexibility for customers who are using SIP. The 4600-series IP Deskphones provided extremely basic SIP capability. The first generation of 9600-series (9610/9620/9620L/9620C/9630/9630G/9640/9640G/9650/9650C/9670G) provide more extensive SIP capability with Avaya Aura®, and the second generation of 9600-series (9601/9608/9608G/9611G/9621G/9641G/9641GS) provide even more capability on Avaya Aura®. All of these are less capable than the J100-series

2. Fully supported by Avaya

The 4600-series IP Deskphones were all discontinued by February 2011, reached end-of-manufacturer-support (i.e. no more bug-fix™) by February 2014, and reached end-of-services-support (i.e. no longer eligible for support from Avaya Services) by February 2017. The 4600-series IP Deskphones are not supported on the most current releases of Avaya Aura® and Avaya IP Office™.

The first generation of 9600-series ((9610/9620/9620L/9620C/9630/9630G/9640/9640G/9650/9650C/9670G) were all discontinued by November 2015, and reached end-of-manufacturer-support (i.e. no more bug-fix™) in November 2017. They will reach end-of-services-support in November 2020 and which point they will no longer be supported on future releases of Avaya Aura® and Avaya IP Office™.

3. Comprehensive Security capabilities

The J100-series, when deployed with SIP software, support a comprehensive suite of security capabilities. Whether the customer needs TLS 1.2, FIPS 140-2, 256-bit AES, or interworking with SBCE for remote workers, the J100-series provides a fully-secure solution.

4. Backwards compatibility with H.323

For customers who are still utilizing H.323 on their Avaya systems, the J169/J179 with Deskphone H.323 software provide the same User Experience and functionality as an H.323 9611G. Customers can easily continue to use H.323 and migrate to these models.

16.0 Other Product Information

16.1. Limitations when deploying with Aura releases lower than 7.1.3.3

Avaya Aura® Communication Manager 7.1 and below does not provide native support of the J129/J139/J159/J169/J179 IP Phones. The J129 should be administered as a “9608SIP”, the J139 as a “9608SIP”, the J159 as a “9608SIP” with single expansion module, the J169 as a “9611SIP” or “9611SIPCC” and the J179 as a “9611SIP” or “9611SIPCC”.

Avaya Aura® 8.0.1 provides native support of the J129/J169/J179 IP Phones. The J139 should be administered as J169. The J159 should be administered as a J169 with single expansion module.



When using Avaya Aura® 7.1 (and below) and J100 4.0.0.1 (and below) there are feature administration limitations. **See the tables below for further details.**

Service Packs to allow for administration of J100-Series IP Phones on Avaya Aura 7.1.3.3 have been provided by Avaya. Avaya strongly recommends that all customers using J100-series IP Phones upgrade to these service packs. There are two software components to deliver this solution:

1. A System Manager 7.1.3.3 Service Pack identified via [PCN2062Su](#).
2. A Session Manager 7.1.3.3 Service Pack identified via [PCN2068Su](#).

Session Manager PSN [PSN005267u](#) details the main operational changes and a list of things that should be considered when rolling out this solution, including some differences that may be seen when both J100-Series IP Phones and 9600-Series IP Phone are used within the same environment.

Note: Be sure to read the PSN before rolling out the software changes to the servers.

NOTE: For releases prior to Avaya Aura® 8.1.1, it is recommended that all endpoints for a specific user be of the same device family. A single user can have multiple J100-series IP Phones, or multiple 9600-series IP Phones, but it is not acceptable for a single user to have a mix of the two series associated with the same extension. If this occurs, only the button/profile settings for the configured endpoint type in CM can be modified via the System Manager user interface. **Avaya Aura® 8.1.1 or later allows for a specific user to have a mix of J100-series IP Phones and 9600-series IP Phones.**

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The following two tables highlight the experience that end users and administrators will see when using J100 IP Phones with J100 SIP software on various releases of Avaya Aura®.

