Using Avaya J189 SIP IP Phone in Avaya Aura®

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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.

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 license-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 ISEDétablies 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.

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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 LLC, 350 Mt. Kemble Avenue, Morristown, NJ 07960 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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Contents

Chapter 1: Introduction 12
Purpose 12
Change history 12
Chapter 2: Avaya J189 IP Phone overview 15
Physical layout of a J189 IP Phone 17
Connection jacks for J189 IP Phone 19
Secondary display 21
Optional components 21
Avaya J100 Expansion Modules and USB power supply 22
Chapter 3: Getting started 23
Entering the provisioning server details 23
Identifying the device type during phone boot-up 24
Single sign-on login 24
Logging in to your phone with the SSO QR code or URL 25
Logging in to a phone as a Guest user with SSO login 26
Logging in to your phone with corporate credentials 27
Using a Guest Login 27
Logging out of your phone 28
Phone lock PIN 28
Setting a PIN on your phone 28
Locking your phone 29
Unlocking your phone 29
Setting the network mode 30
Connecting to a Wi-Fi network 31
Setting the network configuration 32
Chapter 4: Navigation 34
Cursor navigation 34
Navigation cluster 34
Text input 35
Line keys 35
Main menu 36
General phone icons 36
Presence icons 39
Multiple Level Precedence and Preemption icons 39
Bluetooth icons 40
Wi-Fi icons 40
Chapter 5: Incoming calls 41
Answering a call 42
Answering a call when on another call 42

Call Pickup ... 42
Answering a call for a Call Pickup group member ... 43
Answering a call in the same Call Pickup group ... 43
Answering a call using the extension number ... 44
Viewing a missed call ... 44
Disabling incoming call popup ... 45
Ignoring a call ... 46
Declining a call ... 46
Chapter 6: Outgoing calls ... 47
Making a call by using the manual dial mode ... 47
Making a call by using the auto-dial mode ... 47
Automatically initiate a call to the highlighted number ... 48
Redialing a number ... 48
Editing a number before calling ... 49
Making a call by using speed dial ... 49
Making a call from the local Contacts list ... 50
Making a call from the corporate database Contacts list ... 50
Making an international call ... 50
Making a priority call ... 51
Precedence call ... 51
Making a precedence call by using the Main menu ... 52
Making a precedence call by using dial plan configuration ... 52
Autodialing a pre-assigned number ... 52
Using URI dialing to make a call ... 53
Calling in your intercom group using Dial intercom ... 53
Calling in your intercom group using Auto icom ... 54
Hotline ... 54
Emergency call ... 55
Making an emergency call ... 56
Chapter 7: Call-related features ... 57
Muting and unmuting a call ... 57
Placing a call on hold and resuming the call ... 57
Off-hook alert ... 58
Chapter 8: Contacts ... 59
Adding a new contact ... 59
Adding a contact from the Recents list ... 60
Searching for a contact ... 60
Doing a quick search for a contact ... 61
LDAP Directory ... 61
Setting LDAP Directory as the contact search source ... 61
Searching LDAP contacts ... 62
Enterprise directory ... 63
Setting Enterprise directory as the contacts search source ... 64

Configuring the contacts search mode ... 64
Searching Enterprise contacts ... 65
Limitations of Enterprise directory ... 66
Viewing the contact details ... 66
Editing a contact ... 67
Combining contacts ... 67
Deleting a contact ... 68
Creating a local Contacts group ... 68
Adding a contact to the local group ... 69
Removing a contact from the local group ... 69
Assigning a ringtone to a contact ... 70
Chapter 9: Presence ... 71
Viewing the Presence status of your contacts ... 71
Changing your Presence status ... 71
Redirecting calls when Do Not Disturb is active ... 72
Chapter 10: Do not Disturb and Call Forwarding ... 74
Do not disturb ... 74
Activating and deactivating Do not disturb ... 74
Call forwarding ... 75
Forwarding a call to another extension ... 75
Setting enhanced call forwarding ... 76
Call forwarding to your cell phone using EC500 ... 78
Extending a call to your cell phone ... 78
Chapter 11: Call history ... 80
Recents ... 80
Call log ... 80
Making a call from Recents ... 81
Viewing the Recents details ... 81
Deleting a call record from Recents ... 82
Clearing the Recents list ... 83
Chapter 12: Conference calls ... 84
Adding a person to an active call ... 84
Adding a person on hold to a conference call ... 84
Putting a conference call on hold and resuming a call ... 85
Dropping or Disconnecting the last participant from a conference call ... 85
Viewing the details of a conference ... 86
No Hold Conference ... 86
Adding a participant to no hold conference ... 86
Chapter 13: Team Button and Busy Indicator ... 88
Team button ... 88
Configuring Team button incoming call indication ... 89
Answering an active call on a monitored extension ... 90
Viewing the status of monitored stations ... 90

Speed dialing to a monitored extension..... 90
Transferring a call to a monitored phone..... 91
Monitoring other extensions at a glance..... 91
Team Button icons and LED status..... 92
Busy Indicator..... 92
Making a call to a monitored user..... 93
Making a conference call with a monitored user..... 93
Call Transfer to a monitored user..... 93
Making a blind transfer to a monitored user..... 94
Making an attended transfer to a monitored user..... 94
Busy Indicator icons and LED status..... 94
Chapter 14: Calendar..... 96
Calendar..... 96
Accessing calendar..... 96
Configuring the Microsoft® Exchange Server calendar..... 96
Reviewing your Calendar event..... 97
Chapter 15: Advanced features..... 99
Accessing the Features screen..... 99
Active call shortcut keys..... 99
Making a call transfer with a shortcut key..... 100
Making a conference call with a shortcut key..... 100
Automatic Callback..... 101
Setting up Automatic Callback..... 101
Blocking your extension from displaying during calls..... 102
Displaying your extension on outgoing calls..... 103
Bridged Call Appearance..... 103
Making a call on a bridged line..... 103
Answering a bridged line call..... 104
Joining a call on a bridged line..... 104
Preventing others from bridging on to your call..... 105
Selecting a destination number using feature target..... 105
Block Incoming Calls..... 106
Handling an incoming call when the phone is locked..... 106
Call Park..... 107
Parking a call..... 107
Unparking a call..... 108
Call recording..... 108
Recording a call..... 109
Call Transfer..... 109
Making a consultative transfer..... 109
Making a blind transfer..... 110
Crisis alert station..... 110
Acknowledging the crisis alert..... 111

Emergency caller information ... 111
Stopping the crisis alert ... 112
Acknowledging the crisis alert after an error in the first acknowledgment ... 112
Hunt Group Busy ... 113
Using Hunt Group Busy ... 113
Interrupting a call with a whisper page ... 114
Intercom ... 114
Auto intercom ... 115
Auto-answer an auto intercom call ... 115
Auto intercom feature with Multiple Device Access ... 116
Auto-answer an auto intercom call with Multiple Device Access ... 116
Service Observe ... 117
Activating Service Observe ... 117
Deactivating Service Observe ... 118
Assisting an agent on an observed call ... 118
Send-NN ... 119
Using Send-NN transient mode ... 119
Activating Send-NN permanent mode ... 120
Deactivating Send-NN permanent mode ... 120
Limit Incoming Calls ... 121
Activating Limit Incoming Calls ... 121
Deactivating Limit Incoming Calls ... 121
Multiple Device Access ... 122
Handling calls and conferences using Multiple Device Access ... 122
Multicast Paging ... 123
Sending a multicast page ... 123
Pre-configuration of keys ... 124
SLA Mon™ ... 124
Shared control ... 124
Accepting and declining the Shared Control prompt ... 125
Tracing a malicious call ... 126
Voicemail ... 126
Listening to your voicemail ... 127
WML browser ... 127
Accessing the WML browser ... 127
Chapter 16: USB devices ... 129
Viewing USB menu ... 129
Connecting USB keyboard ... 130
Entering text using USB keyboard ... 130
Navigating using USB keyboard ... 131
Chapter 17: Customization ... 132
Phone ... 132
Setting the dialing mode ... 132

Enabling and disabling the Call on off-hook feature 132
Enabling and disabling the Keep current CA feature 133
Displaying call timers 134
Setting key repeat delay 134
Setting redial options 134
Assigning speed dial entries 135
Setting Mute alert 136
Visual alerting 137
Customization modes 137
Customizing phone keys 137
Restoring customized keys to default 139
Applications 139
Enabling the Away timer 139
Enabling phone auto-lock 140
Enabling call history 140
Microsoft® Exchange account integration 141
Using basic authentication for Microsoft® Exchange integration 141
Using OAuth authentication for Microsoft® Exchange integration 142
Enabling and disabling Microsoft® Exchange contact integration 142
Calendar settings 143
Audio 146
Turning automatic gain control on or off 146
Enabling and disabling Bluetooth 146
Pairing a Bluetooth enabled headset with your phone 147
Turning button clicks on and off 147
Turning error tones on and off 148
Enabling wireless headset bidirectional signaling 148
Selecting a headset 149
Setting headset mic level 149
Configuring hearing aid compatibility 149
Setting a headset profile 150
Long-term acoustic exposure protection 151
Setting a personalized ringtone 152
Sidetone of your handset or headset 153
Display 153
Display Mode 153
Changing the background image 154
Changing the background image for the secondary display 154
Setting a background image of the JEM24 module display 155
Activating the screen saver 155
Setting the screen saver details 155
Changing the screen saver 156
Setting the screen saver image of the JEM24 module display 157

Changing the screen saver for the secondary display 157
Adjusting the brightness of a phone screen 158
Adjusting the brightness of the secondary screen 158
Setting the display language 159
Setting phone screen width 159
Setting the backlight timer 159
Setting the time format 160
Setting the date format 160
Viewing the time zone 161
Setting the GMT offset 161
Setting the text size 162
Setting the text size of the secondary screen 162
Selecting a headset 162
Customizing keys of the secondary display 163
Adding a labeled key 163
Moving a key 164
Deleting a key 165
Restoring customized keys to default 165
Backup and restore 166
Backup and restore overview 166
Chapter 18: Phone update 167
Updating your phone 167
Checking your phone periodic automatic update 167
Chapter 19: Maintenance 169
Restarting your phone 169
Limited access during failover 169
Recording audio parameters 170
Viewing the product ID 171
Viewing the device type 171
Viewing the secondary provisioning server address 171
Viewing the server type 172
Viewing regulatory information 172
Chapter 20: Resources 173
Documentation 173
Finding documents on the Avaya Support website 175
Avaya Documentation Center navigation 176
Viewing Avaya Mentor videos 177
Support 178

Chapter 1: Introduction

Purpose

This document describes the features of the Avaya J189 IP Phone and also provides instructions on how to use this phone.

This document is for end users.

Change history

Issue	Date	Summary of changes
Release 4.1.2	October 2023	Feature Pack 4.1.2 release. Added and updated the following topics: • Display Mode • Phone lock PIN • Caller ID validation • SSO improvements • Team Button LED behavior • Missed call reason • Busy indicator LED behavior • Send-NN • Updated the icons
Release 4.1.3	January 2024, issue 1	Added and updated the following topics: • Guest user SSO login. • Hunt Group Busy

Table continues…

Issue	Date	Summary of changes
Release 4.1.4	April 2024, issue 1	Added and updated the following topics: • Setting the network mode • Setting the network configuration • Enterprise directory • Setting Enterprise directory as the contacts search source • Configuring the contacts search mode • Searching Enterprise contacts • WML browser • Call park • Parking a call • Unparking a call • Viewing the secondary provisioning server address
Release 4.1.5	July 2024, issue 1	Added and updated the following topics: • Team Button and Busy Indicator • Changing the screen saver • Setting the screen saver details • Setting the screen saver image of the JEM24 module display • Changing the screen saver for the secondary display
Release 4.1.6	October 2024, issue 1	Updated the following topics: • Limit Incoming Calls • Activating Limit Incoming Calls • Deactivating Limit Incoming Calls • WML Browser
Release 4.1.7	January 2025, issue 1	Added and updated the following topics: • Locking your phone • Incoming Calls • Block Incoming Calls
Release 4.1.8	April 2025, issue 1	Updated the following topics: • Using a Guest Login • Locking your phone • Handling an incoming call when the phone is locked • Enabling phone auto-lock

Table continues…

Issue	Date	Summary of changes
Release 4.1.9	July 2025, issue 1	Added and updated the following topics: • Using a Guest Login • Automatic Callback • Enabling and disabling the Keep current CA feature
Release 4.1.10	October 2025, issue 1	Updated the Team button topic.
Release 4.1.11	April 2026, issue 1	Removed the Avaya Spaces references.

Chapter 2: Avaya J189 IP Phone overview

Avaya J189 IP Phone is a SIP-based phone for business communications. The phone has two color displays and supports 96 line buttons. The primary display of the phone provides 96 buttons that you can access by scrolling or paging using the Navigation Cluster. Optionally, the phone supports up to two Avaya J100 Expansion Modules. The Secondary screen is the first effective expansion module. The phone supports up to five call appearances with two lines of call display.

For more information about Avaya J100 Expansion Modules, see Using Avaya J100 Expansion Module for SIP at https://support.avaya.com/.

The phone supports the OPUS Super wideband codec and Local Conference.

Physical specifications

- 10 buttons on Primary display and 6 buttons on Secondary display with red and green dual LEDs
- Primary display: 800x480 pixels, Secondary display: 240x320 pixels
- Dual-position stand, optional wall mount
- Gigabit Ethernet (10/100/1000 Mpbs) line interface
- Secondary Gigabit Ethernet (10/100/1000 Mpbs) interface
- PoE Class 2 IEEE 802.3af when PoE Slideswitch is in L position, and PoE Class 3 IEEE 802.3af when PoE Slideswitch is in H position
- Optional AC to 5V adapter
- Wideband audio in handset and headset
- SuperWideBand Full Duplex Handsfree
- Full duplex speakerphone
- SuperWideBand Full Duplex Handsfree
- Ergonomic hearing aid compatible handset supports TTD acoustic coupler
- Five call appearances in Full Screen mode and 10 call appearances in Half Screen mode
- Four soft keys and two-page keys for the secondary display
- Type-A and Type-C USB support
- Hard buttons:
  - Phone
  - Messages
  - Contacts

  - Recents
  - Main menu
  - Navigation cluster
  - Headset
  - Speaker
  - Volume
  - Mute
  - Release Key (End call)
- LEDs:
  - Speaker
  - Mute
  - Headset
  - Recents

Related links

Physical layout of a J189 IP Phone on page 17
Connection jacks for J189 IP Phone on page 19
Secondary display on page 21
Optional components on page 21
Avaya J100 Expansion Modules and USB power supply on page 22

Physical layout of a J189 IP Phone



No.	Name	Description
1	Beacon LED	Provides visual alerts for the following: • Incoming call • Voice mail

Table continues…

No.	Name	Description
2	Phone display	Displays two areas: 1. Top Bar: It is always visible, and displays communication status, time and date, and device status. 2. Application area displays the following: • 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. • Softkey labels area: It displays labels with information about the state of the soft key button.
3	Line keys	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. **Note:** The default action depends on the application and the context.
4	Soft keys	Used to select the corresponding label of context-specific actions. With the **Help** soft key, you can view a short description of the features available on your phone.
5	Navigation cluster	Used to navigate on the phone screen. • **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.
7	Voicemail	Used to dial the configured voice mail number to receive a voice message.
8	Line keys	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. **Note:** The default action depends on the application and the context.
9	Secondary display	Provides quick access to line appearances, features, and phone menus.
10	Volume	• (**+**): To increase the volume. • (**-**): To decrease the volume.

Table continues…

No.	Name	Description
11	Left, Right keys	Used to change the page of the Secondary Display screen.
12	Mute	Used to mute and unmute the outgoing audio.
16	Hard Release key	Used to terminate an active call or an active call appearance.
17	Handset	Used to receive and make calls.
18	Headset	Used to turn on headset, and also to toggle your call from the speaker or handset to headset.
19	Speaker	Used to turn on the speaker, and also to toggle your call from the headset or handset to speaker.

Application keys provide direct access to the corresponding applications:

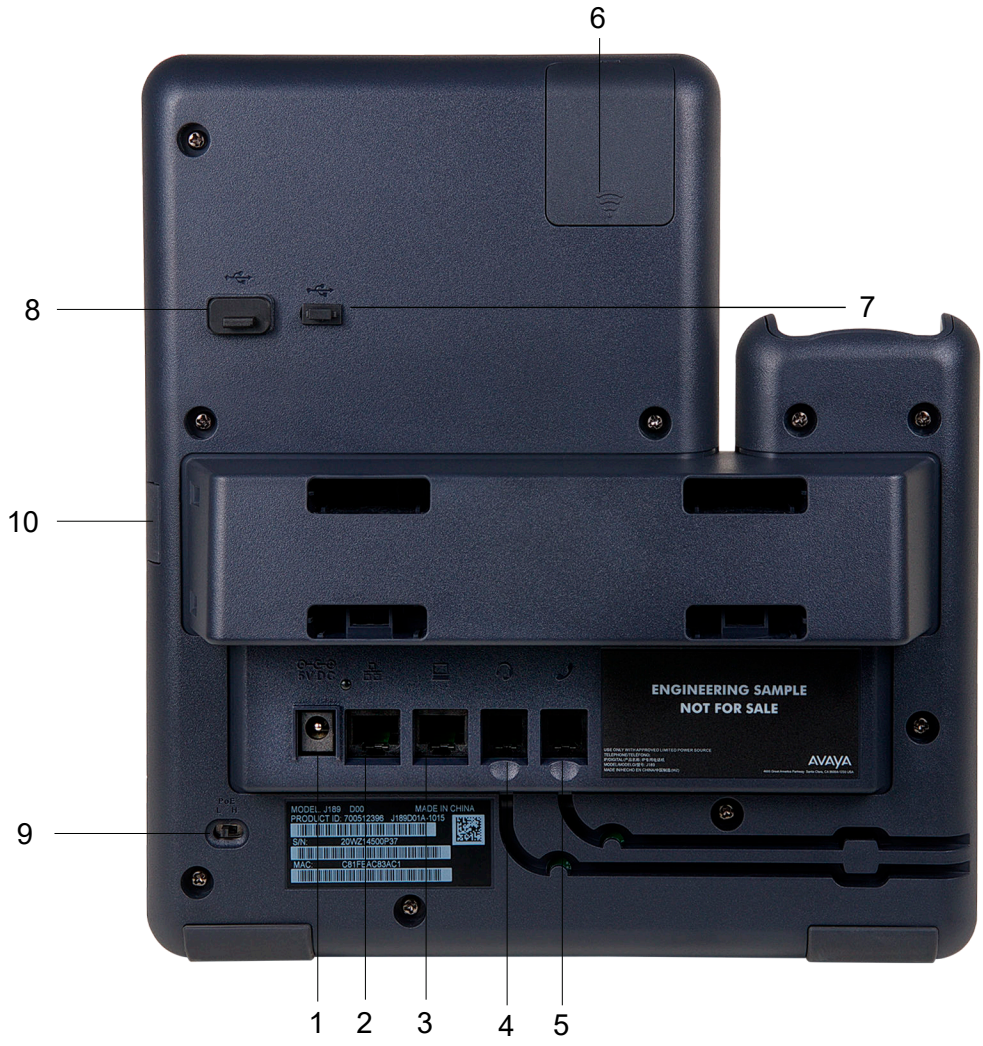
No.	Application keys	Description
6	Phone key	Displays the Phone screen.
13	Main Menu	Displays the list of options, such as **Features**, **Applications**, **Settings**, **Network Information**, **Administration**, and **About**.
14	Contacts	Displays the entries in your Contact list.
15	Recents	Displays the list of all calls.

