



Using Avaya J159 SIP IP Phone in Open SIP

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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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Regulatory Statements

Australia Statements

Handset Magnets Statement:

Danger:

The handset receiver contains magnetic devices that can attract small metallic objects. Care should be taken to avoid personal injury.

Industry Canada (IC) Statements

RSS Standards Statement

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

1. This device may not cause interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

1. L'appareil ne doit pas produire de brouillage, et
2. L'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Radio Transmitter Statement

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (EIRP) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Radiation Exposure Statement

This equipment complies with FCC & IC RSS102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet équipement est conforme aux limites d'exposition aux rayonnements ISÉD établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

Japan Statements

Class B Statement

This is a Class B product based on the standard of the VCCI Council. If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

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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

Denan Power Cord Statement



Danger:

Please be careful of the following while installing the equipment:

- Please only use the connecting cables, power cord, and AC adapters shipped with the equipment or specified by Avaya to be used with the equipment. If you use any other equipment, it may cause failures, malfunctioning, or fire.

- Power cords shipped with this equipment must not be used with any other equipment. In case the above guidelines are not followed, it may lead to death or severe injury.



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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.

Brazil Statement

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados

Power over Ethernet (PoE) Statement

This equipment must be connected to PoE networks without routing to the outside plant.

Taiwan Low Power Radio Waves Radiated Devices Statement

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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 to 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.

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.

Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment . This equipment should be installed and operated with minimum distance of 8 in or 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

ENERGY STAR® compliance statement



As an ENERGY STAR partner, Avaya Inc. has determined that this product meets the ENERGY STAR guidelines for energy efficiency. Information on the ENERGY STAR program can be found at www.energystar.gov. ENERGY STAR and the ENERGY STAR mark are registered trademarks owned by the U.S. Environmental Protection Agency.

EU Countries

This device when installed complies with the essential requirements and other relevant provisions of the EMC Directive 2014/30/EU, Safety LV Directive 2014/35/EU, and Radio Equipment Directive 2014/53/EU. A copy of the Declaration may be obtained from <https://support.avaya.com> or Avaya Inc., 2605 Meridian Parkway Suite 200, Durham, NC 27713 USA.

WiFi transmitter

- Frequencies for 2412-2472 MHz, transmit power: < 20 dBm
- Frequencies for 5180-5240 MHz, transmit power: < 20 dBm

BT transmitter

- Frequencies for 2402-2480 MHz, transmit power: < 6.0 dBm

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.
 - For Accessory Power Supply in Avaya J100 Series IP Phones– Use Only Limited Power Supply Phihong Technology Co. Ltd. Model: PSAC12R-050, Output: 5VDC, 2.4A.

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Chapter 1: Purpose

This document describes how to use Avaya J159 IP Phone features in an Open SIP environment.

This document is intended for people who want to learn how to use Avaya J159 IP Phone features and capabilities.

Chapter 2: Phone overview

Avaya J159 IP Phone is a phone for business communication. The phone supports up to four call appearances with two lines of call display.

Avaya J159 IP Phone has two color displays.

Physical specifications

- Four buttons on Primary display and six buttons on Secondary display with red and green dual LEDs
- Primary display: 320x240 pixels, Secondary display: 240x320 pixels
- Dual-position stand, optional wall mount
- Gigabit Ethernet (10/100/1000 Mbps) line interface
- Secondary Gigabit Ethernet (10/100/1000 Mbps) interface
- PoE Class 1, supports 802.3az, optional AC to 5V adapter
- Wideband audio in handset and headset
- Full duplex speakerphone
- Ergonomic hearing aid compatible handset supports TTD acoustic coupler
- Two call appearances in Full Screen mode and four call appearances in Half Screen mode
- Four soft keys and two-page keys for the secondary display
- Single Type A USB support
- Hard buttons:
 - Phone
 - Messages
 - Contacts
 - History
 - Home
 - Navigation cluster
 - Headset
 - Speaker
 - Volume
 - Mute

- Hold
- Transfer
- Conference
- Redial
- LEDs:
 - Speaker
 - Mute
 - Headset
 - Recents

Related links

[Physical layout of a J159 IP Phone](#) on page 16

[Connection jacks of a J159 IP Phone](#) on page 18

[Secondary display](#) on page 20

[Optional components](#) on page 20

Physical layout of a J159 IP Phone



No.	Name	Description
1	Beacon LED	Provides visual alerts for the following: <ul style="list-style-type: none"> • Incoming call • Voice mail

Table continues...



No.	Name	Description
2	Phone display	<p>Displays two areas:</p> <ol style="list-style-type: none"> 1. Top Bar: It is always visible, and displays communication status, time and date, and device status. 2. Application area displays the following: <ul style="list-style-type: none"> • Application header: It displays the context specific application title, and one or more subtitles. Depending on the appearance type and the call state, the header displays details of the call. • Application content area: It displays menus, lists, pop-up windows, images, and other application content. • Soft key labels area: It displays labels with information about the state of the soft key button.
3	Line keys	<p>Used to select the corresponding line or feature. Each line key has a combination of red and green LEDs that provide call or feature specific visual alert.</p> <p> Note: The default action depends on the application and the context.</p>
4	Soft keys	<p>Used to select the corresponding label of context-specific actions.</p> <p>With the Help soft key, you can view a short description of the features available on your phone.</p>
6	Voicemail	Used to dial the configured voice mail number to receive a voice message.
7	Redial	Used to redial the most recently dialed number from any screen of the phone.
8	Speaker	Used to turn on the speaker.
9	Hold	Used to put an active call on hold and resume a held call.
10	Line keys	<p>Used to select the corresponding line or feature. Each line key has a combination of red and green LEDs that provide call or feature specific visual alert.</p> <p> Note: The default action depends on the application and the context.</p>
11	Secondary display	Provides quick access to line appearances, features, and phone menus.
12	Left, Right keys	Used to navigate on the Secondary Display screen.
13	Mute	Used to mute and unmute the outgoing audio.

Table continues...

No.	Name	Description
14	Navigation cluster	Used to navigate on the phone screen. <ul style="list-style-type: none"> • Up and Down arrow keys: To scroll up and down. • Right and Left arrow keys: To move cursor in the text input field, and to toggle values in the selection fields. • OK button: To select the action assigned to the first soft key.
18	Conference	Used to initiate a conference call and also to add a participant to a conference call.
19	Headset	Used to turn on headset, and also to toggle your call from the speaker to headset.
20	Transfer	Used to transfer a call.
21	Dialpad keys	Used to dial the phone extensions or enter alphanumeric characters and special symbols.
22	Handset	Used to receive and make calls.
23	Volume	Used to adjust volume of a handset, speaker, or ringtone. <ul style="list-style-type: none"> • (+): To increase the volume. • (-): To decrease the volume.
24	Mic	The Mic of the phone.

Application keys provide direct access to the corresponding applications:

No.	Application keys	Description
5	Phone key	Displays the Phone screen.
15	Main Menu	Displays the list of options, such as Features , Applications , Settings , and Network Information .
16	Contacts	Displays the entries in your Contact list.
17	Recents	Displays the list of all calls.

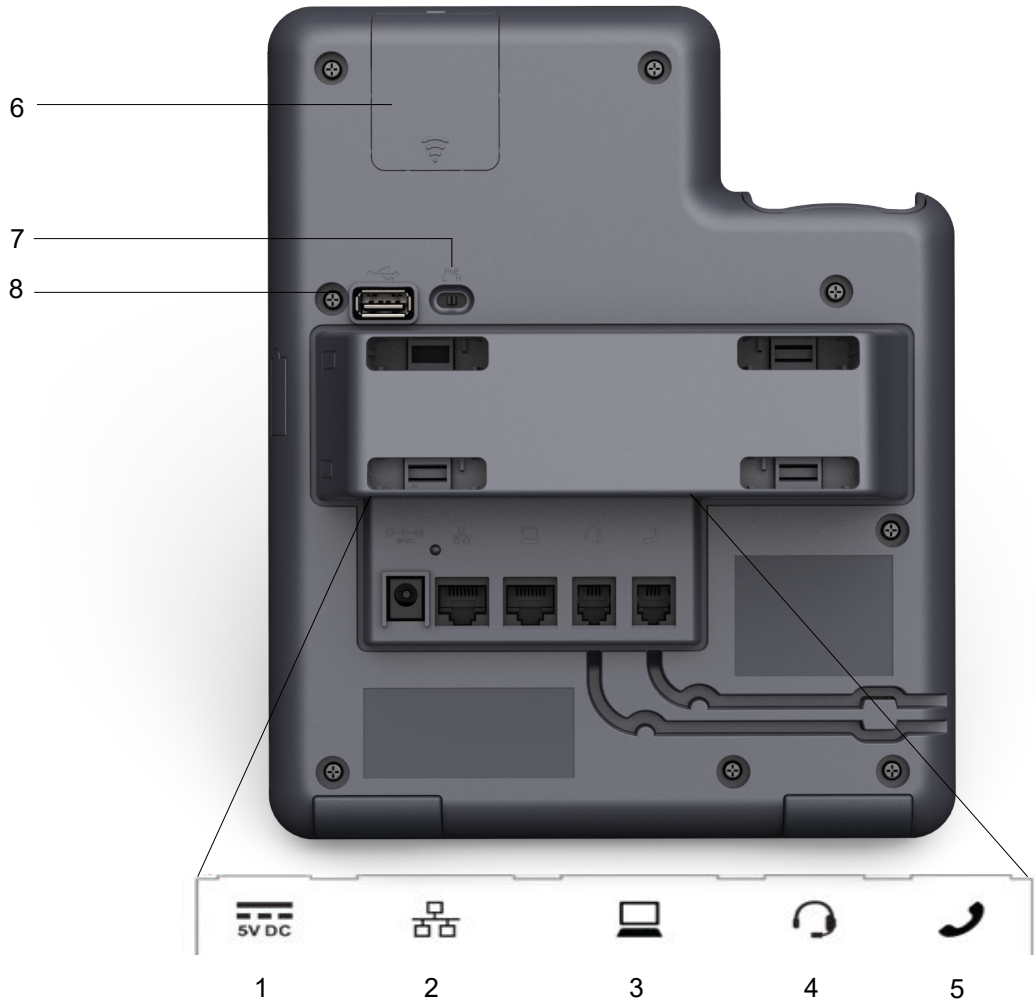
Related links

[Phone overview](#) on page 14

Connection jacks of a J159 IP Phone

The following image illustrates the connection jacks that are present on the back panel of Avaya J159 IP Phone.

The image schematically describes which device to connect to which jack.



No.	Name	Description
1	5V DC Jack	To connect the power supply.
2	Network port	To connect the Ethernet cable.
3	PC port	To connect the computer. * Note: PC port is disabled when a Wi-Fi network is used.
4	Headset Jack	To connect the headset.
5	Handset Jack	To connect the handset.

Table continues...

No.	Name	Description
6	WLAN Module Panel	To integrate the wireless module for Wi-Fi and Bluetooth support.
7	PoE Slide Switch	To set the PoE value to one of the following: <ul style="list-style-type: none">• L: Class 1• H: Class 2
8	USB Port	To connect the USB device.

Related links

[Phone overview](#) on page 14

Secondary display

The secondary display of the phone provides additional call appearances and feature or application display.

It has six lines of four-page display that provides 24 additional lines for incoming calls, outgoing calls, auto-dialing, and calling features. It displays the dedicated view for keys 25-48. You can switch between the pages using the left and right keys.

Related links

[Phone overview](#) on page 14

Optional components

You can use the following components for your phone. These components are not a part of your phone package and needs to be ordered separately. You might need the assistance from your system administrator to install few of these items:

- PSAC12R-050 – 5V DC Power adapter.
- PoE power supply.
- Avaya J100 Wireless Module (Wi-Fi Module).
- USB devices such as USB Flash drive and keyboard.

*** Note:**

Avaya does not supply USB devices.

Related links

[Phone overview](#) on page 14

Chapter 3: Getting Started

Entering the provisioning details

About this task

You can enter the provisioning server address on the phones when the phone displays the Enter provisioning details screen.

Before you begin

Obtain the provisioning server address from the system administrator.

Procedure

1. When you boot the phone for the first time, the Auto Provisioning screen displays `Do you want to activate Auto Provisioning now?`, press one of the following:
 - **Yes**: To connect to the Device Enrollment Services server to obtain the provisioning server address and ignore the provisioning server address from the DHCP.

- **No**: To obtain the provisioning server address from the DHCP server.

In case of a time out, and the DHCP does not provide the provisioning server address, the phone selects **Yes**.

If the connection to Device Enrollment Services is successful, and the phone receives the provisioning server address, the phone continues to boot and not prompt you for the provisioning server address.

If the connection to Device Enrollment Services is successful, and the phone does not receive the provisioning server address from Device Enrollment Services, the phone prompts you for a Numeric Enrollment code. Contact your administrator for a numeric enrollment code. When you enter the valid numeric enrollment code, the phone continues to boot and not prompt you for the provisioning server address.

If you do not have a numeric enrollment code, press **Cancel**. The phone continues to boot using the DHCP.

The phone displays the `Starting` message. If the phone does not receive the provisioning server address from the Device Enrollment Services or the DHCP server, the phone displays the Enter provisioning details screen.

2. On Enter provisioning details screen, press one of the following:
 - **Config**: To enter the provisioning server address.

- **Never:** To never prompt for the provisioning server address.
 - **Cancel:** To cancel the prompt and display the Login screen.
3. After you press **Config**, enter the provisioning server address in the **Address** field.
The address is an alphanumeric URL. For example, `http://myfileservr.com/j100/`.

+ Tip:

To enter the dot symbol (.) in the field, press the alphanumeric soft key to toggle to the ABC mode.

To enter the forward-slash symbol (/) in the field, press the / soft key.

4. **(Optional)** Enter the **Group** number.
Obtain the Group number from your system administrator. The value ranges from 0 to 999. If you do not enter a value, the phone uses the default value of 0.
5. Press **Save**.
The phone continues the boot process and connects to the provisioning server.

Identifying the device type during phone boot-up

About this task

Avaya J100 Series IP Phones screen displays the device type during the phone boot-up. This feature is supported from the phone software version 4.0.3 and later.

Procedure

1. Set up the phone hardware.
2. Plug the Ethernet cable to the phone.
The phone powers up and starts to initialize.
The phone backslash screen displays Open SIP text.

Logging in to your phone

Before you begin

Your extension and password are provided by your administrator.

Procedure

1. On the Login screen in the **Username** field, type your extension.

2. Press **Enter**.
3. In the **Password** field, type your password.
4. Press **Enter**.

Logging out of your phone

About this task

Use this procedure to log out of your extension.

Procedure

1. Press **Main Menu**.
2. Scroll to **Applications** and press **Select**.
3. Scroll to **Log out**, and press **Select**.
4. In the confirmation window, press **Log out**.

Related links

[BroadWorks call center](#) on page 120

Locking your phone

About this task

Lock the phone to prevent unauthorized usage. Locking the phone does not log you out. You can still receive all incoming calls and make calls to emergency numbers.

Procedure

1. Press **Main menu**.
2. Select **Applications > Lock**.

Unlocking your phone

About this task

Unlock the phone using a PIN or a password. Depending on the configuration, the phone screen displays the field for entering a PIN or a password. A PIN is a digit-only value, while a password can be an alphanumeric value.

You cannot unlock the phone if you enter an incorrect PIN or password. The system administrator sets the maximum number of incorrect attempts. If you exceed the limit, the phone temporarily blocks you from attempting to unlock the phone for a period that the administrator specifies.

Before you begin

If you do not know or remember your PIN or password, contact your system administrator.

Procedure

1. Press **Unlock**.
2. On the Phone screen, enter a PIN or a password.

Setting the network mode

About this task

You can set the network mode to **Ethernet** or **Wi-Fi**. You do not need to perform this procedure if your phone is configured to connect to Ethernet or a specific Wi-Fi network.

Before you begin

Ensure that the system administrator gave you access to perform this task.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Network** and press **Select**.
4. Scroll to **Network mode**.

The **Network mode** setting shows the following options:

- **Ethernet**: To connect to an Ethernet network.
 - **Wi-Fi**: To connect phone to a Wi-Fi network.
5. Press one of the following:
 - **Toggle**
 - **Right Arrow** key
 - **Left Arrow** key
 6. When **Network mode** displays **Wi-Fi**, the following lines are shown on the **Phone** screen:
 - **SSID**: The name of the Wi-Fi network that the phone is either currently connected to, or will attempt to connect to if you start the connection process.
 - **Wi-Fi network**: Scroll to this line and press **Select** to view the list of Wi-Fi networks.
 7. After selecting the network mode, press **Save**.

8. When you switch **Network mode** from **Ethernet** to **Wi-Fi**, see Connecting to a Wi-Fi network section.
9. When you switch **Network mode** from **Wi-Fi** to **Ethernet**, press **Save**.
10. When the phone prompts for permission to restart, press **OK**.

Press **Cancel** to go back to previous step.

Related links

[Setting the network configuration](#) on page 25

[Connecting to a Wi-Fi network](#) on page 26

Setting the network configuration

About this task

To set the network configuration to Auto or Manual. You do not need to perform this procedure if your phone is configured to connect to Ethernet or a specific Wi-Fi network.

When network configuration is Auto, every time the phone restarts, it will connect to the pre-configured network that your administrator has set up.

When network configuration is Manual, every time the phone restarts, it will connect to the network that you manually configured by [Setting the network mode](#) on page 24 or [Connecting to a Wi-Fi network](#) on page 26, irrespective of the pre-configured network that your administrator has set up.

Note:

Any time you manually change the connected network, the phone will automatically set **Network config** to **Manual**.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Network** and press **Select**.
4. Scroll to **Network config**.

The Network configuration shows following two options:

- **Auto**: To automatically connect a network.
 - **Manual**: To manually connect to a network.
5. Press one of the following:
 - **Toggle**
 - **Right** arrow key
 - **Left** arrow key

6. Press one of the following:

- **Save**
- **OK**

 **Note:**

If you do not want your phone to restart and stay in the Manual mode when you switch **Network config** from **Auto** to **Manual**, press **Save**.

If you switch **Network config** from **Manual** to **Auto**, press **Save** and then do either of the following:

- If the currently-connected network is the same as the pre-configured network that your administrator has set up, the phone will not restart and stay in the Auto mode.
- If the currently-connected network is not the same as the pre-configured network that your administrator has set up, the phone will prompt you for permission to restart before connecting to the pre-configured network.

Related links

[Setting the network mode](#) on page 24

Connecting to a Wi-Fi network

About this task

Use this procedure if your phone is not configured to connect to a specific Wi-Fi network

Before you begin

- Ensure that the system administrator gave you access to perform this task.
- Select Wi-Fi as your network mode.
- When you set the network mode, note the SSID, as this is the name of the Wi-Fi network that the phone will attempt to connect to.
- Depending on the type of security in the Wi-Fi network, obtain the required credentials. Contact your system administrator for more details.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Network** and press **Select**.
4. To access the list of available Wi-Fi networks, scroll to **Wi-Fi network**, and press **Select**.
5. Scroll to the required **Wi-Fi network**, and press **Connect** to start the connection process.
6. Press **OK** to restart the phone.
7. If the security is WEP or WPA/WPA2 PSK, in **Password**, enter the password for the Wi-Fi network.

8. If the security is 802.1x EAP, enter the following:

- **Identity:** Either your personal user ID or the shared user ID provided by your system administrator.
- **Anonymous Identity:** Leave blank or use the shared Anonymous Identity provided by your system administrator.
- **Password:** Either your personal password or the shared password provided by your system administrator.

Result

If the credentials are authenticated successfully, the phone automatically restarts to complete the connection.