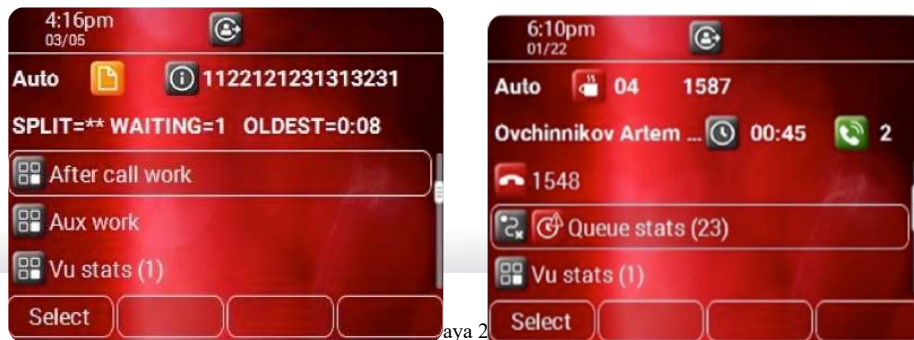
Avaya Aura® configuration	What to expect when a user logs in for the very first time	What to expect when SMGR Add, Move Features and Autodials after user has logged in	What to expect when user changes a label on their phone
Avaya Aura® 7.1.3.2 or earlier (J100 aliased as a 9600)	All features and auto dials will show on the phone and button module at the line locations as defined in SMGR. Labels defined in SMGR will NOT show – i.e phone will show default labels.	New Favorite features/pre-configured autodials will NOT show up on Phone screen. Moved Favorite feature/auto-dial will NOT show up in the phone screen and will cause the original key to disappear.	Label change will NOT show in SMGR.
Avaya Aura® 7.1.3.3 (J100 aliased as a 9600)	All features and auto dials and labels will show on the phone and button module at the line locations as defined in SMGR.	NOTE: J100 4.0.0.1 includes a new configuration parameter (SMGR_AUTO_FAVORITE) which will auto populate Features/Autodials if less than Aura 8.0.1 and added/moved keys will not disappear.	Label change will show in SMGR
Avaya Aura® 8.0.1 or later (J100 native)	Features and auto dials marked as favorites will show on the phone and button locations. Features not marked as favorites will only show in the Feature menu. Pre-configured Autodials not marked as Favorites will show up only during end user customization. The phone will show the labels defined on	New Favorite features/pre-configured autodials will show up on Phone screen. Moved Favorite feature/auto-dial will show up in the phone screen.	

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	keys marked as Favorites in SMGR on the Phone		
Avaya Aura® configuration	What to expect when a user moves/adds a feature / auto dial to a different line location on the phone	What to expect when a user deletes a feature / auto dial using customization.	What to expect when user does a Customization -> Restore
Avaya Aura® 7.1.3.2 or earlier (J100 aliased as a 9600)	Change will not show in SMGR (similar behavior as SIP 9600-series)	No change in SMGR.	All features and autodials will show on the phone and button module at the line locations defined in SMGR. Phone will show default labels. No change in SMGR.
Avaya Aura® 7.1.3.3 (J100 aliased as a 9600)			
Avaya Aura® 8.0.1 or later (J100 native)	Changes will be reflected in the SMGR Endpoint editor "phone view" tab.	Feature favorite flag will be unchecked in SMGR	All features and autodials marked as favorites will show on the phone and button module at the line locations. No change in SMGR. Phone will show labels as defined in SMGR.
Avaya Aura® 8.1.1 or later (J100 native)			

16.2. J169/J179 – Call Center Elite Interface

When programmed in Avaya Aura® as a "SIPC" model for use with Call Center Elite, an additional line at the top of the display is used to provide the Agent with critical information. This removes the ability to program/utilize the top row of appearance/feature/application buttons.



16.3. Color Options

The J129 IP Phone and J139 IP Phone are available in Cobalt Black only. The J169 IP Phone and J179 IP Phone are available in either Cobalt Black or White.

16.4. Pre-configured J100/K100 Wireless Module

The J129 IP Phone and J179 IP Phone are available with the J100/K100 Wireless Module pre-installed.

