



Installing and Administering the Avaya H209 and H219 Phones

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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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México Statement

The operation of this equipment is subject to the following two conditions:

1. It is possible that this equipment or device may not cause harmful interference, and
2. This equipment or device must accept any interference, including interference that may cause undesired operation.

La operación de este equipo está sujeta a las siguientes dos condiciones:

1. Es posible que este equipo o dispositivo no cause interferencia perjudicial y
2. Este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

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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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Public Switch Telephone Network (PSTN)

This equipment is not to be connected to the PSTN or other outside lines. Connection to the PSTN or outside line may result Electrical Shock Hazard to Users and potential damage equipment and to the outside line.

General Safety Warning

Ensure that you are familiar with the following safety guidelines:

- Be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents.
- Use the external power supply that is included in the package. Using another power supply might cause damage to the phone or affect its reliability.
- Before using the external power supply, check the power voltage to ensure it is compatible.
- Ensure that the power cord or plug is not damaged.
- Do not drop, knock, or shake the phone. Rough handling can break internal circuit boards.
- Do not expose the phone to direct sunlight as the phone is designed for indoor use.
- Do not put the phone on carpets or cushions.
- Do not expose the phone to high temperatures, low temperatures below 0°C (32°F), or high humidity.
- Do not wet the device with any liquid.
- Do not use harsh chemicals, cleaning solvents, or strong detergents to clean the device. Wipe the device with a soft cloth that is slightly dampened with water and a mild soap solution.
- Do not attempt to open the device. Non-expert handling of the device can cause a fire, electric shock, or breakdown.
- During a thunderstorm, do not touch the power plug. Lightning can cause electric shocks.

- Do not connect the phones to analog ports, which connects to the Public Switch Telephone Network (PSTN) when the system power fails.
- You must mount the Avaya H209 analog phone at a height of 2 meters or less. Do not mount the equipment at a height greater than 2 meters.

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Chapter 1: Introduction

Purpose

This document provides procedures for installing, configuring, administering, and troubleshooting the Avaya H209 and Avaya H219 phones. This document is primarily intended for implementation engineers and administrators.

Change history

This section describes the major changes in this document.

Issue	Date	Summary of changes
Release 1.0, Issue 2	January 2020	<ul style="list-style-type: none">• Updated Mounting the Avaya H209 analog phone on the wall on page 11.• Added Feature Access Codes on page 15.

Chapter 2: Overview

The Avaya H209 and Avaya H219 are analog phones only approved for use with Avaya gateways or Avaya IP Office and are suited for use in hotels. The phone supports a variety of telephony operations, including making and answering a call, muting and unmuting a call, transferring a call, redialing a number, placing a call on hold, and accessing voice mail messages. Avaya H209 phone is used in hotel lobbies, common areas, cleaning areas, and hotel rooms as a companion to Avaya H219. Avaya H219 is a desk phone with programmable buttons suitable for use in hotel rooms as the principal phone.

Safety guidelines

Ensure that you are familiar with the following safety guidelines:

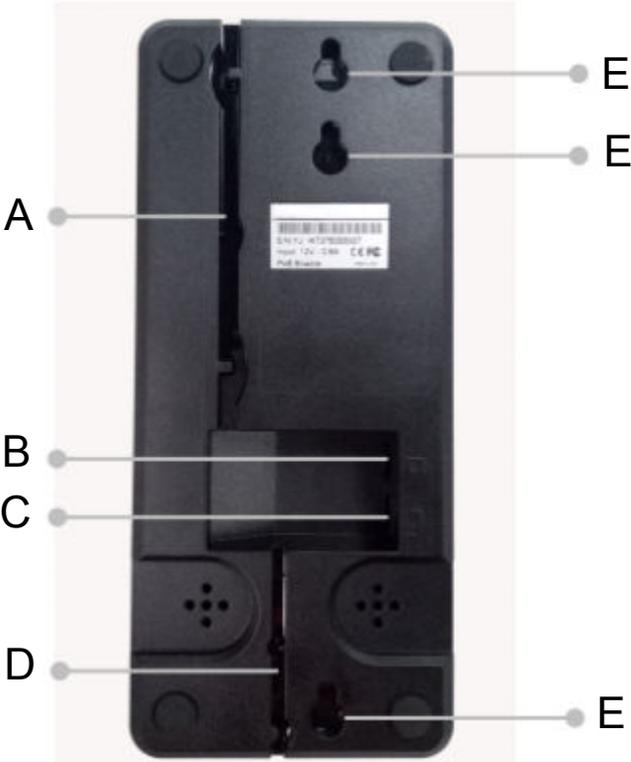
- Be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents.
- Use the external power supply that is included in the package. Using another power supply might cause damage to the phone or affect its reliability.
- Before using the external power supply, check the power voltage to ensure it is compatible.
- Ensure that the power cord or plug is not damaged.
- Do not drop, knock, or shake the phone. Rough handling can break internal circuit boards.
- Do not expose the phone to direct sunlight as the phone is designed for indoor use.
- Do not put the phone on carpets or cushions.
- Do not expose the phone to high temperatures, low temperatures below 0°C (32°F), or high humidity.
- Do not wet the device with any liquid.
- Do not use harsh chemicals, cleaning solvents, or strong detergents to clean the device. Wipe the device with a soft cloth that is slightly dampened with water and a mild soap solution.
- Do not attempt to open the device. Non-expert handling of the device can cause a fire, electric shock, or breakdown.
- During a thunderstorm, do not touch the power plug. Lightning can cause electric shocks.
- Do not connect the phones to the Public Switch Telephone Network (PSTN) or other outside lines.