Related links

Avaya J189 IP Phone overview on page 15

Connection jacks for J189 IP Phone

The following image illustrates the connection jacks that are present on the back panel of Avaya J189 IP Phone.



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

No.	Name	Description
1	5V DC Jack	To connect to an optional external power adapter.
2	Network and PoE port	To connect the Ethernet cable. It also can be used as both Power and Ethernet port.
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.

Table continues…

No.	Name	Description
5	Handset Jack	To connect the handset.
6	WLAN Module Panel	To integrate the optional wireless module for Wi-Fi/Bluetooth support.
7	Type-C USB port	To connect to external devices.
8	Type-A USB port	To connect to external devices.
9	PoE Slide Switch	To set the PoE value to one of the following: • L: Class 2, for low power usage when Expansion Modules are not connected. • H: Class 3, for higher power usage when Expansion Modules are connected.
10	Expansion Module port	To connect the Avaya J100 Expansion Module.

Related links

Avaya J189 IP Phone overview on page 15

Secondary display

The secondary display of the phone provides six lines of four-page display with 24 additional lines for call appearance buttons, feature buttons, auto dial buttons, BLF buttons and application shortcut buttons. It displays the dedicated view for keys 25-48. You can toggle between the pages using the left and right keys.

Related links

Avaya J189 IP Phone overview on page 15

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.
- Avaya J100 Expansion Module.
- PoE power supply.
- Avaya J100 Wireless Module (Wi-Fi Module).
- USB devices such as USB Flash drive and keyboard.
- Handset adapter.

Note:

Avaya does not supply USB devices.

Avaya does not supply the handset adapter.

Avaya J100 Expansion Modules and USB power supply

Avaya J189 IP Phone supports up to two Avaya J100 Expansion Modules and USB charging. The following power limitations apply when you connect one or two Avaya J100 Expansion Module to the phone:

Power adapters	USB power	1 JEM24 modules	2 JEM24 modules
PoE (Side switch position L)	USB Type A power limited to 100mA	not supported	not supported
PoE (Side switch position H)	USB Type A and USB Type C	Supported with USB Type A and Type C port shared power limited to 900mA	Supported with USB Type A and Type C port shared power limited to 500mA
5V power adapter	USB Type A and USB Type C	Supported with USB Type A and Type C port shared power limited to 900mA	Supported with USB Type A and Type C port shared power limited to 500mA

Related links

Avaya J189 IP Phone overview on page 15

Chapter 3: Getting started

Entering the provisioning server details

About this task

If the phone can not obtain the provisioning server URL from Device Enrollment Services, DHCP SSON, or LLDP, the phone prompts the user to manually enter the provisioning server details.

Before you begin

Ensure that you have the provisioning server address. Contact the system administrator for the provisioning server address.

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 the 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. Press **Config**, and in the **Address** field, enter the provisioning server address.

   The address is an alphanumeric URL. For example, `http://myfileserver.com/j100/`.

   Tip:

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

   To enter the forward-slash symbol (/), 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 backsplash screen displays Avaya text.

Single sign-on login

With the Single sign-on (SSO) feature, you can log in to your Avaya J189 IP Phone with corporate login credentials. Your phone administrator configures the SSO feature for your extension. You can log in to your phone using a QR code or a URL. The QR code and the URL redirect you to the SSO login page of your organization. After the SSO authentication, your phone automatically logs you in.

You can log in to the phone as one of the following user with the SSO login feature:

- Primary user: You can log in to your phone with the SSO authentication. In this login mode, Guest login is not available.
- Guest user: You can log in to a phone as a guest with the SSO authentication. The primary user of the phone must use forced or manual authentication to log in to the phone.

When your phone administrator activates the SSO login feature on your extension, the following login changes take place:

- The phone disables the Guest Login feature for the primary users.
- The Guest user logs out of the phone, and the primary user automatically gets logged in when the number of simultaneous devices exceeds the maximum.
- The phone can be unlocked only with the PIN you set.

When the SSO and Multiple Device Access (MDA) features are active on your extension, use the SSO login for all the MDA devices.

Related links

Logging in to your phone with the SSO QR code or URL on page 25
Logging in to a phone as a Guest user with SSO login on page 26

Logging in to your phone with the SSO QR code or URL

About this task

You can log in to your phone with your Single sign-on (SSO) credentials using your mobile device or computer. Your phone administrator configures the SSO feature for your extension. After the SSO authentication, the phone automatically logs you in.

Before you begin

Ensure the following:

- Your phone administrator configures the SSO feature.
- Your mobile device can scan a QR code.

Procedure

1. On the Single Sign On screen, press **Login**.

   The phone screen displays the QR code and the timer. If the timer runs out and the QR code expires, tap **Retry**.

2. Depending on your choice of device, do the following:

   - If you are using a mobile device, scan the QR code. When the QR code scan displays a URL on your mobile device, tap the URL.
   - If you are using your computer, press **Link**. Enter the URL in your computer browser and follow the prompts.

   The screen displays the SSO login page of your organization.

3. On the SSO login screen, enter your corporate username and password.

   The phone screen displays the Successful authentication message.

4. Follow the screen prompts.

   You are logged in to your phone.

Related links

Single sign-on login on page 24

Logging in to a phone as a Guest user with SSO login

About this task

With the Guest user SSO login feature, you can log in to a phone as a guest user with the SSO authentication for a specified period.

Before you begin

Ensure that your administrator configures the Guest user SSO login feature.

Procedure

1. Press **Main Menu**.
2. Scroll to **Applications** and press **Select**.
3. Scroll to **Guest login** and press **Select**.
4. On the Single Sign On Guest login screen, press one of the following to set the duration in hours:
   - **Right** arrow key: To increase the duration value.
   - **Left** arrow key: To decrease the duration value.
5. Press **Enter**.

   The phone screen displays the QR code and the timer. If the timer runs out and the QR code expires, tap **Retry**.
6. Depending on your choice of device, do the following:
   - For a mobile device, scan the QR code. When the QR code scan displays a URL, tap the URL.
   - For a computer, press **Link**. Enter the URL in your computer browser and follow the prompts.

   The screen displays the SSO login page of your organization.
7. On the SSO login screen, enter your corporate username and password.

   The phone screen displays the successful authentication message.
8. Follow the screen prompts.

   You are logged in to your phone.

Related links

Single sign-on login on page 24

Logging in to your phone with corporate credentials

About this task

You can log in to your phone with the extension and password that your phone administrator provides if the Single sign-on (SSO) feature is not active.

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**.

Using a Guest Login

About this task

With the Guest Login feature, you can log in as a guest on another end user's primary phone to access your applications and call history for a limited time.

Before you begin

Ensure that your administrator enables the feature.

Procedure

1. Depending on whether the primary user has locked or unlocked the phone, do the following:
   - If the primary user has not locked the phone, press **Main Menu**, navigate to **Applications**, select **Guest login**, and press **Select**.
   - If the primary user has locked the phone, press the **Guest login** soft key on the lock screen.
2. Enter your extension and password.
3. 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.
4. Press **Enter**.

Related links

Logging out of your phone on page 28

Logging out of your phone

About this task

You can log out of your primary extension when you log in through a Single sign-on (SSO) or SIP login. You can also log out of the SIP login as a guest user.

Note:

After a guest user logs out, the phone logs back the primary user.

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

Using a Guest Login on page 27

Phone lock PIN

You can use a PIN to unlock your phone. You or the administrator can set the PIN. For a Single sign-on (SSO) login, you must set the PIN. When SSO is active, you can unlock the phone only with the PIN you set.

For a SIP login, you can use the PIN you set, an administrator-defined PIN or your SIP password. A PIN must consist of digits.

You cannot unlock the phone if you enter an incorrect PIN.

Setting a PIN on your phone

About this task

You can set a PIN from the phone menu to unlock your phone. The PIN must consist of digits.

If Single sign-on (SSO) is active, you can unlock the phone only with the PIN you set. If you do not set a PIN from the phone menu, the phone prompts you to set up a PIN when you try to lock it. The phone blocks the lock functionality if you do not set a PIN.

Procedure

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

3. Scroll to **Applications** and press **Select**.
4. Scroll to **Lock** and press **Select**.
5. Scroll to **Setup Lock PIN code** and press **Select**.
6. Enter the PIN.
7. Press **Enter**.

Locking your phone

About this task

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

Note:

If your administrator has enabled the Block Incoming Calls feature, you cannot answer incoming calls when the phone is locked.

If the Single sign-on (SSO) feature is active on your phone, you cannot lock the phone before setting a PIN.

Before you begin

Contact your phone administrator if you cannot see the **Lock** option in the **Application** menu.

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 displays the field for entering a PIN or a password.

When the Single sign-on (SSO) feature is active, you can unlock the phone only with the PIN you set. When SSO is inactive, you can unlock the phone with the PIN you set, an administrator-defined PIN or the SIP password.

If your phone administrator does not set a PIN when SSO is inactive, the phone displays the field to enter a password. If your phone administrator sets a PIN when SSO is inactive, or you set a PIN when SSO is active or inactive, the phone displays the field to enter a PIN. A PIN is a digit-only value and a password can be an alphanumeric value.

You cannot unlock the phone if you enter an incorrect PIN or password. The phone 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.

If you do not know or remember your PIN or password when the SSO feature is inactive, contact your phone administrator. If you do not remember the PIN you set when the SSO feature is active, the phone prompts you to enter your administrator-defined password.

Procedure

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

   The phone displays the `Invalid PIN` prompt if you enter an incorrect PIN.
3. **(Optional)** If you do not remember the PIN you set, do the following:
   a. Press **Forgot**.

      The phone displays the `You need to re-login to setup new PIN` prompt.
   b. Press **Log Out**.
   c. Enter your administrator-defined username and password.

Setting the network mode

About this task

Perform this procedure to set the network mode of your phone to an **Ethernet** or a specific **Wi-Fi** network.

Before you begin

Ensure that the network administrator gives 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**.
5. Select the **Network mode** from the following options:
   - **Ethernet**: To connect the phone to an Ethernet network.
   - **Wi-Fi**: To connect the phone to a Wi-Fi network.
6. Press one of the following:
   - **Toggle**

- **Right** arrow key
- **Left** arrow key

7. Press **Save**.
8. When the phone prompts to restart, press **OK** or press **Cancel** to go back.

Connecting to a Wi-Fi network

About this task

Perform this procedure to connect your phone to a specific Wi-Fi network.

Before you begin

- Ensure that the network administrator gives you the 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 the phone attempts to connect to.
- Ensure that the network administrator enables hidden Wi-Fi features.

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**.

   The phone displays all available Wi-Fi networks, including the hidden Wi-Fi networks.
5. Scroll to the required **Wi-Fi network** and press **Connect** to start the connection process.

   You can connect to the hidden Wi-Fi network.
6. To restart the phone, press **OK**.
7. If the security is WEP or WPA/WPA2 PSK, in **Password**, enter the password for the Wi-Fi network.

   Depending on the type of security in the Wi-Fi networks, obtain the required credentials. Contact your network administrator for more details.
8. If the security is 802.1x EAP, enter the following:
   - **Identity**: Your user ID or the shared user ID provided by your administrator.
   - **Anonymous Identity**: Leave blank or use the shared Anonymous Identity provided by your administrator.
   - **Password**: Your password or the shared password provided by your administrator.

Result

When the authentication is successful, the phone automatically restarts to complete the connection.

Setting the network configuration

About this task

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

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

When network configuration is Manual, every time the phone restarts, it connects to the network that you manually configured by Setting the network mode on page 30 or Connecting to a Wi-Fi network on page 31, irrespective of the pre-configured network that your administrator has set up.

Note:

When you change the connected network, the phone automatically sets the **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 the following two options:

   - **Auto**: To automatically connect to 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 your phone does not restart and stays in Manual mode even 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 connected network is the same as the pre-configured network that your administrator has set up, the phone will not restart and stays in Auto mode.

- If the connected network is not the same as the pre-configured network that your administrator has set up, the phone prompts you for permission to restart before connecting to the pre-configured network.

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**

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: • 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.

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 J189 IP Phone:

Icons	Name	Description
	**Features**	To access the administrated features.
	**Applications**	• 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**	To change your phone settings, customize button labels, adjust brightness, audio settings, assign speed dial entries, etc. Used to view the connected USB devices such as USB stick and keyboard.
	**Network information**	To check network settings.
	**Administration**	To access administration settings.
	**About**	To view the phone software version.

General phone icons

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

Icon	Description
	Microphone is muted.
	Missed call on your phone. You can see the Missed Call icon in the Recents application.
	Missed call reason on your phone. You can see the additional context for the missed call.
	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.
	Team icon indicating the team member is available.
	Team icon indicating the team member is busy on a call and unavailable.
	Team icon indicating the team member is not on a call, but is forwarding incoming calls.
	Team icon indicating the team member is busy on a call and is forwarding incoming calls.

Table continues…

Icon	Description
	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. 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. This icon can also indicate that the phone is connected to the call server but the features are not available.
	The EC500 feature is on.
	The Do not disturb feature is on.
	The Send All Calls feature is on.
	The Send NN feature is on.
	The Call forward feature is on.
	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.
	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 of this call is secure.
	Indicates that the audio alert for incoming calls is off.
	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.

Table continues…

Icon	Description
	Toll-free call.
	Caller ID validation passed.
	Caller ID validation failed
	Unknown caller ID validation.

Presence icons

The following table lists presence icons for the Avaya J189 IP Phone and their description:

Icon	Status	Description
	Available	Contact is available and can communicate.
	On a call	Contact is on a call.
	Busy	Contact is busy.
	Away	Contact is away from the phone.
	Do Not Disturb	Contact is not available for the call.
	Out of Office / Offline	Contact is out of office, offline or wants to appear invisible.
	Unknown	The presence status of the contact is unknown or the phone is not registered.
	Automatic	The presence status is automatically set based on your current activity on the phone.

Multiple Level Precedence and Preemption icons

The following table lists the icons used in Avaya J189 IP Phone.

Icon	Precedence level	Description
	Priority	Priority icon for a priority call.
	Routine	Routine icon for a regular call.
	Immediate	Immediate icon for a priority call with a higher precedence value than Priority.
	Flash	Flash icon for a priority call with a higher precedence value than Immediate.
	Flash Override	Flash override icon for a priority call with the highest precedence.

Bluetooth icons

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

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

Wi-Fi icons

The following table lists the Wi-Fi icons used in the Avaya J189 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: Incoming calls

An inbound call to your phone is an incoming call. For an incoming call, the phone provides audio and visual alerts. The phone screen displays the incoming call icon and the caller number or name. Depending on the configuration, the phone screen provides additional details on the incoming call such as the organization name and the department name. Scroll through the phone screen to view all the details. Your phone administrator configures the settings to display the caller ID details. Contact your administrator to enable caller ID details.

If your administrator has enabled the Block Incoming Calls feature, you cannot answer incoming calls when the phone is locked.

If you save an LDAP contact in the Local contacts of the phone from an LDAP directory, the phone displays that caller name from the Local contacts.

If you receive multiple calls simultaneously, the phone screen displays the second call details on the next page of the phone screen.

Caller ID validation

When you receive an incoming private or bridged call, the phone displays validation status information to prevent caller ID spoofing. You can view the caller ID validation status of an incoming call to verify whether you can trust the source of the call. If the incoming call popup feature is active on your phone, you can see the caller ID validation status on the popup. You can also see the status on the Call Details screen and CA/BCA lines. The validation statuses are the following:

- Passed: Successfully validated caller indication.
- Failed: Failed caller indication.
- Unknown: Unverified call indication.

Your phone administrator configures the settings to display caller ID validation statuses.

Related links

Answering a call on page 42
Answering a call when on another call on page 42
Call Pickup on page 42
Viewing a missed call on page 44
Disabling incoming call popup on page 45
Ignoring a call on page 46
Declining a call on page 46

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 Call Park 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.

Call Pickup

With the Call Pickup feature, you can answer an incoming call on behalf of a pickup group member. The administrator must add you to a Call Pickup group extension so that you can redirect

an incoming call of your group member to your phone. When Call Pickup feature is active on your phone displays the incoming call of your group member on a call appearance line.

Avaya J100 Series IP Phones support the following three ways of Call Pickup in Avaya Aura® Communication Manager.

Ensure that your administrator configures the call pickup feature for your extension.

When Call Pickup feature is active Avaya Aura® Communication Manager automatically searches for the incoming calls in the associated groups to make the call connection.

Answering a call for a Call Pickup group member

About this task

With the Call Pickup feature, you can answer an incoming call on behalf of a another call pickup group member. Use this procedure to answer a call for a group member.

Before you begin

Ensure that your administrator enables the feature.