16.5. Package Contents

The Avaya IX™ J129 IP Phone, Avaya IX™ J139 IP Phone, Avaya IX™ J159 IP Phone, Avaya IX™ J169 IP Phone, and Avaya IX™ J179 IP Phone ship in a box containing the IP Phone, handset with cord, dual-position phone stand, and regulatory/safety sheet.

An Ethernet cable is NOT included in the package and must be sourced separately.

Other documentation (installation, user guides,...) is NOT included in the package and must be downloaded separately from support.avaya.com.

16.6. Power Options

The Avaya IX™ J129 IP Phone is compatible with Power over Ethernet switches (PoE) as a Class 1 device. To function, the Avaya IX™ J129 IP Phone must be powered via PoE either through the Ethernet cable from the host data switch, or through an optional single port PoE injector (for order codes 700512392, 00513638, 700512969, 700513639) or the 5 volt DC power supply (for order codes 700514813, 700514814). When using the J100 Wireless Module for WiFi connectivity and no Ethernet connectivity is available/required, then the single port PoE injector (for order codes 700512392, 00513638, 700512969, 700513639) or the 5 volt DC power supply (for order codes 700514813, 700514814) is still required but only to provide power.

The Avaya IX™ J139 IP Phone is compatible with PoE as a Class 1 device. If PoE is not available from the host data switch or in-line PoE injector, then the 5 volt DC power supply must be used.

The Avaya IX™ J159 IP Phone is compatible with PoE as a Class 1 device, or a Class 2 device when using USB and/or the J100 Wireless Module. If PoE is not available from the host data switch or in-line PoE injector, then the 5 volt DC power supply must be used.

Introducing the Avaya IX™ J100 IP Phones

The Avaya IX™ J169 IP Phone is compatible with PoE as a Class 1 device, or a Class 2 device when configured with up to three JBM24, or a Class 2 device when configured with either one or two JEM24 . If PoE is not available from the host data switch or in-line PoE injector, then the 5 volt DC power supply must be used. If three JEM24 are used, then the 5 volt DC power supply MUST be used.

The Avaya IX™ J179 IP Phone is compatible with PoE as a Class 1 device, or a Class 2 device when configured with up to two JBM24 / one JEM24, and/or J100 Wireless Module. If PoE is not available from the host data switch or in-line PoE injector, then the 5 volt DC power supply used. When configured with three JBM24 or two/three JEM24, then the 5 volt DC power supply MUST be used. When using the J100 Wireless Module for WiFi connectivity on the J179 and no Ethernet connectivity is available/required, then the 5 volt DC power supply must be used.

The Avaya J189 IP Phone is compatible with PoE as a Class 2 device, or a Class 3 device when configured one JEM24, and/or J100 Wireless Module. If PoE is not available from the host data switch or in-line PoE injector, then the 5 volt DC power supply is used. When configured with two JEM24, then the 5 volt DC power supply MUST be used. When using the J100 Wireless Module for WiFi connectivity on the J189 and no Ethernet connectivity is available/required, then the 5 volt DC power supply must be used.

Depending upon the physical switch on the back of the J189 (PoE L/H):

- PoE 'L':
 - 100mA USB-A only, no JEMs.
- PoE 'H':
 - 900mA shared USB-A and USB-C, with 1x JEM or
 - 500mA shared USB-A and USB-C, with 2x JEMs
- 5V Power Adaptor:
 - 900mA shared USB-A and USB-C, with 1x JEM
 - 500mA shared USB-A and USB-C, with 2x JEMs

The Avaya IX™ J100 IP Phones support 802.3az “Energy Efficient Ethernet” to conserve power when idle. The Avaya IX™ J129/J139/J159/J169/J179/J189 IP Phone are all ENERGY STAR®ⁱⁱⁱ certified.