- Do not connect the phones to analog ports, which connects to the PSTN when the system power fails.
- Mount the Avaya H209 analog phone at a height of 2 meters or less. Do not mount the equipment at a height greater than 2 meters.

Chapter 3: Initial setup and connectivity

Avaya H209 phone connections

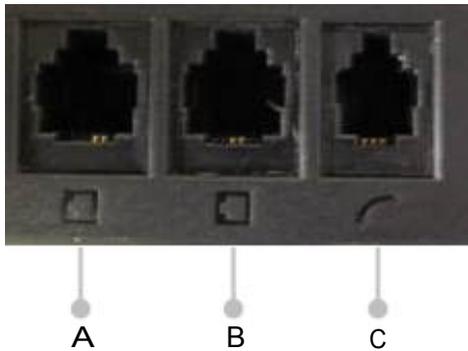
The following image shows the connectors and ports available on the Avaya H209 phone:



Callout	Description
A	Cable trough
B	Telephone port
C	Handset port for connecting the handset cord
D	Handset wire trough
E	Wall mount holes

Avaya H219 phone connections

The following image shows the connectors and ports available on the Avaya H219 phone:



Callout	Description
A	Telephone port, computer modem, or fax
B	Telephone port, computer modem, or fax
C	Handset port for connecting the handset cord

Phone dimensions

The following table shows the dimensions of the Avaya H209 and Avaya H219 phones:

Phone	Parameter	Dimension
Avaya H209	Width	95 mm
	Length	220 mm
Avaya H219	Width	145 mm
	Length	220 mm

Mounting the Avaya H209 analog phone on the wall

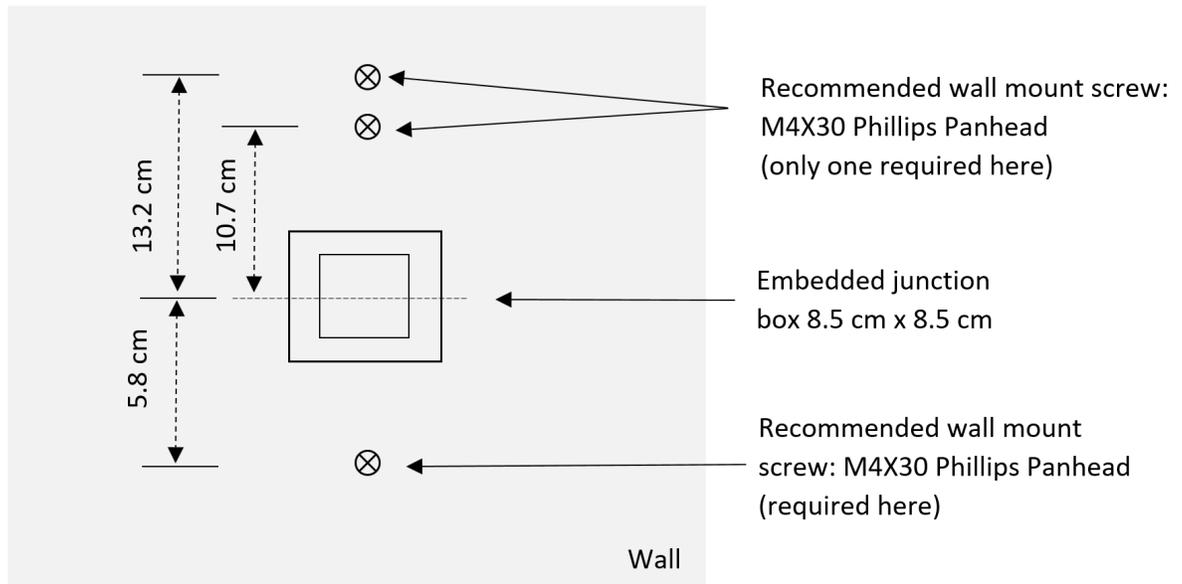
About this task

Avaya does not provide wall mount screws or drywall anchors with the phone. You can use the M4X30 Phillips Panhead wood screw for wall mounting.

Procedure

1. Screw the embedded junction box and wall mount screws in the wall.

Use the following dimensions to screw the embedded junction box and wall mount screws in the wall:



Three wall mount screws are shown in the image, but only two wall mount screws are required:

- a. Any one of the two locations above the junction box
- b. One below the junction box

Use appropriate drywall anchors for the wall mount screws at the time of installing the unit on drywall.

