



Avaya J189 IP Phone H.323 Quick Reference

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Logging in to your phone

Use this task to log in to your phone when it prompts you for the extension.

Obtain the extension and password from your administrator.

1. Press **Login**.
2. In the **Extension** field, enter your extension.
3. Press **Enter**.
4. In the **Password** field, enter your password.
5. **(Optional)** If prompted for Login mode, use the right or left navigation arrow to indicate whether you are a visiting user of this phone (**Visiting User**) or not (**Default**).
6. Press **Enter**.

Logging in as a guest user

Use this procedure to log in to another phone as a guest and use the features and functionality available on your phone.

* Note:

The guest user login option is available on your phone only if the administrator has configured this feature. Guest user login does not use the Contacts list available on the phone. The previous Contacts list is cleared, and the phone displays only the contacts of the guest user.

1. Press **Home**.
2. Press **Main menu**.
3. Select **Guest Login**.
4. Enter your extension number.
5. Press **Enter**.
6. Enter your password.
7. Press **Enter**.

8. Scroll left or right to select the duration from 1 to 12 hours for using this phone.
You can log out at any time despite the duration that you select.
9. Press **Enter**.

Secondary display

The secondary display is an additional screen available in Avaya J189 IP Phone that provides the phones with additional call appearances and feature or application display. The secondary display is located at the lower right corner.

The secondary display has four pages with six lines per page, displaying 24 additional lines of information for incoming calls, outgoing calls, auto-dialing, and calling features. Use the left and right keys to navigate the pages.

Navigation

Main menu

The following table lists the Main menu icons used in Avaya J189 IP Phone:


Name	Description
Options & Settings	To access administrator activated features and change your phone settings such as customize button labels, adjust brightness, and audio settings.
Network Information	To check network settings.
VPN Settings	To change the VPN settings.
Log Out	To log out of the phone extension to protect your settings or let another user login.
Browser	To use the WML web pages.
Guest Login	To login to other phone as guest user.
About Avaya IP Deskphone	To view the phone model, software version, default device type, and the default server type.

General icons

The following table lists the icons of Avaya J189 IP Phone .

Icon	Description
	Microphone is muted.
	Missed call on your phone.
	Incoming call; indicates you have answered this call.
	Outgoing call; indicates you have made this call.
	Indicates the number of bridged calls.
	The EC500 feature is activated.
	Incoming call alert.
	Call is active.
	Call is on hold.
	Conference is active.
	Conference is on hold.
	The Right and Left navigation arrows for viewing more pages/screens/options.
	End of a list; scroll up to see other options.
	The volume is turned off. Pressing on the Volume down button continuously causes the volume to turn off.
	Pressing this softkey turns the display backlight off.
	Indicates that your phone is in the Unnamed Registration state caused by not entering an extension or password within 60 seconds after the prompt. Log in with a valid extension and password.
	Indicates that the call is using a wideband codec for excellent voice quality.

Table continues...

Icon	Description
	Indicates a low network performance that might result in lower call quality.

Call operations

Making a call

1. Lift the handset, or press **Speaker** or **Headset** (if applicable) or a line button for an available line.
2. Dial the number to call.
If you are on a mute call, to select an available call line appearance, you can use **Up** or **Down** arrows.

Making an emergency call

If your administrator configured emergency calling for your phone, the **Phone** screen displays the **Emerg** softkey to dial a preset emergency services number.

* Note:

You can make an emergency call when your phone is logged out only if your administrator configured this feature for you. You can also make an emergency call when you lock your phone.

1. On the Phone screen, press **Emerg**.
2. To end the emergency call, press **Drop**.

Calling a person from the Contacts list

1. Press **Contacts**.
2. Select the person or primary number that you want to call.
3. **(Optional)** To call a non-primary number, select the person, press **Details**, then select the desired number.
4. Find the contact that you want to call by typing the name of the person as listed.
For example, if you added John Smith to your Contacts list as "Smith, John", start typing the last name rather than his first name. Each time you press the dialpad, the list display shifts to match your input. You can also scroll up or down to locate the contact.
5. Press **Call**.

Calling a person from the call history

1. Press **Recents**.
2. Scroll to the left or right to view the list of all calls, or separate lists of missed, answered or outgoing calls.
3. Scroll up or down to select the person or number you want to call.
4. Select the person or number you want to call.

5. Press the **Call** softkey or the **OK** button or press the corresponding line key.

Making a call using edit dialing

Ensure that the Edit Dialing feature is enabled on your phone.

1. On the Phone screen, enter the number you want to call.
2. To edit the number, press **Bksp** to erase one character at a time.
3. To remove the entire number, press **Clear**.
4. Press **Call**.

Answering a call

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset or press the **Speaker** button to answer the call using the speakerphone.
- If you are on a call, on the Phone screen, scroll to the line with the incoming call and press **Ans Hold** to put the first call on hold and answer the incoming call.
- When the phone displays the Phone screen, press the **Phone** button to quickly move to the top of your call appearance list and answer an incoming call on your primary line.

Managing contacts

Adding a new contact

You can add up to three numbers to a contact.

1. Do one of the following:
 - If this is your first Contacts list entry, press **Contacts > New**.
 - If you already have entries in your Contacts list, press **Contacts > More > New**.
2. In the **Name** field, enter the name using the dial pad.
 - Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed.
 - If the characters are on the same key, pause before entering the next character.
 - To enter a space, press **0**.
 - Enter remaining letters or numbers.
 - To delete the last character, press the **Bksp** softkey.
3. In the **Number** field, enter the extension number.
The contact number can include a-z, A-Z, 0-9, and the following special symbols: comma (,), space, dash (-),

dot (.), + , * , #, \$, &, !, ~, ?, +, =, |. A comma (,) inserts a pause during dialing.