The table below summarizes power requirements for all models:

Model	EnergyStar (watts)	Power Requirements (watts)				PoE Class			Note
	Standby	Standalone Maximum	Additional per JBM24	Additional per JEM24	Additional with J100 Wireless Module	1	2	3	

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J129	1.04	1.64	N/A	N/A	0.90	Standalone	With J100 Wireless Module	N/A	
J139	1.55	2.24	N/A	N/A	N/A	Standalone	--	N/A	
J159	2.04	2.24	N/A	N/A	0.90	Standalone	With USB and/or J100 Wireless Module	N/A	Use PoE switch in "H" position for Class 2.
J169	1.85	2.34	1.35	2.00	N/A	Standalone	With up to 3 JBM24 or up to 2 JEM24	N/A	Requires 5 volt DC power supply when using 3 JEM24
J179	1.85	2.71	1.35	2.00	0.90	Standalone	With up to 2 JBM24 or 1 JEM24 and/or J100 Wireless Module	N/A	Requires 5 volt DC power supply when using 3 JBM24 or 2/3 JEM24
J189	1.92	3.93	N/A	2.00	0.9	N/A	J100 Wireless Module / 100mA USB-A only	J100 Wireless Module / 900mA shared USB-A and USB-C, with 1x JEM or 500mA shared USB-A and USB-C, with 2x JEMs	Use PoE slideswitch in "L" position for Class 2 "H" position for Class 3. When using 5V power adapter: 900mA shared USB-A and USB-C, with 1x JEM or 500mA shared USB-A and USB-C, with 2x JEMs

16.7. Platform Support


The Avaya J129 IP Phone, Avaya J139 IP Phone, Avaya J159 IP Phone, Avaya J169 IP Phone, Avaya J179 IP Phone and Avaya J189 IP Phone are supported on Avaya Aura®, Avaya IP Office™, Zang Office and select third party call control platforms. For details on specific release compatibility, refer to the software ReadMe files on <http://support.avaya.com>.

The information below is accurate for J100 SIP 4.0.3.0 software and Deskphone H.323 6.8.2 software.

J100 SIP – SUPPORTED SOFTWARE RELEASES			
Avaya Aura® (refer to known limitations if not using 7.1.3.3 or later)	Avaya IP Office™ (refer to IP Office documentation for specific compatibility)	Zang Office	Open SIP
Aura Platform 6.2 FP4	IP Office 10.0 SP7 / 10.1 SP3 + (J129 only)	R1.0	Broadsoft Broadworks R22.0
Aura Platform 7.x	IP Office 11.0 + (add J169/J179)		Asterisk R16
Aura Platform 8.x	IP Office 11.0 SP1+ (add J139)		3CX R15.5
	IP Office 11.0.4.2 + (add J159)		FreeSWITCH 1.8.5
			Netsapiens 40



J129 IP PHONE



J139 IP PHONE



J159 IP PHONE



J169 IP PHONE



J179 IP PHONE

AVAYA

J100 H.323 – SUPPORTED SOFTWARE RELEASES	
Avaya Aura®	Avaya IP Office™ (refer to IP Office documentation for specific compatibility)
Aura Platform 6.2 FP4	IP Office 10.0 SP7
Aura Platform 7.1.3.x	IP Office 10.1 SP3 +
Aura Platform 8.x	