Procedure

1. Press **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to **Call Pickup** and press **Select**.
4. To answer a call, do one of the following:
   - Lift the handset.
   - Press **Answer**.
   - Press **OK**.
   - Press **Speaker**.

Answering a call in the same Call Pickup group

About this task

With the Call Pickup feature, you can answer an incoming call on behalf of a pickup group member. Use this procedure to answer a call in the same call pickup group.

Before you begin

Ensure that your administrator enables the feature.

Procedure

1. Press **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to **Call pickup extended** and press **Select**.
4. To answer a call in the same pickup group, enter the extension number of the ringing phone.

5. Press **Enter**.

Answering a call using the extension number

About this task

With the Call Pickup feature, you can answer an incoming call on behalf of a pickup group member. Use this procedure to answer a call of another pickup group by using the extension number.

Before you begin

Ensure that your administrator enables the feature.

Procedure

1. Press **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to **Call pickup directed** and press **Select**.
4. To answer a call of another pickup group, dial the extension number of the ringing phone.
5. Press **Enter**.

Viewing a missed call

About this task

If you missed answering a call, the phone illuminates the Recents button, and the phone screen displays the missed call icon. You can view the following details of a missed call on the Recents screen:

- Missed call icon
- Caller name, if the caller is added to contacts
- Missed call reason
- Extension number
- Missed call date and time

Note:

The Recents button does not light up if the Voicemail feature is active. The phone redirects the unanswered call to your Voicemail number.

Procedure

1. Press **Recents**.
2. Scroll to the required missed call.
3. Press **Details**.

   You can view the details of the missed call.

Related links

Incoming calls on page 41

Disabling incoming call popup

About this task

Incoming call popup provides information such as caller name and ID for the incoming calls. By default, the incoming call popup feature is available on the phone. To know on which call appearance you receive an incoming call, you can disable the incoming call popup.

You can disable the incoming call popup for the incoming calls on the primary, bridged and shared call appearances.

Depending on your requirement your phone administrator can disable the incoming call popup and can also provide you access to change the settings on the phone.

If you disable the incoming call pop-up,

- When you receive an incoming call, the call appearance is highlighted.
- When you receive an incoming while you are on another call, there is no change to the call appearance. Depending on the configuration, the phone notifies the audio and LED alerts for this incoming call.

Before you begin

Ensure that the phone administrator provides access to enable or disable the feature.

Procedure

1. Navigate to **Main Menu** > **Settings** > **Phone** > **Alerting on calls**.
2. Scroll to the **Incoming call popup** and press the **Toggle** soft key to choose one of the following:
   - **Enable**: To enable the incoming call popup.
   - **Disable**: To disable the incoming call popup.
   - **Default**: To use the administrator configured setting.
3. Press **Save** soft key.

Related links

Incoming calls on page 41

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.

Before you begin

Ensure that your administrator enables 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: 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 132

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.

Automatically initiate a call to the highlighted number

With the automatic Call on off-hook feature, you can make a call directly without pressing the Call soft key. You can select the number you want to call on the phone screen and go off-hook to call. To go off-hook use one of the following methods:

- Lift the handset
- Press a headset device
- Press the speaker button

You can use this feature on any phone screen on which the phone displays the Call soft key.

Your phone administrator activates the Call on off-hook feature. If your administrator provides access, you can enable or disable this feature from the phone.

Related links

Enabling and disabling the Call on off-hook feature on page 132

Redialing a number

About this task

You can redial the most recently dialed number.

Before you begin

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

Procedure

1. Press **Redial** soft key.

   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 134

Editing a number before calling

About this task

If the dialed phone number is incorrect, you can edit it before initiating the call from the call log.

Note:

If the phone has an active Call on Off-hook feature, you cannot edit dial a number.

Before you begin

The call log must have the call list.

Ensure that your administrator enables the feature.

Procedure

1. On the phone screen, press **Call Log** hard key.

   The phone displays the list of recently dialed numbers.
2. Scroll through the list and select the number you want to call.
3. Press **Call** soft key.

   The phone displays the dial dialog box.
4. **(Optional)** Go to the **Call Log** > **Details** and press **Call**soft key.
5. Edit the number.

   Note:

   When privacy is enabled for the selected call log entry, you cannot edit the number. In that case, the phone screen displays the message "`The caller's extension is restricted`."
6. Press **Call** soft key.

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 135

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**.

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.

Making a priority call

About this task

Use the Priority Calling feature to provide users with a special internal call alert. The called party hears a distinctive ringing when the calling party uses Priority Calling.

The call rings even at an extension with Do not disturb enabled.

Before you begin

Ensure that the administrator enabled the feature invocation target selection.

Procedure

1. Press the **Main menu**.
2. Scroll to **Features** and press **Select**.
3. Scroll down to **Priority Call**, press **OK**, or press the corresponding line button.

   You can see the **Select a destination** dialogue box.
4. Do one of the following to enter the number you want to set as a priority:
   - Press the **Dial** soft key to use the dialpad and manually enter the number.
   - Press **Contacts**, **Recents** or **Phone** button to select the number from the list.
   - Press the **Browser** soft key to select the destination number from the browser application.
   - Press the **Autodial**, **Busy indicator** or **Team** line key to select the number as destination target.

   The **Priority** feature is activated.
5. Press **Enter** or **OK** to activate the feature in case of manual dialling.
6. **(Optional)** To cancel the priority call, press the **Cancel** soft key.

Related links

Selecting a destination number using feature target on page 105

Precedence call

You can override other calls by making a priority call with precedence. You can manually dial the extension number or select the extension from **Contacts** or **Recents**. The precedence level is valid for only one call session. The call precedence levels are:

- FO: Flash Override. Highest precedence.
- FL: Flash.
- IM: Immediate.

- PR: Priority.
- Routine: Lowest precedence. **Routine** is highlighted on the call session line if no call is made within five minutes.

You can start a precedence call from Bridged Appearance, but not from the Team button.

Making a precedence call by using the Main menu

Procedure

1. Press **Main Menu**.
2. Scroll to **Applications** and press **Select**.
3. Select **Call Priority**.
4. On the Precedence Selection screen, select the precedence level.
5. Dial the extension from one of the following:
   - **Contacts**
   - **Recents**
   - The dial pad

Making a precedence call by using dial plan configuration

About this task

Use this procedure to make a precedence call manually by dialing the extension number.

Before you begin

Ensure that the Dial plan is configured on the Local Session Controller or Enterprise Session Controller with the Feature Access Code (FAC).

Procedure

1. Lift the handset or press one of the following:
   - **Speaker**
   - **Headset**
   - Corresponding line button
2. Dial the FAC followed by the extension number.

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.
- You can choose a number from the Expansion Module and press the required line key.

Using URI dialing to make a call

About this task

Use this procedure to dial an extension with the format username@host.The host name includes one of the following:

- IPv4 address
- Fully qualified domain name

Before you begin

Ensure that the Manual dialing feature is enabled on your phone.

Procedure

1. To enter the URI extension, use the relevant input method for uppercase and lowercase letters and numbers.
2. Press the **Call** soft key to make the call.

Related links

Setting the dialing mode on page 132

Calling in your intercom group using Dial intercom

About this task

Use this procedure to call any extension in an intercom group.

Before you begin

Ensure that your administrator enables the feature.

Procedure

1. Press **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to **Dial Icom**, and press **Select**.

   The intercom group number shows next to the Dial Intercom feature.
4. Press the number that corresponds to the destination extension.
5. Press **Enter**.

Calling in your intercom group using Auto icom

About this task

Use this procedure to call a specific extension in an intercom group.

Before you begin

Ensure that your administrator enables the feature.

Procedure

1. Press **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to **Auto Icom** and press one of the following:
   - **Select**
   - Feature line key

   The phone places the auto intercom call to the predefined extension.

Hotline

With the Hotline feature, you can directly call a pre-configured phone number by going off-hook. The phone initiates a call to the Hotline number in specific scenarios of the auto-dial and manual-dial modes. Your phone administrator configures the Hotline number. To go off-hook, use one of the following methods:

- Lift the handset
- Press a headset device
- Press the speaker button

In auto-dial mode, the phone automatically initiates a call to the Hotline number in the following scenarios:

- Going off-hook
- Dialing any number
- Going off-hook when a call is on hold
- Dialing any number when a call is on hold

In manual-dial mode, the phone automatically initiates a call to the Hotline number in the following scenarios:

- Going off-hook
- Going off-hook when a call is on hold

When the Hotline feature is active, the phone disables the Call on off-hook feature.

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
- Restart screen

In the IP Office environment, you can make an emergency call only when you are logged in to your phone.

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.

In the IP Office environment, the **Emerg** soft key is unavailable. You must dial the emergency number by using the dial pad.

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.

Chapter 7: Call-related features

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.

Procedure

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

Related links

Adding a contact to the local group on page 69

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: Contacts you add.
- My Exchange: Contacts from your exchange account.
- Global Exchange: Contacts in your company exchange directory.
- LDAP directory: Contacts in LDAP directory.
- System contacts: Contacts in Avaya Aura.

Before you begin

Ensure that the administrator configures contacts settings.

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**.

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 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.

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 your administrator enables 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.

You can configure the LDAP contact search result filter.

Before you begin

Set LDAP directory as the contacts search source.

Ensure that your administrator enables Filter contacts without numbers feature.

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 the administrator enables the **Filter contacts without numbers** parameter, search results from the LDAP source only display contacts with the specified numbers.

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

Enterprise directory

With the Enterprise directory, you can perform an enterprise search for contacts from Avaya Aura® Device Services (AADS). When the phone administrator configures AADS as a contact source on your phone, the name of the search source changes from System contacts to Enterprise directory.

You can search the contacts with the following search modes:

- Basic: You can search contacts from your organization with their name or the extension number.
- Advanced: You can search contacts with the name or the extension number and additional search options such as location and department of the contact.

You can add, edit, or delete a contact in the Enterprise directory. Contacts added, edited, or deleted are saved in the AADS contact management system and the changes reflect on other devices in the Multiple Device Access (MDA) setup.

Related links

Setting Enterprise directory as the contacts search source on page 64
Configuring the contacts search mode on page 64
Searching Enterprise contacts on page 65

Setting Enterprise directory as the contacts search source

About this task

You can select the Enterprise directory as your contacts search source to enable searching from the **Contacts** application.

Before you begin

Ensure that your administrator enables the feature.

Procedure

1. Press **Main Menu**.
2. Scroll to **Applications** and press **Select**.
3. Scroll to **Contacts** and press **Select**.
4. To select **Enterprise directory** as the contacts search source, press **Search** > **More** > **Sources**.
5. Scroll to **Enterprise directory** and press **Toggle**.
6. Press **Save**.

Result

Enterprise directory is now your contacts search source.

Configuring the contacts search mode

About this task

You can configure the contacts search mode to choose between basic or advanced search options. The contacts search mode enables you to specify either basic or additional search criteria to find contacts from your organization.

Before you begin

Ensure that your phone administrator enables the feature.

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 **Search Mode** and press **Toggle** to change between **Basic** and **Advanced** modes.
   - When the search mode is **Basic**, on the **Contacts** > **Search** screen, the phone displays the **Name** or field to enter the contacts name.

- When the search mode is **Advanced**, on the **Contacts** > **Search** screen, enter the following details:
  - **Name**: Enter the name or the extention number of the contacts to search from the organization.
  - **Location**: Enter the location of the contacts.
  - **Department**: Enter the department of the contacts.

6. Press **Save**.

Related links

Enterprise directory on page 63

Searching Enterprise contacts

About this task

When you enable Enterprise directory as the contacts search source, you can search for the contacts in your organization using the **Contacts** application on your phone.

Before you begin

Ensure you set Enterprise directory as the contacts search source.

Procedure

1. Press **Main Menu**.
2. Scroll to **Applications** and press **Select**.
3. Scroll to **Contacts** and press **Select**.
4. Press **Search**.

   The phone displays the list of matches. If no matches are found in the Enterprise directory, the phone displays the contacts list from other sources.

   Note:

   In the global exchange, when you search for a contact by department, the phone displays “no match found”. However, if you include a name and location with the department, the search activates based on the name and location as the search criteria. Whereas for local exchange and local contact search, you can use each field, such as name, location, or department independently as the search criteria.

5. To view contact information for a selected match, press **Details**.
6. To add frequently used Enterprise contacts to your local Contacts, press **+Contact**.
7. To combine any found Enterprise contact with an existing local contact, press **Combine**.

Related links

Enterprise directory on page 63

Limitations of Enterprise directory

Contact details

When you use AADS for contacts, following are the limitations you face while you edit the contact details fields:

- You cannot edit the email address for a contact in the Enterprise directory.
- When you add contacts from the Enterprise directory, you cannot edit the detail fields using the Avaya Workplace Client. You can still make the changes using the J100 phones, but these changes reflect on other J100 phones, not on the Avaya Workplace Client in the MDA setup.

Related links

Enterprise directory on page 63

Contacts groups

If you save a contacts group in the Enterprise directory, the phone displays that contacts group from the Local contacts. However. in the Multiple Device Access (MDA) setup, the contacts group saved on a J100 phone does not reflect on the Avaya Workplace Client.

Related links

Enterprise directory on page 63

Contacts sync

Following are the limitations you encounter when you enable Avaya Aura® Device Services (AADS) contacts sync:

- You cannot assign speed dial entries.
- If a phone is on an older release with speed dial entries assigned and functioning, upon upgrading to support AADS contacts sync, previous speed dial entries will not be visible.

Related links

Enterprise directory on page 63

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

About this task

You can delete your local 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. 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 **Groups**.
4. Press **NewGroup**.
5. In the **Enter group name** field, type your group name.
6. 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 **Groups**.
4. Select the group, and press **+Members**.
5. Scroll to the contact you want to add, and press **Add**.
6. **(Optional)** To add more contacts, repeat Steps 4 and 5.

Related links

Adding a new contact on page 59

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 **Groups**.
4. Scroll to the group and press **Members**.

   The phone displays the list of contacts in the group.
5. 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: Presence

With the Presence feature, you can monitor the status of your contacts in real-time and also change the phone status manually according to your availability for communication.

The administrator must activate this feature to display presence information on your phone screen. The phone displays your presence status on the top line of the phone screen.

Viewing the Presence status of your contacts

About this task

You can view or monitor the real-time Presence status of your contacts to know the appropriate time for communication with a contact.

Before you begin

- Ensure that your administrator enables the feature.
- Ensure you have a contact in your Contacts list.
- Set the **Track Presence** option to **Yes** when you add or edit a contact in the Contacts list.

Procedure

1. Press **Contacts**.
2. Scroll to the required contact.

   The phone displays the corresponding Presence status icon of the contact.

Related links

Adding a new contact on page 59

Changing your Presence status

About this task

You can change your phone presence status manually. The phone displays your Presence status on the top line of the phone screen.

Before you begin

Ensure that your administrator enables the feature.

Procedure

1. Press **Main Menu**.
2. Scroll to **Applications** and press **Select**.
3. Scroll to **My Presence** and press **Select**.
4. **(Optional)** Scroll to **Automatic**.
5. Scroll and press **Select** to choose one of the following:
   - **Available**: To show you are available for communication.
   - **Busy**: To show you are busy.
   - **Away**: To show you are away from the phone.
   - **Do not Disturb**: To show you are not available for communication.
   - **Out of Office**: To show you are out of office.
   - **Offline**: To appear offline to other users. However, your phone continues an active presence subscription with the Presence Server. The phone receives notifications for the contacts for whom you have subscribed to watch.
6. Press **Save**.

Related links

Presence icons on page 39

Redirecting calls when Do Not Disturb is active

About this task

When your Presence status is set to **Do not disturb**, the incoming calls are redirected to the voice mail. Use this procedure to define the link between the **Send All Calls** feature and the presence status **Do not disturb**. Depending on the settings made by your administrator, the phone screen displays the feature menu options.

Before you begin

Ensure that your administrator enables this feature.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Applications** and press **Select**.
4. Scroll to **Presence integration** and press **Select**.
5. Scroll to **System DND link**.

6. Select one of the following depending on your requirement:
   - **Default (No link)**
   - **No link**: Do not activate the Send all call feature when you enable Do Not Disturb.
   - **One-way link**: Activate the Send all call feature when you enable Do Not Disturb.
   - **Two-way link**: Activate the Send all call feature when you enable Do Not Disturb and vice versa.
7. Press **Save**.

Related links

Activating and deactivating Do not disturb on page 74

Chapter 10: Do not Disturb and Call Forwarding

Do not disturb

You can use the Do not disturb feature to avoid audio notifications for all direct incoming calls. The phone redirects these incoming calls to a predefined coverage number that your system administrator sets. The feature is also referred to as Send all calls. If required, contact your administrator to name this feature on your phone as Send all calls.

When the Do not disturb feature is active, you can still receive the incoming calls from the following active features:

- Automatic Callback
- Priority Call
- Call forward

Related links

Activating and deactivating Do not disturb on page 74

Activating and deactivating Do not disturb

About this task

You can activate the Do not disturb feature to prevent the phone from ringing when you get a call. The phone redirects the direct incoming calls to a predefined coverage number that your system administrator sets.

In the IP Office environment, this feature is supported using short code dialing. Contact your system administrator for the list of short codes.

Before you begin

Your system administrator must activate the feature for your extension.

Procedure

1. Press **Main menu** > **Features**.
2. Use the **Down Arrow** key to go to the Do not disturb screen.
3. Select **Do not disturb** to activate or deactivate the feature.

Related links

Do not disturb on page 74
Redirecting calls when Do Not Disturb is active on page 72

Call forwarding

Use the Call forwarding feature to divert incoming calls to another number when you cannot answer the calls. For example, if the call forwarding feature is active on your phone, when you receive a call, the phone redirects this call to the forwarding number. Depending on your requirements, your system administrator enables the feature and 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 calls within the set time interval.

The phone does not support all the call forwarding options active simultaneously. You can enable the call forwarding option to forward all calls or, the options call forward busy and no answer.

Enhanced Call forward

Use the enhanced call forwarding feature to divert incoming calls to different numbers depending on the source. Set the rules as per your requirements to forward the internal and external incoming calls. Enter the internal and external phone numbers in the corresponding Call forwarding option.