4. Press **More > Primary** if applicable.

The primary number is the one that will always display without having to go into contact details.

* Note:

When adding a contact number, you must use your enterprise phone number as the Primary number as this number is utilized for presence indication.

5. In the **Type** field, choose the type of number entered (General, Work, Mobile, Home).
6. If you have another number of this contact, scroll down and repeat steps 3 to 4.
7. If you have another number of this contact, scroll down and repeat steps 5 to 6. You can add up to two additional numbers to one contact entry, but you can designate only one number as primary.
8. Press **Save**.

Searching for a contact

1. Press **Contacts**.
2. Using the dial pad, start typing the name which you want to search.

Press **Call** to call the person or press **More > Edit** to edit contact information.

Using Voicemail

Receiving your messages

The **Message** button and the Message Wait indicator at the upper right corner glows red to indicate that you have a message.

Press the **Message** button to access your voice messages.

Listening to your voicemail

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

- Ensure that the system administrator configures the voicemail for your extension.
 - Obtain the user ID and password of your voicemail from your system administrator.
1. To log in to your voicemail, press the **Message** button.
 2. Follow the voice prompts to playback your voice messages.

Advanced features

Activating EC500 for simultaneous ringing on multiple phones

With the EC500 feature, you can program calls in the way that your desk phone and your cell phone ring simultaneously when there is an incoming call. Using this feature, you can answer office calls while you are away from your desk. The system administrator has to add your cell phone number and program the desk phone.

1. From the Phone screen, go to the **Features** screen.
2. Scroll to **EC500**, and press **Select**.

Customization

Setting dialing options

Your phone has the following dialing options:

- You can dial a number by picking up the handset, getting a dial tone, and dialing the required number (off-hook dialing).
- If you set the Edit Dialing feature, you can enter the number or a part of it, edit the entered digits if needed, and press the corresponding softkey to dial. When on-hook dialing is enabled, Edit Dialing is not available.

1. Press **Main Menu**.
2. Navigate to **Options & Settings > Call Settings > Edit dialing**.
3. Press **Change** to select **On** (Enabled) or **Off** (Disabled).
4. Press **Save**.

Setting Headset Signaling

You can get incoming call alert through your headset and the speaker. This might be convenient if you want to turn the speaker alert off or you have a wireless headset.

Note:

Not all the headsets support audible alerts.

1. Press **Home**.
2. Press **Main menu**.
3. Navigate to **Options and Settings > Call Settings > Headset Signaling**.

4. Select from the three settings using the corresponding buttons:
 - **None**: No ringing tone is sent to the headset. Headset remains on hook till headset switch-hook button is pressed for an incoming call.
 - **Switchhook** and **Alerts**: On an incoming call, the phone plays an alert tone in the headset every 5 seconds.
 - **Switchhook only**: The phone does not send the ringing tone to the headset. The headset switch-hook button is non functional.
5. Press **Save**.

Adjusting the brightness of a phone screen

Use this procedure to adjust the brightness of a phone screen.

1. Press **Main menu**.
2. Scroll to **Options & Settings**, and press **Select**.
3. Scroll to **Screen & Sound Options**, and press **Select**.
4. Scroll to **Brightness**, and press **Change**.
5. Scroll to one of the phone display, and press **Select**.
 - **Primary display**
 - Name of the button module attached to the phone
6. On **Phone**, press one of the following:
 - **Right arrow** key: To increase the brightness.
 - **Left arrow** key: To decrease the brightness.
7. Press **Save**.

Changing the brightness on the main display also updates the brightness on the secondary display.

Acoustic Protection

Avaya J100 Series IP Phones have the acoustic exposure protection, to protect the user's ears from the acoustic shocks. This feature reduces the loud volume of the conversations on the phone call to permissible acoustic limit. The user can set the permissible acoustic limit to dynamic or predefined static values. In dynamic setting, the feature activates itself and gradually reduces the loud volume of the phone conversations to prevent from reaching the damaging decibel levels.

Acoustic exposure protection feature satisfies OSHA, ETSI and employee health safety requirements.

Important:

Only L100 Series Headsets with RJ9 connector supports acoustic exposure protection.

Configuring acoustic exposure protection

Use this procedure to configure the acoustic exposure protection for your headset.

Ensure to use L100 Series Headsets.

1. Press **Main Menu**.
 2. Scroll to **Options & Settings**, and press **Select**.
 3. Scroll to **Advanced Options**, and press **Select**.
 4. Scroll to **Acoustic Protection...**, and press **Select**.
 5. Choose one of the following and press **Select**:
 - **Default**: Sets the acoustic protection values to one of the following options that your administrator sets:
 - Dynamic
 - 8 hours
 - 4 hours
 - Off
- This configured value is the default setting for acoustic protection that your administrator sets.
- **Off**: Sets the acoustic protection off.
 - **Dynamic**: Sets the acoustic feature to Dynamic, which activates itself and gradually reduces the loud volume of the phone conversations to prevent from reaching the damaging decibel levels.
 - **8 hours** : Sets the acoustic protection for 8 hours.
 - **4 hours**: Sets the acoustic protection for 4 hours.

For more information

Go to www.avaya.com/support for latest support information, including the user guide, administrator guide, installation and maintenance guide, interactive document, and software downloads.