Related links

[Setting the network mode](#) on page 24

Chapter 4: Navigation

Cursor navigation

You can use the navigation cluster for cursor movement or selection of options on the Phone screen or in other menus. The navigation cluster has the following keys on the phone:

- **Left Arrow**
- **Right Arrow**
- **Up Arrow**
- **Down Arrow**
- **OK**

Related links

[Navigation cluster](#) on page 28

Navigation cluster

The effect of pressing a navigation key depends on the current application and context.

Key name	Description
Left Arrow and Right Arrow	Use to do the following: <ul style="list-style-type: none">• Move the cursor position in the text input fields.• Toggle field values and select options in lists and menus in the selection fields.• Move selection left or right on half-width displays.• Scroll between pages and navigate the phone screen. The system administrator must enable Page Scroll mode. The directional keys are context-sensitive.
Up Arrow and Down Arrow	Use to scroll vertically in lists, menus, and pop-up windows.
OK , center button of the navigation cluster.	Use for the first or left-most soft key action, unless otherwise specified. With two or more pages of soft keys, the OK key is active only when the phone screen displays the first page of soft keys.

Related links

[Cursor navigation](#) on page 28

Text input

You can use the dial pad or the text input soft keys to edit and enter text in the text input fields of the phone.

Input field

Depending on the current menu and context, a text input field is a text box with a label. The user interface displays labels on the left side of the text box or in the line preceding the text box. An input field can be blank or display a current value that you can modify. The user interface displays input cursors on the right side of the current value or, if the input field is blank, on the left side of the text box.

Hint text

Depending on the current menu and context, a text box contains hint text. The user interface displays hint text on the left side of the text box in grey, italic font. The interface replaces the hint text with the actual text that you enter. The interface displays the hint text again when you clear the entered text. The interface does not display the hint text if the field contains a value.

Text truncation

When the space in the input area cannot display the full current value, the user interface truncates the text. The interface truncates the text from the left side and displays a blank space with a cursor on the right side of the input field for a new entry. When you enter a new character, the interface truncates the existing character from the left side of the display.

Active language text direction

When the text direction of the active language is right-to-left, the text entry rules are reversed. The user interface:

- Displays the hint text on the right side of the text box.
- Displays the input cursor on the left side of the current character or, if the input field is blank, on the right side.
- Displays the new character on the left side of the current character.
- Deletes the character on the right side of the cursor when you press **Backspace**.

Line keys

The line keys are context-sensitive. When you press a line key:

- In full-width lists, the user interface selects the corresponding line or the object.
- In half-width lists, the interface selects the list item adjacent to the key.

- In Page Scroll mode and then scroll on to the next or previous page, the selected item remains highlighted.

Input line







When you press the line key against the input lines, the user interface:

- Selects the corresponding line for the line which accepts user input.
- Displays the cursor after the last character of the existing content if the line is an input line. If you type an entry, the phone performs no action even if the cursor is in the middle of the line.
- Performs the action of the first soft key for the line which does not accept user input even if the input line is active.

For example, when you press a line key in Contacts, the interface initiates a call to the contact because the first soft key represents the **Call** key.

Main menu

The following table lists the Main menu icons used in Avaya J159 IP Phone:

Icons	Name	Description
	Features	To access administrator activated features.
	Applications	<ul style="list-style-type: none"> • To access phone applications such as Contacts, Recents, Calendar, My Presence, and Activate screen saver. • To sign off the phone, to protect your settings, or to let another user log in.
	Settings	<p>To change your phone settings, customize button labels, adjust brightness, audio settings, assign speed dial entries, etc.</p> <p>Used to view the connected USB devices such as USB stick and keyboard.</p>
	Network information	To check network settings.
	Administration	To access administration settings.
	About	To view the phone model, software version, default device type, and the default server type.

General phone icons

The following table lists the icons used in Avaya J159 IP Phone:


































Icon	Description
	Microphone is muted.
	Missed call on your phone. You can see the Missed Call icon in the Recents application.
	Incoming call indicates you answered this call. You can see the Incoming Call icon in the Recents application.
	Outgoing call indicates you made this call. You can see the Outgoing Call icon in the Recents application.
	The Bridged Call icon indicates the line is used for a call on another phone.
	Incoming call is alerting.
	Outgoing call indicates you made this call.
	Call is active.
	Call is on hold.
	Call is on hold during a conference or transfer call setup.
	Conference is active.
	Conference is on hold.
	Use the Right or Left navigation arrow to see more pages, screens, or options.
	Scroll left for more options.
	Scroll right for more options.
	<p>Indicates that the phone is not connected to the call server and operates in Failover mode. Some features might not be available or work incorrectly.</p> <p>If the appearance line displays this icon, it indicates that the phone encountered a failure and preserved the media session until the user hangs up.</p> <p>This icon can also indicate that the phone is connected to the call server but the features are not available.</p>
	Indicates that the call uses a wideband codec for excellent voice quality.
	Indicates a low network performance or local network issues that might result in lower call quality.

Table continues...

Icon	Description
	The Limit Number of Concurrent Calls (LNCC) feature is on.
	Indicates that the SLA Mon™ agent took control of the phone.
	Indicates that the call is recorded for SLA Mon™.
	Indicates that the audio alert for incoming calls is off.
	Guest Login feature.
	Indicates the Bluetooth feature is on.
	Indicates that you missed a call. The number in the icon indicates the number of missed calls. In the example icon, the agent missed 9 calls.
	Indicates that you missed a call. The plus sign (+) in the icon indicates that the number of missed calls is more than 9.
	Autodialing feature.
	Toll call.
	Toll-free call.




Bluetooth icons

The following table lists the Bluetooth icons used in the Avaya J159 IP Phone:

Icon	Description
	Indicates the Bluetooth feature is on.
	Default Bluetooth headset.
	Unpaired Bluetooth headset.
	Bluetooth headset is disconnected, but headset is paired.

Wi-Fi icons

The following table lists the Wi-Fi icons used in the Avaya J159 IP Phone:

Icon	Description
	Non-secure Wi-Fi network is detected.
	Secure Wi-Fi network is detected.
	Wi-Fi network is out of range or offline.

Chapter 5: Handling incoming calls

Answering a call

About this task

Use this procedure to answer a call. When you receive a call, the phone does the following:

- Generates audio-visual alerts.
- Displays the caller's name or number.

* Note:

When the Incoming call pop-up window is displayed, the only visual alert is the flashing beacon LED. If you press **Ignore**, both the beacon LED and line key LED start flashing.

Procedure

Do one of the following:

- Lift the handset.
- Press **Speaker**.
- Press **OK** button.
- Press the **Answer** soft key.
- Press **Headset**.

You cannot answer BLF and SCA calls using the Bluetooth headset. The headset does not play an alert tone for these calls.

Answering a call when on another call

About this task

You can receive a call on a secondary call appearance only if the call appearance is free.

Procedure

Press one of the following:

- The **Answer** soft key

- **OK Button**

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

Ignoring a call

About this task

When you do not want to answer a call or you are on another call, you can ignore the new incoming call. When you ignore a call, only the ring alert on your phone stops, you can still answer this call within its ring time by using the Navigation cluster to select the call and answer it.

Procedure

On the Incoming call screen, press one of the following:

- **Ignore** soft key
- **+** volume button
- **-** volume button

The phone turns off the audio alert.

 **Note:**

If you ignore a call using the Bluetooth headset, to answer the ignored call, press **Answer** or **Headset** button on the phone.

Declining a call

About this task

You can decline an incoming call when you do not want to answer a call. The incoming call is declined depending on the Call decline policy set by your administrator. Contact your administrator to enable this feature for your extension and also to know about the Call decline policy.

This feature is available on BroadSoft, and Asterisk environments. You can also decline a call for the following active features:

- Shared call appearance
- BroadWorks Anywhere
- BroadWorks Mobility

Before you begin

Ensure that the administrator enabled the feature.

Procedure

On the incoming call screen, press **Decline** soft key.

Result

The call is declined. Depending on your Call decline policy, the caller receives one of the following alert:

- An audio message alert
- A busy tone alert

Chapter 6: Handling outgoing calls

Making a call by using the manual dial mode

About this task

In a manual dial mode, you can edit the dialed input and initiate a call using the current dialed string. When you initiate a call, there is no dial tone, and no time out for completing the dialed string.

Procedure

1. Do one of the following:
 - Lift the handset.
 - Press **Speaker**.
 - Press **Headset**.
2. Dial the number, and press the **Call** soft key or **OK** button.

If your system administrator enables the digit mapping feature, the phone automatically corrects the wrongly dialed numbers or prevent you from dialing certain numbers.

Related links

[Setting the dialing mode](#) on page 130

Making a call by using the auto-dial mode

About this task

In an auto-dial mode, when you initiate a call by off-hook, you hear a dial tone until you press any digit from the dial pad. You can edit a partially entered dialed input after initiating a call. You hear a DTMF feedback tone for the digits pressed on the dial pad. The phone automatically places the call when it detects that the dialing string is complete or when there is a time out.

To initiate a call quickly, you can press the # key to indicate the end of the dial, and the phone places the call.

Procedure

1. Do one of the following:
 - Lift the handset.

- Press **Speaker**.
 - Press **Headset**.
2. Dial the number.

Redialing a number

About this task

You can redial the most recently dialed number.

Using the Redial button, you can redial the most recently dialed number from any screen of the phone.

Before you begin

Ensure that the call history has at least one outgoing call.

Procedure

1. Press **Redial** soft key or **Redial** button.
The phone dials the most recently dialed number.
2. **(Optional)** To see the list of dialed numbers:
 - a. Scroll to the number you want to redial.
 - b. Press **Call**.

Related links

[Setting redial options](#) on page 131

Making a call by using speed dial

Before you begin

Ensure you have speed dial numbers assigned to your contacts.

Procedure

Press and hold the dial pad key assigned to the number you want to call.

Related links

[Assigning speed dial entries](#) on page 132

Making a call from the local Contacts list

Procedure

1. Press **Contacts**.
2. Scroll to the contact you want to call.
3. **(Optional)** Press the digits on the dial pad that correspond to the letters of the name of the person you want to call.
For example, press 76484 to search for someone whose name is Smith.
4. Press **Call**.

Making a call from the corporate database Contacts list

About this task

Depending on the configuration by your administrator you may be able to search and call contacts from other remote contacts lists or directories.

Procedure

1. Press **Contacts**.
2. Press **Search**.
3. Enter the digits on the dial pad that correspond to the name of the person you want to call.
For example, press 76484 to search for someone whose name is Smith.
4. Press **Search** again.
The phone displays the contact saved in the corporate database.
5. Press **Call**.

Related links

[Searching for a contact](#) on page 45

Autodialing a pre-assigned number

About this task

The autodialing feature enables you to quickly call the pre-assigned numbers. While your phone is off-hook, on-hook, and from line key. Your system administrator might set up few frequently called numbers, such as the IT Help Desk for autodialing. These numbers are displayed on the phone screen.

Before you begin

Ensure that your system administrator has set up few frequently called numbers to use this feature.

Procedure

Do one of the following to autodial a number:

- If your phone is on-hook, choose the number which appears on your phone screen, and press the **Call** soft key or the **OK** button.
- If your phone is off-hook, the autodialing screen appears, press the required line key.

Emergency call

Emergency calling is used to connect to a preset emergency services number. The emergency service number is configured by the administrator.

You can make an emergency call from the following screens:

- Login screen
- Phone screen
- Lock screen

If your system administrator configures emergency calling for your phone, the Phone screen displays the **Emerg** soft key.

Using the **Emerg** soft key, you can dial only the number that is given the highest priority by the system administrator. Alternatively, you can dial the emergency numbers by using the dial pad in the following cases:

- The **Emerg** soft key is unavailable.
- The **Emerg** soft key is available, but you want to dial an emergency number that is not set by the system administrator.

For more information on IP Office, see IP Office documents in <https://support.avaya.com/>.

Making an emergency call

Before you begin

Ensure that the **Emerg** soft key is assigned by your administrator.

Procedure

Do one of the following:

- On the Phone screen, press the **Emerg** soft key, and again press **Emerg** when the phone prompts you for confirmation.

- Dial the emergency number by using the dial pad.

Making an international call

Procedure

1. Press and hold the **0** key to enter the plus sign (+).
2. Dial the number that you want to call.

Chapter 7: Call-related features

Broadsoft Call recording indicator


The Broadsoft server provides call recording functionality. If your system administrator has enabled this feature, the phone can notify you when a call recording takes place. If your active call is being recorded, the phone shows a call recording icon for this call appearance and an application header notifying you that the call is on record.

Call recording starts automatically. For more information on call recording, contact your system administrator.

Muting and unmuting a call

About this task

In an active call, use the Mute button to cut off all the audio transmission from your phone. When you enable this feature, the phone illuminates the Mute button, and you can hear the caller, but the caller cannot hear you. When the mute feature is active for a while and, if you talk, the phone

plays an audio mute-alert notification, with a flickering mute icon  on the top bar of the phone screen. Initially, the phone notifies with an audio and visual alert, followed by only the visual alert if you continue talking on an active mute until you unmute the call.

Procedure

1. To mute an active call, press the **Mute** button.

The phone illuminates the **Mute** button immediately.

2. To unmute the call, press the **Mute** button again.

Note:

If you mute a call using the Mute button on the phone, use the same Mute button to unmute it. If you mute a call using the Bluetooth headset, use the headset button to unmute the call.

Placing a call on hold and resuming the call

About this task

During a call, you can place the call on hold. When you put a call on hold, both you and the caller cannot hear each other on the call. While a call is on hold, you can call other contacts. When multiple calls are held, you can return to the held call by using the up and down arrow keys to scroll to the required call.

You can hold an active call or resume the most recent held call from any screen by pressing the Hold button.

Procedure

1. To put an active call on hold, press **Hold** soft key, or **Hold** button, or press the line key of the active call.
2. To resume the held call, press **Resume** soft key or **Hold** button, or press the line key of the held call.

Off-hook alert

When enabled by your system administrator, this feature allows your phone to send alerts to a monitoring phone when it is off the hook for a set period of time with no action on user side. The phone sends alerts in the following cases:

- If you take the handset off the hook and do not dial any digits for a set period of time and then do not end the failed session.
- If you take the handset off the hook, dial an incomplete or invalid phone or extension number, and do not end the failed session after a set period of time.

When the phone dials the off-hook alert destination extension, the call can be picked up and you will have a two-way talk path with the monitoring party.

Chapter 8: Contacts

Adding a new contact

About this task

Use this procedure to add a contact to the phone. You can save up to 250 contacts.

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, do the following:
 - a. Scroll to **Applications** and press **Select**.
 - b. Scroll to **Contacts** and press **Select**.
3. Do one of the following:
 - If your Contacts list is empty, press **New**.
 - If your Contacts list is not empty, press **More > Contacts**.
4. Use the dial pad to enter the contact's first and last name in the corresponding fields.
 - Press the number key that corresponds to the letter or number that you want to enter.
 - If the characters are on the same key, pause before entering the next character.
 - To enter a space, press **0**.
 - Enter the remaining letters or numbers.
 - To enter a symbol, press **More > Symbol**. Use the navigation arrows to highlight the symbol that you want to enter and press **Insert**.
 - To delete the last character, press the **Backspace** soft key.
5. Enter the extension.

The contact extension can include uppercase and lowercase letters, numbers 0 - 9, and special symbols, such as comma (,), plus (+), and dot (.).
6. Press **Save**.

Adding a contact from the Recents list

About this task

Use this procedure to add a number to your Contacts list from your call history.

Procedure

1. Press **Recents**.
2. Scroll to the required number, and press **+Contact**.
3. In the **First name** and **Last name** fields, type the relevant information.

The phone assigns the extension number to **Last name**. You can remove the extension number from this field and add other information.

4. Press **Save**.

Searching for a contact

About this task

Use this procedure to search contacts from the following:

- My contacts: J100 local contact entries
- My Exchange: exchange integration, My contacts
- Global Exchange: exchange integration, global contacts
- LDAP: LDAP directory
- Enterprises: Broadsoft Enterprise directory
- Group: Broadsoft Group directory

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, do the following:
 - a. Scroll to **Applications** and press **Select**.
 - b. Scroll to **Contacts** and press **Select**.
3. Press **Search > More > Sources**.
4. In **Contact sources**, press **Toggle** for the required directory.
5. Press **Save**.
6. Use the dial pad to enter the name, and press **Search**.
7. **(Optional)** To add the contact to the local Contacts list, press **+Contact**.

Related links

[Making a call from the corporate database Contacts list](#) on page 39

Doing a quick search for a contact

About this task

Using the Quick Search feature of the phone, you can quickly search for a saved contact from the Contacts list without entering the entire name of the contact.

Before you begin

Ensure that at least one contact is available in the Contacts list.

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, do the following:
 - a. Scroll to **Applications** and press **Select**.
 - b. Scroll to **Contacts** and press **Select**.
3. Press the key corresponding to the first letter of the first or last name of the contact on the dial pad.

Result

The phone displays all the contacts whose first or last name begins with the letter associated with the pressed key.

LDAP Directory

With the LDAP Directory feature, you can search contacts in available Lightweight Directory Access Protocol (LDAP) directories. An LDAP directory option appears at the top of the **Contacts** application list.

You can also select an LDAP directory as your contact search source. This selection disables other search sources. When LDAP directory is an active search source, if you select another search source, this selection disables LDAP directory search.

You can enter multiple search keywords and view up to 49 attributes for each match, such as personal names, addresses, job titles and telephone numbers.

You can add frequently used LDAP contacts to your local **Contacts** with the help of the **+Contact** soft key.

You can combine any found LDAP contact with an existing local contact with the help of the **Combine** soft key.

In 3PCC environment, this feature is not available for CCMS mode.

Setting LDAP Directory as the contact search source

About this task

You can select an LDAP directory as your contact search source to enable searching from the **Contacts** application. This selection disables other available search sources for the **Contacts** application.

Before you begin

Ensure that the administrator enabled the feature.

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, do the following:
 - a. Scroll to **Applications** and press **Select**.
 - b. Scroll to **Contacts** and press **Select**.
3. To select LDAP Directory as a source for contact search, press **Search > More > Sources**.
4. Scroll to **LDAP contacts**, and press **Toggle**.

LDAP Directory is now your contact search source. Other sources are disabled. The phone displays the following message: LDAP selected – other search sources disabled.

5. Press **Save**.

Searching LDAP contacts

About this task

You can search the LDAP directory using the Contacts application on your phone, and specify the LDAP directory as a search source. Alternatively, the user can open the LDAP directory application and refine the search of the LDAP directory directly.

Before you begin

Set LDAP directory as the contacts search source.

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu** list, do one of the following:
 - Scroll to **Applications**, and press **Select**.
 - Scroll to **Contacts**, and press **Select**.
3. If you are searching from a LDAP Directory, scroll to **LDAP Directory**, and press **Select**.

The phone displays the list of up to 1000 LDAP contacts. You can use **Up** and **Down** line keys to scroll through the list. If the phone cannot retrieve the contacts from a LDAP server, the phone displays the following message:

No contacts in the group.

4. Press **Search**.

5. Scroll to the **Search type** option and toggle between **Starts with** and **Contains**.

When you select **Starts with**, the phone returns only the matches that have your query at the start. When you select **Contains**, the phone returns all matches that contain your query.

6. Use the dial pad to enter multiple keywords, separated by a blank space or a comma, into the **Search** field, and press **Search**.

The phone displays the list of matches. If no matches are found in the LDAP directory, the phone displays the following message: No match found.

If more than 20 matches are found in the LDAP directory, the phone displays the following message: We found too many matches. Select from the list or press Back to refine your search.