Forwarding a call to another extension

About this task

Use this procedure to forward incoming calls to the required extension.

In the IP Office environment, use the short code dialing for the call forwarding feature. Contact your system administrator for the list of short codes.

Before you begin

Ensure that your administrator enables the feature and the required call forwarding options. Ensure that feature target selection is also enabled.

Procedure

1. Press **Main menu**.
2. Scroll to **Features** and press **Select**.

3. To enable the Call Forward feature, scroll to one of the following options:
   - **Call Forward**: to forward all incoming calls to another number.
   - **Call Forward-Busy**: to forward incoming calls to another number if you are on a call
   - **Call Forward-No Answer**: to forward incoming calls to another number if you do not answer the call within the set time interval.

   Call Forward-Busy and Call Forward-No Answer options are available when your administrator configures it.
4. Press **Select**.

   You can see the **Select a destination** dialogue box.
5. Do one of the following to enter the number where you want to forward the incoming calls:
   - Press the **Dial** soft key to use the dialpad and manually enter the number.
   - Press **Contacts**, **Recents** or **Phone** button to select the number from the list.
   - Press the **Browser** soft key to select the destination number from the browser application.
   - Press the **Autodial**, **Busy indicator** or **Team** line key to select the number as destination target.

   Call Forward feature is activated.
6. Press **Enter** to activate the call forward feature in case you manually dial the extension number.

   The phone generates a confirmation tone and returns to the Features screen.
7. **(Optional)** To cancel the feature, press the **Cancel** soft key.
8. To disable any Call Forward option, go to the active Call Forward option and press **Select**.

Related links

Selecting a destination number using feature target on page 105

Setting enhanced call forwarding

About this task

You can use this feature to forward the incoming calls on your phone to various destination numbers based on the call type and call state.

Before you begin

Ensure that your administrator enables the feature.

Procedure

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

4. Select the required rules from the following list, and enter the corresponding numbers.
   - Forward all calls:
     - Internal [Enter Number]
     - External [Enter Number]
   - Forward when busy:
     - Internal [Enter Number]
     - External [Enter Number]
   - Forward when no answer:
     - Internal [Enter Number]
     - External [Enter Number]

   If you have configured a number for any of the rules, the phone displays that number instead of the text **Enter Number**.
5. Press **Save**.

Editing a rule for enhanced call forwarding

About this task

With the enhanced call forwarding feature, you can set the rules as per your requirements to forward the incoming calls on your phone to various destinations. You can use the following procedure to edit the already set rules.

Before you begin

Ensure that your administrator activates the Enhanced Call Forward feature.

Procedure

1. Press **Main menu**.
2. Scroll to **Features** and press **Select**.
3. Scroll to **Enhanced Call Forward** and press **Select**.
4. Select the rule to edit and press **Edit**.
5. Enter the destination number.
6. Press **Save**.

Turning off rules for enhanced call forwarding

About this task

With the enhanced call forwarding feature, you can set the rules as per your requirements to forward the incoming calls on your phone to various destinations. You can use the following procedure to turn off the already set rules.

Before you begin

Ensure that your administrator activates the Enhanced Call Forward feature.

Procedure

1. Press **Main menu**.
2. Scroll to **Features** and press **Select**.
3. Scroll to **Enhanced Call Forward** and press **Select**.
4. Do one of the following:
   - To turn off a rule, select the rule, and press **Turn off**.
   - To turn off all rules, press **All off**.
5. Press **Save**.

Call forwarding to your cell phone using EC500

About this task

Use this procedure to forward calls from your Avaya deskphone to your personal phone.

Before you begin

- Ensure that your administrator enables the feature.
- Ensure that the system administrator sets your personal phone number as your destination number.

Procedure

1. Press **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to **EC500** and press **Select**.

Extending a call to your cell phone

About this task

Use this procedure to forward an ongoing call to your cell phone by using the EC500 feature. When you answer the extended call on your cell phone, the call remains active on your office phone. Later you can switch back to your office phone to continue the call.

Before you begin

- Ensure that your administrator enables the feature.
- Ensure that EC500 is configured on your mobile phone.
- Ensure that your administrator sets your personal phone number as your destination number.

Procedure

1. Press **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to **Extend Call** and press **Select**.
4. Press **OK**.

   You will receive a call on your cell phone to answer the extended call.

Chapter 11: Call history

Recents

The Recents application presents the call history or a log of the last 100 calls on the phone. The phone sums up the calls for each call type from a caller and lists them. From the Recents application, you can do the following:

- View the call history details
- Make a call
- Delete a call record
- Clear the Recents list
- Add a contact

Call log

A call log provides a list of the last 100 calls on the phone. The call log list is sorted by the timestamps, with the latest call at the top of the list. Each entry in the call log has the following information:

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

You must enable the call log option for your extension to record the call entries. If you enable the summarize call logs option, you can view the aggregate of calls for each day. The phone sums up the calls for each call type from a caller and lists them in the Recents screen.

If you do not want the phone to log the **Call forward** or **Call forward-Busy** as a missed call, contact your administrator to make the required settings. If the primary extension user has logged out of the phone, the phone logs the forwarded-all call or forwarded-busy call as a missed call.

Missed call reason

For missed calls, the phone additionally displays the reason for the missed call that the call server provides. If you have an Offline call log enabled on your phone, the phone loses the call

forwarding status in the missed call reason. Avaya J100 Series IP Phones display the following reasons for missing the call if any of the following features are active on your phone:

Feature	Missed call reason
Call forward	`All calls forwarded`
Call forward Busy	`Busy on other calls`
All Lines Busy	`All call appearances busy`
Limit Number of Concurrent Calls (LNCC)	`Limit incoming calls`
Coverage	`No answer`

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

If you need to downgrade the phone software to a version earlier than 4.0.3, the phone cannot retain the call log details. Contact your administrator to enable the required settings to retain the call log details.

Related links

Enabling call history on page 140

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. **(Optional)** Press **Details**.
4. Press **Call**.

Viewing the Recents details

About this task

On the Recents screen, depending on the call type and the configuration to display the caller ID, you can view the details of each call. The following are a few examples:

- Incoming call icon
- Outgoing call icon
- Bridge call icon
- Missed call icon

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

Note:

Duration is not available for a missed call.

If the summarized call log feature is active, you can also view the total number of calls of a caller for the day.

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**.

   The **Recents** screen displays all calls.
3. **(Optional)** On the **Recents** screen, use the **Right** and **left** arrow keys to scroll to the required call type.
4. Select the call that you want to view.
5. Press **Details**.

   The phone displays the details of the selected call.

   For a summarized call, the phone displays the elaborated view of the summary.
6. **(Optional)** Scroll to the required call entry and press **Details**.

Deleting a call record from Recents

About this task

Use this procedure to delete a specific call record in the Recents list. For a summarized call log view, you can delete all the entries for a summarized call log record or a specific entry in the summary. The delete option is available when there is at least one call log entry.

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**.

   The **Recents** screen displays all calls.
3. **(Optional)** On the **Recents** screen, use the **Right** and **left** arrow keys to scroll to the required call type.
4. Select a number that you want to delete.
5. Press **Details**.

   The phone displays the details of the selected call.

   For a summarized call, the phone displays the elaborated view of the summary.
6. **(Optional)** In the call summary, select the required call record.
7. Press **Delete**.
8. Press **Delete** on the `Delete this recent record?` confirmation screen.

   The phone deletes the call record.

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**.

   The **Recents** screen displays all calls.
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 12: 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 **More** > **Conference**.

   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.
3. When the third participant answers the call, press the **Join** soft key.
4. 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 **Conference** or **Add** button if you are already in a conference.
3. To see a list of held calls, press the **Held Call** soft key.
4. Select the call on hold that you want to add to the conference.
5. Press one of the following:
   - **Join**

- **OK**

The held call is added 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 during a conference call.
2. Do one of the following:
   - Press **Resume**.
   - 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 your administrator enables 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.

Related links

Adding a participant to no hold conference on page 86

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 **Conference** soft key.
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** to add the person to the existing call.
5. Press **Add** and repeat the steps to add another person to the conference.
6. Press the **Details** button to access the details of the participants.

No Hold Conference

With the No Hold Conference feature, you can add participants to your call while continuing your active conversation. The No Hold Conference feature lets you create a conference call without putting any call participant on hold.

For example, if you press the administered **No Hold Conference** button and then dial an extension the participant that answers the call joins the no hold conference.

Using the **No Hold Conference** button you can add more participants to the no hold conference.

The administrator can pre-configure only one number on System Manager. When you press the **No Hold Conference** button, the call is placed to the pre-configured number when the participant answers the call joins the no hold conference.

If the participants do not answer the call within the configured time-out duration Avaya J100 Series IP Phones will display the appropriate message on the phone screen.

Adding a participant to no hold conference

About this task

You can add participants to your call while continuing your conversation without interruption. You can add up to six participants in the no hold conference call.

Before you begin

Ensure that your administrator activates the no hold conference feature and feature target selection.

Ensure that you are on a call.

Procedure

1. During an active call, on the phone screen, press **Main menu** > **Features.**
2. Press **No Hold Conference.**

   Select a destination dialogue box is displayed.
3. You can add users to a no hold conference by using one of the following methods:
   - If an extension number is pre-configured by your administrator, you can press **Select**.
   - If the extension number is not pre-configured, press the **Dial** soft key to use the dialpad and manually enter the extension number, press **OK**.
   - Press **Contacts**, **Recents** or **Phone** button to select the number from the list.
   - Press the **Browser** soft key to select the destination number from the browser application.
   - Press the **Autodial**, **Busy indicator** or **Team** line key to select the number as destination target.

   The no hold conference feature is activated.
4. To add more participants to the existing no hold conference, repeat Steps 2 and 3.

   Note:

   You can press the **Cancel** soft key to terminate the no hold conference.
5. Press **Enter** or **OK** to activate the feature in case of manual dialling.

Related links

Handling calls and conferences using Multiple Device Access on page 122
Multiple Device Access on page 122
Dropping or Disconnecting the last participant from a conference call on page 85
Selecting a destination number using feature target on page 105

Chapter 13: Team Button and Busy Indicator

Team button

When the administrator configures the Team button feature for your phone, you can do the following:

- Monitor another phone to know whether calls are redirected to another phone.
- Monitor another phone to know whether that phone has an active call.
- Answer calls that ring on the monitored phone.
- Configure the audible ringing and visual alert indication.

Use the Team button soft key to:

- Make a speed dial call to the monitored phone. You can do this when the monitored phone is not in use.
- Transfer an active call to the monitored phone.

The call redirection feature, Send All Calls, Call Forward, or ECF might be active on the monitored phone. The monitoring phone can override call redirection when speed dialing or transferring an active call to the monitored phone. The override feature ensures that the call made to the monitored phone rings on the monitored phone and is not routed to the redirected number.

To override call redirection, the administrator must configure on Avaya Aura® Session Manager:

- The monitored phone setting that enables the monitoring phone to override call redirection directly or through a choice provided to the user.
- The monitoring phone setting that enables the phone to override the call redirection feature that is active on a monitored phone.

For more information to set the overriding permission on Avaya Aura® Session Manager, see *Administering Avaya Aura® System Manager*.

The following table shows icons of the Team button feature icons for Avaya J189 IP Phone and Avaya J100 Expansion Module:

Icon	Description
	The monitored extension is idle.
	The monitored extension is on another call.
	The monitored extension is idle, but the user has forwarded all incoming calls to a different extension.
	The monitored extension is on another call, and the user has forwarded all incoming calls to another extension.

Related links

Configuring Team button incoming call indication on page 89
Answering an active call on a monitored extension on page 90
Viewing the status of monitored stations on page 90
Speed dialing to a monitored extension on page 90
Transferring a call to a monitored phone on page 91
Monitoring other extensions at a glance on page 91
Team Button icons and LED status on page 92

Configuring Team button incoming call indication

About this task

You can configure audible ringing and visual alert indication for incoming calls associated with the Team button feature from the phone menu.

Before you begin

Ensure that your administrator provides access to the Team button incoming call indication feature.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Phone** and press **Select**.
4. Scroll to the **Alerting on calls** and press **Select**.
5. Scroll to the **Team button incoming call indication** option.
6. Press **Toggle** to select one of the following:
   - **None**: The phone does not provide any audible or visual alerts for incoming calls.
   - **Audible**: The phone plays the audible alert for incoming calls. It displays the Team button with a ringing icon, and the associated green LED flashes.
   - **Visual**: The phone displays only a visual popup window for incoming calls.

- **Both**: The phone provides audible and visual alerts for incoming calls.

If your administrator configures the Team button feature with no ringing or visual alert indication setting, the phone disables the audible ringing or the visual indication option.

7. Press **Save**.

Related links

Team button on page 88

Answering an active call on a monitored extension

Procedure

1. Press **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to choose the monitored extension for which you want to answer the incoming call.
4. Press **Select**.

Related links

Team button on page 88

Viewing the status of monitored stations

Procedure

1. Press **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to view the status of the required monitored extension.

   The Team button screen remains active until you close the screen.

Related links

Team button on page 88

Speed dialing to a monitored extension

About this task

Use this task to make a call to a monitored phone. If the monitored phone has an active call redirection feature and you can override the feature, the monitored phone rings for 30 seconds. If no one answers the call during this time, the system redirects the call to the redirected number.

Before you begin

Ensure that the monitored phone to which you make the call is in an idle state.

Procedure

1. Press **Main menu** and scroll to **Features**.

2. Press **Select**.
3. Scroll to choose the monitored phone that you want to call.
4. Press **Select** twice.

   The phone makes a call to the monitored extension.

Related links

Team button on page 88

Transferring a call to a monitored phone

About this task

Use this procedure to transfer an active call to a monitored phone.

Before you begin

You must be on an active call.

Procedure

1. Press **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to choose the monitored phone to which you want to transfer the active call and press **Select**.

   The system puts the active call on hold and rings the monitored phone.
4. To complete the transfer, perform one of the following actions:
   - Press the **Complete** soft key.
   - On-hook the handset.
   - Press the **Speaker** button.
   - Press the **Now** soft key.
   - Press the **Talk** soft key.

Related links

Team button on page 88

Monitoring other extensions at a glance

About this task

Use this procedure to monitor phones for others. You can see whether an extension is idle or busy at a glance.

Before you begin

Ensure that your administrator enables the feature.

Procedure

1. Press **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to the System Numbers.
4. If necessary, scroll to the line button for the extension you want to check.
5. If that extension is in use, the phone displays **Busy** next to the extension number.

Related links

Team button on page 88

Team Button icons and LED status

The following table displays the Team Button icons and LED indications for Avaya J189 IP Phone and Avaya J100 Expansion Module:

State	Phone icons for the Team Button	Red LED for the line key	Green LED for the line key
Idle		Off	On
Busy		On	Off

Contact your administrator if you do not want the phone LED status to synchronize with the Team button icon.

Related links

Team button on page 88

Busy Indicator

With the Busy Indicator feature, you can do the following:

- View the status of other users in the network
- Initiate calls to the monitored users
- Transfer calls swiftly using the Busy Indicator line key
- Set up conference calls with the monitored users

The icon next to the Busy Indicator line key displays the real-time status of the monitored user. The monitored user can be idle or busy on another call. LED indicators on the Busy Indicator line keys also reflect the status of users.

The Busy Indicator line key displays a customized label followed by the extension number or only the customized label as configured by your phone administrator.

To customize Busy Indicator line keys, you can relabel or move a Busy Indicator line key from the Phone keys customization menu. However, you cannot add or delete the Busy Indicator keys

configured on your phone. Contact your system administrator to add more Busy Indicator line keys or delete the existing ones.

Monitored user

The user whose state is being monitored.

Related links

Customizing phone keys on page 137

Making a call to a monitored user

About this task

You can initiate calls to the monitored user. For example, that are to provide immediate instructions, you can call the monitored user directly.

Procedure

Do one of the following:

- On the Phone screen, scroll to the required Busy Indicator line and press **Call**.
- Press the required Busy Indicator line key.

Making a conference call with a monitored user

About this task

Use this procedure to add a monitored user to an active call to set up a conference call.

Procedure

1. During an ongoing call, press **More** > **Conf**.

   The phone puts the call on hold, and displays the `Select a participant` notification.
2. Press the **Phone** key.
3. Do one of the following:
   - Scroll to the required Busy Indicator line and press **Call**.
   - Press the required Busy Indicator line key.
4. When the monitored user answers the call, press **Join**.

Call Transfer to a monitored user

Ongoing calls can be transferred to a user on the Busy Indicator line. This transfer is managed similarly to Call Transfer to a phone extension.

You can transfer a call immediately (blind transfer) or after making a consultative call to the monitored user (attended transfer).

Related links

Call Transfer on page 109

Making a blind transfer to a monitored user

About this task

Use this procedure to transfer immediately an active call to a monitored user.

Procedure

1. During an active call, press **Transfer**.
2. Do one of the following:
   - Press the Busy Indicator line key corresponding to the user you want to transfer the call to.
   - Press the **Phone** key, scroll to the required Busy Indicator line, and press **Select**.

   The phone displays the `Transfer now or talk with [BI extension number]?` window.
3. Press **Now**.

   Your call is transferred to the monitored line.

Making an attended transfer to a monitored user

About this task

Use this procedure to transfer an active call to a monitored user by talking to this user first.

Procedure

1. During an active call, press **Transfer**.
2. Do one of the following:
   - Press the Busy Indicator line key corresponding to the user you want to transfer the call to.
   - Press the **Phone** key, scroll to the required Busy Indicator line, and press **Select**.

   The phone displays the `Transfer now or talk with [BI extension number]?` window.
3. Press **Talk**.

   The current call is placed on hold, and a call to the monitored user is established.
4. To end your consultative call and to transfer the held call, press **Complete**.

Busy Indicator icons and LED status

The following table displays the Busy Indicator icons and LED indications for Avaya J189 IP Phone and Avaya J100 Expansion Module.

State	Phone icons for Busy Indicator	Avaya J100 Expansion Module icons	Red LED for the line key	Green LED for the line key
Idle			Off	On
Busy			On	Off

Contact your administrator if you do not want the phone LED status to synchronize with the Busy Indicator icon.

