



# **Using Avaya J100 Expansion Module H.323**

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#### Note

Using a cell, mobile, or GSM phone, or a two-way radio in close proximity to an Avaya IP telephone might cause interference.

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### Japan Statements

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取扱説明書に従って正しい取り扱いをして下さい。 VCCI-B

## U.S. Federal Communications Commission (FCC) Statements

### Compliance Statement

The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

To comply with the FCC RF exposure compliance requirements, this device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interferences that may cause undesired operation.

### Class B Part 15 Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designated to provide reasonable protection against harmful interferences in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interferences to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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This device when installed complies with the essential requirements and other relevant provisions of EMC Directive 2014/30/EU and LVD Directive 2014/35/EU. A copy of the Declaration may be obtained from <http://support.avaya.com> or Avaya Inc., 4655 Great America Parkway, Santa Clara, CA 95054-1233 USA.

## General Safety Warning

- Use only the Avaya approved Limited Power Source power supplies specified for this product.
- Ensure that you:
  - Do not operate the device near water.
  - Do not use the device during a lightning storm.
  - Do not report a gas leak while in the vicinity of the leak.

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# Chapter 1: Introduction

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## Purpose

This document is intended for end users and provides an overview of the features available on Avaya J100 Expansion Module for H.323 firmware. It also describes procedures to set up Avaya J100 Expansion Module functionalities.

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## Change history

Issue	Date	Summary of changes
Release 6.8	January 2019	First released version.
Release 6.8.5	November 2020	Added J189 content.

# Chapter 2: Overview

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## Avaya J100 Expansion Module overview

With Avaya J100 Expansion Module (JEM24), you can extend the number of call appearances and feature buttons on Avaya J169/J179 IP Phone and Avaya J189 IP Phone. The call appearances and features that Avaya J100 Expansion Module displays also appear on the corresponding lines on the phone.

You can connect a maximum of three expansion modules to Avaya J169/J179 IP Phone. Avaya J189 IP Phone supports up to two Avaya J100 Expansion Module and also has a secondary screen which behaves as an inbuilt module. The expansion module inherits the display properties from the phone it is connected to.

The following table shows the number of available lines corresponding to the number of button modules attached to the phone:

Expansion modules	Calling lines / Features	Switching between pages
1	72 (24 on each page)	Yes
2	24	No
3	24	No

Avaya J100 Expansion Module can be placed in two stand positions and a wall mount position together with the phone.

 **Note:**

The wall mounting bracket for Avaya J100 Expansion Module should be ordered separately, along with the wall mounting kit. For Avaya J100 Expansion Module wall mounting instructions, see *Installing and Administering Avaya 9600 Series and J100 Series IP Phones H.323*.

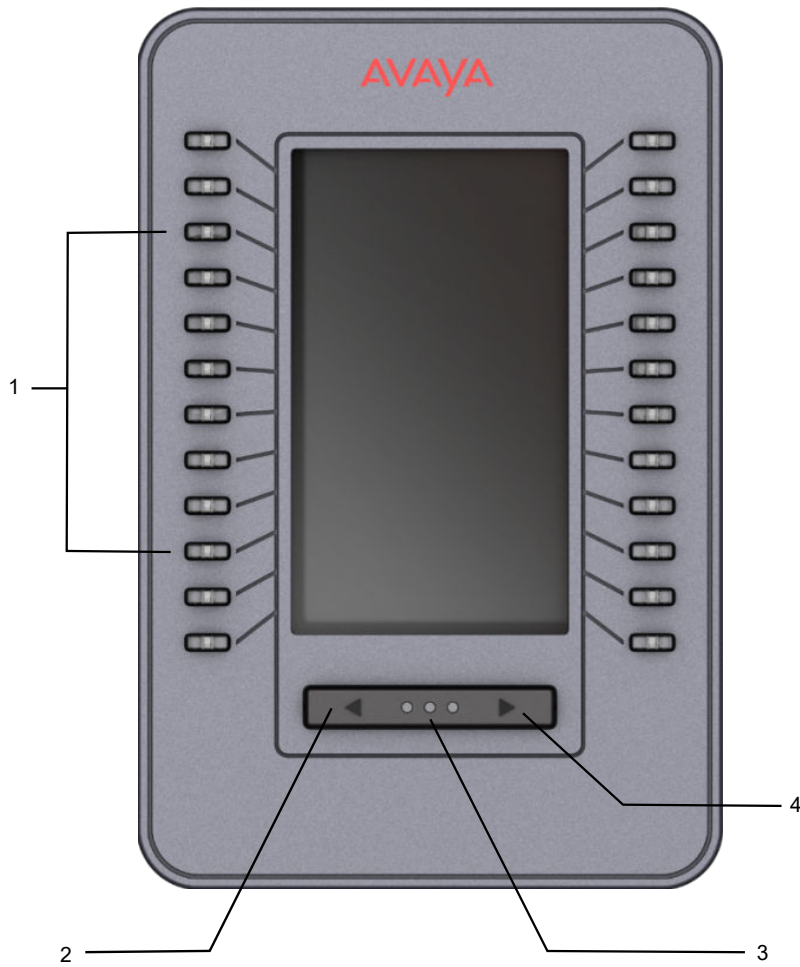
You can attach only one expansion module to a phone that uses PoE. To attach more expansion modules, use a power supply unit.