7. **(Optional)** Press **Details** to view contact information for a selected match.
8. **(Optional)** Press **+Contact** from the **Details** view to add an LDAP contact to the list of your local contacts.
9. **(Optional)** Press **Combine** from the **Details** view to select an existing local contact and merge it with the selected LDAP contact.

Viewing the contact details

About this task

Use this procedure to view the details of a contact. You can call, edit, or delete a contact from the Details window.

Before you begin

You must have at least one contact in the Contacts list.

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, do the following:
 - a. Scroll to **Applications** and press **Select**.
 - b. Scroll to **Contacts** and press **Select**.
3. Select the contact that you want to view.

4. Press **Details**.
 - To call the contact, press **Call**.
 - To edit the contact, press **Edit**.
 - To delete the contact, press **Delete**.
 - To view more options, press **More** .

Editing a contact

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, do the following:
 - a. Scroll to **Applications** and press **Select**.
 - b. Scroll to **Contacts** and press **Select**.
3. Select the contact.
4. Press **Details > Edit**.
5. Scroll to the field to edit.
6. Use the dial pad and soft keys to change the contact information.
7. Press **Save**.

Combining contacts

About this task

Use this procedure to merge the phone number of the current contact with the existing local contact.

Before you begin

Ensure the Contacts list is not empty.

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, do the following:
 - a. Scroll to **Applications** and press **Select**.
 - b. Scroll to **Contacts** and press **Select**.
3. Scroll to the contact that you want to combine, and press **Details > More > Combine**.

The select mode displays the Contacts list without the current content.

4. To combine the current contact, scroll to the existing contact, and press **Select**.

The current contact will be deleted from the Contacts list and merged with the local contact.

Deleting a contact

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, do the following:
 - a. Scroll to **Applications** and press **Select**.
 - b. Scroll to **Contacts** and press **Select**.
3. Select the contact to delete.
4. Press **Details > More > Delete**.
5. Press one of the following:
 - **Delete**: To delete the contact.
 - **Cancel**: To cancel the action.

Creating a local Contacts group

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, do the following:
 - a. Scroll to **Applications** and press **Select**.
 - b. Scroll to **Contacts** and press **Select**.
3. Press **More**.
4. Press **Groups**.
5. Press **NewGroup**.
6. In the **Enter group name** field, type your group name.
7. Press **Save**.

Adding a contact to the local group

Before you begin

- Ensure that your Contacts list is not empty.
- Create minimum one local group to add your contacts.

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, do the following:
 - a. Scroll to **Applications** and press **Select**.
 - b. Scroll to **Contacts** and press **Select**.
3. Press **More**.
4. Press **Groups**.
5. Scroll to the group you want to add a contact to, and press **Members** > **+Members**.
6. Scroll to the contact you want to add, and press **Add**.
7. **(Optional)** To add more contacts, repeat Steps 4 and 5.

Removing a contact from the local group

Before you begin

Ensure that you have at least one user added to your Contacts list group.

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, do the following:
 - a. Scroll to **Applications** and press **Select**.
 - b. Scroll to **Contacts** and press **Select**.
3. Press **More**.
4. Press **Groups**.
5. Scroll to the group, and press **Members**.

The phone displays the list of contacts in the group.
6. Select a contact, and press **Remove**.

The contact will be removed from your Contacts list.

Assigning a ringtone to a contact

About this task

Use this procedure to assign a ringtone to a contact. You can assign a ringtone only to a contact that is saved in the Contacts list.

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, do the following:
 - a. Scroll to **Applications** and press **Select**.
 - b. Scroll to **Contacts** and press **Select**.
3. Select the contact, and press **Details**.
4. Scroll to the active ringtone, and press **Edit**.

The Phone screen displays the Select ringtone window.
5. Scroll down to the ringtone that you want to assign, and press **Select**.
6. **(Optional)** To play the ringtone, press **Play**.
7. Press **Save**.

Chapter 9: Do not disturb and Call forward

Do not disturb

You can use the Do not disturb feature to avoid audio notifications when you receive a call. When the Do not disturb (DND) feature is active, all incoming calls are redirected to the voice mail, and the caller hears a busy tone.

Additionally, you can configure a ring reminder to get a short ring burst when the incoming call is sent to the voice mail.

Related links

[Activating and deactivating Do not disturb](#) on page 53

[Activating the ring reminder](#) on page 54

Activating and deactivating Do not disturb


About this task

Use this procedure to prevent the phone from ringing when you get a call. When the Do not disturb (DND) feature is activated, all incoming calls are sent directly to the voice mail, and the caller hears a busy tone.

Before you begin

Ensure that the system administrator activates the Do not disturb feature for your extension.

Procedure

1. Press **Main menu**: .
2. Scroll to **Features**, and press one of the following:
 - **Select**
 - **OK**
 - The corresponding line key
3. Scroll to the **DND** feature. Press one of the following to activate or deactivate the feature:
 - **Enable** to activate the feature.
 - **Disable** to deactivate the feature.



Related links

[Do not disturb](#) on page 53

[DND icons](#) on page 54

DND icons

The following table displays the DND icons for the Avaya J100 Series IP Phones.

State	Phone icons
DND	
DND ring reminder	

Related links

[Activating and deactivating Do not disturb](#) on page 53


Activating the ring reminder

About this task

 **Note:**

Ring Reminder is available only in BroadSoft environment.

Procedure

1. Press **Main menu**: .
2. Scroll to **Features**, and press one of the following:
 - **Select**
 - **OK**
 - The corresponding line key
3. Scroll to **DND** feature, and press **Config**.
4. For the **Ring reminder** setting, press **Toggle** to activate the ring reminder.
5. Press **Save**.

Related links

[Do not disturb](#) on page 53

Call forwarding

With the Call forwarding feature, you can divert incoming calls to another number.

Your system administrator configures the call forwarding options. The following are the available Call forwarding options:

- Call forward: Diverts all incoming calls to another number.
- Call forward Busy: Diverts incoming calls to another number if you are on a call.
- Call forward No Answer: Diverts incoming calls to another number if you do not answer the call within the set time interval.

You cannot have the Call forward- all calls and the Call forward Busy/No Answer capabilities active at the same time.

Example

For example, with an active Call forwarding feature on the phone when you receive a call, the phone diverts the call to the assigned call forwarding number.

Related links

[Call Forward icons](#) on page 55



[Forwarding a call to another extension](#) on page 55

[Forwarding call when busy](#) on page 56

[Forwarding unanswered calls](#) on page 57

Call Forward icons

The following table displays the Call forward icons for the Avaya J100 Series IP Phones.

State	Phone and button module icons
Call forward	
Call forward ring reminder	

Related links

[Call forwarding](#) on page 54


Forwarding a call to another extension

Before you begin

Ensure that the administrator has enabled the call forwarding feature.

Procedure

1. Press **Main menu**: .

2. Scroll to **Features:** , and press one of the following:
 - **Select**
 - **OK**
 - The corresponding line key
3. Scroll to the **Call forward** feature, and press **Config**.
4. Configure the following fields:
 - **Destination:** Enter the call forwarding number.
 - **Ring reminder:** Press **Toggle** to activate the ring reminder.
5. Press **Save**.
6. Press **Enable**.

Related links

[Call forwarding](#) on page 54

Forwarding call when busy



About this task

Forward incoming calls to a specified number if you are busy on another call.

Before you begin

Ensure that the administrator enabled the call forwarding feature.

Procedure

1. Press **Main menu:** .
2. Scroll to **Features:** , and press one of the following:
 - **Select**
 - **OK**
 - The corresponding line key
3. Scroll to **Call forward-Busy** feature, and press one of the following:
 - **Enable**
 - **OK**
4. In the **Destination** field, enter the call forwarding number.
5. Press **Enter**.

Related links

[Call forwarding](#) on page 54

Forwarding unanswered calls


About this task

Forward incoming calls that are not answered at the primary number to a specific call forwarding number.

Before you begin

Ensure that the administrator enabled the call forwarding feature.

Procedure

1. Press **Main menu**: .
2. Scroll to **Features**, and press one of the following:
 - **Select**
 - **OK**
 - The corresponding line key
3. Scroll to the **Call forward-NA** feature, and press one of the following:
 - **Config**
 - **OK**
4. Configure the following fields:
 - **Destination**: Enter the call forwarding number.
 - **Number of rings**: Enter the number of rings after which the call is forwarded.
5. Press **Save**.
6. Press **Enable**.

Related links

[Call forwarding](#) on page 54

Chapter 10: Recents

Call log

Depending on the call type, the call log provides the following information about the last 100 calls on your phone:

- Caller name
- Caller number
- Call time-stamp
- Call duration

Avaya J100 Series IP Phones software version 4.0.3 and later always encrypts the content of the call log file.

If you downgrade the software of your phone to a version earlier than 4.0.3, you will lose the call log details.

Making a call from Recents

Procedure

1. Press **Recents**.
2. Use the **Up** and **Down Arrow** keys to select the contact that you want to call.
3. Press **Call**.

Viewing the Recents details

About this task

In the Recents screen, depending upon the call type, you can view the following details of each call:

- Incoming call icon
- Outgoing call icon

- Missed call icon
- Name
- Extension number
- Time
- Date
- Duration

*** Note:**

Duration is not available for a missed call.

Procedure

1. Press **Recents**.
2. **(Optional)** To navigate through **Main menu**, scroll to the following:
 - a. **Applications**, and press **Select**.
 - b. **Recents**, and press **Select**.
3. Select the call that you want to view.
4. Press **Details**.

The phone displays the details of the selected call.

Deleting a call record from Recents

About this task

Use this procedure to delete a specific call record in the Recents list.

Before you begin

Ensure that your Recents list has at least one call record.

Procedure

1. Press **Recents**.
2. **(Optional)** To navigate through **Main menu**, scroll to the following:
 - a. **Applications**, and press **Select**.
 - b. **Recents**, and press **Select**.
3. Select a number that you want to delete.
4. Press **Details**.
5. Press **Delete**.

6. Select one of the following when the phone prompts for confirmation:

- **Delete:** To delete the entry.

The phone deletes the number from the call history list.

- **Cancel:** To cancel and return to the previous menu.

Clearing the Recents list

About this task

Use this procedure to delete all the call entries in the Recents list.

Before you begin

Ensure that your Recents list has at least one call record.

Procedure

1. Press **Recents**.
2. **(Optional)** To navigate through **Main menu**, scroll to the following:
 - a. **Applications**, and press **Select**.
 - b. **Recents**, and press **Select**.
3. Press **Delete**.
4. Select one of the following when the phone prompts for confirmation:
 - **Delete:** To delete all entries.
 - **Cancel:** To cancel and return to the previous menu.

Chapter 11: Conference calls

Adding a person to an active call

About this task

You can add participants to an active call to set up a conference call.

Before you begin

Start a call.

Procedure

1. During a call, on the Phone screen, press **Conference** button or press **More > Conf.**
The phone puts the existing call on hold.
2. To make a call to a participant, do one of the following:
 - Dial the phone extension by using the dial pad.
 - Call the person from the Contacts list or the Recents list.
 - Redial the last dialed number by using the **Redial** button.
 - Highlight the extension on the phone screen, and press **Conference** button.
3. When the third participant answers the call, press the **Join** soft key or press **Conference** button.
4. To add another person, press **Add** and repeat Steps 2 and 3.

Adding a person to an active call by using conference button

About this task

You can use the conference button to add participants to an active call and set up a conference call. The conference button on the phone provides you quick access to use the conference feature.

Before you begin

Start a call.

Procedure

1. During an active call, navigate to the required extension by using the navigation cluster and, press **Conference** button.

The phone puts the existing call on hold and initiates conference to the third participant.

2. When the third participant answers the call, press the **Join** soft key or press **Conference** button.
3. To add another person, press **Add** and repeat Steps 2 and 3.

Adding a person on hold to a conference call

About this task

You can add a held call to a conference call.

Procedure

1. On the Phone screen, select your active call.
2. Press **Conf** or **Add** or **Conference** button if you are already in a conference.
3. Press **Held Call** soft key to see a list of held calls.
4. Select the call on hold that you want to add to the conference.
5. Press one of the following:
 - **Join**
 - **OK**
 - **Conference** button

The held call is added to the conference call.

Adding a person on hold to a conference call by using conference button

About this task

You can add a held call to a conference call by using conference button. The conference button on the phone provides you quick access to use the conference feature.

Procedure

During an active call, navigate to an existing held call and, press **Conference** button.

The held call is connected to the conference call.

Putting a conference call on hold and resuming a call

About this task

Use this procedure to put a conference participant on hold, while other participants continue the conference call.

Procedure

1. Press **Hold** soft key or **Hold** button during a conference call.
2. Do one of the following:
 - Press **Resume** soft key or **Hold** button.
 - Select the call appearance to resume the conference call.

Dropping or Disconnecting the last participant from a conference call

About this task

Depending on the configuration made by your administrator, you can disconnect the last participant who joined the conference call. After you disconnect the last participant, you cannot disconnect other participants. You can disconnect a participant again after you add another participant to the conference call.

Before you begin

Ensure that the administrator enabled the feature.

Procedure

1. From the phone screen, select your active conference call.
You will see the **More** soft key.
2. Press **More** > **Drop** when the conference is active.

Result

The participant who was added last gets disconnected from the conference.

Viewing the details of a conference

About this task

Use this procedure to view the details of the participants on a conference call.

If you cannot, it might be due to the server on which your extension is configured. Contact your system administrator.

Procedure

1. On the Phone screen, select your active call.
2. Press **Conf** soft key or **Conference** button.
3. Do one of the following:
 - Dial the telephone number.
 - Call the person from the Contacts list.
 - Call the person from the Recents list.
4. When the person answers, press **Join** or **OK** or **Conference** button.
5. Press **Add** or **Conference** button and repeat the steps to add another person to the conference.
6. Press the **Details** button to access the details of the participants.

Chapter 12: Calendar and Avaya Spaces

Calendar

With the Calendar feature, you can access the Microsoft® Exchange Server calendar on your phone. You can also view and set a reminder for meetings or appointments.

When Exchange Calendar is active, appointments are displayed in the order of their start times and are removed once the meeting time expires. Calendar information is updated whenever you log in to your phone, change calendar settings, or access the Calendar.

Accessing calendar

About this task

Use this procedure to open calendar on your phone.

Before you begin

Ensure that your administrator has activated **Exchange credentials** on your phone.

Procedure

1. Press **Main Menu**.
2. Scroll to **Applications** and press **Select**.
3. Scroll down to **Calendar**, and press **Select**.

If you are accessing calendar for the first time, the phone displays Exchange credentials screen to access your Microsoft® Exchange Server.

Configuring the Microsoft® Exchange Server calendar

Before you begin

- Ensure that the administrator enabled the feature.
- Get the following details from your administrator:
 - User name
 - Password
 - Domain name

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Applications** and press **Select**.
4. Scroll to **Exchange credentials**, and press **Select**.
5. **(Optional)** Press **Toggle** to select the required authentication method.
6. Type the following details:
 - **Exchange username**: Enter your email ID.
 - **Exchange password**: Enter your password.
 - **Exchange domain**: Enter the domain name, for example, `avaya.com`.
7. **(Optional)** To enable or disable **Name/Password Prompt**, do one of the following:
 - **Toggle**: To enable or disable the prompt.
 - The **Right Arrow** key: To enable the prompt.
 - The **Left Arrow** key: To disable the prompt.
8. Press **Save**.

Reviewing your Calendar event

About this task

Use this procedure to view your calendar appointments. You can set the **Enable Exchange Calendar** and **Enable Reminder** option to **Yes** to get a pop-up reminder of your upcoming calendar appointments.

Before you begin

Ensure Microsoft® Exchange is configured on your phone.

Procedure

1. Press **Main Menu**.
2. Scroll to **Applications** and press **Select**.
3. Scroll to **Calendar**, and press **Select**.

The phone displays the appointments in the start-time order.
4. To scroll from one appointment to another, press one of the following:
 - The **Up Arrow** key.
 - The **Down Arrow** key.

5. Select the calendar event, and press one of the following:

- **Call:** To call the extension number available in the appointment.

If the appointment location has an Avaya Spaces URL, with an active Avaya Spaces feature on your phone you can join a call hosted on Avaya Spaces.

Pressing **Call** dials into the meeting and enters the required Space ID and optional Space password automatically without any further user input.

- **Details:** To view the details of the calendar event.

You can see the Avaya Space id if the phone successfully identifies the calendar event as Avaya Spaces meeting.

- **Month:** To view the Calendar Event Month screen.

- **Exit:** To exit from the event screen.

6. In the Calendar Event Month screen, press one of the following:

- **Today:** To view calendar event of the current date.

- **Day:** To view calendar event of the selected day.

Related links

[Enabling and disabling Exchange calendar](#) on page 140

[Enabling and Disabling Calendar reminder](#) on page 141

Avaya Spaces Calendar integration

Avaya Spaces is a cloud-based team collaboration and meeting application. You can use it for instant messaging, voice and video communication, track communications, and manage tasks. For more information about Avaya Spaces, see *Using Avaya Spaces* guide.

With the Avaya Spaces Calendar integration feature, you can press the Call soft key on the calendar appointment of your phone and join a meeting hosted on Avaya Spaces. The phone dials into the meeting phone number and enters the Space ID and Space password automatically without any further user input.

The Avaya Spaces Calendar integration feature is optimized to work when meeting organizers use the Avaya Spaces Outlook plugin. For more information about the Outlook plugin, see the Microsoft Outlook Add-on section of the Avaya Spaces user guide.

Related links

[Joining an Avaya Spaces meeting through a direct dial-in phone number](#) on page 68

[Preventing duplicate audio streams on Avaya Spaces application](#) on page 69

Joining an Avaya Spaces meeting through a direct dial-in phone number

About this task

You can use a direct dial-in phone number to connect to the Avaya Spaces audio-only meeting. If you choose to join the meeting through the direct number, enable the Prompt direct number feature. The phone displays the direct numbers from the meeting invitation. Choose the direct number of your country. If your country is not listed, you can select the direct phone number of the country that is most appropriate to your location. The phone dials in the number and enters the Space ID and optional password to join the meeting.

Before you begin

Ensure that your administrator enables the Avaya Spaces feature and the option to select a direct number.

Enable the Prompt direct number option.

Procedure

1. Press **Main Menu**.
2. Scroll to **Applications** and press **Select**.
3. Scroll to **Calendar** and press **Select**.

The phone displays the appointments in the start-time order.

4. To scroll from one appointment to another, press one of the following:

- The **Up Arrow** key.
- The **Down Arrow** key.

5. Select an Avaya Spaces calendar event, and press **Call**.

6. In the Country > Select direct number screen, press one of the following:

- **Select**: To call the direct number available for the selected country.

The phone dials in the number and enters the Space ID and optional password to join the meeting.

- **Country**: To select the direct number of a different country. The Direct numbers > Select Country screen displays a list of countries for selection.
- **Details**: To view the details of the selected direct number. The Direct number > Details screen displays the information.

Related links

[Avaya Spaces Calendar integration](#) on page 67

[Enabling or disabling Prompt direct number](#) on page 136

Preventing duplicate audio streams on Avaya Spaces application

About this task

For a smooth audio experience, prevent duplicate audio streams. You can establish an audio session to Avaya Spaces using Avaya J100 Series IP Phones and use the Avaya Spaces application on your computer to view the presentation. To prevent duplicate audio session on your Avaya Spaces application, use this procedure.

Procedure

1. Log on to Avaya Spaces application on your computer.
2. On application screen, click on the display name.
3. Select **User Preferences** option.
4. On the left panel, select **Meeting defaults**.
5. Toggle to enable **Show preview when joining**.
6. Join a meeting on spaces from your computer.
7. On the Preview screen, click **Other join options > Join By Phone**.
8. On the Join Presentation Mode, follow the screen instructions.