Related links

Customizing phone keys on page 137

Chapter 14: Calendar

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 the Exchange calendar is active, appointments are displayed in the order of their start times and are removed when 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 the 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 the calendar for the first time, the phone displays the Exchange credentials screen to access your Microsoft® Exchange Server.

Configuring the Microsoft® Exchange Server calendar

Before you begin

- Ensure that your administrator enables the feature.
- Get the following details from your administrator:
  - Username
  - 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 change between **OAuth** and **Basic** authentication methods.
   - When the authentication method is **OAuth**, press **Connect**.

     The phone screen displays the device verification QR code and the User code.

     - Use a mobile device to scan the QR code and enter the User code when prompted.
     - Press **Link** to generate the verification URL and the User code to verify the device on a computer browser.
     - Follow the prompts of the Microsoft® application.
   - When the authentication method is **Basic**, on the authentication screen, enter the following details:
     - **Exchange username**: Enter your email address.
     - **Exchange password**: Enter your password.
     - **Exchange domain**: Enter the domain name, for example, `avaya.com`.
     - To choose **Name/Password Prompt** to prompt every time you access the calendar application, press **Toggle**.
   - Press **Save**.

Result

After successful authentication, your phone synchronizes the calendar and contacts with your Microsoft® Exchange account.

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.

     Press **Call** to dial into the meeting. Enter the meeting ID and password if prompted.
   - **Details**: To view the details of the calendar event.
   - **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 143
Enabling and Disabling Calendar reminder on page 144

Chapter 15: 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 access 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 Autodial and Contacts keys as shortcuts during an active call to perform the required action.

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

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 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 Autodial or Contact line key.
   - Scroll to the required 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 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 Autodial or Contact line key.
   - Scroll to the required Autodial line or contact and press **Conf**.

   The phone puts the existing call on hold.
2. When the user answers the call, press **Join**.

Automatic Callback

With the Automatic Callback feature, when you call an extension that is currently unavailable, a callback is automatically initiated as soon as the extension becomes available.

This feature supports the following call types:

- Outgoing calls
- Transfer calls
- Conference calls

If any of the above calls fail because the extension is busy, unanswered, or unreachable, you can press the **AutoCbck** soft key from the phone screen. The phone monitors the status of the called extension. You will receive a callback when the extension is available.

Setting up Automatic Callback

About this task

You can configure Automatic Callback feature from the call appearance, Features menu, or from the favorites. You must use this feature only when a call is unanswered.

Before you begin

Ensure that your administrator enables the feature.

Procedure

Do one of the following:

- To activate the Automatic Callback feature when the call is ringing and unanswered, press the **AutoCbck** soft key from the call appearance.

- To activate the Automatic Callback feature from the Features menu, go to **Main menu** > **Features** > **Automatic Callback**.
- To activate the Automatic Callback feature from your favorites, press the assigned favorite button directly from the phone screen.

When you end the callback call, the phone deactivates the feature automatically.

Blocking your extension from displaying during calls

About this task

You can override the system (default) setting to display your extension on outgoing calls. Use the Calling Party Number Blocking feature to prevent your number from displaying.

Before you begin

Ensure that administrator enables the feature target selection.

Procedure

1. From the Phone screen, access the Features screen.
2. Select **CPN Block**.

   You can see the **Select a destination** dialogue box.
3. Enter the number using one of the following methods:
   - Press the **Dial** soft key to use the dialpad and manually enter the number.
   - Press **Contacts**, **Recents** or **Phone** button to select the number from the list.
   - Press the **Browser** soft key to select the destination number from the browser application.
   - Press the **Autodial**, **Busy indicator** or **Team** line key to select the number as destination target.

   The feature is activated.
4. **(Optional)** To cancel the feature, press the **Cancel** soft key.
5. Press **Enter** or **OK** to start calling party number blocking in case of manual dialling.

Related links

Selecting a destination number using feature target on page 105

Displaying your extension on outgoing calls

About this task

Use this feature to unblock the number that you have blocked using the CPN Block feature. With CPN Unblock the parties you call can see your extension.

Before you begin

Ensure that administrator enables the feature target selection.

Procedure

1. From the Phone screen, access the Features screen.
2. Select **CPN Unblock**.

   You can see the **Select a destination** dialogue box.
3. Enter the number using one of the following methods to unblock:
   - Press the **Dial** soft key to use the dialpad and manually enter the number.
   - Press **Contacts**, **Recents** or **Phone** button to select the number from the list.
   - Press the **Browser** soft key to select the destination number from the Browser application.
   - Press the **Autodial**, **Busy indicator** or **Team** line key to select the number as destination target.

   The feature is activated.
4. **(Optional)** To cancel the feature, press the **Cancel** soft key.
5. Press **Enter** or **OK** to stop calling party number blocking in case of manual dialling.

Related links

Selecting a destination number using feature target on page 105

Bridged Call Appearance

Bridged Call Appearance is a unique extension number that is shared among multiple users to communicate through a single call appearance. You can make, receive, and join a call on behalf of the owner by using the bridged appearance. The bridged appearance might display the bridge owner’s identity on the receiver’s display screen.

Making a call on a bridged line

About this task

Use this procedure to make a call on another user’s bridged line.

Before you begin

Ensure that the required bridged line is idle.

Procedure

1. Press the line key of the bridged number that you want to use.
2. Enter the number by using the dial pad.

   The phone initiates the call when the inter digit timer times out.

Answering a bridged line call

About this task

When you receive a call from a bridged line, the Phone screen displays the bridge owner's identity. If you receive more than one bridged call, the Phone screen highlights the recent bridged call.

Procedure

1. Do one of the following:
   - Lift the handset.
   - Press **Speaker**.
   - Press the **Answer** soft key.
2. **(Optional)** For multiple bridged call appearances, do the following:
   a. Press the line key of the bridged number that you want to answer.
   b. Continue with Step 1.

Joining a call on a bridged line

Procedure

On the phone, do one of the following:

- Press the line button with the active call.
- Select an active bridge line number and press **Bridge**.

Note:

Do not use **Headset**, **Handset** or **Speaker** softkeys to join the call on a bridged line. Pressing **Headset**, **Handset** or **Speaker** opens the Dial screen. To cancel dialing and to press the required line button for joining a call, press the **End Call** key.

Preventing others from bridging on to your call

About this task

Use the Exclusion feature to prevent others who are bridged to your extension from bridging onto a specific call. You can activate exclusion only during an active call.

Before you begin

Ensure that your administrator enables the feature.

Procedure

1. Press **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to **Exclusion**, and press one of the following:
   - **Select**
   - Corresponding line button

   When you activate Exclusion during a call, all parties except you, the calling and the called party are dropped from the call.

Selecting a destination number using feature target

About this task

When using features such as Call Forward, Call Forward-Busy, Call Forward-No Answer, Priority, CPN Block, and CPN Unblock, you get an option to enter the destination number. Instead of manually entering the number, use this procedure to select the destination number using contacts, recents or phone button.

Before you begin

Ensure feature target selection is enabled by your administrator.

Procedure

1. Press **Main Menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to see the features that are configured for your extension.
4. Activate the feature from the **Feature** screen.

   For features that require to enter the destination number, you can see the **Select a destination** dialogue box.
5. Select the destination number using one of the following target selections:
   - Press the **Dial** soft key to use the dialpad and manually enter the number.

- Press **Contacts**, **Recents** or **Phone** button to select the number from the list.
- Press the **Browser** soft key to select the destination number from the browser application.
- Press the **Autodial**, **Busy indicator** or **Team** line key to select the number as destination target.

You can make the destination selection using the feature screen, phone main and secondary display.

6. To cancel the destination dialogue box, press the **Cancel** softkey.

Related links

Making a priority call on page 51
Forwarding a call to another extension on page 75
Adding a participant to no hold conference on page 86
Interrupting a call with a whisper page on page 114
Blocking your extension from displaying during calls on page 102
Displaying your extension on outgoing calls on page 103

Block Incoming Calls

If the Block Incoming Calls feature is enabled by your administrator and the phone is locked, you cannot answer incoming calls. The phone will:

- Play an alert tone and flash the beacon LED to indicate an incoming call, without displaying the incoming call popup on the phone display.
- Default any custom ringtone to the generic ringtone.
- Log missed calls in the **Recents** application and mark them with a missed call icon.

When you dial an emergency number, the incoming calls on the primary, bridged and shared call appearances buttons do not display the caller details.

When you unlock the phone, the incoming call popup displays with caller details, allowing you to answer the call as usual.

Handling an incoming call when the phone is locked

About this task

When your administrator enables the Block Incoming Calls feature, incoming calls are restricted if the phone is locked. You cannot answer calls while the phone is locked. The phone displays relevant messages.

Before you begin

Ensure that the phone is locked.

Ensure that your administrator enables the Block Incoming Calls feature.

Procedure

1. The lock phone screen displays the following message:

   `Phone is only available for dialing emergency numbers`

2. When an alert tone and the beacon LED flashes to indicate an incoming call, do one of the following:

   - Lift the handset.
   - Press **Speaker**.
   - Press **Headset**.

   The phone displays `Phone is locked` dialog box without displaying any caller details.

   Note:

   When the phone is locked, pressing the volume button during an incoming call ignores the call. Pressing it again displays the alerting volume indicator, plays the alerting volume, and adjusts or saves it. The phone does not revert to the previously set volume after the user unlocks the phone.

Call Park

With the Call Park feature, you can put an active call on hold from your extension and retrieve the call from another extension. Use Call Park for multiple scenarios, such as inter-departmental call transfers or when you have to pause the current call and continue the call from a different extension. The administrator must activate Call Park for your extension on Avaya Aura® Communication Manager. To retrieve the call, the administrator must activate Call Unpark on other extensions.

The administrator can optionally configure parking lots as call parking destinations. The extension that parks the call displays the parking lot extension number on the feature button. Users can dial the parking lot extension number for the parked call to retrieve the call.

Parking a call

About this task

Use Call Park to park an active call from your phone extension.

Before you begin

Contact the administrator to activate Call Park on your extension.

Procedure

1. Press **Main menu**.
2. Scroll to **Features** and press **Select**.
3. Scroll to **Call Park** and press **Select**.

Depending on the server configuration, the feature LED can provide one of the following indicators:

- The green LED turns on, indicating that the call parking is complete. The green LED stays on until the call is unparked or returned.
- If the administrator configures the parking lot display timer, the green LED turns on and the Call Park feature button displays the parking lot extension number for a specific duration. After this duration, the Call Park button is available for parking.

Next steps

Retrieve the call from another extension using Call Unpark. If not unparked within the configured duration, the parking lot returns the call to the parking extension .

Unparking a call

About this task

Use Call Unpark to retrieve a parked call.

Before you begin

Contact the administrator to activate Call Unpark on your extension. Obtain the extension number where the call is parked.

Procedure

1. Press **Main menu**.
2. Scroll to **Features** and press **Select**.
3. Scroll to **Call Unpark** and press **Select**.
4. Enter the extension number and press **Select**.

   The call resumes, and the call park LED on the parking extension turns off.

Call recording

With the Audix One-Step Recording feature, you can record your current call. The Audix One-Step Recording feature stores the recorded call as a message in the voice mailbox.

For more information, see Avaya Aura® Communication Manager documentation at https://support.avaya.com/.

Important:

Some countries, states, and localities have laws that regulate under what circumstances you can record telephone conversations. Before using the Audix One-Step Recording feature, you must understand and comply with these laws.

Recording a call

Before you begin

Ensure that your administrator enables the feature.

Procedure

1. Press **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to **Audix Rec** and press **Select**.
4. To stop recording, disconnect the call.

Call Transfer

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

Depending on your requirement, your adminstrator configures the call transfer type. 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.

Before you begin

Ensure that your administrator enables the feature.

Procedure

1. While on an active call, press **Transfer** soft key.

   The phone displays the Select a destination dialogue box.

   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**.
   - Press the **Team** line key to transfer the call to the configured team button.

   You must configure the team button to use as your target selection.
3. To initiate a consultative transfer, press **Talk**.

The call transfer recipient's phone starts ringing.

4. Do one of the following:
   - Press **Complete** after the recipient answers the call.

     The call transfer is complete. This is also called attended transfer.
   - Press **Complete** 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.

Before you begin

Ensure that your administrator enables the feature.

Procedure

1. While on an active call, press **Transfer**.

   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.
3. To initiate a blind transfer, press **Now**.

   The call transfer is complete.

Crisis alert station

Table 1: Participants in a crisis alert

Participant	Description
Emergency caller	A person in your organization who calls the emergency number.
Crisis alert watcher	A person in your organization who gets an alert notification immediately after an outgoing emergency call.

Crisis alert station

In a crisis alert station, when an emergency caller calls an emergency number, all the crisis alert watchers receive a notification about this, so that they can attend to the caller immediately. The system administrator assigns the crisis alert watchers.

During a crisis alert, the crisis alert watchers receive the following types of notifications:

- Crisis alert view: A pop-up screen displays the emergency caller name and the call origination extension. The screen is visible until the watcher acknowledges it.
- Audio alert: An alert tone plays continuously until the watcher acknowledges it.
- Visual alert: The green feature LED flashes.

The system administrator configures the crisis alert feature. Depending upon the feature configuration, the crisis alert watchers receive the crisis alert notification in one of the following mode:

- Single user mode: When any one of the crisis alert watcher acknowledges the crisis, the alert stops on the IP Phones of the other crisis alert watchers.
- Every user mode: Each crisis alert watcher acknowledges the crisis for the alert to stop at their respective IP Phone.

Acknowledging the crisis alert

About this task

As a crisis alert watcher, you can acknowledge a crisis alert when you receive the following notifications on your phone:

- Alert tone
- LED flashes
- The screen displays the emergency caller information.

If the feature is configured in single-user mode, when you acknowledge the alert, the alerting at the other watcher's IP Phone stops.

You can use the same procedure to acknowledge the crisis alert even when the phone is locked.

Before you begin

Ensure that your system administrator designates you as a crisis alert watcher.

Procedure

1. The phone screen displays the emergency caller name and extension.
2. Press **OK**.
3. The phone screen displays the details of an emergency caller.

   If there is a new crisis alert while you are viewing the details of the current alert, then the phone plays the alert tone again. To view the new crisis alert details, press **Back**.

Emergency caller information

The Phone screen displays the following details of an emergency caller:

Field	Description
Extension	The emergency caller extension.
The following fields will display details only if Avaya Aura® Communication Manager has this information.	
User name	The emergency caller name.
Date	The crisis occurrence date.
Time	The crisis occurrence time.
Zone	The crisis occurrence zone.
Crisis user room	The emergency call origination room.
Crisis user floor	The emergency call origination floor.
Crisis user building	The emergency call origination building.

Stopping the crisis alert

About this task

During a crisis alert, the phone plays the alert tone, the LED flashes, and the screen displays the emergency caller information. As a crisis alert watcher, in every user mode, you have to stop the alerts on your phone. In single-user mode, the alerts will stop on your phone if any one of the other crisis alert watchers stops the alerts before you do.

Before you begin

Ensure that your system administrator assigns you as one of the crisis alert watchers.

- Crisis alert view: press the **OK** soft key to stop the view.
- Audio alert: Press the **OK** soft key if you are in the crisis alert view, else press the Crisis Alert feature line key to stop the audio alert.
- Visual alert: Press the Crisis Alert feature line key to stop the LED flashing.

Acknowledging the crisis alert after an error in the first acknowledgment

About this task

Due to some technical issues, if there is an error in the acknowledgment process, the phone will display an error message while the alert tone continues to play. You can acknowledge this alert again.

Before you begin

Ensure that your system administrator designates you as a crisis alert watcher.

Procedure

1. Press the **Main menu**.

2. Scroll to **Features** and press **Select**.
3. Scroll to **Crisis Alert** and press **Select**.
4. The Phone screen displays the details of an emergency caller.

   If there is a new crisis alert while you are viewing the details of the current alert, then the phone plays the alert tone again. To view the new crisis alert details, press **Back**.

Hunt Group Busy

Using the Hunt Group Busy feature, users can opt in or opt out of the calls specific to the hunt group. A hunt group is a group of users who handle the similar types of calls. A user can be a part of multiple hunt groups.

The Features screen displays the **Hunt Group Busy** buttons. Each **Hunt Group Busy** button corresponds to a specific hunt group. The **Hunt Group Busy** button label includes a unique four-digit index for each group.

Using Hunt Group Busy

About this task

Use the **Hunt Group Busy** buttons on the Features screen to manage the calls from a particular hunt group. The phone administrator can configure the Hunt Group Busy LED states on your phone.

Before you begin

Ensure your phone administrator enables the Hunt Group Busy LED state.

Note:

If the phone administrator disables the Hunt Group Busy LED state, the LED behavior will reverse. When you enable the feature, the green LED is on, and when you disable the feature, the red LED is on.

Procedure

1. To stop receiving calls from a particular hunt group, press the corresponding **Hunt Group Busy** button.

   The red LED is on when you enable the **Hunt Group Busy** button.

2. To turn off the Hunt Group Busy feature for a particular hunt group and start receiving calls, press the corresponding **Hunt Group Busy** button.

   The green LED is on when you turn off the **Hunt Group Busy** button.

Interrupting a call with a whisper page

About this task

Use this procedure to announce a person person who is active on a call on another extension. The person who is paged can only hear the announcement.

Before you begin

Ensure that the administrator enabled the whisper feature and feature target selection on your phone.

Procedure

1. Press **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to **Whisper page** and press **Select**.

   You can see the **Select a destination** dialogue box.
4. Enter the number using one of the following methods:
   - Press the **Dial** soft key to use the dialpad and manually enter the number.
   - Press the **Contacts**, **Recents** or **Phone** button to select the number from the list.
   - Press the **Browser** soft key to select the destination number from the browser application.
   - Press the **Autodial**, **Busy indicator** or **Team** line key to select the number as destination target.

   The whisper feature is activated.
5. **(Optional)** To cancel the feature, press the **Cancel** soft key.
6. Press **Enter** to activate the feature in case of manual dialling.
7. Deliver the message when your call is received.

Example

You are on a call with users A, B, and C. You have an urgent message for user A. When you use the Whisper page feature to deliver a message to user A's extension, all three users hear the tone that signals the page, but only user A hears the message.