J169 IP PHONE



J179 IP PHONE

AVAYA

16.8. Dimensions

Avaya IX™ J129 IP Phone	dimensions on desk (stand in high position): 156 mm (6.1 in) Wide x 170 mm (6.7 in) Deep x 175mm (6.9 in) Tall
	dimensions when wall mounted: 156 mm (6.1 in) Wide x 100 mm (3.9 in) Deep x 198 mm (7.8 in) Tall
	boxed dimensions: 244 mm (9.6 in) x 222 mm (8.7 in) x 66 mm (2.6 in)
Avaya IX™ J139 IP Phone	dimensions on desk (stand in high position): 179 mm (7.0 in) Wide x 170 mm (6.7 in) Deep x 177mm (7.0 in) Tall
	dimensions when wall mounted: 179 mm (7.0 in) Wide x 100 mm (3.9 in) Deep x 219 mm (8.6 in) Tall
	boxed dimensions: 280 mm (11.0 in) x 145 mm (5.7 in) x 78 mm (3.1 in)
Avaya IX™ J159 IP Phone	dimensions on desk (stand in high position): 185 mm (7.3 in) Wide x 170 mm (6.7 in) Deep x 224 mm (8.8 in) Tall
	dimensions when wall mounted: 185 mm (7.3 in) Wide x 99 mm (3.9 in) Deep x 225 mm (8.9 in) Tall
	boxed dimensions: 280 mm (11.0 in) x 145 mm (5.7 in) x 78 mm (3.1 in)
Avaya IX™ J169 IP Phone, or Avaya IX™ J179 IP Phone	dimensions on desk (stand in high position): 187 mm (7.4 in) Wide x 175 mm (6.9 in) Deep x 183 mm (7.2 in) Tall
	dimensions when wall mounted: 187 mm (7.4 in) Wide x 100 mm (3.9 in) Deep x 225 mm (8.9 in) Tall
	boxed dimensions: 250 mm (9.8 in) x 225 mm (8.9 in) x 82 mm (3.2 in)
Avaya J189 IP Phone	dimensions on desk (stand in high position): 227 mm (8.9 in) Wide x 179 mm (7.0 in) Deep x 199 mm (7.8 in) Tall
	dimensions when wall mounted: 227 mm (8.9 in) Wide x 100 mm (3.9 in) Deep x 244 mm (9.6 in) Tall
	boxed dimensions: 272 mm (10.7 in) x 267 mm (10.5 in) x 82 mm (3.2 in)
JBM24 Button Module	dimensions on desk (stand in high position): 89 mm (3.5 in) Wide x 175 mm (6.9 in) Deep x 183 mm (7.2 in) Tall
	dimensions when wall mounted: 89 mm (3.5 in) Wide x 100 mm (3.9 in) Deep x 225 mm (8.9 in) Tall
	boxed dimensions: 280 mm (11.0 in) x 145 mm (5.7 in) x 78 mm (3.1 in)
JEM24 Button Module	dimensions on desk (stand in high position): 115 mm (4.5 in) Wide x 175 mm (6.9 in) Deep x 140 mm (5.5 in) Tall
	dimensions when wall mounted: 115 mm (4.5 in) Wide x 100 mm (3.9 in) Deep x 175 mm (6.8 in) Tall
	boxed dimensions:

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	240 mm (9.5 in) x 175 mm (6.9 in) x 73 mm (2.8 in)
J100/K100 Wireless Module	dimensions: 33 mm (1.3 in) x 28 mm (1.1 in) x 3 mm (0.1 in)
	boxed dimensions: 128 mm (5.0 in) x 80 mm (3.1 in) x 45 mm (1.8 in)

16.9. Headsets

Avaya recommends the Avaya L100 headsets (<https://www.avaya.com/en/products/devices-and-phones/headsets/>) for use with the J139/J159/J169/J179 IP Phones. Avaya Acoustic Edge™ dynamically adjusts the received audio volume over extended period of time to not exceed government legislation for long-term acoustic exposure.

Other headset vendors may perform compatibility testing of their headsets with the J139/J159/J169/J179/J189 IP Phones. Refer to their websites for a list of the headsets and interface cables for use with these models. The J139/J159/J169/J179 IP Phones utilize the same interface cables as the 9608G/9611G IP Phones.

16.10. Device Enrollment Services (DES)

The Avaya IX™ J100 IP Phones are fully compatible with Avaya Device Enrollment Services (DES). DES reduces the cost of deployment by simplifying the initial configuration of the IP Phone. For more information on DES, refer to <https://sales.avaya.com/en/pss/device-enrollment-services>.

16.11. EU Declaration of Conformity

The EU Declaration of Conformity for the J100-series can be found on <http://support.avaya.com> under “J100 Series IP Phones” -> Documents using search parameters Release = All, Content Type = Declarations of Conformity.