You join the Avaya Spaces meeting as a view-only participant on your computer without using an audio and video session.

The audio session is established on your phone.

Related links

[Avaya Spaces Calendar integration](#) on page 67

Chapter 13: Advanced features

You can access advanced features available on your phone from the Features screen and from the Applications screen.

The LED next to the feature name indicates whether the feature is currently on or off.

LED state	Feature Status
Green	On
Red	Off

Accessing the Features screen

About this task

Use this procedure to gain access to the Features screen.

Procedure

1. Press **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to see the features that are configured for your extension.

Active call shortcut keys

With Active call shortcut keys, you can use Busy Lamp Field, Autodial, and Contacts keys as shortcuts during an active or, in some cases, an active or a held call to perform the required action.

* Note:

You can use Autodial keys as shortcuts in the 3PCC environment.

The following actions can be performed by pressing these keys:

- Transferring an active call to the selected user immediately or after talking to this user first
- Adding the selected user to an active call to set up a conference call

- Parking an ongoing or a held call to the selected extension

*** Note:**

Call park shortcut action is supported only in the Broadworks environment.

To configure any of these shortcut actions, contact your system administrator.

Making a call transfer with a shortcut key

About this task

If the caller needs the information that you cannot provide, you can transfer the ongoing call to another user using a BLF key, an Autodial key , or a contact as shortcuts.

*** Note:**

The actual key used for a shortcut action depends on the current configuration.

Depending on the configuration set by the system administrator, the phone might make a blind transfer or an attended transfer immediately after the **Transfer** soft key is pressed. Contact your system administrator for more details.

Before you begin

Ensure the following:

- If the configured shortcut is a BLF key, the required user is idle.
- The administrator has set the shortcut action for the key as call transfer.

Procedure

1. While on an active call, depending on the configuration, do one of the following on the Phone screen:
 - Press the BLF, Autodial or Contact line key.
 - Scroll to the required BLF, Autodial line or contact, and press **Transfer**.

The phone displays the `Transfer now or talk with [BLF user extension]?` confirmation window.

2. Press one of the following:
 - **Now:** To immediately transfer the call to the selected user.
The phone displays the Incoming Call screen with the extension the call was transferred to until the user answers the call.
 - **Talk:** To place the call on hold, and to talk with the user first.
3. **(Optional)** If the user does not answer the BLF shortcut transferred call, press one of the following in the Incoming Call screen:
 - **Pickup:** to answer the call on your phone.
 - **Ignore:** to end the call.

Making a conference call with a shortcut key

About this task

If you need to include the other agent in your conversation with the caller, you can add a BLF user, an Autodial user, or a contact to an active call to set up a conference call.

Before you begin

Ensure the following:

- If the configured shortcut is a BLF key, the required user is idle.
- The administrator has set the shortcut action for the key as conference call. Contact your system administrator for more details.

Procedure

1. While on an active call, depending on the configuration, do one of the following on the Phone screen:
 - Press the BLF, Autodial or Contact line key.
 - Scroll to the required BLF, Autodial line or contact, and press **Conf**.The phone puts the existing call on hold.
2. When the user answers the call, press **Join**.

Parking a call with a shortcut key

About this task

Use this procedure to park an ongoing or a held call to a BLF user, an Autodial user, or a contact.

Before you begin

Ensure the following:

- If the configured shortcut is a BLF key, the required user is idle.
- The administrator has set the shortcut action for the key as call park. Contact your system administrator for more details.

Procedure

While on an active call or a held call, depending on the configuration, do one of the following on the Phone screen:

- Press the BLF, Autodial or Contact line key.
- Scroll to the required BLF, Autodial line or contact, and press **Park**.

The call is parked to the selected user, and you are available for a new call.

Anonymous Call Block

With the Anonymous Call Block feature, you can reject calls from anonymous parties who have explicitly restricted their caller ID. Callers without caller identification are informed that you are not accepting calls. Your phone will not display any audio or visual notification of the attempted call. The calling party will hear the following announcement: “The party you are trying to reach does not accept unidentified call, please try your call again later”.

Important:

This feature is not applied to calls from or within the group.

BroadWorks Anywhere

With the BroadWorks Anywhere feature, you can make and receive calls using any phone from any location. You can use this feature to:



- Configure other phones to work in conjunction with your business phone.
- Make calls from phones using your BroadWorks business phone number as the Calling Line ID.
- Move calls across phones.
- Specify phones on which you can attend calls.

Note:

To activate the feature, contact your system administrator or go to the BroadSoft web interface yourself to activate the feature. See <https://www.broadsoft.com/> for more information.

Enabling and disabling BroadWorks Anywhere

Procedure

1. Press **Main menu**: .
2. Scroll to **Features**: , and press **Select**.
3. Scroll to **BroadWorks Anywhere**, and press one of the following:

- **Enable**: To enable the feature.

The green LED light turns on if one location is configured, else the user is redirected to the feature configuration to perform one of the following:

- Press **Add**: To add a location.
- Press **Delete**: To delete a location.
- Press **Edit**: To modify a location.

- Press **Toggle**: To enable or disable a location.

*** Note:**

The **BroadWorks Anywhere** feature is enabled only if a location is enabled.

- **Disable**: To disable the feature.

The red LED light turns on, indicating that the feature is available, but inactive.



4. **(Optional)** To enable or disable **BroadWorks Anywhere** feature, press the corresponding line key.

Configuring BroadWorks Anywhere locations

About this task

A location is a phone number that you can use with your primary business number. Use this procedure to configure locations for the BroadWorks Anywhere feature.

Procedure

1. Press **Main menu**: .
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Features**: , and press **Select**.
4. Scroll to **BroadWorks Anywhere**.
5. Scroll to **Locations**, and press **Select**.
6. Press **Add**, and configure the following:
 - **Phone number**: The phone number that you want to use for BroadWorks Anywhere.
 - **Description**: A brief description about the phone number.
 - **Alternate phone number**: The alternate phone number that you want to use for BroadWorks Anywhere.
 - **BroadWorks call control**: The BroadWorks server controls the call. Press **Toggle** to enable the server-based call control.
 - **Use diversion inhibitor**: To prevent call redirection for unanswered calls.
 - **Answer confirmation required**: A confirmation digit is required to prevent redirection of incoming call to non BroadWorks device.
7. Press **Save**.



The phone number is added as a location.
8. To cancel the changes and go back to the previous menu, press **Cancel**.

Changing location details

About this task

Use this procedure to change saved location details.

Procedure



1. Press **Main menu**: .
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Features**: , and press **Select**.
4. Scroll to **BroadWorks Anywhere**, and press **Select**.
5. Scroll to **Locations**, and press **Select**.
6. Press **Edit**.

The Location Edit screen displays the configured locations.

7. Change the following:
 - **Description**: To change the description, press **Backspace** and then edit the description.
 - **BroadWorks call control**: Press **Toggle** to enable or disable the BroadWorks call control server.
 - **Use diversion inhibitor**: Press **Toggle** to enable or disable this field.
 - **Answer confirmation required**: Press **Toggle** to enable or disable this field.
8. Press **Save**.

Deleting locations

Procedure

1. Press **Main menu**: .
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Features**: , and press **Select**.
4. Scroll to **BroadWorks Anywhere**, and press **Select**.
5. Scroll to **Locations**, and press **Select**.
6. Press **More**.
7. Press **Delete**.
8. In the confirmation window, press **Delete**.

Configuring BroadWorks Anywhere Alerting



About this task

Alerting indicates if the locations are notified of click to dial call and group paging calls. Use this procedure to configure Alerting for the BroadWorks Anywhere feature.

Before you begin

Ensure to enable a location.

Procedure

1. Press **Main menu**: .
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Features**: , and press **Select**.
4. Scroll to **BroadWorks Anywhere**, and press **Select**.
5. Scroll to **Alerting**, and press **Select**.
6. Press **Toggle** for the required Alerting option:
 - **Include click to dial**: To set the alerting of the location when making a click to dial call.
 - **Include group paging**: To set the alerting of the location for the group paging calls.
7. Press **Save**.

Alerting is set to the location.

BroadWorks Mobility

With the BroadWorks Mobility feature, you can use your personal mobile device in conjunction with your desk IP phone. You can make calls from your personal mobile using a BroadWorks business number as the calling ID.

Limitations

The following are the limitations of the BroadWorks Mobility feature:



- Only an administrator can enable or disable the Mobility feature.
- Only an administrator can add the mobile numbers for the Mobility feature.

Note:

To activate the feature, contact your system administrator or go to the BroadSoft web interface to activate the feature. See <https://www.broadsoft.com/> for more information.

Enabling and disabling BroadWorks Mobility alerting

Procedure

1. Press **Main menu**: .
2. Scroll to **Features**: , and press **Select**.
3. Scroll to **BroadWorks Mobility**, and press one of the following:

- **Enable**: To enable the feature.

The green LED light turns on, indicating that some or all configured mobile alerting are enabled.

- **Disable**: To disable the feature.

The red LED light turns on, indicating that all configured mobile alerting are disabled.

 **Note:**

If the LED does not light, contact your administrator.

Configuring BroadWorks Mobility



About this task

Use this procedure to configure the mobile device you want to use in conjunction with your office phone.

Before you begin

Ensure your administrator has enabled the BroadWorks Mobility feature for your extension.

Procedure

1. Press **Main menu**: .
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Features**: , and press **Select**.
4. Scroll to **BroadWorks Mobility**, and press one of the following:
5. Scroll to **Mobile identity alerting**, and press **Select**.
6. Do the following:
 - Press **Toggle** for the required mobility numbers.
 - Press **Back** to go back to the previous menu.
7. Scroll to **Profile identity alerting**.

8. Configure the following fields:
- **Device to ring**
 - **Include shared call appearance**
 - **Include BroadWorks Anywhere**
 - **Include executive assistant**
 - **Mobile identities alerted**

Profile identity alerting field description



Name	Description
Device to ring	<p>Specifies that the device must ring when the phone number gets a call. Use the Right Arrow or Left Arrow key to select one of the following:</p> <ul style="list-style-type: none"> • Fixed: To set the office phone or fixed devices to ring when the phone number gets a call. Per your requirement you can select SCA, BroadWorks Anywhere, and executive location for fixed. • Mobile: To set the mobile phone to ring when the phone number gets a call. • Both: To set both the mobile phone and the fixed device to ring when the phone number gets a call.
Include shared call appearance	<p>Specifies that all SCA devices are alerted.</p> <p>Ensure to set Device to ring to either Fixed or Both.</p>
Include BroadWorks Anywhere	<p>Specifies that all BroadWorks Anywhere locations are alerted.</p> <p>Ensure to set Device to ring to either Fixed or Both.</p>
Include executive assistant	<p>Specifies that all executive assistant locations are alerted.</p> <p>Ensure to set Device to ring to either Fixed or Both.</p>
Mobile identities alerted	<p>Specifies the list of mobile identities that are alerted.</p>

Editing Mobile identity alerting

Before you begin

Ensure Mobile identity is configured.

Procedure

1. Press **Main menu**: .
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Features**: , and press **Select**.
4. Scroll to **BroadWorks Mobility**, and press **Select**.
5. Scroll to **Mobile identity alerting**, and press **Select**.
6. Scroll to the required mobility number, and press **Edit**.
7. Edit the required fields using **Toggle**:
 - **Description**
 - **Alert agent calls**
 - **Alert click to dial calls**
 - **Alert group paging calls**
 - **Use mobility calling line ID**
 - **BroadWorks call control**
 - **Use diversion inhibitor**
 - **Answer confirmation required**
 - **Device to ring**
 - **Include shared call appearance**
 - **Include BroadWorks Anywhere**
 - **Include executive assistant**
 - **Mobile identities alerted**

Mobile identity alerting field description




Name	Description
Description	Specifies the description of the mobility number. To change the description, press Backspace and edit the description.
Alert agent calls	Specifies that the mobile is alerted for group and virtual service calls.
Alert click to dial calls	Specifies that the mobile is alerted for a click to dial call.
Alert group paging calls	Specifies that the mobile is alerted for group paging call.

Table continues...

Name	Description
Use mobility calling line ID	Specifies that the mobile number is used as the calling line identity when a call is made from this mobile device.
BroadWorks call control	Specifies that the call control is with the BroadWorks and not with the mobile device.
Use diversion inhibitor	Specifies that the call is not redirected for an unanswered call.
Answer confirmation required	Specifies that a confirmation digit is required after a mobile call leg is answered.
Device to ring	<p>Specifies that the device must ring when the phone number gets a call.</p> <p>Use the Right Arrow or Left Arrow key to select one of the following:</p> <ul style="list-style-type: none"> • Fixed: To set the office phone or fixed devices to ring when the phone number gets a call. You can select SCA, BroadWorks Anywhere, and executive location for fixed. • Mobile: To set the mobile phone to ring when the phone number gets a call. • Both: To set both the mobile phone and the fixed device to ring when the phone number gets a call.
Include shared call appearance	<p>Specifies that all SCA devices are alerted.</p> <p>Ensure to set Device to ring to either Fixed or Both.</p>
Include BroadWorks Anywhere	<p>Specifies that all BroadWorks Anywhere locations are alerted.</p> <p>Ensure to set Device to ring to either Fixed or Both.</p>
Include executive assistant	<p>Specifies that all executive assistant locations are alerted.</p> <p>Ensure to set Device to ring to either Fixed or Both.</p>
Mobile identities alerted	Specifies the list of mobile identities that are alerted.

BroadWorks Anywhere and Mobility icons

The following table displays the BroadWorks Anywhere Mobility icons for the Avaya J159 IP Phone.

State	Phone icons
BroadWorks Anywhere	
BroadWorks Mobility	
Call Retrieve	

Call Park





Using the Call Park feature, you can park an active call at a parking extension. You can dial the parked extension number from any phone to retrieve the call.

The phone supports two types of call parking:

- Park call: To park a call to a specific extension. You can choose your own extension or another person's extension number to park a call. When you park a call, the extension where the call is parked will show a visual and audio alert.
- Group Call Park: To park a call to the first available extension in the group.

Call Park icons

The following table lists the Call Park feature icons for Avaya J159 IP Phone:

Name	Phone Icon
Call Park	
Group Park	
Parked Call	
Unpark Call	

Call Park notifications

Park and Unpark call notifications

You can set specific notifications for the Call Park feature. These notifications can be in the form of audio and visual alerts.

- If visual notification is enabled and a call is parked to your extension, the phone displays the parked call name and number on the Phone screen. In the notification popup screen press **Unpark** to unpark the call immediately.
- If a call is parked to your extension, the corresponding **Unpark** line key LED displays a green light. The phone also plays an audio tone depending on the notification settings.

 **Note:**


If you park an active call to your own extension, the phone will not play any audio ringing or incoming call style notification, but Unpark line key LED will be green and beacon LED will blink.

Customizing parked call notification

About this task

Use this procedure to customize the various incoming call indicators when a call is parked to your extension number.

Procedure

1. Press **Main menu**: .
2. Scroll to **Settings**, and press one of the following:
 - **Select**
 - **OK**
3. Scroll to **Phone**, and press one of the following:
 - **Select**
 - **OK**
4. Scroll to **Alerting on calls**, and press one of the following:
 - **Select**
 - **OK**
5. Scroll to **Call park**, and press one of the following:
 - **Select**
 - **OK**

6. Scroll to **Park notification**, and select one of the following:
 - **None**: To set no additional indication. The phone displays default green LED light on the corresponding line key of the **Unpark** feature and the beacon light blinks.
 - **Audible**: To enable audio notification.
 - **Visual**: To enable visual notification. When a call is parked to your extension number, you can view the parked call details on a pop-up screen similar to the primary line incoming call.
 - **Both**: To enable both audio and visual notification.
7. Press one of the following:
 - **Save**
 - **OK**

Customizing ringtones for the audio notification


About this task

Select a unique, custom ringtone for the audio notification of the parked call.

Before you begin

Ensure that you are assigned a shared extension.

Procedure

1. Press **Main menu**: .
2. Scroll to **Settings**, and press one of the following:
 - **Select**
 - **OK**
 - The corresponding line key
3. Scroll to **Audio**, and press one of the following:
 - **Select**
 - **OK**
 - The corresponding line key
4. Scroll to **Personalize ringing**, and press one of the following:
 - **Select**
 - **OK**
 - The corresponding line key
5. Scroll to **Call park**, and press one of the following:
 - **Select**
 - **OK**

- The corresponding line key
6. Select the required configured shared line, and press one of the following:
 - **Select**
 - **OK**
 - The corresponding line key
 7. Press one of the following to choose the required ringtone:
 - **Select**
 - **OK**
 - The corresponding line key
 8. Press **Save**.

Parking a call


About this task

Use this procedure to park a call to a parking extension, so that the parked call can be retrieved from any other phone in your organization. After you park the call, the extension on your phone is available to take up another call. This feature is available in BroadSoft environment.

Before you begin

- Ensure that the administrator enabled the feature.
- Ensure that you are on a call or held a call.

Procedure

1. Press **Main menu**: .
2. Scroll to **Features**, and press **Select**.
3. Scroll to **Call park**, and press one of the following:
 - **Park**
 - **OK**
 - Corresponding line button
4. **(Optional)** If the phone has more than one call that can be parked, scroll to the required number from the list, and press **Select**.
5. In the Park Call screen, enter the parking extension.

Entering hash (#) or leaving the parking extension empty will self-park the call.
6. Press **Park**.

Related links

[Call Parking](#)

Parking a call to a call park group


About this task

Use this procedure to park a call to a first available extension of a parking group member. This feature is available in BroadSoft environment.

Before you begin

- Ensure that the administrator enabled the feature.
- Ensure that you are on a call or held a call.

Procedure

1. Press **Main menu**: .
2. Scroll to **Features**, and press **Select**.
3. Scroll to **Group call park**, and press one of the following:
 - **Park**
 - **OK**
 - Corresponding line button

Result

After a call is parked to one of the extensions of a call park group members, the phone receives the voice message of that parking extension number.

Next steps

Share the notified parking extension number with your group members to retrieve the parked call.

Unparking a call


About this task

When a call is parked to your extension, you receive an audio or visual notification on the Phone screen. Use this procedure to unpark a call.

Before you begin

Get the parking extension number to retrieve a parked call.

Procedure

1. Press **Main menu**: .
2. Scroll to **Features**, and press **Select**.
3. Scroll to **Call unpark**, and press one of the following:
 - **Unpark**

- OK
 - Corresponding line button
4. Enter the parking extension number.

Entering hash (#) or leaving the parking extension empty will unpark the call that is parked against your own extension.

Related links

[Call Parking](#)

Shared Parking

You can park an active call to a Shared Parking room from which other agents can retrieve it to talk to the caller. The Phone screen displays the shared room as a BLF line. The line icons reflect the current status of the shared room: idle or busy.

You can move a Shared Parking line occupied by the room and change its label from the Phone keys customization menu.



To monitor the shared room, you must have the Shared Parking feature configured on the phone. Contact your system administrator for more details.

Related links

[Customizing phone keys](#) on page 135

Shared Parking icons and indication

The following table shows the Shared Parking icons for Avaya J159 IP Phone:

Shared room state	Phone icons	Red LED for the line key	Green LED for the line key
Idle		Off	Off
Busy		Off	Blink

Parking a call to a shared room

About this task

You might need to park an active call to the shared room so that other agents having access to that room can resume it.

Before you begin

- Make a call.
- Ensure the Shared Parking room is idle.

Procedure

On the Phone screen, do one of the following:

- Scroll to the Shared Parking line, and press **Park**.
- Press the corresponding line key.