Related links

Selecting a destination number using feature target on page 105

Intercom

With the Intercom feature, you can call another user in a predefined intercom group. For intercom calls, you can use Dial and Auto intercom features. Your phone administrator configures the intercom groups and the extension codes.

Dial intercom

You can call anyone in the same intercom group. Your phone administrator configures the intercom group and the digit codes.

Auto intercom

You can call one predefined number in the same intercom group. Your phone administrator configures the required destination extension number.

Auto intercom

Use the Auto intercom feature to call one predefined number in the same intercom group. Your phone administrator configures the required extension number.

When the calling and the called phone extensions have matching auto intercom buttons to call each other, the phone provides the following visual indications:

- On a calling phone: For an outgoing intercom call, the green LED button on the feature line is ON until the call ends.
- On a called phone: For an incoming intercom call, the beacon LED on the phone and the green LED button on the feature line flashes until you answer the call. After you answer the call, the beacon LED is off, and the green LED is ON until the call ends.

You can simultaneously receive multiple auto intercom calls. When you receive an intercom call while you are already on an intercom call, if you answer the new call, the phone puts the existing intercom call on hold. Press the call appearance line of the first intercom call to resume the held call.

Auto-answer an auto intercom call

With the Auto-answer auto intercom call feature, the phone automatically answers the incoming intercom call. Without any user action, you can hear the audio from the caller and speak to them.

You can restrict the outgoing audio from your phone to the auto-answered call with the Auto-mute feature. The phone automatically mutes when an intercom call is auto-answered. Press the Mute button to unmute the call to speak to the caller.

Contact your administrator to enable the Auto-answer, auto intercom call, and Auto-mute features.

Call log of an auto-answered and auto-muted call

Your administrator can configure the phone to log the auto-answered auto-muted call as an answered for one of the following user action:

- The phone logs the call as answered when you press the Mute button during the call.

  If you do not press the Mute button during the call, and the calling party terminates the call or the call disconnects, the phone logs the call as missed.
- The phone logs the call as answered when you press any key on the phone during the call.

  If you do not press any key during the call, and the calling party terminates the call or the call disconnects, the phone logs the call as missed.

Contact your administrator to know the call log settings on your phone for an auto-answered intercom call.

Note:

If the offline call log is active on the phone, the phone converts the missed intercom call as an answered call in the following scenarios:

- If you log in to any new device with the same user credentials.
- If you log out and log in back with the same user credentials.
- If the phone reboots.
- If the phone displays the Acquiring Service screen.
- If your administrator adds a new MDA device to the existing MDA user account.

Notifications

During the call, the feature line LED is green on the calling and the called phones until the call ends.

If there is a missed intercom call, the phone illuminates the Recents button.

Auto intercom feature with Multiple Device Access

If you use the Auto intercom feature with an active Multiple Device Access (MDA) feature, the phone provides visual notifications of an auto intercom call. For the calling extensions, the phone visually notifies all the MDA devices. For the called extension, the visual indication on the phone appears if it has a matching auto intercom button with the calling extension. The following are the visual notifications for the auto intercom call when the calling and called phones have matching auto intercom buttons to call each other:

- For an incoming intercom call, on all the MDA devices, the green LED button on the feature line flashes until you answer the call. After you answer the call, the green LED is ON for all the MDA devices until the call ends.
- For an outgoing intercom call, on all the MDA devices, the green LED button on the feature line is ON until the call ends.

You can end the auto intercom call from the MDA device that receives the call.

Auto-answer an auto intercom call with Multiple Device Access

This section provides information about the Auto intercom feature behavior and visual notifications when the following features are active on your phone:

- Auto-answer and Auto-mute intercom calls
- Multiple Device Access (MDA)

The following is the feature behavior and the visual notification for an auto intercom call when the calling and called phones have the matching auto intercom buttons to call each other:

- Incoming intercom call: The last registered MDA device receives the auto intercom call and auto-answers it. If the auto-mute feature is active, unmute the call to speak to the caller. End the call from the device that receives the call.

  The green LED on the feature line is ON for all the MDA devices until the call ends.

- Outgoing intercom call: If the auto-mute feature is active for the called extension, you cannot hear them until they unmute the call.

  The green LED on the feature line is ON for all the MDA devices until the call ends.

To know about the call log settings for an auto intercom call, see the section Call log of an auto-answered and auto-muted call in the topic Auto-answer an auto intercom call.

Related links

Auto-answer an auto intercom call on page 115

Service Observe

With the Service Observe feature, as a supervisor, you can monitor a phone call to observe the call quality. You can also provide on the job training by coaching the agent during the service observe.

You can activate the feature from the phone.

The Service Observe feature has the following modes:

- Basic: You can activate the feature in Listen-only mode. You can switch from Listen-Only mode to Talk mode if your administrator configures it.
- No-Talk: You can activate the feature in Listen-only mode and cannot switch to Talk mode.
- Next Call: You can activate the feature in Listen-only mode for the next call. You can switch from Listen-Only mode to Talk mode if your administrator configures it.
- By-Location: You can activate the feature in Listen-only mode for a Vector Directory Number (VDN). You must provide a VDN and a location ID. You can observe the call only when the agent at the required location connects to a call. You can switch from Listen-only mode to Talk mode if your administrator configures it.

Depending on your requirement you can use the following options:

- Listen-only: In the Listen-only mode, you can silently monitor the call.
- Talk: In the Talk mode, you can talk to the agent and the caller.

Use the Computer Telephony Integration (CTI) client to remotely activate or deactivate the Service Observe feature. For information on using the CTI client, see Avaya Aura® Application Enablement Services documentation.

Activating Service Observe

About this task

You can activate the Service Observe feature to observe a call to an IP Phone, agent, or a Vector Directory Number (VDN). The phone displays the observing modes depending on the configuration made by your administrator.

Procedure

1. Press **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll down to **Service Observe**.
4. Press **Select**.
5. Select one the following options:
   - **Basic**
   - **No-Talk**
   - **Next Call**
   - **By-Location**
6. Enter the extension of the phone or agent or the VDN that you want to observe and press **Enter**.

Deactivating Service Observe

About this task

You can deactivate the Service Observe feature by using any one of the items in the procedure.

Before you begin

Ensure that the Service Observe feature is active.

Procedure

To deactivate Service Observe, perform one of the following:

- While on the Call Observation line, press the **EndCall** softkey.
- Answer an incoming call.
- Select an idle Call Appearance line.
- Change to an on-hold call.
- Go on-hook.
- Log out.
- Press **Hard Release Key**.

Assisting an agent on an observed call

About this task

You can assist an agent whose call you are observing by choosing Talk mode. If you choose Talk, you can talk to the caller and the agent.

Before you begin

Ensure that your administrator configures the Talk feature and you are already observing a call.

Procedure

While on the Call Observation line, press the **Talk** softkey to talk to your agent and the caller.

Send-NN

With the Send-NN feature, you can override the original caller ID of your phone with a caller ID configured for Send-NN calls.

The administrator must configure Send-NN on your phone.

The Send-NN feature can be configured in the following two modes:

- Transient: You must press the Send-NN feature line key for every Send-NN call. When you press the key, the corresponding green LED is on for 2 seconds and then turns off.
- Permanent: You must activate the feature from the Features screen. All the outgoing calls made while the feature is active are Send-NN calls. To deactivate this feature, press the feature line key.

  The green LED is on when the Send-NN feature is active.

The phone displays the Send-NN feature line in the format NN <XXXXXXX> T, where NN is the feature code, XXXXXXX is the configured extension, and T or P indicates whether the feature is in transient mode or permanent mode, respectively.

You can make the Send-NN call using the feature screen, phone main, or secondary display.

The administrator can configure multiple Send-NN buttons on your phone. If multiple Send-NN permanent buttons are configured, only one is active at a time.

If the phone has transient and permanent Send-NN buttons active simultaneously, the transient mode precedes the permanent mode.

The Send-NN feature is active simultaneously on all the devices in a Multi-Device Access (MDA) setup.

Using Send-NN transient mode

About this task

You can activate the Send-NN transient mode to override the original caller ID of your phone with a caller ID configured for a Send-NN call.

Before you begin

Ensure that the administrator has configured the Send-NN feature on your phone.

Procedure

1. Press **Main menu**.
2. Scroll to **Features** and press **OK**.
3. Scroll down to **NN <XXXXXXX> T** and press **OK**, or press the corresponding line button.

4. Enter the extension you want to call in the **Destination** dialog box.

   The **NN <XXXXXXX> T** feature is activated.

5. Press **Enter** to make the call.

Activating Send-NN permanent mode

About this task

You can activate the Send-NN permanent mode to override the original caller ID of your phone with a caller ID configured for all Send-NN calls.

Before you begin

Ensure that the administrator has configured the Send-NN feature on your phone.

Procedure

1. Press **Main menu**.
2. Scroll to **Features** and press **OK**.
3. Scroll down to **NN <XXXXXXX> P** and press **OK**, or press the corresponding line button.

   The corresponding LED turns green, indicating the **NN <XXXXXXX> P** feature is activated.

4. Press **NN <XXXXXXX> P** to make the call.

   All the calls made when the feature is active are Send-NN calls.

Deactivating Send-NN permanent mode

About this task

You can deactivate the Send-NN permanent mode to display your original caller ID for outgoing calls.

Before you begin

Ensure that the Send-NN feature is active.

Procedure

1. Press **Main menu**.
2. Scroll to **Features** and press **OK**.
3. Scroll down to **NN <XXXXXXXX P** and press **OK**, or press the corresponding line button.

   The green LED turns off, indicating the **NN <XXXXXXX> P** feature is deactivated.

Limit Incoming Calls

With the Limit Number of Concurrent Calls (LNCC) or Limit Incoming Calls feature, you can restrict the number of incoming calls to one call at a time.

If you activate this feature and you are on an active call, the next incoming call receives a busy tone. The phone logs the second call as missed in your call history.

Activating Limit Incoming Calls

About this task

Activate Limit Incoming Calls to restrict the number of incoming calls to one call at a time. If you activate this feature and you are on an active call, the next incoming call receives a busy tone. The phone logs the second call as missed in your call history with the missed call reason. Your administrator can configure the phone to display the missed call reason in one of the following formats:

- Missed call reason icon  with the reason `Limit incoming calls`.
- Missed call icon  with the reason `Second call off`.

Before you begin

Ensure that your administrator configures the Limit Incoming Calls feature on your phone.

Procedure

1. Press **Main menu**.
2. Scroll to **Features** and press **Select**.
3. Scroll to **Limit incoming calls** and press **Select**.

Deactivating Limit Incoming Calls

About this task

You can deactivate the Limit Incoming Calls feature to remove the limit on the number of incoming calls.

Procedure

1. Press **Main menu**.
2. Scroll to **Features** and press **Select**.
3. Scroll to **Limit incoming calls** and press **Select**.

Multiple Device Access

With the Multiple Device Access (MDA) feature, you can register up to 10 SIP devices with the same extension to transfer active calls between devices.

This feature is available only in an Avaya Aura® environment. Multiple Device Access is configured on Avaya Aura® Session Manager.

MDA limitations

The limitations for Multiple Device Access are the following:

- There is no audio or visual alerting for the third incoming call if two call appearances are already in use.
- When you receive an MDA indication, press the **Phone** button to view the details and join the bridged call.

Related links

Handling calls and conferences using Multiple Device Access on page 122
Adding a participant to no hold conference on page 86

Handling calls and conferences using Multiple Device Access

About this task

With the Avaya Aura® and Multiple Device Access feature, you can have up to ten devices configured with the same extension number. You can use this extension number to transfer active calls between your devices.

Before you begin

Ensure that the system administrator has activated the Multiple Device Access feature (MDA) for your extension.

Procedure

1. Initiate a call from your phone.
2. To transfer the call to another phone, press **Bridge** on your phone.

   If the MDA phone that is joining the call uses a different signaling mode address family, you might notice the Limited Service icon appear on your device for a brief moment. After the MDA phone that is joining the call switches to using the signaling mode address family of the active call, the icon disappears.

Related links

Adding a participant to no hold conference on page 86
Multiple Device Access on page 122

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.

Related links

Customizing phone keys on page 137

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.

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 the phone extensions for auto-dialing.

Your system administrator does the phone configuration, and you cannot change the mapping or labels of pre-configured keys.

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

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.

Shared control

With the Shared Control feature, you can operate phones from the Avaya Workplace Client and use high-quality audio of the phone. All the Avaya J100 Series IP Phones models support the Shared control feature.

Ensure that your phone is registered with Avaya Aura® to establish a shared control connection. When you log in to your phone and Avaya Workplace Client in the shared control mode, you can control the phone through Avaya Workplace Client. You might not establish a shared control session if multiple devices are registered to the same user, depending on the client implementation.

Your system administrator activates the Shared Control feature and configures it on Avaya Workplace Client.

Note:

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

You can perform the following tasks on the Avaya J100 Series IP Phones:

- make a call
- answer a call
- place and resume a call on hold
- mute and unmute a call
- call transfer
- conference

Notifications

You see the following messages on your e-Phone screen after the phone is configured or disconnected from Avaya Workplace Client:

- Shared Control is active
- Shared Control is inactive

For information on installing and configuring Avaya Workplace Client, see *Planning for and Administering Avaya Workplace Client for Android, iOS, Mac, and Windows* and *Using Avaya Workplace Client for Android, iOS, Mac, and Windows* at https://support.avaya.com/.

Accepting and declining the Shared Control prompt

About this task

When you start a Shared Control connection to the phone from the Avaya Workplace soft client, a confirmation dialogue appears and enables you to accept or decline the shared control session.

This helps avoid security issues when the user can use Speaker to remotely establish a call and eavesdrop.

Note:

If the phone is locked and you initiate a shared control connection, a confirmation prompt does not appear, and the phone does not accept the Shared Control connection.

Before you begin

Ensure that your phone administrator enables the Shared Control connection prompt feature.

Procedure

1. Initiate a shared control connection to the phone from Avaya Workplace soft client.

   A phone screen displays the confirmation dialogue `Accept Shared Control?`.

2. Press the **Accept** soft key.

   The phone displays the `Shared Control is active` dialogue box.

The soft client indicates that the phone connection is successful.

Note:

If the Shared Control connection is lost, the soft client reconnects to the phone automatically. If the network outage is short, shared control restores the connection without displaying the confirmation dialogue. The administrator configures the maximum duration of a lost connection.

3. Press the **Cancel** soft key.

   The Phone displays the `Shared Control is inactive` dialogue box.

   The soft client indicates that the phone connection is lost.

Tracing a malicious call

About this task

Use this feature to trace a malicious call. Activating Malicious Call Trace (MCT Act) alerts a controller to begin call tracing and provide information for reporting this call. This feature is available only if your administrator has set up the phone system to trace and track malicious calls and there is an attendant or controlling user to oversee the trace.

Procedure

1. During an active call, access the Features menu.
2. To start a trace, scroll to **Malicious call trace**, and press one of the following:
   - **Select**
   - Corresponding line button

   An alerting tone or flashing LED signifies the trace is active. Hanging up deactivates MCT Act.

Important:

Some countries, states, and localities have laws that determine if and under what circumstances you can use Malicious Call Trace (MCT). Before using the MCT feature, you must understand and comply with these laws.

Voicemail

You can use the Voicemail feature on your phone with a voice messaging service such as Avaya Messaging. 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.

When you receive a voice message, the phone illuminates the beacon LED on the top right corner of the 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 enables 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.

You can view the WML browser on the primary screen of the phone.

The system administrator designs all WML browser elements. Contact your system administrator if you want to change the pre-configured layout.

Accessing the WML browser

About this task

You can access pre-configured WML browser applications added to your phone and 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. **Main** to go to the page configured by the WML browser.
    b. **Home** to go to the Home page.
    c. **Refresh** to reload the current card.
    d. **Exit** to return to the Applications menu.
    e. **Up** and **Down** navigation arrows to scroll the Home page up or down.
    f. **Left** and **Right** navigation arrows to navigate the history.

Chapter 16: 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 J189 IP Phone supports both Type-A and Type-C USB ports 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 129
Connecting USB keyboard on page 130
Entering text using USB keyboard on page 130
Navigating using USB keyboard on page 131

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

USB devices on page 129

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

USB devices on page 129

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

USB devices on page 129

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

USB devices on page 129

Chapter 17: 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

Using URI dialing to make a call on page 53
Making a call by using the manual dial mode on page 47

Enabling and disabling the Call on off-hook feature

About this task

You can enable the Call on off-hook feature to call directly without pressing the Call soft key. Your phone administrator activates the Call on off-hook feature and can provide you access to enable or disable this feature on the phone.

Before you begin

Ensure that your administrator provides access to the Call on off-hook feature.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Phone** and press **Select**.
4. Scroll to **Call on off-hook**.
5. Press **Toggle** to select one of the following options:
   - **Default**: To set the administrator configured value.
   - **Enabled**: To enable automatic call on off-hook.
   - **Disabled**: To disable automatic call on off-hook.
6. Press **Save**.

Related links

Automatically initiate a call to the highlighted number on page 48

Enabling and disabling the Keep current CA feature

About this task

You can enable the Keep current Call Appearance (CA) feature to select a priority line after ending an active call. The selected CA remains prioritized after the call ends. The new call is received or initiated on the selected CA. The prioritized line remains highlighted on your phone screen. You can manually switch to another line. If your phone administrator has not set the forced value, you can enable or disable this feature on the phone.

Before you begin

Ensure that your administrator provides access to the Keep current CA feature.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Phone** and press **Select**.
4. Scroll to **Keep current CA**.
5. Press **Toggle** to select one of the following options:
   - **Default**: To set the administrator configured value.
   - **Enabled**: To enable Keep current CA.
   - **Disabled**: To disable Keep current CA.
6. Press **Save**.

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

About this task

If you press and hold certain phone keys, the key's character begins to repeat. You can set how long or short you must hold down the key before it starts repeating.

Before you begin

Ensure your administrator activates the key repeat delay settings.

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

Related links

Redialing a number on page 48

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 assign a speed dial, the phone does not save it. You must wait sometime 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 one contact.