 **Important:**


Avaya J100 Expansion Module does not support hot plugging. Connect all Avaya J100 Expansion Modules to the phone before connecting the phone to a power source.

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## Physical layout





No.	Name	Description
1	Line buttons with integrated LEDs	Line buttons used for receiving calls, making outgoing calls, and answering them for other extensions or accessing features.  Line button LEDs indicate the following: <ul style="list-style-type: none"> <li>• The green light indicates that the line is in use.</li> <li>• The red light indicates that the call appearance line is selected.</li> <li>• The green and the red light combined indicate an ongoing call.</li> </ul>
2, 4	Left and Right page buttons	Buttons used to switch to a different active page.
3	Active page LEDs	Three LEDs indicating which active page is displayed.   <b>Note:</b> The indication will change if only one Avaya J100 Expansion Module is attached. If more expansion modules are attached, the first LED is lit permanently.

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## Avaya J100 Expansion Module icons

Avaya J100 Expansion Module uses the icons of the phone model it is attached to.

The icons are grayscaled and look identical on Avaya J100 Expansion Module attached to Avaya J169 IP Phone.

For more information about Avaya J100 Expansion Module icons, see the related section in the user guide of your phone model.

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## Avaya J100 Expansion Module upgrade indication

Avaya J100 Expansion Module firmware upgrade process is indicated by displaying the Upgrade notification on the expansion module.

Once the updated firmware has been downloaded, Avaya J100 Expansion Module displays the following notification: "This device will be out of service for 3 minutes to apply the update".

Press the corresponding line button for **Apply now** or **Apply tonight** option to select the suitable upgrade time.

 **Note:**

When the Upgrade notification is displayed, the expansion module screen saver is disabled and the backlight is not turned off.

# Chapter 3: Call operations

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## Making a call

### About this task

Use this procedure to make a call using the expansion module lines. An outgoing call is indicated with the outgoing call icon. The LED integrated in the line buttons are synchronized with the LED's on the phone (the green LED combined with the red LED).

### Procedure

1. Lift the handset and press the line button corresponding to the extension number to which you want to call.
2. **(Optional)** Press the line button without lifting the handset to make a call using the speakerphone.

If you are on a mute call, you can select an available call line appearance by using **Up** or **Down** arrows.

---

## Answering a call

### About this task

Use this procedure to answer an incoming call using the expansion module line buttons. An incoming call is indicated with the incoming call icon and the blinking green LED.

### Procedure

Do one of the following:

- Press the flashing line button on Avaya J100 Expansion Module to activate the default audio device and answer the call.
- Pick up the handset.
- Press **Answer**.

### \* Note:

When the phone is locked, Avaya J100 Expansion Module lines will not be used. However, you can answer an incoming call using the expansion module line buttons.

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## Answering a call when on another call

### About this task

Use this procedure to answer an incoming call during another call by using the expansion module line buttons.

### Before you begin

To automatically display the Phone screen when you receive an incoming call, set the **Go to Phone Screen on Ringing** option to **Yes**. To ensure this option is enabled, go to **Main Menu > Options & Settings > Call Settings > Go to Phone Screen on Ringing**.

### Procedure

1. On Avaya J100 Expansion Module, press the flashing line button to activate the default audio device and answer the call.

The phone puts the first call on hold and moves to the second call.

2. **(Optional)** In the Phone screen, scroll to the line with the incoming call and press **Ans hold**.

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## Accessing features

### About this task

If your system administrator has activated features such as Call Forwarding, Call Pickup, Auto Callback, you can enable and disable them on the Avaya J100 Expansion Module using feature labels. Some feature labels might be preset by the system administrator.

### Procedure

On the Avaya J100 Expansion Module, press the labelled line button next to the feature you want to enable or disable.

The LED flashes green or red depending on whether the feature is enabled or disabled.

# Chapter 4: Settings

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## Customizing the display

Avaya J100 Expansion Module display settings can be changed from the phone menu.

In the Options & Settings menu, you can change the font size and adjust the expansion module brightness. Adjusting the contrast is not supported by Avaya J100 Expansion Module.

 **Note:**

Avaya J100 Expansion Module displays less characters in a line than JBM24 Button Module. If required, decrease the font size in the Options & Settings menu on the phone.

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## Adjusting the expansion module brightness

### Procedure

1. On the phone, press **Main Menu**.
2. Scroll to **Options & Settings**, and press **Select**.
3. Scroll to **Screen & Sound**, and press **Select**.
4. Scroll to **Brightness**, and press **Change**.
5. Scroll to the required module and adjust the brightness using the horizontal **Arrow** keys.
6. Press **Save**.