The call is parked to the shared room. The Shared Parking line displays the Busy icon.

Unparking a call from a shared room

About this task

If you have access to the shared room, you can resume a call parked to that room by the agent who answered it first.

Before you begin

Ensure the Shared Parking room has a parked call.

Procedure

On the Phone screen, do one of the following:

- Scroll to the Shared Parking line, and press **Unpark**.
- Press the corresponding line key.

The call is unparked from the shared room, and you can talk to the caller. The Shared Parking line displays the Idle icon.

Dynamic Park and Page

With the Dynamic Park and Page feature, you can park calls and announce the parked calls to other users. Park and page use a set of park slot numbers, that your system administrator configures. When you park a call in one of the park slots, you or any other user who receives the page can dial that park slot number to unpark the call.

Parking and paging an active call

About this task

You can park an active call in an administrator-configured slot. You can page this parked call to any user or administrator-configured page target group.

You cannot use this feature while on an active conference call.

Before you begin

Ensure that the administrator enabled the feature.

Ensure that you are on an active call.

Procedure

1. Press **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to **Dynamic Park and Page**, and press **Select**.

The phone parks the call in one of the parking slots, and you receive an audio notification of the parked extension.

The phone is in the page mode.

4. Do one of the following to select the user or page target group that you want to page:
 - Select the required page target group, and press **Page**.
 - Dial the extension number of the user or page target group that you want to page, and press **Page**.
 - Press **Contacts**. Select the required user, and press **Page**.
 - Press **Recents**. Select the required user, and press **Page**.

The phone pages the parked call details to the selected user or the page target group.

Retrieving a parked call

About this task

If you have parked a call, you can retrieve the parked call before paging it. Other users can retrieve a parked call after receiving the page.

The phone displays the page details on the Application header, which is the second line from top of the phone screen.

You cannot use the following features on a paged call:

- Conference
- Hold
- Transfer
- Private Hold

Before you begin

Ensure that you have parked a call using the Dynamic Park and Page feature.

Procedure

Dial the park slot number that is assigned for the parked call. The park slot number is in the page details.

The call is unparked.

Group Paging

Group Paging is a group feature that allows unidirectional paging for a group of users by dialing a group paging directory number (DN) or an extension. The feature can be configured by a group administrator or higher.

Multicast Paging

With the Multicast Paging feature, you can receive a page that will be automatically played on the phone. If configured by the system administrator, you can send a multicast page to a group of phones in the network.

An incoming multicast page is played on the phone speaker. When the page is played, the Phone screen displays the *Page from <group name>* notification during the whole time of transmission.

All configured multicast groups that you can send a page to are available in the Features menu. You can add, move or delete the multicast page keys from the Phone screen by the common customization procedure.

Active calls with a lower priority than the multicast page are put on hold, all lower-priority incoming calls are ignored.

A multicast page is ignored if the agent is on an active call and has the Do Not Disturb status, or making an emergency call.

Sending a multicast page

About this task

You can send a multicast page to a group of users by activating the Multicast Paging group on the Phone screen. If the required group is not added on this screen, you can access all multicast page groups configured for your phone in the Features menu.

Procedure

1. Do one of the following:
 - Lift the handset.

- Press **Speaker**.
 - Press **Headset**.
2. **(Optional)** If you use the handset, press **End Call** to cancel dialing.
 3. On the Phone screen, scroll to the required multicast page group, and press **Select**.
The phone displays the `Paging <group name> box`.
 4. To end the multicast page, do one of the following:
 - Press **End Call**.
 - If you use the handset as an audio device, hang up.

Call Transfer

With the Call Transfer feature, you can transfer your call to another destination number.

The types of Call Transfer are:

- Consultative transfer: Transferring a call by connecting a call with the transfer recipient.
- Blind transfer: Transferring a call without connecting a call with the transfer recipient.

Making a consultative transfer

About this task

Transfer a call by connecting a call with the transfer recipient.

Procedure

1. While on an active call, press **Transfer** soft key or **Transfer** button.
The phone displays the Enter transfer destination screen.
The first call is placed on hold.
2. Do one of the following and then press the **Call** soft key :
 - Dial the number to transfer the call.
 - Search for the number in Contacts or Recents.
 - Redial the last dialed number by using the **Redial** button.
 - Highlight the extension on the phone screen, and press **Transfer** button.
3. To initiate a consultative transfer, press **Talk**.
The call transfer recipient's phone starts ringing.

4. Do one of the following:
 - Press **Complete** or **Transfer** button after the recipient answers the call.
The call transfer is complete. This is also called attended transfer.
 - Press **Complete** or **Transfer** button after the recipient's number starts ringing.
The call transfer is complete. This is also called unattended transfer.

Making a blind transfer

About this task

Use this procedure to transfer an active call without connecting a call with the transfer recipient.

Procedure

1. While on an active call, press **Transfer** or **Transfer** button.
The phone displays the Enter Transfer Destination screen.
2. Do one of the following and then press the **Call** soft key:
 - Dial the number to which you want to transfer the call.
 - Search for the number in the Contacts or Recents list.
 - Redial the last dialed number by using the **Redial** button.
 - Highlight the extension on the phone screen, and press **Transfer** button.
3. To initiate a blind transfer, press **Now** or **Transfer** button.
The call transfer is complete.

Call Waiting

With the Call Waiting feature, you can get a notification about another incoming call even when you are on a call. If this feature is enabled, the caller is put on waiting instead of hearing a busy tone.

The phone displays incoming call screen, plays incoming call ringtone, and the beacon LED flashes.

Enabling and disabling the Call Waiting feature

Procedure

1. Press **Main menu**: .

2. Scroll to **Features**, and press **Select**.
3. Scroll to **Call waiting**, and press one of the following:
 - **Enable**: To enable the Call Waiting feature.
 - **Disable**: To disable the Call Waiting feature.

Call Retrieve

With the Call Retrieve feature, you can seamlessly pull a call from its current location to the primary location of your BroadWorks business number. You can also pull an active call from your mobile phone to your IP phone or a soft phone. To do this, you must have the multiple appearance service active on your BroadWorks business number. You can retrieve a call using the Call Retrieve feature menu or by using the FAC code.

 **Note:**

The Call Retrieve feature is available only if either BroadWorks Anywhere feature or BroadWorks Mobility feature is enabled.

Limitations

The following are the limitations for the Call Retrieve feature:

- If you are on an active call and receive another call, you can answer that call from the configured location. To retrieve this call from its current location using the Call Retrieve feature, place the current call on hold and then press **Call Retrieve**.
- Disable Broadworks Call Control Services for the Call Retrieve feature to function properly. To disable Call Control Services, toggle **BroadWorks call control** to off. See [Changing location details](#) on page 75 or [Editing Mobile identity alerting](#) on page 78 for more details.

Using Call Retrieve



About this task

Use this procedure to retrieve a call from your logged in location.

Before you begin

Ensure that at least one of the multiple appearance services is active.

Procedure

1. Press **Main menu**: .
2. Scroll to **Features**: , and press **Select**.
3. Scroll to **Call retrieve**, and press **Select**.

Distinctive Ringing

With the Distinctive Ringing feature, you can assign a different call ringtone for the following features.

- **Priority Alert Ringing:** To assign a different ringtone as a priority notification for specific incoming calls by contrast to normal calls.
- **Alternate Number Ringing:** To enable a different ringtone for alternate numbers of a contact.
- **Ring Splash:** To enable a short ringtone as a reminder on the phone when you enable features like Call Forwarding Always, Call Forwarding Selective, and Do Not Disturb.
- **Silent Alerting:** To disable the audio notification and to get a visual notification of an incoming call.
- **Distinctive Alert Waiting Tone:** To set a distinctive ringtone for the caller when the called party is busy. The called party is alerted with a call waiting tone.

Setting a distinctive ring tone

About this task

Use this procedure to set a ring tone for different uses.

Before you begin

You must assign a phone number as a priority number to hear the priority alert tone.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Audio** settings and press **Select**.
4. Scroll to **Personalize ringing**, and press **Select**.
5. Scroll to one of the following options:
 - **Priority alert:** To select a ringtone for the priority number. The default ringtone is **Long Long Double**.
 - **Alternate number 1:** To select the different ringtone for the first alternate number of a contact. The default ringtone is **Short Short Long**.
 - **Alternate number 2:** To select a different ringtone for the second alternate number of a contact. The default ringtone is **Short Long Short**.
 - **Ring reminder:** To select a short ringtone for selective features. The default ringtone is **Short**.

You can hear the alternate number ringtone if you have saved an alternate number in the required contact in the Contacts list.

6. Press one of the following:
 - **Select**
 - **OK**
7. Scroll to the ringtone, and press **Select**.
8. **(Optional)** To play the ringtone, press **Play**.
9. Press **Save**.

Enabling Auto Answer

Before you begin

Ensure that the system administrator activates the Auto Answer option for your extension.

Procedure

1. Press **Main menu** and scroll to **Features**.
2. Press one of the following:
 - **Select**
 - **OK**
3. Use the **Down Arrow** key to go to the Auto Answer screen.
4. Press **Select**.

Flexible Seating

If configured by the system administrator, you can log in from another agent's phone to your extension and have your primary phone settings there.

The phone used for guest login is called a host phone. If the system administrator activated the Flexible Seating feature on the host phone, you can log in to your primary phone extension from its Features menu.




The top bar of the host phone displays the Host or the Guest icon depending on the guest status.

Note:

This feature is available in BroadSoft environment.

Flexible Seating icons

The following table displays the Flexible Seating icons in the top bar and the Features menu of the phone.

Name	Icon	Description
Host		The top bar of the host phone displays the Host icon if the feature is available but the guest has not logged in.
Guest		When the guest logs in, the top bar of the host phone displays the Guest bell icon.
Flexible Seating		The Features menu of the host phone displays the Flexible Seating icon if the feature is configured by the system administrator.

Logging in to your primary phone extension from the host phone

About this task

Use this procedure to access your primary phone features from another phone. After logging in, the host phone is reconfigured with your primary phone settings.

If you want to use your primary phone again, you must log out of your primary phone extension on the host phone or turn off the host phone.

Before you begin

Ensure the following:

- The system administrator has auto-provisioned the host phone with the Flexible Seating Host account.
- The system administrator has activated Flexible Seating for the host phone.
- You have turned off your primary phone.

Procedure

1. Press **Main menu**.
2. Scroll to **Applications**, and press **Select**.
3. Scroll to **Guest Login**, and press **Select**.
4. On the Guest login screen, in the **Username** field, type your phone extension.
5. Press **Enter**.

6. In the **Password** field, type your password.
7. Press **Enter**.

The phone displays the `Guest login is in progress` notification. After logging in, you are directed to the Phone screen of your primary phone.

Logging out of your primary phone extension using a host phone

About this task

You must log out of your primary phone extension on the host phone or turn off the host phone if you want to resume using your primary phone.

Procedure

1. Press **Main menu**.
2. Scroll to **Applications**, and press **Select**.
3. Scroll to **Guest logout**, and press **Select**.

The phone displays the `Guest logout in progress` notification and rolls back to the host settings.

Pre-configuration of keys

With the Pre-configuration of keys feature, the Phone screen displays a pre-determined set of phone keys for accessing features, applications, and line appearances. Using this feature, you can add and access BLF lines and auto-dialing phone extensions.

Your system administrator does the phone key configuration. If pre-configured keys are forced, you cannot customize the mapping and labels.

If pre-configured keys are not forced, you can change their mapping and labels as required.

The forced keys have a priority over customizable keys. This does not apply to Call Appearance, Shared Call Appearance and Busy Lamp Field keys as they are not dropped but moved to a different location.

Contact your system administrator if you need to replace, move, or relabel the forced keys.

Push-To-Talk

With the Push-To-Talk feature, you can call another user and have your call answered automatically.

*** Note:**

You can make only audio calls with this feature.

SLA Mon™

SLA Mon™ technology is a patented Avaya technology embedded in Avaya products to facilitate advanced diagnostics. The phones supports Avaya Diagnostic Server with SLA Mon™ agent.

SLA Mon™ server controls the SLA Mon™ agents to execute advanced diagnostic functions, such as:

- Endpoint diagnostics
 - To remotely control IP phones to assist end users with IP phone configuration and troubleshooting.
 - To remotely generate single and bulk test calls between IP phones.
 - To remotely execute limited packet captures on IP phones to troubleshoot and diagnose IP phone network traffic.
- Network monitoring
 - To monitor multiple network segments for performance in terms of packet loss, jitter, and delay.
 - To monitor hop-by-hop QoS markings for voice and video traffic.

Using a Guest Login

About this task

Use this procedure to log in as a guest on another phone to access your applications and call history for a limited time.

*** Note:**

You need to re-login if the phone reboots.

Before you begin

Ensure that the administrator enabled the feature.

Procedure

1. Press **Main Menu**.
2. Scroll to **Applications** and press **Select**.
3. Scroll to **Guest login** and press **Select**.

4. Enter your extension and password.
5. Press one of the following to set the duration in hours:
 - **Right** arrow key: To increase the value.
 - **Left** arrow key: To decrease the value.
6. Press **Enter**.

Voicemail

You can use the Voicemail feature on your phone with a voice messaging service. Your system administrator enables the Voicemail feature and configures your voicemail number and password. The beacon LED on your phone lights when you receive a voicemail. Listen to and follow the audio prompts to perform the required action on the voicemail.

If your voice messaging service provides the web interface feature, you can access voicemail on your computer. Contact your system administrator for voicemail web interface feature details.

Listening to your voicemail

About this task

Use this procedure to listen to your voicemail on your phone.

Before you begin

- Ensure that the system administrator configures the voicemail for your extension.
- Obtain the user ID and password of your voicemail from your system administrator.

Procedure

1. To log in to your voicemail, press the **Message** button.
2. Follow the voice prompts to playback your voice messages.

WML browser

Wireless Markup Language (WML) is an XML-based markup language used by Avaya J100 Series IP Phones.

The WML browser feature allows you to view WML web pages.

With the WML browser feature, you can access the Home page, Click to Dial and Add to Contacts applications.

All WML browser elements are designed by the system administrator. Contact your system administrator if you want to change the pre-configured layout.

If your system administrator has enabled this option, you can pick up incoming calls with WML browser open, using off-hook or headset button from the WML browser view.

Accessing the WML browser

About this task

You can access pre-configured WML browser applications which are added to your phone in addition to applications in the Settings menu.

Before you begin

Ensure the system administrator has configured the Browser application.

Procedure

1. Press **Main Menu**.
2. Scroll to **Applications** and press **Select**.
3. Scroll to **Browser**, and press **Select**.
4. Use the following controls to access the Browser application elements:
 - a. **Up** and **Down** navigation arrows to scroll the Home page up or down
 - b. **Left** and **Right** navigation arrows to navigate the history
 - c. **OK** button to go to a page link or select an option
 - d. **Home** to go to the Home page
 - e. **Refresh** to reload the current card
 - f. **Exit** to return to the Applications menu

Chapter 14: Using USB devices

You can use multiple USB devices such as USB flash drive, a USB headset and keyboard that connects to your Avaya J100 Series IP Phones.

- USB headset is used as a plug-and-play device and can be switched between a wired, Bluetooth and a USB headset
- The USB keyboard allows to enter texts and use the keyboard keys for navigation.
- The USB flash drive is used to copy the phone reports to the flash drive. The user needs to have admin permission to use this feature.

Avaya J159 IP Phone supports Type-A USB port for connecting the USB devices.

 **Note:**

The user can connect only one USB device of same type at a time.

Related links

[Viewing USB menu](#) on page 100

[Connecting USB keyboard](#) on page 101

[Entering text using USB keyboard](#) on page 101

[Navigating using USB keyboard](#) on page 102

Viewing USB menu

About this task

Use this procedure to view the USB menu for information on connected USB devices.

Before you begin

Connect the USB device to the phone and ensure that USB support is enabled.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **USB** and press **Select**.

You can view the list of USB devices connected to the phone, such as a USB flash drive and keyboard.

Related links

[Using USB devices](#) on page 100

Connecting USB keyboard

Before you begin

You must enable the USB support before connecting USB keyboard.

About this task

Use this procedure to connect the USB keyboard for entering text or navigation.

Procedure

1. Plug in the USB keyboard to the phone.

The phone detects the keyboard and `USB keyboard connected` text is displayed on the phone screen.

2. Press **Main Menu**.
3. Scroll to **Settings** and press **Select**.
4. Scroll to **USB** and press **Select**.

You will view the USB keyboard in the list.

Related links

[Using USB devices](#) on page 100

Entering text using USB keyboard

About this task

Use this procedure to enter text using USB keyboard.

Before you begin

Ensure that the USB keyboard is connected.

Procedure

1. Select the input field.
2. Enter the text using USB keyboard.

You can enter the alphanumeric symbols and use the phone hard keys as well as USB keyboard for entering the texts.

 **Note:**

The phone supports the standard English keyboard.

Related links

[Using USB devices](#) on page 100

Navigating using USB keyboard

About this task

Use this procedure to navigate on the phone using the keyboard keys. Following table lists the mapping of the phone hard keys and keyboard keys.

Hard phone keys	Keyboard keys
Left Arrow on navigation cluster	Left Arrow
Right Arrow on navigation cluster	Right Arrow
Up Arrow on navigation cluster	Up Arrow
Down Arrow on navigation cluster	Down Arrow
OK on navigation cluster	Enter
Delete	Backspace
Delete	Delete
Soft keys	F1-F4
Back	Esc
Main menu	Menu or Application key

Related links

[Using USB devices](#) on page 100

Chapter 15: Busy Lamp Field

With the Busy Lamp Field (BLF) feature, you can monitor the call status of other phones connected to the same network.

Important:

BLF lines are not call appearance lines and cannot be used to make calls.

In the Broadsoft environment, you can add a BLF user from the Phone screen.

In the Asterisk environment, the system administrator adds the new BLF user.

Depending on the configuration, you can use BLF lines to the following tasks:

- Monitor the activity status of the phone.
- Receive incoming calls for another user that is Directed Call Pickup.
- Speed Dial of a BLF user in an idle state.
- View outgoing call status.
- Barge-in on an active call.
- Unpark a call in the Broadsoft environment.

The administrator configures the action of the BLF line key. Depending on the configuration, when you press the BLF line key, the phone does one of the following:

First soft key is the key on the bottom left corner of the phone screen.

- Performs the action of left-most soft key on the phone screen.
- Highlights the corresponding line.
- Does not take any action if the corresponding line is already highlighted.







However, in this case you can use the **OK** button on the phone to perform the action of the first soft key.

Related links

[BLF icons and visual LED indication](#) on page 103

BLF icons and visual LED indication

The following table displays the BLF state icons and LED indicators for the Avaya J100 Series IP Phones.

State	Phone icons	Red LED for the line key	Green LED for the line key
Idle		Off	Off
Incoming call		Off	Blink
Outgoing call		Blink	Off
Active / hold		On	Off
Parked call		Off	Blink
Unavailable		Off	Off

Related links

[Busy Lamp Field](#) on page 103

Adding a Broadsoft BLF user

About this task

In the Broadsoft environment, you can add a new BLF monitored user by the common customization process of adding a new line key on the Phone screen.

 **Note:**

To add a BLF user in the Asterisk environment, contact your system administrator.

Before you begin

Ensure that your administrator enables the BLF feature for your extension.

Procedure

1. On the Phone screen, navigate to an empty line, and press **Custom**.
Depending on the way your administrator configures your phone, the phone adds a new BLF user to the first available line or to the selected line.
2. Press **Add > More**.
3. Press **BLF**.
4. **(Optional)** If there are many user names, press **Search**.
5. **(Optional)** Enter the search criteria in one or both the search fields:
 - **First name**
 - **Last name**

6. Press **Search**.
7. Navigate to the name of the required user, and press **Select**.

Customizing BLF incoming call indication

About this task

Use this procedure to customize the incoming call indicators in Broadsoft, Open SIP, and Asterisk environments.