Related links

Making a call by using speed dial on page 49

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. Scroll to **Settings** and press **Select**.
3. Scroll to **Phone** and press **Select**.
4. Select **Assign speed dial entries**.
5. Use the **Down Arrow** key to go to the Speed Dial contact that you want to replace or clear.
6. Press one of the following:
   - **Replace**: To replace the contact with another contact.
   - **Clear**: To remove the contact from the Speed Dial.
7. 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 turns off 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 new voicemail messages exist, the beacon LED is lit continuously.
- If the speaker is on during an active call and there are new voicemail messages, the beacon LED turns off every 15 seconds.
- If the call is on hold, the beacon LED stops flashing.

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**.

Customization modes

The administrator can block or limit your ability to customize phone keys. If the administrator selects the Blocked mode, you cannot perform any phone key customization. In the Limited mode, you can use the Phone Keys Customization menu to customize labels. You also have complete control over the Contact and Application favorites. In the Full mode, an administrator can pre-configure specific phone keys to limit customization.

Related links

Customizing phone keys on page 137
Restoring customized keys to default on page 139

Customizing phone keys

About this task

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

Before you begin

Ensure that the administrator has set Full or Limited customization mode. You cannot customize phone keys in the Blocked mode and can customize labels and Contact and Application favorites in the Limited mode.

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**.

   The customization menu is not available in the Blocked mode.
5. Press the **Customize** key.
6. Use the **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**.

     The option is not available in the Limited mode.
   - 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 key.
   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 original language uses extended Latin or non-Latin symbols, press the **More** > **Symbol** soft key to open the Symbols menu and select the necessary symbols. Press **Insert** > **More** > **Save**.
10. To delete a key, press **Delete** and confirm the deletion.

Related links

Customization modes on page 137
Restoring customized keys to default on page 139

Restoring customized keys to default

About this task

Use this procedure to restore the customized keys to administrator settings. The phone clears all your favorites, including Contact, Feature, and App favorites, and applies administrator settings. The procedure does not affect your customized labels.

Before you begin

Ensure that the administrator sets the customization mode as Full.

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**.

Related links

Customization modes on page 137
Customizing phone keys on page 137

Applications

Enabling the Away timer

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Applications** and press **Select**.
4. Scroll down to **Presence integration** and press **Select**.
5. Scroll down to **Away timer**.
6. To turn on the timer, press **Toggle** to turn on the timer.
7. Use the **Down Arrow** key to go to **Away timer value**.
8. Enter the time in seconds.

   You can enter any value from 0 to 999.
9. Press **Save**.

Enabling phone auto-lock

About this task

You can set your phone to auto-lock when not in use. The idle phone automatically locks itself after the set time period elapses.

Before you begin

Contact your phone administrator if you cannot see the **Lock** option in the **Application** menu.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Applications** and press **Select**.
4. Scroll down to **Lock**.
5. Enter the time in minutes.

   You can enter any value from 0 to 999.

   If you do not enter any value, the phone uses the administrator set value.
6. Press **Save**.

Enabling call history

About this task

You can enable the call log option to see all the call activities on the Recents screen. The phone displays all the call activities in a list view. To view the aggregated call logs, enable the summarized call log option.

Your administrator configures the feature to enable call logs.

Before you begin

Ensure that your administrator enables the feature menu options on the phone.

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 enable or disable call history.
   - **Right Arrow** key: To turn on call history.
   - **Left Arrow** key: To turn off call history.

6. **(Optional)** Scroll to **Summarized call log**, and press **Toggle** to enable or disable the summarized call history.
7. **(Optional)** Scroll to **Bridged call log**, and press **Toggle** to enable or disable the bridged call log.
8. Press **Save**.

Related links

Call log on page 80

Microsoft® Exchange account integration

Integrate your phone with your Microsoft® Exchange account to synchronize the exchange contacts and calendar. Your phone administrator can integrate your phone with the Exchange account or provide you access to enter your Microsoft® Exchange credentials. After a successful authentication, your phone synchronizes with your exchange calendar and contacts.

Using basic authentication for Microsoft® Exchange integration

About this task

Use the basic authentication method to integrate your phone with your Microsoft® Exchange account. Your system administrator provides you access to enter your Microsoft® Exchange credentials.

Before you begin

Ensure that you have valid Microsoft® 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 change the authentication method.
6. On the authentication screen, enter the following details:
   - Microsoft® Exchange username.
   - Microsoft® Exchange password.
   - Microsoft® Exchange domain.
   - To choose **Name/Password Prompt** to prompt every time you access the calendar application, press **Toggle**.
7. Press **Save**.

Result

After successful authentication, your phone synchronizes the calendar and contacts with your Microsoft® Exchange account.

Using OAuth authentication for Microsoft® Exchange integration

About this task

Use the OAuth authentication method to integrate your phone with your Microsoft® Exchange account. Depending on the settings your phone administrator configured, 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 change the authentication method, and press **Connect**.

   The phone screen displays the device verification QR code and the User code.
6. Use a mobile device to scan the QR code and enter the User code when prompted.

   The phone screen times out after 15 minutes.
7. Press **Link** to generate the verification URL and the User code to verify the device on a computer browser.
8. Follow the prompts of the Microsoft® application.

Result

After successful authentication, your phone synchronizes the calendar and contacts with your Microsoft® Exchange account.

Enabling and disabling Microsoft® Exchange contact integration

About this task

Enable Microsoft® Exchange contacts on your phone to synchronize your phone and Exchange contacts.

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**.

   The phone screen displays the following message:

   `Calendar integration is not active. Press Configure to activate it now.`

4. Press **Config**.
5. Scroll to **Enable Exchange Calendar** and press **Toggle**.
6. Press **Save**.

   The phone screen displays the following message:

   `Exchange email address is missing. Press Configure to enter it now.`

7. Press **Config**.

Result

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

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 144
Reviewing your Calendar event on page 97

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 143
Reviewing your Calendar event on page 97

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

You can adjust the audio output level for better quality audio with this feature.

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 from one of the following for which you want to turn automatic gain control to on or off:
   - **Handset auto gain control**
   - **Headset auto gain control**
   - **Speaker auto gain control**
6. To turn automatic gain control on or off, press **Toggle**.
7. Press **Save**.

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 six 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 on your phone.
- Ensure that your administrator enables 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 **Disconnect**.
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. Scroll to Button clicks and press **Toggle** to turn the audio on or off.
5. Press **Save**.

Turning error tones on and off

About this task

You can activate the error tone alarm when you perform an incorrect action while using the phone with this feature.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Audio** settings and press **Select**.
4. To turn error tones on or off, scroll to **Error tones** and press **Toggle**.
5. Press **Save**.

Enabling wireless headset bidirectional signaling

About this task

You can use **Headset signaling**setting to configure DECT headsets to your phone

Note:

Headset Signaling setting cannot be applied to Bluetooth headsets.

Before you begin

Check if the headset supports Electronic Hook Switch (EHS) signaling.

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**: You can disable the signaling from the phone to the headset.
   - **Switch hook and alert**: You can activate 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**: You can 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**.

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**.

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**.

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**.

List of headset profiles

Headset Profile	Description
Profile 1	L100 Series Headsets
Profile 2	• Plantronics: SupraPlus® Wideband HW251N/HW261N (HIS) • Sennheiser: SH 330/SH 350, CC 510/CC 550 (CAVA-31)
Profile 3	• Plantronics: EncorePro® HW291N/HW301N (HIS) • Sennheiser: Circle™ SC 230/260 (CAVA-31)

Table continues…

Headset Profile	Description
Profile 4	• 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: • CS500™ Series: CS510, CS520, CS530, CS540 (APV-63) • Savi® 700 Series: W710, W720, W730, W740, W745 (APV-63)
Profile 8	Sennheiser: • DW Pro1/DW Pro2 SD Pro1/SD Pro2 (CEHS-AV03/AV04) • DW Office, SD Office (CEHS-AV03/AV04)

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**.

Configuring Long term acoustic protection

About this task

Long-term acoustic protection feature reduces the loud volume of the conversations on the phone call to permissible acoustic limits, you can configure the long-term acoustic exposure protection for your headset.

Before you begin

Ensure you set the headset profile to Profile1, and use L100 Series Headsets.

Procedure

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

4. Scroll to **Long term 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

     Administrator configured value will be chosen as the default value.
   - **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.
   - **4 hours**: Sets the acoustic protection for 4 hours.
   - **8 hours**: Sets the acoustic protection to 8 hours.
6. Press **Save**.

Related links

Setting a headset profile on page 150

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**
   - **Team Key**
   - **Bridged CA**
   - **Call Pickup**
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

Display Mode

With the Display Mode feature, you can personalize the phone display according to your choice of display and font color. You can change the display mode of your phone to Dark or Light. The font color is black if you set the display mode to Light. The font color is white if you set the display mode to Dark.

Changing the display mode impacts most of the skins, including the following:

- Soft keys
- The top-line divider
- Calendar components
- Predefined backgrounds and screen savers
- Line highlights
- Skins for dialogs and toasts and scroll bars
- The progress bar

Changing the display mode for the main screen changes the display mode for the secondary screen and the attached expansion modules.

Related links

Changing the phone display mode on page 153

Changing the phone display mode

About this task

You can change the phone display mode to Dark or Light with the Display Mode feature. The font color is black if you set the display mode to Light. The font color is white if you set the display mode to Dark.

Before you begin

Contact your phone administrator if you cannot see the settings to change the display mode.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Display** and press **Select**.
4. Scroll to **Display Mode** and press **Select**.
5. Press **Toggle** to switch between **Light** and **Dark**.
6. Press **Save**.

Related links

Display Mode on page 153

Changing the background image

About this task

Use this procedure to set the background image for the primary display of the phone.

Also, you can have the same background image as the primary display for the Avaya J100 Expansion Module (JEM24) module, if your administrator makes the required settings. The JEM24 display reflects any changes made to the primary display background. If you select a custom background image for the primary display, the JEM24 displays the default Avaya device 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**.

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**.

Setting a background image of the JEM24 module display

About this task

Use this procedure to set a pre-defined background image for the Avaya J100 Expansion Module (JEM24) display of the phone. You can set a background image, if your administrator enables the access to change the background image. To set a custom image, contact your system administrator.

Before you begin

Ensure that your administrator enables access to change 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 **Module Display** and press **Select**.
6. Scroll to the required 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**.

Setting the screen saver details

About this task

Use this procedure to do the following:

- Change the time that elapses before the phone displays a screen saver.

- Enable clock display on the screen saver.
- Enable a screen saver slide show.

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 the clock on the screen saver, scroll to **Clock** and press **Toggle**.
7. To enable a screen saver slide show, scroll to **Slide show (sec)** and enter a value between 1 and 999.

   The value determines the time in seconds that the phone displays each image in the slide show.
8. Press **Save**.

Next steps

Set the screen saver image or screen saver slide show images.

Related links

Changing the screen saver on page 156
Setting the screen saver image of the JEM24 module display on page 157
Changing the screen saver for the secondary display on page 157

Changing the screen saver

About this task

You can set the screen saver image or screen saver slide show images for the primary display of the phone.

Also, you can have the same screen saver image as the primary display for the Avaya J100 Expansion Module (JEM24) module, if your administrator makes the required settings. The JEM24 display reflects any changes made to the primary display screen saver. If you select a custom screen saver image for the primary display, the JEM24 displays the default Avaya device image.

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. **(Optional)** To select multiple images when a screen saver slide show is enabled, scroll to each required image and press **Toggle**.
10. Press **Save**.

Setting the screen saver image of the JEM24 module display

About this task

Use this procedure to set a pre-defined screen saver image or screen saver slide show images for the Avaya J100 Expansion Module (JEM24) display of the phone. You can set a screen saver image, if your administrator enables the feature. To set a custom image, contact your system administrator.

Before you begin

Ensure that your administrator enables access to change the screen saver image.

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. Select **Module display** and press **Select**.
6. Scroll to the required image.
7. **(Optional)** To preview the image, press **Preview**, and then press **Back**.
8. Press **Select**.
9. **(Optional)** To select multiple images when a screen saver slide show is enabled, scroll to each required image and press **Toggle**.
10. 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. **(Optional)** To select multiple images when a screen saver slide show is enabled, scroll to each required image and press **Toggle**.
10. 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 one of the phone display and press **Select**:
   - **Primary display**
   - Name of the expansion 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.

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 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 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**.
5. Press **Toggle** to select one of the following options:
   - **Full**
   - **Half**
6. Press **Save**.

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. To go to the Date format screen, use the **Down Arrow** key.

   The phone displays one of the following:
   - **Default**
   - **mm/dd**
   - **dd/mm**
   - **mm.dd**
   - **dd.mm**
   - **mm-dd**
   - **dd-mm**
   - **mmm dd**
5. To select one of the options, press **Toggle**.
6. Press **Save**.

Viewing the time zone

About this task

You can view the time zone details when your phone administrator configures it. Depending on your requirement, your phone administrator configures the time zone and daylight saving details.

Before you begin

Ensure that your phone administrator configures the time zone details.

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 details:

   - **My time**
   - **GMT Offset**
   - **Time zone**
   - **Daylight saving**
   - **Daylight saving offset**

Setting the GMT offset

About this task

Use this procedure to set the GMT offset value in the number of hours and minutes that differs from the GMT.

You can configure the GMT offset value if your phone administrator provides access. Otherwise, the phone displays the administrator-configured values.

Before you begin

Ensure that your administrator provides access to set the GMT offset value.

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**.
5. Scroll to **GMT Offset** and do one of the following:
   - Use the **Left Arrow** and **Right Arrow** keys.

- Press the **-** 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)** To restore the default font size, press **Default**.
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)** To restore the default font size, press **Default**.
8. Press **Save**.

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**.

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. To select an empty line, use **Navigation** keys.
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 164

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. To select the required button key, use **Navigation** keys.

   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 163

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. To select the button key you want to move, use **Navigation**.
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. The phone clears all your favorites, including Contact, Feature, and App favorites, and applies administrator settings. The procedure does not affect your customized labels.

Before you begin

Ensure that the administrator sets the customization mode as Full.

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**.

Related links

Customization modes on page 137
Customizing phone keys on page 137

Backup and restore

Backup and restore overview

The phone supports the backup and restoration of the following user-specific data:

- User contacts
- Local ring type
- Local Do Not Disturb status
- Local call forward settings
- Auto-answer mode configuration
- Speed dial settings
- Language
- Time zone and time format
- Date format
- Customized phone key labels

Backup process is initiated only after retrieval of user-specific data is successful.

Chapter 18: 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 19: Maintenance

Restarting your phone

About this task

Use this procedure to restart your phone from the Login screen.

Before you begin

Ensure that your administrator configures the option to restart your phone.

Procedure

1. On the Login screen, press the **Restart** soft key.

   The phone displays the pop-up screen with the prompt `Restart the phone?`.

2. Press the **Restart** soft key.

   The phone restarts.

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 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 secondary provisioning server address

About this task

View the secondary provisioning server address when your system administrator asks you to provide the server details. The phone administrators can configure a secondary provisioning server to provide additional phone settings.

Before you begin

Ensure that the administrator configures a secondary provisioning server for your phone.

Procedure

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

3. Scroll to **IP parameters** and press **Select**.
4. Scroll to **Custom URL**.

   The **Custom URL** field displays the secondary provisioning server URL.

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**.

Viewing regulatory information

About this task

To read the complete Legal, Regulatory and Compliance information that applies to your device, you can view the Regulatory image on the phone screen.

Before you begin

Ensure that the phone uses software and hardware version 4.1.3.1 or later.

Procedure

1. Press **Main Menu**.
2. Scroll to **Network information** and press **Select**.
3. Scroll to **System** and press **Select**.
4. Scroll to **Regulatory** and press **Select**.

   The phone displays the Regulatory image. Use the **Up Arrow** and **Down Arrow** keys of the Navigation cluster to scroll through the pages of the image.
5. To go back, press the **OK** button.

Chapter 20: Resources

Documentation

For Avaya J100 Series IP Phones documents of previous releases, visit the Avaya Support site at http://support.avaya.com:

- 4.1.x
- 4.0.x
- 3.0.x

See the following related documents for the Avaya J100 Series IP Phones at http://support.avaya.com:

Title	Use this document to:	Audience
Overview		
Avaya Aura® Session Manager Overview and Specification	See characteristics and capabilities, including feature descriptions, interoperability, performance specifications, security, and licensing requirements of the Avaya Aura® Session Manager.	People who want to gain a high-level understanding of the Avaya Aura® Session Manager features, functions, capacities, and limitations.
Avaya Aura® Communication Manager Feature Description and Implementation	See characteristics and capabilities, including feature descriptions, interoperability, performance specifications, security, and licensing requirements of the Avaya Aura® Communication Manager.	People who want to gain a high-level understanding of the Avaya Aura® Communication Manager features, functions, capacities, and limitations.
Avaya IP Office™ Platform Feature Description	See information about the feature descriptions.	People who perform system administration tasks.

Table continues…

Title	Use this document to:	Audience
Avaya IP Office™ Platform Solution Description	See information about how the products and services interoperate with this solution.	People who want to gain a high-level understanding of the IP Office features, functions, capacities, and limitations.
Implementing		
Deploying Avaya Aura® Session Manager	See the installation procedures and initial administration information for Avaya Aura® Session Manager.	People who install, configure, and verify Avaya Aura® Session Manager on Avaya Aura® System Platform.
Upgrading Avaya Aura® Session Manager	See upgrading checklists and procedures.	People who perform upgrades of Avaya Aura® Session Manager.
Deploying Avaya Aura® System Manager on System Platform	See the installation procedures and initial administration information for Avaya Aura® System Manager.	People who install, configure, and verify Avaya Aura® System Manager on Avaya Aura® System Platform at a customer site.
IP Office SIP Telephone Installation Notes	See the installation procedures and initial administration information for IP Office SIP telephone devices.	People who install, configure and verify SIP telephone devices on IP Office.
Administering		
Administering Avaya Aura® Session Manager	See information about performing Avaya Aura® Session Manager administration tasks, including how to use management tools, how to manage data and security, and how to perform periodic maintenance tasks.	People who perform Avaya Aura® Session Manager system administration tasks.
Administering Avaya Aura® System Manager	See information about performing Avaya Aura® System Manager administration tasks, including how to use management tools, how to manage data and security, and how to perform periodic maintenance tasks.	People who perform Avaya Aura® System Manager administration tasks.
Administering Avaya IP Office™ Platform with Manager	See information about short code configurations for the feature list	People who need to access IP Office features using short codes.