16.12. Accessibility

Avaya generates a VPAT (Voluntary Product Accessibility Template) to document compliance with U.S. Section 508 standards. The VPAT for J100 IP Phones can be found at <https://news.avaya.com/accessibility/>

17.0 J100 SIP software

The Avaya IX™ J100 IP Phones use J100 SIP software. Information on the new capabilities of each release of software, advisements, known issues, and compatible call platforms can be found in the associated ReadMe file. The following table provides a history of the J100 SIP software releases.

Release	ID	Date	Link to Readme file
1.0.0.0	1.0.0.0.43	Dec 2016	https://support.avaya.com/css/P8/documents/101033485
1.1.0.0	1.0.0.0.15	Mar 2017	https://support.avaya.com/css/P8/documents/101037079
1.1.0.1	1.0.0.1.3	Aug 2017	https://support.avaya.com/css/P8/documents/101042514
1.5.0.0	1.5.0.0.15	Mar 2018	http://support.avaya.com/css/P8/documents/101047039
2.0.0.0	2.0.0.0.45	April 2018	https://support.avaya.com/css/P8/documents/101048016
3.0.0.0	3.0.0.0.20	July 2018	https://support.avaya.com/css/P8/documents/101050223
3.0.0.1	3.0.0.1.6	Aug 2018	https://support.avaya.com/css/P8/documents/101051793
3.0.0.2	3.0.0.2.2	Nov 2018	https://support.avaya.com/css/P8/documents/101053115
4.0.0.0	4.0.0.0.21	Dec 2018	https://support.avaya.com/css/P8/documents/101054005
4.0.0.1	4.0.0.1.2	Mar 2019	https://support.avaya.com/css/P8/documents/101056162
4.0.1.0	4.0.1.0.10	Apr 2019	https://support.avaya.com/css/P8/documents/101056525
4.0.2.0	4.0.2.0.8	July 2019	https://support.avaya.com/css/P8/documents/101058668
4.0.3.0	4.0.3.0.9	Oct 2019	https://support.avaya.com/css/P8/documents/101060975
4.0.3.1	4.0.3.1.4	Nov 2019	https://support.avaya.com/css/P8/documents/101062454
4.0.4.0	4.0.4.0.10	Jan 2020	https://support.avaya.com/css/P8/documents/101063151
4.0.5.0	4.0.5.0.10	Apr 2020	https://support.avaya.com/css/P8/documents/101065323
4.0.6.0	4.0.6.0.7	June 2020	https://support.avaya.com/css/P8/documents/101068496
4.0.6.1	4.0.6.1.4	Aug 2020	https://support.avaya.com/css/P8/documents/101070109
4.0.7.0	4.0.7.0.7	Oct 2020	https://support.avaya.com/css/P8/documents/101071218

18.0 Deskphone H.323 software for J169/J179

Deskphone H.323 software is used with the 9600-series IP Deskphones. Deskphone H.323 Release 6.7.0 software adds support for the J169 IP Phone and J179 IP Phone. Information on the new capabilities of each release of software, advisements, known issues, and compatible call platforms can be found in the associated ReadMe file. The following table provides a history of the Deskphone H.323 software which supports the J169/J179.

Release	ID	Date	Link to Readme file
6.7.0	6.7002	May 2018	https://support.avaya.com/css/P8/documents/101049643

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Release	ID	Date	Link to Readme file
6.7.1	6.7104	Nov 2018	http://support.avaya.com/css/P8/documents/101053574
6.8.0	6.8002	Jan 2019	http://support.avaya.com/css/P8/documents/101055348
6.8.1	6.8102	April 2019	http://support.avaya.com/css/P8/documents/101056995
6.8.2	6.8202	June 2019	http://support.avaya.com/css/P8/documents/101058662
6.8.3	6.8304	Nov 2019	http://support.avaya.com/css/P8/documents/101062456
6.8.4	6.8402	July 2020	http://support.avaya.com/css/P8/documents/101070200
6.8.5	6.8502	Nov 2020	http://support.avaya.com/css/P8/documents/101072487

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