---

## Setting the text size

### Before you begin

The **Text Size** option is available only if the phone screen width is set to **Full**. Ensure your phone screen width is full by going to **Main Menu > Options & Settings > Screen & Sound > Phone Screen Width**.

### Procedure

1. On the phone, press **Main Menu**.
2. Scroll to **Options & Settings**, and press **Select**.
3. Scroll to **Screen & Sound**, and press **Select**.

4. Scroll to **Text Size**, and press **Change**.  
You can set the text size to **Normal** or **Large**.
5. Press **Save**.

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## Customizing keys

Avaya J100 Expansion Module key labels are preset by the system administrator. You can change these labels as required. For example, you can change a Help Desk extension to **Help Desk**.

The number of phone lines depends on the extension settings on the Avaya Aura<sup>®</sup> Communication Manager. The total number of expansion module lines available for customization is 72. For more details, see [Avaya J100 Expansion Module overview](#) on page 7.

Avaya J100 Expansion Module lines are numbered in columns. When customizing key labels, you can scroll from the top left line to the bottom left one, then you are switched to the right column.

### Related links

- [Editing key labels](#) on page 13
- [Restoring customized keys to default](#) on page 14

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## Editing key labels

### About this task

Use this procedure to edit a key label to customize a quick access to the phone features.

### Procedure

1. On the phone, press **Main Menu**.
2. Scroll to **Options & Settings**, and press **Select**.
3. Scroll to **Application Settings**, and press **Select**.
4. Scroll to **Personalize Labels**, and press **Change**.  
The phone displays the labels which you can edit.
5. Scroll to the key label of the expansion module which you want to edit, and press **Edit**.
6. In the **New label** field, enter a new value.
7. **(Optional)** To clear the text field press **More**, and press **Clear**.
8. Press **Save**.

### Related links

- [Customizing keys](#) on page 13

## Restoring customized keys to default

### Procedure

1. On the phone, press **Main Menu**.
2. Scroll to **Options & Settings**, and press **Select**.
3. Scroll to **Application Settings**, and press **Select**.
4. Scroll to **Restore Default Button Labels**, and press **Change**.
5. In the new window, press **Default**.

### Related links

[Customizing keys](#) on page 13

# Chapter 5: Resources

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## Finding documents on the Avaya Support website

### Procedure

1. Go to <https://support.avaya.com>.
2. At the top of the screen, type your username and password and click **Login**.
3. Click **Support by Product > Documents**.
4. In **Enter your Product Here**, type the product name and then select the product from the list.
5. In **Choose Release**, select the appropriate release number.  
The **Choose Release** field is not available if there is only one release for the product.
6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.  
For example, for user guides, click **User Guides** in the **Content Type** filter. The list only displays the documents for the selected category.
7. Click **Enter**.

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## Avaya Documentation Center navigation

The latest customer documentation for some programs is now available on the Avaya Documentation Center website at <https://documentation.avaya.com>.

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- Search for content by doing one of the following:
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  - From **Products & Solutions**, select a solution category and product, and then select the appropriate document from the list.

- Sort documents on the search results page.
- Click **Languages** (🌐) to change the display language and view localized documents.
- Publish a PDF of the current section in a document, the section and its subsections, or the entire document.
- Add content to your collection by using **My Docs** (☆).

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

- Create, rename, and delete a collection.
- Add topics from various documents to a collection.
- Save a PDF of selected content in a collection and download it to your computer.
- Share content in a collection with others through email.
- Receive collection that others have shared with you.

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

Navigate to the **Manage Content > Watchlist** menu, and do the following:

- Enable **Include in email notification** to receive email alerts.
- Unwatch selected content, all content in a document, or all content on the Watch list page.

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

- Share a section on social media platforms, such as Facebook, LinkedIn, and Twitter.
- Send feedback on a section and rate the content.

**\* Note:**

Some functionality is only available when you log on to the website. The available functionality depends on the role with which you are logged in.

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## Viewing Avaya Mentor videos

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

### About this task

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

- To find videos on the Avaya Support website, go to <https://support.avaya.com/> and do one of the following:
  - In **Search**, type `Avaya Mentor Videos`, click **Clear All** and select **Video** in the **Content Type**.



- In **Search**, type the product name. On the Search Results page, click **Clear All** and select **Video** in the **Content Type**.

The **Video** content type is displayed only when videos are available for that product.

In the right pane, the page displays a list of available videos.

- To find the Avaya Mentor videos on YouTube, go to [www.youtube.com/AvayaMentor](http://www.youtube.com/AvayaMentor) and do one of the following:
  - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.
  - Scroll down Playlists, and click a topic name to see the list of videos available for the topic. For example, Contact Centers.

 **Note:**

Videos are not available for all products.

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## Support

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

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