2. Connect the cable from the embedded junction box to the phone.
3. Hitch the phone to the wall mount screws.

Chapter 4: Avaya H200 Programmer

You can assign functions to the Avaya H219 analog phone programmable buttons or voice mail button by using the memory programmer. The memory programmer is useful when you want to program the same information in multiple Avaya H219 analog phones. For example, you can program the same functions in all phones used in a hotel. Alternatively, for assigning the functions to the Avaya H219 programmable buttons without the memory programmer, see “Assigning functions to programmable buttons or voice mail button” in *Using the Avaya H219 Phone*.

Configuring memory programmer initial setup

About this task

The memory programmer can be powered by an optional power supply available from Avaya or by USB.

Procedure

1. Connect the power adapter plug.
2. Press **SETUP**.
3. To select the language, press **UP** or **DOWN**.
4. To save, press **STORE**.
5. To adjust the contrast, press **UP** or **DOWN**.
6. To save, press **STORE**.

Storing memory in the programmer

About this task

The programmer can store up to 30 one-touch memories. The six programmable buttons are from memory 01 to memory 06, and the voice mail button is memory 07.

Procedure

1. Press **PROG**.

The programmer displays `MEMORY #01`.

2. Enter the elements on the keypad to which you want to save the memory.
You can enter up to 32 elements including pause and flash.
3. **(Optional)** To erase, press **DELETE**.
4. To save, press **STORE**.
The programmer displays `SAVE!`, which indicates that the memory location is saved successfully for the entered number.
You can now program the next memory location.
5. To save the remaining memory locations, repeat step 2 to step 4.
6. To exit, press **PROG**.

Changing the memory location

About this task

You can change the stored memory location by using the memory programmer for multiple Avaya H219 analog phones.

Procedure

1. To select the memory location, press **UP** or **DOWN**.
2. Press **EDIT**.
The programmer displays `EDIT?`.
3. To start changing the memory location, press **STORE**.
4. Enter the new elements.
5. **(Optional)** To erase, press **DELETE**.
6. To save the changes, press **STORE**.
The programmer displays `SAVE!`, which indicates that the memory location is saved successfully for the entered number.
7. To exit, press **PROG**.

Deleting the memory location

Procedure

1. To select the memory location, press **UP** or **DOWN**.

2. Do one of the following:
 - To delete a specific memory, press **DELETE**.
The programmer displays `DELETE?`.
 - To delete all memory locations, press **DELETE** until the programmer displays `DELETE ALL?`.
3. To delete the specific or all memory locations, press **DELETE**.
4. To exit, press **PROG**.

Transferring stored numbers in the phone

Before you begin

Ensure that the Avaya H219 analog phone to be programmed is not connected to the telephone line before connecting it to the memory programmer.

Procedure

1. Connect one end of the cable to socket **J1** of the memory programmer and the other end to socket **J6** of the phone.
Socket J6 is located under the faceplate.
The programmer displays `CONNECTED`.
2. To upload the stored number in the telephone, press **UPLOAD**.
The programmer displays **UPLOADING**. If the uploading is successful, the programmer displays `OK`. If the uploading fails, the programmer displays `ERROR!`.
3. Disconnect the cable from the phone.

Feature Access Codes

You can use Feature Access Codes (FAC) to provide users with quick access to certain features of the phone. Avaya H219 analog phone programmable buttons are programmed with default feature access codes. You can configure Avaya Aura® or IP Office to use these default FAC to access the functions. You can also assign functions to the Avaya H219 analog phone programmable buttons or voice mail button using the Avaya H200 Programmer.

The following table lists the default FAC corresponding to the programmable buttons on Avaya H219 analog phones:

Programmable Button	Default Feature Access Code
1	*24201
2	*24202
3	*24203
4	*24204
5	*24205
6	*24206
Voice mail button	*24207

For example, if you configure Avaya Aura® or IP Office to use FAC *24207 to access the function of logging into voice mail, there is no need to change the default FAC for Message Waiting button by using the Avaya H200 Programmer.

Chapter 5: Documentation

See the following related documents at <http://support.avaya.com/>.

Document	Use this document to:	Audience
Using		
<i>Using the Avaya H209 Phone</i>	Set up and use the Avaya H209 phone.	End users
Using		
<i>Using the Avaya H219 Phone</i>	Set up and use the Avaya H219 phone.	End users

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.

Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a web-based search engine that provides:

- Up-to-date troubleshooting procedures and technical tips
- Information about service packs
- Access to customer and technical documentation
- Information about training and certification programs
- Links to other pertinent information

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base without extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base for any potential solutions to problems.

1. Go to <http://www.avaya.com/support>.

2. Log on to the Avaya website with a valid Avaya user ID and password.
The system displays the Avaya Support page.
3. Click **Support by Product > Product Specific Support**.
4. In **Enter Product Name**, enter the product, and press `Enter`.
5. Select the product from the list, and select a release.
6. Click the **Technical Solutions** tab to see articles.
7. Select relevant articles.

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