Note:

This setting applies to all your monitored users.

Before you begin

Ensure that the administrator enabled the feature.

Procedure

1. Press **Main menu**: .
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Phone**, and press **Select**.
4. Scroll to **Alerting on calls**, and press **Select**.
5. Scroll to **Busy lamp field**, and press **Select**.
6. Scroll to **Incoming indication**, and press one of the following:
 - **None**: To set the BLF pick up indication to none.
 - **Audible**: To set the BLF pick up indication as an audible ringtone only.
 - **Visual**: To set the BLF pick up indication to visual.

When the monitored phone receives an incoming call, you can view the incoming call details on a pop-up screen similar to the primary line incoming call. There is no ringtone on **Visual** mode.

- **Both**: To set the BLF pick up indication to both audible and visual.
- **Default**: To set the BLF pick up indication, selected by your system administrator.

Regardless of the above settings, the monitoring phone's line key displays the monitored user's state icons and LED visual indicators.


7. Press **Save**.

Customizing Presence or BLF parked call indication

About this task

Use this procedure to customize the various indicators when a call is parked at the monitored user's extension number. This setting applies to all your monitored users.

Procedure

1. Press **Main menu**: .
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Phone**, and press **Select**.
4. Scroll to **Alerting on calls**, and press **Select**.
5. Scroll to **Busy lamp field**, and press **Select**.
6. Scroll to **Parked indication**, and select one of the following:
 - **None**: To set the BLF parked call indication to none.
 - **Audible**: To set the BLF parked call indication as an audible ringtone.
 - **Visual**: To set the BLF parked call indication to visual.

When a call is parked at monitored user's extension number, you can view the parked call details on a pop-up screen similar to the primary line incoming call.

- **Both**: To set the BLF parked call indication to both audible and visual.

When a call is parked at a monitored user's extension number, you can view the parked call ID, and the station the call is parked on a pop-up screen.

- **Default**: To set the BLF pick up indication, selected by your system administrator.
7. Press **Save**.


Customizing the ring tone

Before you begin

Ensure your administrator enables customizing the ring tone.

Ensure **BLF incoming call indication** or **BLF parked call indication** is set to **Audible** or **Both**.

Procedure


1. Press **Main menu**: .
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Audio**, and press **Select**.
4. Scroll to **Personalize ringing**, and press **Select**.

5. Scroll to one of the following, and press **Select**:
 - **BLF incoming call**
 - **BLF parked call**
6. Scroll to a suitable ringtone, and press **Select**.
7. Press **Save**.

BLF call operations

Making a call to a monitored user

Before you begin

Ensure that the status of the monitored user is idle: .

Procedure

Press **Call** or the corresponding BLF line key.

The phone automatically blocks an available primary line and dials the extension of the monitored user.

Related links

[Busy Lamp Field](#) on page 103

Picking up an incoming call

About this task

Use this procedure to pick up an incoming call for the monitored user.

Before you begin

Ensure that the administrator has activated the direct call pick up operation on your phone.

Procedure

Press **Pickup** or the corresponding BLF line key.

Note:

If your monitored user holds a local conference call, you can receive multiple incoming calls for each held participant.

Related links

[Busy Lamp Field](#) on page 103

Barging in on an active call

About this task

Use this procedure to barge in on an active call if the monitored user is busy: .

Before you begin

Ensure that the administrator has activated the direct call pick up with barge in operation on your phone.

Procedure

Press **Barge in** or the corresponding BLF line key.


Related links

[Busy Lamp Field](#) on page 103

Unparking a call

About this task

Use this procedure to unpark a parked call for the monitored user.

A call parked by the monitored user is indicated with the parked call icon  and the blinking of the green LED of the corresponding line key.

Before you begin

Ensure that the administrator has activated the Call Retrieve feature.

Procedure

Press **Unpark** or the corresponding BLF line key.

Related links

[Busy Lamp Field](#) on page 103

Prioritizing incoming calls over a BLF call

About this task

Use this procedure to prioritize your own incoming calls over BLF calls or parked BLF calls. When this feature is enabled, the phone displays your own incoming calls on top of the BLF calls.

Before you begin

Ensure that the administrator enabled the feature.

Procedure

1. Press **Pickup** or **Ignore** or a corresponding BLF key.

2. **(Optional)** Press **Next** or a corresponding BLF key to switch to the next incoming call if there are several calls.

Related links

[Busy Lamp Field](#) on page 103

Chapter 16: Shared call appearance

With the Shared Call Appearance (SCA) feature, your primary extension can be private or shared. Up to ten additional shared extensions can be configured to appear on your phone. All extensions are shared with other phones connected to the same network.

Depending on the configuration of your phone, any of your shared extensions can be used to:

- Dial outgoing calls.
- Answer incoming calls.
- Perform all the usual operations on a local call, including hold, transfer, and conference.
- View the status of calls on other phones with the same shared line.
- Barge into a call on another phone with the same shared extension.
- Put local calls on private hold to block others from barging into the call.

Incoming calls to any shared extension alert all phones configured with this extension.

Note:

SCA is available only in Avaya J139 IP Phone, Avaya J159 IP Phone, Avaya J169/J179 IP Phone, and Avaya J189 IP Phone.

To activate the feature, contact your system administrator or go to the BroadSoft web interface yourself to activate the feature. See <https://www.broadsoft.com/> for more information.

Limitation

The features that are configured on your phone, such as Call park, apply only to your primary extension and cannot be used on additional shared extensions.

Conference and Transfer can only be performed within a single extension. For example, you cannot start a conference with a call on your primary extension and a call on an additional shared extension.

Related links

[SCA icons and visual LED indication](#) on page 111

[Joining a call in a shared line](#) on page 112

[Putting a call on private hold and resuming a call](#) on page 112

[Customizing ringtones for the SCA extension](#) on page 113














[Customizing SCA lines](#) on page 114

[Customizing incoming call alerts for shared lines](#) on page 114

[Viewing SCA configuration](#) on page 115

SCA icons and visual LED indication

The following table displays the SCA state icons and LED indicators for the Avaya J100 Series IP Phones.


State	Phone icons	Red LED	Green LED
Idle		Off	Off
In-use		Off	On
Remote reservation		Off	On
Remote active		Off	On
Incoming call		Off	Flash
Outgoing ringing		On	On
Media preserved active		On	On
Hold		Off	Blink
Media preserved hold		On	Blink
Remote held		Off	Blink
Private hold		Off	Blink
Remote held private		Off	On
Bridge active		On	On
Active conference		On	On
Transfer pending		Off	Flutter
Conference pending		Off	Flutter
Active call		On	On
Conference hold		Off	Blink
Bridge hold		On	Blink
Not registered		Off	Off
Failed		On	Broken flutter

Related links

[Shared call appearance](#) on page 110

Joining a call in a shared line

About this task

Join a call that is active on another phone on an extension which you are sharing. These calls are identified by the In-use icon: .

Before you begin

Ensure that you are assigned a shared extension.

Procedure

1. Scroll to the shared line.
2. Press **Barge in**.
3. **(Optional)** Press the corresponding line key beside the held call that is active on the other phone.


Related links

[Shared call appearance](#) on page 110

Putting a call on private hold and resuming a call

About this task

If you are on call using a shared extension, use this procedure to put your call on private hold. Putting a call on private hold prevents any other phone with the same shared extension from barging into the call while it is on hold. The private hold feature can be useful when transferring a call or preparing to create a conference call.

A unique icon  indicates a call on private hold on another phone on the same shared extension. When a call is on private hold on another phone, the Barge-in softkey is not available and the green LED does not blink.

Before you begin

Ensure that you are assigned a shared extension.

Procedure

1. Scroll to the shared line.
2. During a call, press **More**.
3. Press **Priv Hold**.

Next steps

To retrieve a call held privately on a shared extension, press **Resume** or the corresponding line key beside the held call.

Related links

[Shared call appearance](#) on page 110

Customizing ringtones for the SCA extension


About this task

Select a unique, custom ringtone for each additional shared extension. By default, incoming calls on shared extensions will use the same ringtone that is configured for your primary extension, whether it is private or shared.

Before you begin

Ensure that you are assigned a shared extension.

Procedure

1. Press **Main menu**: .
2. Scroll to **Settings**, and press one of the following:
 - **Select**
 - **OK**
 - The corresponding line key
3. Scroll to **Audio**, and press one of the following:
 - **Select**
 - **OK**
 - The corresponding line key
4. Scroll to **Personalize ringing**, and press one of the following:
 - **Select**
 - **OK**
 - The corresponding line key
5. Scroll to **Shared lines**, and press one of the following:
 - **Select**
 - **OK**
 - The corresponding line key
6. Select the required configured shared line, and press one of the following:
 - **Select**
 - **OK**
 - The corresponding line key

7. Press one of the following to choose the required ringtone:

- **Select**
- **OK**
- The corresponding line key

8. Press **Save**.

Related links

[Shared call appearance](#) on page 110

Customizing SCA lines

About this task

All additional shared lines that are configured on the phone will appear on your default screen on one or more lines, based on the configured call appearances for each shared extension.

The label and location of each of these lines can be individually modified using the customization feature.

Related links

[Shared call appearance](#) on page 110

Customizing incoming call alerts for shared lines


About this task

You can set up the way the phone alerts you about the incoming calls to a shared line. You can select a different type of alerting for each shared line on your phone and set it up for immediate or delayed indication.

Before you begin

Make sure your system administrator has enabled this feature on your phone and has assigned at least one extension line to you.

Procedure

1. Press **Main menu**: .
2. Navigate to **Settings > Phone > Alerting on calls**.
3. Scroll to **Shared lines** and press **Select**.
4. Scroll to the shared line you want to set up and press **Select**

5. To set up the indication type, scroll to **Incoming indication** and toggle one of the following:
 - **Audible** — the phone only plays a ringtone when there is an incoming call on a shared line. No pop-up is displayed.
 - **Visual** — the phone only displays a pop-up message when there is an incoming call on a shared line. No ringtone is played.
 - **Both** — the phone uses both indication types.
 - **None** — the phone does not alert you about incoming calls on this shared line.
 - **Default** — the phone uses the administrator set value.
6. Scroll to **Indication delay**.
7. Enter the number of seconds for incoming call alert delay.
8. Press **Save** to save your settings.
9. **(Optional)** Press **Cancel** to revert to default settings.

Related links

[Shared call appearance](#) on page 110

Viewing SCA configuration


About this task

View the configuration of the additional SCA extensions. Depending on the phone's settings, you can view or modify the SCA configuration.

Before you begin

Ensure that your administrator has configured a shared primary extension.

Procedure

1. Press **Main menu**: .
2. Scroll to **Settings**, and press one of the following:
 - **Select**
 - **OK**
 - The corresponding line key
3. Scroll to **Shared lines**, and press one of the following:
 - **Select**
 - **OK**
 - The corresponding line key

Shared call appearance

4. Press **Edit** or the corresponding line key to view the following configuration information for the selected shared line:

- **Enabled/Disabled**
- **Line/Port**
- **Display name**
- **Auth username**
- **Auth password**
- **Call appearances**
- **Barge in**

Related links

[Shared call appearance](#) on page 110

Chapter 17: Simultaneous Ring Personal

With the Simultaneous Ring Personal (SRP) feature, you can list up to 10 phone numbers or SIP-URI addresses you want to receive calls to in addition to your primary phone. This feature may be used when, for example, you are not at your desk phone and you need to answer a call from your cell phone. Simultaneous ring can be turned off when you are at your desk on a call.

Important:

If your cell phone has the voice mail which is activated before your office voice messaging, the voice messages will be recorded in your cell phone database.

Note:

If Simultaneous Ring Personal is activated, the corresponding LED on the phone is green. If the feature is disabled, the LED is red. Contact your system administrator or go to the BroadSoft web interface yourself to activate the feature. See <https://www.broadsoft.com/> for more information.

Related links

[Accessing Simultaneous Ring Personal from the phone menu](#) on page 117

[Disabling Simultaneous Ring Personal during an active call](#) on page 118

[Adding a Simultaneous Ring number](#) on page 118

[Editing Simultaneous Ring numbers](#) on page 119

[Deleting a Simultaneous Ring number](#) on page 119

Accessing Simultaneous Ring Personal from the phone menu

About this task

Use this task to access Simultaneous Ring Personal page from the phone menu for configuring the settings, viewing and editing the list of simultaneous ring numbers.

Procedure

1. On the phone, go to **Main menu > Features**.
2. Scroll to **Simultaneous ringing**, and press **Config**.

Related links

[Simultaneous Ring Personal](#) on page 117

Disabling Simultaneous Ring Personal during an active call

About this task

Use this procedure to turn off Simultaneous Ring Personal when you are on an active call.

Procedure

1. On the phone, go to **Main menu > Features > Simultaneous ringing > Config**.
2. On the Simultaneous ringing page, scroll to **Do not ring with active call**.
3. Press **Toggle** to disable or enable the setting.

The changes will be saved automatically.

Related links

[Simultaneous Ring Personal](#) on page 117

Adding a Simultaneous Ring number

About this task

Use this procedure to add a number or a SIP-URI address for a simultaneous ring.

Important:

You can add maximum 10 numbers or SIP-URI addresses.

Procedure

1. On the phone, go to **Main menu > Features > Simultaneous ringing > Config**.
2. On the Simultaneous ringing page, scroll to **Numbers**, and press **Select**.
3. Press **Add**.
4. In the Add number window, scroll to the **Phone number or SIP-URI** field, and enter the number digits or a SIP-URI address:
 - Press **Abc** or **abc** or **ABC** or **123** to enter letters or numbers.
 - Press **Backspace** to delete the symbols entered.
5. **(Optional)** Scroll to the **Answer confirmation required**, and press **Toggle** to toggle the setting to on or off.
6. Press **Save**.

Related links

[Simultaneous Ring Personal](#) on page 117

Editing Simultaneous Ring numbers

About this task

Use this procedure to edit a number or a SIP-URI address for a simultaneous ring.

Procedure

1. On the phone, go to **Main menu > Features > Simultaneous ringing > Config**.
2. On the Simultaneous ringing page, scroll to **Numbers**, and press **Select**.
3. Scroll to the number or a SIP-URI address you want to edit, and press **Edit**.
4. In the Edit Number window, scroll to the **Phone number or SIP-URI** field, and enter the number digits or a SIP-URI address:
 - Press **More** and press **Abc** or **ABC** or **abc** or **123** to enter letters or numbers.
 - Press **Backspace** to delete the symbols entered.
5. Scroll to the **Answer confirmation required**, and press **Toggle** to toggle the setting to on or off.
6. Press **Save**.

Related links

[Simultaneous Ring Personal](#) on page 117

Deleting a Simultaneous Ring number

About this task

Use this procedure to delete a number or a SIP-URI address for simultaneous ringing.

Procedure

1. On the phone, go to **Main menu > Features > Simultaneous ringing > Config**.
2. On the Simultaneous ringing page, scroll to **Numbers**, and press **Select**.
3. Scroll to the number or the SIP-URI address you want to delete, and press **More > Delete**.
4. In the confirmation window, press **Delete**.

Related links

[Simultaneous Ring Personal](#) on page 117

Chapter 18: BroadWorks call center

You can use the BroadWorks call center feature using the following IP Phone models:

- Avaya J159 IP Phone
- Avaya J169/J179 IP Phone
- Avaya J189 IP Phone

The administrator enables the call center feature.

Depending on your requirement and the user license, the administrator assigns you to one of the following call centers:

- Basic call center: Support a simple call distribution and queuing scenario for a small work group. Inbound calls are distributed based on the agent's line state.
- Standard call center: Support a normal call center environment with flexible routing options and the agent's workflow includes the ACD states.
- Premium call center: Support the most advanced set of routing and call management options for a formal call center environment. It supports ACD states, disposition codes to associate with ACD calls, and outbound calling.

Related links

[Logging in to the phone](#) on page 121

[Logging out of your phone](#) on page 23

[Call center status](#) on page 122

[Viewing the call center status](#) on page 122

[BroadWorks Call Center icons](#) on page 122

[ACD call information](#) on page 123

[Viewing the ACD call information from the call details](#) on page 123

[Setting the agent state](#) on page 124

[Agent state](#) on page 124

[Customer originated trace](#) on page 125

[Escalation calls to supervisor](#) on page 126

[Emergency escalation](#) on page 127

[Call disposition codes](#) on page 128

[Hold reminder](#) on page 129

Logging in to the phone

About this task

As a call center agent, you can login to the phone using your user name and password.

Contact your system administrator to obtain the login credentials if you are logging in for the first time or if you forgot your login credentials.

Before you begin

Ensure that your administrator assigns you to a call center.

Procedure

1. On the login screen, in the **Line/Port** field, type your user name.
2. Press **Enter**.
3. In the **Password** field, type your password.
4. Press **Enter**.
5. In the **Authentication username** field, type your user name.
6. Press **Enter**.
7. **(Optional)** To change the user name or the password, press **Backspace**.

Related links

[BroadWorks call center](#) on page 120

Logging out of your phone

About this task

Use this procedure to log out of your extension.

Procedure

1. Press **Main Menu**.
2. Scroll to **Applications** and press **Select**.
3. Scroll to **Log out**, and press **Select**.
4. In the confirmation window, press **Log out**.

Related links

[BroadWorks call center](#) on page 120

Call center status

The status of the call center depends on the call flow and the waiting time of the calls in the queue. At any point in time, the call center has one of the following statuses:

- Empty: When there is no call flow.
- Normal: When the call flow and the waiting time of calls in the queue are normal.
- Threshold exceeded: When the call flow is high and/or the waiting time of the calls in the queue has exceeded the threshold limit.

 **Note:**

The system administrator sets the value for threshold limit.

Related links

[BroadWorks call center](#) on page 120

Viewing the call center status

About this task

You can view the current status of the call center. The call center status provides you the details about the call flow and the call waiting time.

Before you begin

Ensure that your administrator has assigned you to a call center.

Procedure













1. Press the **Main menu**.
2. Scroll to **Features**, and press **Select**.
3. Scroll to **Call Center**, and press **Select**.
4. Press **Status**.

Related links

[BroadWorks call center](#) on page 120

BroadWorks Call Center icons

The following table displays the BroadWorks call center icons for Avaya J159 IP Phone, Avaya J189 IP Phone Quick dial display, and the Avaya J100 Expansion Module:

State	Phone icons	Button Module icons	Quick dial display icon
Call center			
Call tracing			
Call disposition			
Call escalation			

Related links

[BroadWorks call center](#) on page 120

ACD call information

Automatic Call Distribution (ACD) is a call distribution feature that selects an available agent using a combination of one of the following:

- The agent's line state, availability, and skill level.
- The agent's line state, availability, and a call distribution algorithm.

When you receive an ACD call, the phone screen displays the following information about the call:

- Call center name
- Wait time
- Queue size

Related links

[BroadWorks call center](#) on page 120

Viewing the ACD call information from the call details

About this task

When you receive an ACD call, the phone screen displays the call information until you disconnect the call. Later, you can view the call information from the call details.

Before you begin

Ensure that you received an ACD call.

Procedure

1. Press **Recents** soft key or **Recents** button.
2. Select the call that you want to view.

3. Press **Details**.

The phone displays the details of the selected ACD call.

Related links

[BroadWorks call center](#) on page 120

Setting the agent state

About this task

You can change your state, to indicate your availability or unavailability to take calls depending on your workflow, by selecting a predefined code.