Table continues…

Title	Use this document to:	Audience
Administering Avaya IP Office™ Platform with Web Manager	See information about IP Office Web Manager administration tasks, including how to use the management tool, how to manage data and security, and how to perform maintenance tasks.	People who perform IP Office Web Manager administration tasks.
Maintaining		
Maintaining Avaya Aura® Session Manager	See information about the maintenance tasks for Avaya Aura® Session Manager.	People who maintain Avaya Aura® Session Manager.
Troubleshooting Avaya Aura® Session Manager	See information for troubleshooting Avaya Aura® Session Manager, resolving alarms, replacing hardware, alarm codes, and event ID descriptions.	People who troubleshoot Avaya Aura® Session Manager.
Using IP Office System Status	See information about the maintenance tasks for System Status Application.	People who maintain System Status Application.
Using IP Office System Monitor	See information about the maintenance tasks for SysMonitor.	People who maintain SysMonitor.

Finding documents on the Avaya Support website

Procedure

1. Go to https://support.avaya.com.
2. To log in, click **Sign In** at the top of the screen and then enter your login credentials when prompted.
3. Click **Product Support** > **Documents**.
4. In **Search Product**, start typing the product name and then select the appropriate product from the list displayed.
5. In **Select Release**, select the appropriate release number.

   This field is not available if there is only one release for the product.
6. **(Optional)** In **Enter Keyword**, type keywords for your search.
7. From the **Select Content Type** list, select one or more content types.

   For example, if you only want to see user guides, click **User Guides** in the **Select Content Type** list.
8. Click to display the search results.

Avaya Documentation Center navigation

For many programs, the latest customer documentation is available on the Avaya Documentation Center website at https://documentation.avaya.com. Some functionality is only available when you log in to the Avaya Documentation Center. The available functionality depends on your role.

Important:

If the documentation you are looking for is not available on the Avaya Documentation Center, you can find it on the Avaya Support website.

While navigating through the Documentation Center, you can click the **Avaya Documentation Center** logo at the top of the screen to return to the home page anytime. On the Avaya Documentation Center, you can do the following:

- Click **Avaya Links** in the top menu bar to access other Avaya websites, including the Avaya Support website.
- Click **Languages** ( ) in the top menu bar to change the display language and view localized documents.
- In the **Search Documentation** field, search for keywords and click **Filter** to filter by solution category, product, or user role.

  You can select multiple items in each filter category. For example, you can select a product and multiple user roles.
- Click **Library** in the top menu bar to access the complete library of documents. Use the filtering options to refine your results.
- After performing a search or accessing the library, you can sort content on the search results page. When you find the item you want to view, click it to open it.
- Use the table of contents in a document for navigation. You can also click **<** or **>** next to the document title to navigate to the previous topic or the next topic.
- Click **Share** ( ) to share a topic by email or copy the URL.
- Download a PDF of the current topic in a document, the topic and its subtopics, or the entire document.
- Print the section you are viewing.
- Add content to a collection by clicking **Add to My Topics** ( ). You can add the topic and its subtopics or add the entire publication.
- View the topics in your collections. To access your collections, click your name in the top menu bar and then click **My Topics**.

  You can do the following:

  - Create, rename, and delete a collection.
  - Set a collection as the default or favorite 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 collections that others have shared with you.

- Click **Watch** ( ) to add a topic to your watchlist so you are notified when the content is updated or removed.
- View and manage your watchlist by clicking **Watchlist** from the top menu with your name.

  You can do the following:

  - Enable **Email notifications** to receive email alerts.
  - Unwatch the selected content or all topics.
- Send feedback for a topic.

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

Index

A

AADS
contacts ... 63
AADS contacts
details ... 66
sync ... 66
accepting Shared Control prompt ... 125
access limited during failover ... 169
activate
send-NN ... 120
Send-NN ... 119
activating
LNCC, limiting incoming calls ... 121
active call shortcut keys
adding a user ... 100
conference call ... 100
making a call transfer ... 100
overview ... 99
adding
contacts ... 59
contacts from the Recents list ... 60
new call log entry to the Contacts list ... 60
number to contacts ... 60
administrative methods
file server address ... 23
provisioning server ... 23
answering a call
another call pickup group ... 43, 44
when on another call ... 42
answering a call for a pickup group member ... 43
answering call on a monitored extension ... 90
application settings
disabling calendar reminder ... 144
disabling calendar reminder tone ... 144
disabling contact exchange ... 142
disabling exchange calendar ... 143
enabling calendar reminder ... 144
enabling calendar reminder tone ... 144
enabling contact exchange ... 142
enabling exchange calendar ... 143
enabling SAC when DND is active ... 72
setting a week day for calendar reminder ... 145
setting calendar list ... 145
setting reminder time ... 145
setting snooze time ... 145
applications
access calendar ... 96
activating the screen saver ... 155
configuring calendar ... 96
guest login ... 27
SSO guest login ... 26
Assisting an agent on an observed call ... 118
audio
feedback ... 153
audio settings
AGC ... 146
button clicks ... 147
configuring hearing aid compatibility ... 149
error tones ... 148
headset profile ... 150
setting a primary ringtone ... 152
setting headset mic level ... 149
auto-answer
intercom call ... 115
auto-mute
intercom call ... 115
autodialing
calling a person ... 52
automatic update
phone firmware ... 167
settings update ... 167
Avaya support website ... 178
away timer
timer value ... 139

B

background image
primary display ... 155
black font
display ... 153
blind transfer ... 110
block incoming call ... 106
block incoming calls ... 29, 106
Bluetooth
pairing ... 147
unpairing ... 147
Bridged Call Appearance
answering a bridged line call ... 104
joining a call on a bridged line ... 104
making a call on a bridged line ... 103
Bridging ... 105
brightness ... 158
Busy Indicator
call transfer ... 94
icons and LED status ... 94
making a call ... 93
making a conference call ... 93
overview ... 92
transferring a call ... 93
button clicks
turn off ... 147
turn on ... 147

C

calendar
- calendar reminder 144
- calling a person 97
- configuration 96
- disabling calendar reminder 144
- exchange calendar 143
- list style 145
- month calendar event 97
- reminder time 145
- reminder tone 144
- reviewing event 97
- setting a week day for reminder 145
- snooze time 145

calendar integration
- new phone 143

call
- recents 81
- URI dialing 53

call forward,
- disable 75
- enable 75

call forwarding
- call forward busy 75
- call forward no answer 75

call history
- viewing 81

Call observation
- activating 117
- deactivating 118

call on off-hook
- outgoing calls 48

call transfer
- attended 109
- attended transfer 94
- blind 110
- blind transfer 109
- consultative transfer 109
- to a monitored phone 91
- unattended 109

Call transfer
- blind transfer 94

Call Transfer
- Busy Indicator user 93

calling
- corporate database list 50
- dial pad 50
- emergency calling 55, 56
- local Contacts list 50
- Main Menu 50

calling a number
- using Autodial 52

calling intercom group 53, 54

calling using intercom 53, 54

calls
- beacon LED 137

calls *(continued)*
- consultative transfer 109
- e.164 dialing 50
- editing a contact 66
- hold 57
- ignoring 46
- incoming call 42
- international 50
- multiple device access 122
- muting a call 57
- MWI 137
- parking a call 107
- resume 57
- speed dialing 49
- switching phone 122
- unmuting a call 57
- unparking a call 108
- visual alerting 137

changing
- phone display 153

collection
- delete 176
- edit 176
- generating PDF 176
- sharing content 176

conference calls
- adding a person on hold 84
- details 86
- dropping a participant 85
- putting a call on hold 85
- setting up 84

conference, add participant using no hold conference 86

configuring
- long term acoustic protection 151

configuring provision server
- file server address 23

connecting
- hidden Wi-Fi 31
- Wi-Fi 31

connecting network
- automatically 32
- manually 32

connection jacks 19

contact
- details 66

contacts
- adding 59
- adding a contact from the Recents list 60
- adding contacts to a group 69
- adding members to a Contacts group 69
- assign a ringtone to a contact 70
- combine your contacts 67
- creating a new group 68
- creating a Contacts group 68
- deleting 68
- details 66
- editing 67

contacts *(continued)*
Enterprise Directory ... 64
excluding contacts from your group ... 69
groups ... 66
LDAP Directory ... 61, 62
new contact ... 59
quick search ... 61
removing a contact from a group ... 69
search ... 61, 63
searching ... 50, 60
speed dialing ... 49, 135
sync ... 66
content
publishing PDF output ... 176
searching ... 176
sharing ... 176
sort by last updated ... 176
watching for updates ... 176
crisis alert
acknowledge ... 111
acknowledgement error ... 112
acknowledging again ... 112
crisis alert watcher, emergency caller ... 110
customization
headset ... 149, 162
customization modes ... 137
customizing keys
adding a key ... 163
deleting a key ... 165
moving a key ... 164
relabeling a key ... 164

D

dark mode
setting ... 153
deactivate
send-NN ... 120
deactivating
LNCC, limiting incoming calls ... 121
declining shared Control prompt ... 125
deleting
a call record from the recents list ... 82
removing a contact ... 66
destination number
selecting a target ... 105
details
contacts ... 66
device type
Avaya SIP ... 171
Open SIP ... 171
Dial intercom call ... 53, 54
dial plan
prefix digits ... 52
dialing mode
automatic dialing ... 132
manual dialing ... 132
disable incoming call popup ... 45
disabling bluetooth ... 146
display
regulatory image ... 172
secondary ... 21
display brightness ... 158
Display Mode
setting ... 153
display settings
changing the background image ... 154
date format ... 160
identical background image ... 155
identical screen saver ... 157
language ... 159
setting backlight timer ... 159
setting screen saver time ... 155
setting text size ... 162
time format ... 160
time zone ... 161
do not disturb
DND ... 74
send all calls ... 74
document changes ... 12
documentation center ... 176
finding content ... 176
navigation ... 176
documentation portal ... 176

E

EC500
extend a call ... 78
forwarding call to your cell phone ... 78
editing
contact details ... 66
contacts ... 67
Editing a number
before calling ... 49
before placing the call ... 49
emergency calling
dial pad ... 56
Emerg ... 56
lock screen ... 55
status screen ... 55
emergency calls ... 29
enable wireless headset ... 148
enabling bluetooth ... 146
enabling screen saver clock ... 155
enabling screen saver slide show ... 155
enhanced call forwarding
deleting a rule ... 77
editing a rule ... 77
entering text ... 130
enterprise
directory ... 66
Enterprise
directory ... 63, 66

Enterprise Directory
contacts ... 64
error tones
turn off ... 148
turn on ... 148
exchange account
global ... 60
exchange authentication
basic ... 141
OAuth ... 141, 142
exchange contacts ... 142
exchange credential ... 141
Microsoft® ... 141, 142
excluding others from bridging ... 105
exclusion ... 105
expansion modules ... 22
extension
blocking display ... 102
unblocking display ... 103

F

failover ... 169
feature
call transfer ... 109
Hunt Group Busy ... 113
Feature invocation target ... 105
features
accessing features ... 99
advanced ... 99
automatic callback ... 101
call forward ... 75
call parking ... 107
call pickup ... 43
call pickup directed ... 42
call pickup extended ... 42–44
call pickup, ... 42
call recording ... 108
enabling Send all Call ... 72
enhanced call forwarding ... 76, 77
extending call to your cell phone ... 78
interrupting a call with a whisper page ... 114
multiple device access ... 122
parking a call ... 107
priority call ... 51
Recents ... 80
unparking a call ... 108
Features
Automatic callback ... 101
Bridged Call Appearance ... 103
Presence ... 71
Setting up Automatic Callback ... 101
finding content on documentation center ... 176

G

getting started
getting started *(continued)*
login ... 27
groups,
another group call pickup ... 42
call pickup group ... 42

H

handset
AGC ... 146
hearing aid compatibility ... 149
profile ... 149
headset
AGC ... 146
mic level ... 149
profile setting ... 150
headset profile ... 150
hold
putting a conference call on hold ... 85
hotline ... 116
outgoing calls ... 54
Hunt Group Busy
using ... 113

I

icom
auto icom ... 115
autoicom ... 114–116
dialicom ... 114, 116
multiple device access ... 116
icons
MLPP icons ... 39
phone icons ... 36
presence icons ... 39
identifying
device type ... 24
ignoring
incoming calls ... 46
incoming call
audio alert ... 42
decline ... 46
setting a ringtone ... 152
visual alert ... 42
incoming call alert ... 45
incoming call of a group member ... 43
incoming calls ... 41
do not disturb ... 74
enabling call forward ... 75
send all calls ... 74
information
emergency caller ... 111
intercom
automatic intercom ... 114–116
dial intercom ... 114–116
Intercom group ... 53, 54

J

Join a bridged call 104

K

keep current CA 133

L

LDAP directory
    contacts 60
LDAP Directory
    contacts 61, 62
    overview 61
light mode
    setting 153
Line keys 35
listening
    voicemail 127
lock
    unlock 29
locking
    your phone 28
log
    calls 80
    encryption 80
logging in
    without SSO 27
logging out of your phone 28

M

main menu 36
    language 159
making a call
    auto-dial 47
    dial mode 47
    dial plan 52
    manual dial 47
    precedence call 51, 52
    priority 51
    recents 81
    using the dial mode 47
malicious call tracing 126
managing calendar 96
messages
    visual alerting 137
Microsoft® 141, 142
missed call
    viewing call details 44
monitoring other extensions 91
Multicast Paging
    overview 123
    sending a multicast page 123
multiple device access
    handling calls 122
    handling conference 122
    limitations 122

N

navigating USB keyboard 131
navigation
    navigating cluster 34
    selection 34
navigation cluster
    left arrow, right arrow, up arrow 34
network settings
    configuration 32
    mode 30
new phone 143
    basic authentication 143
    Oauth authentication 143
no hold conference 86
no hold conference, add participant 86

O

off-hook alert 58
optional components 21
outgoing calls
    blocking extension display 102
    international 50
    unblocking extension display 103
overview 15, 58
    call forwarding 75
    Hunt Group Busy 113
    LNCC, limiting incoming calls 121

P

periodic update
    phone firmware 167
permanent
    mode 120
phone
    boot-up 24
    calls 41, 48, 54
    inbound 41
    lock 106
    outbound 48, 54
    restart 169
phone call
    off-hook 132
phone display
    changing 153
phone hard keys 131
phone lock
    auto-lock 140
    configuration 106

phone lock *(continued)*
manual lock 29
unlock 29
phone login
single sign on 24, 25
phone settings
call history 140
call timers 134
customizing phone keys 137
dialing mode 132
key repeat delay 134
off-hook mode 132
setting mute alert 136
setting redial options 134
Team button incoming call indication 89
visual alerting 137
physical layout 17
PIN
setting 28
pre-configuration of keys
overview 124
precedence call 52
making a call 51
Presence
change your presence status 71
change your presence status manually 71
DND 72
enabling contacts presence status 71
Presence integration 72
viewing contacts presence 71
presence status
away timer 139
problems with the phone 169
product ID
phone 171
protection
long term acoustic exposure 151
provisioning server 23

Q

QR code
phone login 24, 25

R

recents
call history 80
call log 80
clearing all 83
clearing all entries 83
deleting a call record 82
making a call 81
missed call 44
viewing call details 81
recording a call 109
recording audio parameters information 170
redial a number 48
regulatory
image 172
regulatory image
phone screen 172
related documentation 173
restoring keys to default 139, 165
retrieving a voice message 127

S

screen saver 156, 157
screen saver clock 155
screen saver details
screen saver time 155
screen saver image
primary display 157
search
mode 63
searching
corporate database 50
searching for content 176
secondary display 158
secondary display settings
changing the background image 154
secondary provisioning server address 171
security
WEP, WPA/WPA2 PSK, 802.1x EAP 31
Selection of a higher priority line 133
send all calls
do not disturb 74
send-nn 119
Send-NN
permanent 120
transient 119
server
Avaya Aura 172
Open SIP 172
service observe 117
setting
Display Mode 153
PIN 28
setting network mode
Ethernet 30
Wi-Fi 30
settings
brightness 158
call history 140
call timers 134
changing the screen saver 156, 157
configuring calendar in your phone 96
customizing keys 139, 163–165
date format 160
display settings 155–158
key auto repeat process 134
language 159
log recent calls 140

settings *(continued)*
phone screen width ... 159
phone settings ... 159
secondary display settings ... 157
time format ... 160
time zone ... 161
visual alerting ... 137
shared control mode ... 124
sharing content ... 176
sidetone
ambiance noise ... 153
signaling ... 148
Single sign-on
locking ... 28
user lock PIN ... 28
SLA Mon™ ... 124
sort documents ... 176
speaker
AGC ... 146
speed
dial ... 66
speed dialing
contacts ... 135
removing contact ... 135
replacing contact ... 135
SSO
phone login ... 24
QR code ... 24, 25
URL ... 24
stop
alert view ... 112
audio alert ... 112
visual alert ... 112
summarized
call log ... 140
support ... 178

T

team button
speed dialing ... 90
viewing station status ... 90
Team button ... 88
icons and LED status ... 92
Team Button ... 90
transferring a call to a monitored phone ... 91
text input
enter, edit ... 35
time zone
display settings ... 161
settings ... 161
tracing calls ... 126
transient
mode ... 119

U

unlockPIN
password ... 29
update
phone ... 167
URL
phone login ... 24
USB ... 22
USB device ... 130
USB Flash drive ... 129
USB Flash Drive ... 129
USB Headset ... 129
USB keyboard ... 130, 131
USB Keyboard ... 129
USB menu ... 129
USB Stick ... 129
USB Support ... 129
user data
backup ... 166
restore ... 166
using
Hunt Group Busy ... 113

V

videos ... 177
viewing
product ID ... 171
voicemail
voice mail ... 126
voice message ... 126

W

watchlist ... 176
Wi-Fi
icons ... 40
WML browser
accessing application ... 127
overview ... 127