Before you begin

Ensure that you are assigned as an agent to the call center.

Procedure

1. Press the **Main menu**.
2. Scroll to **Features**, and press **Select**.
3. Scroll to the required status, and press **Select**.
4. Scroll to **Call Center**, and press **Select**.
5. Scroll to the required status, and press **Select**.

 **Note:**

The LED light against the agent status is green for the active states and red for the inactive states.

Next steps

The top bar of the phone screen displays the agent status.

Related links

[BroadWorks call center](#) on page 120

Agent state

You can select one of the following states when you are available or unavailable to take a call:






Agent state	Agent Status icon	Description
Available		You are ready to receive ACD calls.

Table continues...

Agent state	Agent Status icon	Description
Sign in		You have logged in to the phone as an agent. You can receive only direct calls.
Sign out		You have logged out of the call center as an agent. You are still logged into the phone.
Unavailable		You are unavailable to receive any ACD call.
Wrap up		You are working after a call and not available to accept ACD calls.

Related links

[BroadWorks call center](#) on page 120

Customer originated trace

You can initiate a call trace on obscene, harassing, or threatening call by using the Customer originated trace feature. You can initiate the feature on an active call or an immediate last call.

Contact your administrator to enable this feature.

Related links

[BroadWorks call center](#) on page 120

[Initiating the Customer originated trace](#) on page 125

Initiating the Customer originated trace

About this task

To initiate a call trace on obscene, harassing, or threatening active call or an immediate last call.

Before you begin

Ensure you are logged in as an agent.

Procedure

1. Press the **Main menu**.
2. Scroll to **Features**, and press **Select**.
3. Scroll to **Customer originated trace**, and press **Select**.

Result

The call trace performed on the active.

For an immediate last call, the call trace is confirmed by an audio alert.

Related links

[Customer originated trace](#) on page 125

Escalation calls to supervisor

You can escalate a call to your supervisor by using the Escalation feature. You can choose your supervisor from the list of assigned supervisors or, if you do not have any preference depending on the availability of the supervisors, the server will assign you a supervisor. During an escalation, while you are calling the supervisor, the original calling party is put on hold.

Related links

[BroadWorks call center](#) on page 120

[Escalating a call to the supervisor](#) on page 126

Escalating a call to the supervisor

About this task

When you are handling an internal call (not a call centre call), if the call requires you to involve a supervisor, you can use the Escalation feature. You can select the supervisor from the list of available supervisors of your call center, or if you do not have any preference, depending on the availability of the supervisors, the server will assign you a supervisor.

If you are unable to add a supervisor to an active call, please contact your system administrator.

Before you begin

Ensure that you are assigned to a call center.

Ensure that you are assigned to a supervisor.

Ensure that you are escalating an internal call.

Procedure

1. You are on an active call.
2. Press the **Main menu**.
3. Scroll to **Features**, and press **Select**.
4. Scroll to **Escalation**, and press **Select**.
5. The Escalation screen displays the list of supervisors.
6. Scroll to the required supervisor, or **Any**.
7. Press **Select**.

Next steps

The selected supervisor is added to the call.

The server adds an available supervisor to the call.

Related links

[Escalation calls to supervisor](#) on page 126

Emergency escalation

When you are on a call center call and wants to escalate the current call to their supervisor, can do so by using the Emergency escalation feature. When you escalate a call, the phone immediately initiates a 3-way conference call. If required, you can select the supervisor from the list of available supervisors of the call center.

Related links

[BroadWorks call center](#) on page 120

[Escalating a call to the supervisor during an emergency](#) on page 127

Escalating a call to the supervisor during an emergency

About this task

When you are handling a call center call, if the call requires you to involve a supervisor immediately, you can use the emergency escalation feature. You can select the supervisor from the list of available supervisors of your call center, or if you do not have any preference, depending on the availability of the supervisors, the server will assign you a supervisor.

If you are unable to add a supervisor to an active call, please contact your system administrator.

Before you begin

Ensure that you are assigned to a call center.

Ensure that you are assigned to a supervisor.

Ensure that you are escalating a call center call.

Procedure

1. You are on an active call center call.
2. Press the **Main menu**.
3. Scroll to **Features**, and press **Select**.
4. Scroll to **Escalation**, and press **Select**.
5. The Emergency Escalation screen displays the list of supervisors.
6. Scroll to the required supervisor, or **Any**.
7. Press **Select**.

Next steps

The selected supervisor is added to the call.

The server adds an available supervisor to the call.

Related links

[Emergency escalation](#) on page 127

Call disposition codes

Call disposition codes are available in the premium call centers to address multiple scenarios related to the call center calls. For instance, to capture the result of the call, the call disposition could be the following: Requires Follow-Up, Issue Resolved or Contacted Sales Rep. The system administrator defines the disposition codes for a call center. The agents can enter these codes either during the call or only in a call wrap-up state.

Note:

The phone refreshes every 30 minutes to load if there are any new disposition codes, or to load the values immediately you can restart the phone.

Related links

[BroadWorks call center](#) on page 120

[Entering disposition code](#) on page 128

Entering disposition code

About this task

Depending on the type of the active call, you can enter the disposition code to categorise a call. You can enter the disposition codes during an active call or only in a call wrap up state.

Before you begin

Ensure that you are assigned to a premium call center.

Ensure that your administrator has defined the disposition codes for your call center.

Ensure you are entering the disposition codes for a call center call.

Procedure

1. Press the **Main menu**.
2. Scroll to **Features**, and press **Select**.
3. Scroll to **Disposition code**, and press **Select**.
4. Scroll to the required **Disposition code**, and press **Select**.

Next steps

The disposition code is added to the call.

Related links

[Call disposition codes](#) on page 128

Hold reminder

As a call center agent, you may handle multiple ACD calls at once and can place calls on hold. If an ACD call remains on hold for a time longer than the administrator set value, there is a ring reminder on your phone screen. You will receive a ring reminder when you are not busy with other calls.

Related links

[BroadWorks call center](#) on page 120

Chapter 19: Customization

Phone

Setting the dialing mode

About this task

Use this procedure to set the dialing method used to initiate dialing.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Phone** and press **Select**.
4. Scroll to **Dialing mode**.
5. Press **Toggle** to select one of the following options:
 - **Manual**: Press the **Call** soft key to start a call.
 - **Auto**: Ensure that the dialed digits match the dial plan to start a call.
 - **Default**: Press the **Call** soft key to start a call.
6. Press **Save**.

Related links

[Making a call by using the manual dial mode](#) on page 37

Displaying call timers

About this task

Use this procedure to display the duration of calls.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.

3. Scroll to **Phone** and press **Select**.
4. Use the **Down Arrow** key to go to the **Display call timers**.
5. Press **Toggle** to activate or deactivate the call timers.
6. Press **Save**.

Setting key repeat delay

Before you begin

Ensure that the key repeat delay settings are activated by your administrator.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Phone** and press **Select**.
4. Scroll to **Key repeat delay**.
5. Press **Toggle** to select one of the following:
 - **Default**
 - **Long**
 - **Longest**
 - **Off**
 - **Short**
6. Press **Save**.

Setting redial options

About this task

Use this procedure to see the last dialed numbers.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Phone** and press **Select**.
4. Scroll to the **Redial** option.
5. Press **Toggle** to one of the following:
 - **One number**: To call to the last dialed number immediately

- **List:** To see a list of the last eight numbers.
 - **Default:** To call to the last dialed number immediately
6. Press **Save**.

Related links

[Redialing a number](#) on page 38

Setting the Audio button

About this task

Use Audio button to define the behavior of the phone Speaker or the Headset during an incoming call.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Phone** and press **Select**.
4. Scroll to **Audio button**.
5. Press **Toggle** to select one of the following options:
 - **Answer:** To answer an incoming call by pressing Speaker or Headset.
 - **New call:** To select a new line for a new call when pressing Speaker or Headset during an incoming call.
6. Press **Save**.

Assigning speed dial entries

About this task

Use this procedure to assign speed dial numbers to your contacts. You can assign up to nine speed dial entries.

When you create a new contact and immediately assign a speed dial to it, the phone does not save it. You need to wait several minutes after adding a new contact before assigning it to a speed dial.

This feature is only available in the Avaya Aura[®] environment.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Phone** and press **Select**.

4. Scroll to **Assign speed dial entries**.
5. Use the **Up** and **Down Arrow** keys to select a speed dial number.
6. Press **Contacts** to select a contact.
7. Press **Select** to assign the contact to the selected speed dial number.

You can assign only one contact.

Related links

[Making a call by using speed dial](#) on page 38

Replacing and clearing a Speed Dial contact

About this task

Use this procedure to replace or remove a Speed Dial contact.

Before you begin

Assign a contact to a Speed Dial number.

Procedure

1. Press **Main Menu**.
2. Select .
3. Use the **Down Arrow** key to go to the Speed Dial contact that you want to replace or clear.
4. Press one of the following:
 - **Replace**: To replace the contact with another contact.
 - **Clear**: To remove the contact from the Speed Dial.
5. Press **Replace** or **Clear** when the phone prompts for confirmation.

Setting Mute alert

About this task

Use this procedure to receive a notification alert when your phone is on mute, and you try to talk on a call.

Before you begin

Ensure that your administrator enables the feature. Contact your administrator for details.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Phone** and press **Select**.
4. Scroll to the **Mute alerting** option.

5. Press **Toggle** to select one of the following:
 - **Audible**: The phone plays an error beep.
 - **Visual**: The phone displays a mute icon on the top bar of the screen.
 - **Both**: The phone beeps and displays a mute icon.
 - **None**: The phone disables the mute alert.
6. Press **Save**.

Visual alerting

The beacon LED works in the following manner to indicate incoming calls and messages:

- If there is an incoming call, the beacon LED blinks.
- If there are new voice mail messages, the beacon LED is lit continuously.
- If the speaker is on during an active call and there are new voice mail messages, the beacon LED turns off every 15 seconds.
- If the call is on hold, the beacon LED stops flashing.

Related links

[Setting Visual alerting](#) on page 134

Setting Visual alerting

About this task

The phone illuminates the beacon LED when there are incoming calls and messages. Use this procedure to enable the visual alerting.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Phone** and press **Select**.
4. Scroll to **Alerting on calls**, and press **Select**.
5. Scroll to **Beacon LED**.
6. Press **Toggle** to enable or disable visual alerting.
7. Press **Save**.

Related links

[Visual alerting](#) on page 134

Customizing phone keys

About this task

Use this procedure to add, relabel, move, or delete contacts, features, or applications from the Phone screen.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Phone** and press **Select**.
4. Scroll to **Phone keys customization**, and press **Select**.
5. Press **Customize key**.
6. Use **Navigation** keys to select the line key.
7. **(Optional)** On the phone screen, if the selected line is empty, press **Add**, and do the following:
 - To add a contact, press **Contact**.
 - To add a feature, press **Feature**.
 - To add an application, press **App**.

You can use the Navigation keys to scroll to the required functionality and press **Select**.

8. To move the selected line key, do the following:
 - a. Press **Move**.
 - b. Use the Navigation keys to move the selected line.
 - c. **(Optional)** If the new location is empty, press **Select**.
 - d. **(Optional)** If the new location is already assigned a key, press **Swap**.
9. To set a new label, do the following:
 - a. Press **Relabel**.
 - b. Type the name of the label.
 - c. If your native language uses extended Latin or non-Latin symbols, press **More > Symbol** the soft key to open the Symbols menu and select the necessary symbols there. Press **Insert > More > Save**.
10. To delete a key, press **Delete**, and then confirm the deletion.

Restoring customized keys to default

About this task

Use this procedure to restore the customized keys to administrator settings.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Phone** and press **Select**.
4. Scroll to **Phone keys customization**, and press **Select**.
5. Scroll to **Restore**, and press **Select**.
6. In the confirmation window, press **Restore**.

Applications

Enabling or disabling Prompt direct number

About this task

Enable the Prompt direct number feature if you want the phone to always prompt you to select an Avaya Spaces direct number when you place a call to join a meeting on Avaya Spaces.

Before you begin

Ensure that your administrator enables the Avaya Spaces feature.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Applications** and press **Select**.
4. Scroll to **Avaya Spaces** and press **Select**.
5. Scroll to **Prompt direct number**.
6. Press **Toggle** to enable or disable the prompt.
7. Press **Save**.

Turning call history on and off

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Applications** and press **Select**.
4. Scroll to **Recents**, and press **Select**.
5. Scroll to **Log calls**, and press one of the following:
 - **Toggle**: To toggle call history on or off.
 - **Right Arrow** key: To turn on call history.
 - **Left Arrow** key: To turn off call history.
6. Press **Save**.

Microsoft® Exchange account integration

You can integrate your phone with the Microsoft® Exchange account by using the Microsoft® authentication method. Your system administrator can integrate your phone with the Exchange account from the back-end or provide you the access to enter your Microsoft® Exchange credentials on your phone. After successful authentication, your Exchange calendar and Contacts are integrated with your phone.

Entering Microsoft® Exchange credentials for basic authentication

About this task

You can integrate your phone with Microsoft® Exchange account by using the Basic authentication method. Your system administrator provides you access to enter your Microsoft® Exchange credentials on your phone. Depending on the settings made by your administrator, the phone screen displays the options to enter the details.

Before you begin

Ensure that you have valid exchange credentials.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Applications** and press **Select**.
4. Scroll to **Exchange credentials** and press **Select**.

5. **(Optional)** Press **Toggle** to select the required authentication method.
6. Do the following for the **Basic** authentication method:
 - Enter Exchange username.
 - Enter Exchange password.
 - Enter Exchange domain.
 - Press **Toggle** to select the **Name/Password Prompt**.

If you select **Name/Password Prompt**, the phone prompts for username and password every time you access the Calendar application.

7. Press **Save**.

Result

Basic authentication is successful, and your phone is integrated with the Microsoft® Exchange account.

Entering Microsoft® Exchange credentials for OAuth authentication

About this task

You can integrate your phone with Microsoft® Exchange account by using the OAuth authentication method. Your system administrator provides you access to enter your Microsoft® Exchange credentials on the phone. Depending on the settings made by your administrator, the phone screen displays the options to enter the details.

Before you begin

Ensure that you have valid exchange credentials.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Applications** and press **Select**.
4. Scroll to **Exchange credentials** and press **Select**.
5. **(Optional)** Press **Toggle** to select the required authentication method.
6. Enter the following for the **OAuth** authentication method:
 - Email address
 - Sever address
7. Press **Save**.

Save

The soft key appears only after you enter the valid details.

8. The phone screen displays the device verification URL <https://microsoft.com/devicelogin> and the dynamically generated User code for verification.

The phone screen displays these details for a maximum of 15 minutes.

9. Enter the URL in your computer browser and enter the `User code` when the Microsoft® application prompts.
10. Follow the user prompts of the Microsoft® application.

Result

OAuth authentication is successful, and your phone is integrated with the Microsoft® Exchange account.

Enabling and disabling Microsoft® Exchange contact integration

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Applications** and press **Select**.
4. Scroll to **Contacts**, and press **Select**.
5. Scroll to **Enable exchange contacts**, and press one of the following:
 - **Toggle**: To enable or disable Exchange contacts.
 - **Right Arrow** key: To enable Exchange contacts.
 - **Left Arrow** key: To disable Exchange contacts.
6. Press **Save**.

Calendar settings

Integrating Calendar application for the new phone

About this task

On the new out-of-the-box phone, when you access the Calendar application, the application prompts to enable the exchange calendar if the Calendar integration with the Microsoft® Exchange is not active. Integrate the Calendar application using the Oauth authentication.

If you want to use Basic authentication, please contact your administrator.

Before you begin

Ensure that you have valid exchange credentials.

Procedure

1. Press **Main Menu**.
2. Scroll to **Applications** and press **Select**.
3. Scroll to **Calendar** and press **Select**.
4. The phone screen displays, `Calendar integration is not active. Press Configure to activate it now.`
5. Press **Config**.
6. Scroll to **Enable Exchange Calendar** and press **Toggle**.
7. Press **Save**.
8. The phone screen displays, `Exchange username and password are missing. Press Configure to enter credentials now.`
9. Press **Config**.

Result

The phone screen displays the Exchange credentials screen. Use the procedure of the OAuth authentication method to integrate your calendar application.

Related links

[Entering Microsoft Exchange credentials for OAuth authentication](#) on page 138

Enabling and disabling Exchange calendar

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Applications** and press **Select**.
4. Scroll to **Calendar**, and press **Select**.
5. Scroll to **Enable Exchange Calendar**, and press one of the following:
 - **Toggle**: To enable or disable Exchange calendar.
 - **Right Arrow** key: To enable Exchange calendar.
 - **Left Arrow** key: To disable Exchange calendar.
6. Press **Save**.

Related links

[Enabling and Disabling Calendar reminder](#) on page 141

[Reviewing your Calendar event](#) on page 66

Enabling and Disabling Calendar reminder

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Applications** and press **Select**.
4. Scroll to **Calendar**, and press **Select**.
5. Scroll to **Enable Reminder**, and press one of the following:
 - **Toggle**: To enable or disable calendar reminder.
 - **Right Arrow** key: To enable calendar reminder.
 - **Left Arrow** key: To disable calendar reminder.
6. Press **Save**.

Related links

[Enabling and disabling Exchange calendar](#) on page 140

[Reviewing your Calendar event](#) on page 66

Enabling and Disabling Calendar reminder tone

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Applications** and press **Select**.
4. Scroll to **Calendar**, and press **Select**.
5. Scroll to **Reminder Tone**, and press one of the following:
 - **Toggle**: To enable or disable the reminder tone.
 - **Right Arrow** key: To enable the reminder tone.
 - **Left Arrow** key: To disable the reminder tone.
6. Press **Save**.

Setting a reminder and snooze time

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Applications** and press **Select**.
4. Scroll to **Calendar**, and press **Select**.
5. Scroll to **Reminder Time**, and enter the number of minutes. The range is 0 to 99.

6. Scroll to **Snooze Time**, and enter the number of minutes. The range is 0 to 99.
7. Press **Save**.

Setting a day of the week for calendar reminder

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Applications** and press **Select**.
4. Scroll to **Calendar**, and press **Select**.
5. Scroll to **First Day of Week**.
6. Press one of the following:
 - **Toggle**: To change the day.
 - **Right Arrow** key: To change the day in ascending order.
 - **Left Arrow** key: To change the day in descending order.
7. Press **Save**.

Setting Calendar list

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Applications** and press **Select**.
4. Scroll to **Calendar**, and press **Select**.
5. Scroll down to **List Style**, and press one of the following:
 - **Expanded**
 - **Compact**
6. Press one of the following:
 - **Toggle**
 - **Right Arrow** key
 - **Left Arrow** key
7. Press **Save**.

Audio

Turning automatic gain control on or off

About this task

Use this procedure to adjust the audio output level for better quality audio.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Audio** settings and press **Select**.
4. Scroll to **Automatic gain control**, and press **Select**.
5. Select the handset, headset, or speaker for which you want to turn automatic gain control on or off.
6. Press **Toggle** to turn automatic gain control on or off.
7. Press **Save**.

Setting audio path

Before you begin

- Ensure that you have access to set the audio path. Contact your administrator for details.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Audio** settings and press **Select**.
4. Scroll to **Audio path**, and press **Select**.
5. Press one of the following:
 - **Speaker**
 - **Headset**
 - **Default**

The Default value displays the Administrator set value.

Enabling and disabling Bluetooth

About this task

You can use Bluetooth enabled devices with your phone.

Before you begin

- Ensure the wireless module is installed in your phone.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll down to **Bluetooth**, and press **Select**.
4. Scroll to **Bluetooth headset**, and press one of the following:
 - **Toggle**: To enable or disable Bluetooth.
 - **Right Arrow** key: To enable Bluetooth.
 - **Left Arrow** key: To disable Bluetooth.

Note:

For some Bluetooth headsets, volume can be adjusted during the first call after rebooting the phone. Toggle the slider of the pop-up panel to the right to increase the volume, and to the left to decrease it.

Pairing a Bluetooth enabled headset with your phone

About this task

You can pair a maximum of ten Bluetooth enabled headsets with the phone, but you can use only one headset at a time. The phone displays the list of available devices and paired devices.

Before you begin

- Ensure the wireless module is installed in your phone.
- Ensure that the administrator enabled the feature.
- Ensure your Bluetooth headset is in pairing mode.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll down to **Bluetooth**, and press **Select**.
4. Scroll to **Devices**, and press **Select**.

The phone scans and displays the list of Bluetooth enabled devices.

5. To pair a device, scroll to the headset, and press **Pair**.
6. To disconnect a paired headset, under Paired devices, press **Disconct**.
7. To unpair a paired headset, under Paired devices, press **Forget**.

Turning button clicks on and off

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Audio** settings and press **Select**.
4. Use the **Down Arrow** key to go to the Button clicks screen.
5. Press **Toggle** to turn the audio on or off.
6. Press **Save**.

Turning error tones on and off

About this task

Use this procedure to activate the error tone alarm when you perform an incorrect action while using the phone.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Audio** settings and press **Select**.
4. Use the **Down Arrow** key to go to the Error tones screen.
5. Press **Toggle** to turn error tones on or off.
6. Press **Save**.

Enabling wireless headset bidirectional signaling

Before you begin

Check if the headset supports electronic hook switch (EHS) signaling.

Note:

Headset Signaling setting is used to configure only DECT headsets and cannot be applied to Bluetooth headsets.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Audio** settings and press **Select**.
4. Scroll to **Headset signaling**.
5. Press **Toggle** to select one of the following options:
 - **Disabled**: Disables signaling from the phone to the headset.
 - **Switch hook and alert**: Activates the link to the headset if you press **Headset**. When the phone receives an incoming call you hear the alert tone in the headset.
 - **Switch hook only**: Activates the link to the headset if you press **Headset**. When the phone receives an incoming call you do not hear the alert tone in the headset.
6. Press **Save**.

Setting headset mic level

About this task

Use this procedure to adjust the best headset performance.

Before you begin

- Ensure that you are on a call and the caller's audio level is at 50%.
- Adjust the microphone position as recommended by your headset vendor.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Audio** settings and press **Select**.
4. Scroll to **Headset mic level**, and press **Select**.
5. Press one of the following:
 - **Right** arrow key: To increase the gain level.
 - **Left** arrow key: To decrease the gain level.
6. **(Optional)** To set the default gain level, press **Default**.

Selecting a headset

About this task

Use this procedure to select a headset option for working with the phone. You can select the following headsets: Wired, USB or Bluetooth.

Before you begin


Make sure there is a headset connected to your phone.

Procedure

1. Navigate to **Settings > Audio > Headset selection**.
2. Toggle to the headset you want to select.
3. Press **Save**.

Configuring hearing aid compatibility

Procedure

1. Press **Main Menu**.
 2. Scroll to **Settings** and press **Select**.
 3. Scroll to **Audio** settings and press **Select**.
 4. Scroll to **Handset profile**, and press **Select**.
 5. Press one of the following:
 - **Default**
 - **Normal**
 - **Amplified**: Magnifies the normal audio level. The option must be used with caution because long term extended use of the highest volume settings can cause ear damage.
-  **Note:**
- The amplified audio level will return to normal when the call is ended.
- **Hearing Aid**: Optimizes the sound quality of hearing aids.
6. Press **Save**.

Setting a headset profile

About this task

Use the procedure to select the headset profile that best matches the acoustic properties of the headset.

 **Note:**

Headset profiles 6, 7, and 8 are designed to work only with wireless headsets.

Procedure

1. Press **Main Menu**.

2. Scroll to **Settings** and press **Select**.
3. Scroll to **Audio** settings and press **Select**.
4. Scroll to **Headset profile**, and press **Select**.
5. Scroll to the profile that matches your headset.
6. Press **Select**.
7. Press **Save**.

Related links

[List of headset profiles](#) on page 148

List of headset profiles

Headset Profile	Description
Profile 1	L100 Series Headsets
Profile 2	<ul style="list-style-type: none"> • Plantronics: SupraPlus® Wideband HW251N/HW261N (HIS) • Sennheiser: SH 330/SH 350, CC 510/CC 550 (CAVA-31)
Profile 3	<ul style="list-style-type: none"> • Plantronics: EncorePro® HW291N/HW301N (HIS) • Sennheiser: Circle™ SC 230/260 (CAVA-31)
Profile 4	<ul style="list-style-type: none"> • Jabra: BIZ™ 2400 (GN1216) • Sennheiser: Century™ SC 630/660 (CAVA-31) • VXI: CC Pro™ 4010V DC, CC Pro™ 4021V DC (OmniCord-V)
Profile 5	Jabra: GN2000 (GN1216)
Profile 6	Jabra: PRO™ 9470 (14201-33)
Profile 7	Plantronics: <ul style="list-style-type: none"> • CS500™ Series: CS510, CS520, CS530, CS540 (APV-63) • Savi® 700 Series: W710, W720, W730, W740, W745 (APV-63)
Profile 8	Sennheiser: <ul style="list-style-type: none"> • DW Pro1/DW Pro2 SD Pro1/SD Pro2 (CEHS-AV03/AV04) • DW Office, SD Office (CEHS-AV03/AV04)

Related links

[Setting a headset profile](#) on page 147

Long-term acoustic exposure protection

Avaya J100 Series IP Phones have the long-term acoustic exposure protection to prevent the users from getting acoustic shocks. This feature reduces the loud volume of the conversations on the phone call to permissible acoustic limits. The user can set the permissible acoustic limit to dynamic or predefined static values. If a dynamic setting is selected, the feature activates itself

and gradually reduces the loud volume of the phone conversations to prevent from reaching the damaging decibel levels.

Long-term acoustic exposure protection feature satisfies OSHA, ETSI and employee health safety requirements.

! **Important:**

Only L100 Series Headsets with RJ9 connector support long-term acoustic exposure protection when the headset profile is set to **Profile1**.

Setting a personalized ringtone

About this task

Use this procedure to set a ringtone for different uses.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Audio** settings and press **Select**.
4. Scroll to **Personalize ringing**, and press **Select**.
5. Scroll to one of the following options:
 - **Primary**
 - **Ring reminder**
 - **Call park**
 - **BLF incoming call**
 - **BLF parked call**
 - **Priority alert**
 - **Alternate number 1**
 - **Alternate number 2**
6. Press **Select**.
7. Scroll to the ringtone, and press **Select**.
8. **(Optional)** To play the ringtone, press **Play**.
9. Press **Save**.

Sidetone of your handset or headset

Sidetone is the ambient noise you can hear as feedback when you speak using the handset or headset of your phone. To adjust the level of this feedback noise, contact your system administrator.

Display

Changing the background image

Procedure

1. Press **Main Menu**.
 2. Scroll to **Settings** and press **Select**.
 3. Scroll to **Display** and press **Select**.
 4. Scroll to **Background**, and press **Select**.
 5. Scroll to **Primary display**, and press **Select**.
 6. Scroll down to the new image.
 7. **(Optional)** To preview the image, press **Preview** and then press **Back**.
 8. Press **Select**.
 9. Press **Save**.
-

Activating the screen saver

Procedure

1. Press **Main Menu**.
 2. Press **Applications**.
 3. Scroll down to **Activate screen saver**, and press **Select**.
-

Changing the background image for the secondary display

Procedure

1. Press **Main Menu**.

2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.
4. Scroll to **Background**, and press **Select**.
5. Scroll to **Secondary display**, and press **Select**.
6. Scroll down to the new image.
7. **(Optional)** To preview the image, press **Preview** and then press **Back**.
8. Press **Select**.
9. Press **Save**.

Changing the screen saver

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.
4. Scroll to **Screen saver** and press **Select**.
5. Scroll to **Primary display**, and press **Select**.
6. Scroll down to the new image.
7. To preview the image, press **Preview** and then **Back**.
8. Press **Select**.
9. Press **Save**.

Changing the screen saver for the secondary display

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.
4. Scroll to **Screen saver** and press **Select**.
5. Scroll to **Secondary display**, and press **Select**.
6. Scroll down to the new image.
7. To preview the image, press **Preview** and then **Back**.
8. Press **Select**.

9. Press **Save**.

Setting the screen saver details

About this task

Use this procedure to change the time that elapses before the phone displays a screen saver and to enable clock display on the screen saver.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.
4. Scroll to **Screen saver details**, and press **Select**.
5. To change the screen saver time, scroll down to **Timer (min)**, and enter time in minutes.
You can enter any value from 0 to 999.
6. To enable clock on the screen saver, scroll to **Clock**, and press **Toggle**.
7. Press **Save**.

Adjusting the brightness of a phone screen

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.
4. Scroll to **Brightness**, and press **Select**.
5. Scroll to **Primary display**, and press **Select**.
6. On **Phone**, press one of the following:
 - **Right Arrow** key: To increase the brightness.
 - **Left Arrow** key: To decrease the brightness.

Adjusting the brightness of the secondary screen

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.

3. Scroll to **Display** and press **Select**.
4. Scroll to **Brightness**, and press **Select**.
5. Scroll to **Secondary display**, and press **Select**.
6. On **Phone**, press one of the following:
 - **Right Arrow** key: To increase the brightness.
 - **Left Arrow** key: To decrease the brightness.

Setting the display language

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.
4. Scroll to **Language**, and press **Select**.
5. Scroll to the language that you want to use, and press **Select**.
6. Press one of the following when the phone prompts for confirmation:
 - **Confirm**
 - **Cancel**

The phone returns to the Display screen and the language changes to the selected language.

Setting the backlight timer

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.
4. Scroll to **Backlight timer**, and enter the number of minutes. The range is 0 to 999.
5. Press **Save**.

Setting the time format

Before you begin

Ensure that your administrator has enabled the time format feature.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.
4. Use the **Down Arrow** key to go to the Time format screen.
5. Press **Toggle** to select one of the following options:
 - **Time format 24 Hour**
 - **Time format 12 Hour**
 - **Time format Default:** The phone uses the administrator set value.
6. Press **Save**.

Setting the date format

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.
4. Use the **Down Arrow** key to go to the Date format screen.

The phone displays one of the following:

- **Default**
 - **mm/dd**
 - **dd/mm**
 - **mm.dd**
 - **dd.mm**
 - **mm-dd**
 - **dd-mm**
 - **mmm dd**
5. Press **Toggle** to select one of the options.
 6. Press **Save**.

Setting the time zone

About this task

Use this procedure to set the current time of the phone.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.
4. Scroll to **Time zone**, and press **Select**.

The phone displays the following:

- **My time**
 - **Time zone**
5. To set the required time, do one of the following:
 - Use the **Left Arrow** and **Right Arrow** key.
 - Press - or + soft key.
 6. Press **Save**.

Setting the text size

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.
4. Scroll down to **Text size**, and press **Select**.
5. Scroll down to **Primary display**, and press **Select**.
6. Press one of the following:
 - **Right** arrow key: To increase the font size.
 - **Left** arrow key: To decrease the font size.
7. **(Optional)** Press **Default** to restore the default font size.
8. Press **Save**.

Setting the text size of the secondary screen

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.

4. Scroll down to **Text size**, and press **Select**.
5. Scroll down to **Secondary display**, and press **Select**.
6. Press one of the following:
 - **Right** arrow key: To increase the font size.
 - **Left** arrow key: To decrease the font size.
7. **(Optional)** Press **Default** to restore the default font size.
8. Press **Save**.

Setting the phone screen width

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.
4. Scroll to **Phone screen width**, and press **Select**.
5. Press **Toggle** to select one of the following options:
 - **Full**: Each call appearance or feature occupies the entire width of a line.
 - **Half**: Each call appearance or feature occupies half the width of a line, effectively splitting the screen in two halves.
 - **Default**: Each call appearance or feature occupies the entire width of a line.
6. Press **Save**.

Customizing keys of the secondary display

Adding a labeled key

About this task

Use this procedure to add a labeled key to an empty line for a quick access to the contact, feature or application.

Before you begin

Ensure the Contacts list is not empty before adding a key labeled with the contact.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Phone** and press **Select**.
4. Scroll to **Phone keys customization**, and press **Select**.
5. Scroll to **Customize key**, and press **Select**.
6. Use **Navigation** keys to select an empty line.
7. Press **Add**, and select one of the following:
 - **Contact**
 - **Feature**
 - **App**
8. In the new screen, scroll to the contact, feature or application you want to add, and press **Select**.

Related links

[Relabeling a key](#) on page 157

Relabeling a key

About this task

The phone screen labels are preset by the system administrator. You can change these labels as required. The first 24 keys are to customize the phone primary display screen. Keys 25 — 48 are to customize keys on the secondary display.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Phone** and press **Select**.
4. Scroll to **Phone keys customization**, and press **Select**.
5. Scroll to **Customize key**, and press **Select**.
6. Use **Navigation** keys to select the required button key.

When you scroll down using **Navigation** keys, the secondary display highlights the 25 — 48 key area.

7. To relabel a key, do the following:
 - a. Press **Relabel**.
 - b. Type the name of the label, and press **Save**.

Related links

[Adding a labeled key](#) on page 156

Moving a key

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Phone** and press **Select**.
4. Scroll to **Phone keys customization**, and press **Select**.
5. Scroll to **Customize key**, and press **Select**.
6. Use **Navigation** keys to select the button key you want to move.
7. To move the selected key, do the following:
 - a. Press **Move**.
 - b. Use the Navigation keys to move the selected line key.
 - c. If the new location is empty, press **Select**.
 - d. If the new location is already assigned with a key, press **Swap**.

Deleting a key

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Phone** and press **Select**.
4. Scroll to **Phone keys customization**, and press **Select**.
5. Scroll to **Customize key**, and press **Select**.
6. Scroll to the button key you want to delete, and press **Delete**.
7. In the confirmation window, press **Delete**.

Restoring customized keys to default

About this task

Use this procedure to restore the customized keys to administrator settings.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings**, and press **Select**.

3. Scroll to **Phone** and press **Select**.
4. Scroll to **Phone keys customization**, and press **Select**.
5. Scroll to **Restore**, and press **Select**.
6. In the confirmation window, press **Restore**.

Chapter 20: Phone update

Updating your phone

Before you begin

When the phone is ready for an update, depending on your administrator settings, the phone screen prompts you to confirm the restart of your phone immediately. You can choose to update your phone or cancel the update. When you cancel, the phone prompts you again in the next update cycle as set by your administrator.

Before you begin

Ensure that your administrator provides you access to confirm the phone restart.

Procedure

1. The pop-up screen on the phone displays `New firmware available, restart the phone to apply changes?`
2. Press **Restart**.

Checking your phone periodic automatic update

About this task

Your system administrator sets to update your phone automatically. To know when your phone is due for an update or frequency of the update, use this procedure.

Before you begin

Ensure that your administrator enables the periodic automatic update feature.

Procedure

1. Press **Main Menu**.
2. Scroll to **Network information** and press **Select**.
3. Scroll to **Automatic update** and press **Select**.

The Automatic update screen shows the following:

- **Automatic update policy:** Displays the frequency of the phone update set by your administrator.

- **Last update:** Displays the date and time of the last update of the phone.
- **Next update:** Displays the date and time of the next update of the phone.

Chapter 21: Maintenance

Limited access during failover

One or more telephone system servers provide your phone with its connectivity, features, and functionality. If a disconnect or switch from one server to another occurs, your phone goes into Failover mode to keep it operating while alternate server resources are established. Depending on the server your phone is on, an icon may appear on the Top display line to notify you that failover is in effect.

Failover has different stages. For example, while your phone transitions to a new server it is in limbo and functionality may be limited. When the alternate server is active, your phone assumes the functionality available on that server, which may not be the same as your original server. When the original server is restored, your phone transitions back (failback) and functionality may again be limited during the transition. When your phone is back on the original server, normal functionality is restored. Failover and failback are automatic; you have no control over failure mode.

Keep in mind that during failover certain features may not be available and telephone functionality may be limited. Check the soft keys at the bottom of the display to determine the actions you can take during failover.

You can also press the Phone button to display possible action.

Important:

Do not log your telephone off during failover or until normal service is restored on your original telephone server. Logging off during failover, during transition to or from an alternate server, or while your phone is active on an alternate server may cause your phone to become inoperable.

The following conditions apply when your telephone is in Failover mode:

- If you are on a call when failover occurs, the call will remain active. You cannot initiate new calls while your phone transitions to the alternate server.
- Certain soft keys may not display and their related functions may be unavailable until transition to the alternate server is complete.
- Call connection may take longer than usual.
- During the transition to a new server, any active conference calls, call transfers, and held calls may be dropped. Incoming calls might not reach you and can go to voice mail.
- Emergency calls might or might not work, depending on the stage of failover and the functionality available on the alternate server.

- The Message Waiting Indicator is cleared, but voice mail might still be available if the voice mail server to which calls are being sent is not in failover.
- Transitions back to the normal server will restore all original functionality.

Recording audio parameters

About this task

Use this procedure to record audio parameters information in your phone.

Note:

The saved audio parameters information is used for audio debugging.

Procedure

1. Press **Main Menu**.
2. Scroll to **Network information**, and press **Select**.
3. Scroll to **Audio parameters**, and press **Select**.
4. Press the **Record** soft key.
5. To stop the recording, press the **Stop** soft key.

Viewing the product ID

About this task

The product ID information is available on a label on the back panel of your phone. Alternatively, you can view and verify the product ID on the phone screen.

Procedure

1. Press **Main Menu**.
2. Scroll to **Network information**, and press **Select**.
3. Scroll to **System**, and press **Select**.
4. Scroll to **Product ID**.

Viewing the device type

About this task

View your device type when your system administrator asks you to provide your device type information. The device type can be either Avaya SIP or Open SIP.

Procedure

1. Press **Main Menu**.
2. Scroll to **Network information**, and press **Select**.
3. Scroll to **System**, and press **Select**.
4. Scroll to **Device type**.

Viewing the server type

About this task

View your server type when your system administrator asks you to provide your server type information. The server type can be either Avaya Aura® or Open SIP.

Procedure

1. Press **Main Menu**.
2. Scroll to **Network information**, and press **Select**.
3. Scroll to **System**, and press **Select**.
4. Scroll to **Server type**.

Checking the status of the Avaya Spaces application

About this task

To check the connectivity status between your phone and the Avaya Spaces application.

Procedure

1. Press the **Main menu**.
2. Scroll to **Network information** and press **Select**.
3. Scroll to **Avaya Spaces** and press **Select**.

The phone screen displays the following:

- Status

- User authentication mode

Chapter 22: Resources

Documentation

Title	Use this document to:	Audience
Installing and Administering		
<i>Installing and Administering Avaya J100 Series SIP IP Phones in Open SIP</i>	See information about preparing Avaya J100 Series IP Phones for installation, deployment, initial administration, and administration tasks including data and security.	For people who want to install, administer, and maintain Avaya J100 Series IP Phones.

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**.

Avaya Documentation Center navigation

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

! **Important:**

For documents that are not available on Avaya Documentation Center, click **More Sites > Support** on the top menu to open <https://support.avaya.com>.

Using the Avaya Documentation Center, you can:

- Search for keywords.

To filter by product, click **Filters** and select a product.

- Search for documents.

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 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 the 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 in to the website. The available functionality depends on your role.

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 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.

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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