



Using Avaya J100 Expansion Module for SIP

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Australia Statements

Handset Magnets Statement:

Danger:

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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.

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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 ISED établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

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

Japan Statements

Class B Statement

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

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取扱説明書に従って正しい取り扱いをして下さい。 VCCI-B

Denan Power Cord Statement

Danger:

Please be careful of the following while installing the equipment:

- Please only use the connecting cables, power cord, and AC adapters shipped with the equipment or specified by Avaya to be used with the equipment. If you use any other equipment, it may cause failures, malfunctioning, or fire.
- Power cords shipped with this equipment must not be used with any other equipment. In case the above guidelines are not followed, it may lead to death or severe injury.



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2. This equipment or device must accept any interference, including interference that may cause undesired operation.

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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

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U.S. Federal Communications Commission (FCC) Statements

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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

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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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Chapter 1: Introduction

Purpose

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

Chapter 2: Overview

Avaya J100 Expansion Module overview

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

You can connect a maximum of three expansion modules to Avaya J169/J179 IP Phone and two expansion modules to Avaya J189 IP Phone. Avaya J189 IP Phone also has a secondary screen that behaves as an inbuilt module. When an expansion module is connected to a phone, it inherits the display properties of the phone.

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

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

You cannot use the toggle button on the JEM24 in the following scenarios:

- When you connect more than one JEM24 to the phone.
- When you connect one or more JEM24 to an Avaya J189 IP Phone.

The following table shows the number of physical feature keys available on the J100 phone models and JEM24s:

Phone model	Features keys on the phone	Features keys on built-in expansion module	Features keys on JEM24 expansion module
J129	3	NA	Does not support JEM24
J139	4	NA	Does not support JEM24
J159	4	6	Does not support JEM24
J169	8	NA	24
J179	8	NA	24
J189	10	6	24

The following table shows the number of feature keys available on the J100 phone models and JEM24s:

Phone model	Feature keys accessible on the phone screen	Feature keys accessible on the built in Expansion Module using the JEM24 toggle button	Feature keys accessible with only one Expansion Module	Feature keys accessible on first JEM24 when there is more than one JEM24	Feature keys accessible on 2nd JEM24	Feature keys accessible on 3rd JEM24
J129	NA	NA	NA	NA	NA	NA
J139	96	NA	NA	NA	NA	NA
J159	96	25-48	NA	NA	NA	NA
J169	96	NA	25-96	25-48	49-72	73-96
J179	96	NA	25-96	25-48	49-72	73-96
J189	96	25-48	49-72	49-72	73-96	NA

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

 **Note:**

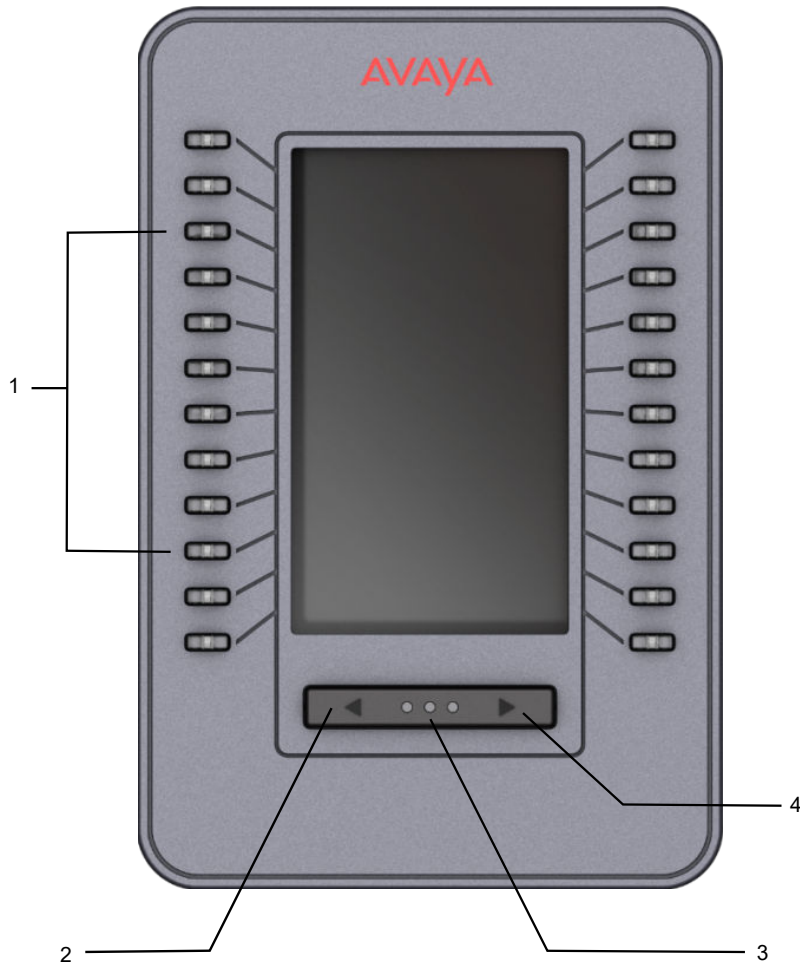
The wall mounting bracket for Avaya J100 Expansion Module must be ordered separately, along with the wall mounting kit. For Avaya J100 Expansion Module wall mounting instructions, see *Installing and Administering Avaya J100 Series IP Phones*.


If you use PoE to power up your phone, you can attach only one expansion module. To attach more expansion modules, use a power supply unit.

 **Important:**

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

Physical layout



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

Avaya J100 Expansion Module icons

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

 **Note:**

The icons of Avaya J100 Expansion Module attached to Avaya J169 IP Phone are grayscaled.

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

Avaya J100 Expansion Module upgrade indication

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

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

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

 **Note:**

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

The expansion module lines and icons in CCMS mode

In the IP Office environment, Avaya J169/J179 IP Phones use CCMS over SIP mode which provides an extended feature set.

In the Avaya Aura® environment, the lines are numbered in rows. You can scroll from the top right line to the top left one, then you are switched to the row below.

In CCMS mode, the lines are numbered in columns. First, you can scroll from top to bottom of the left column, then you are switched to top of the right column.

 **Important:**

There is no icons support in CCMS mode, the text labels start at the beginning of the line.

Chapter 3: Call operations

Making a call

About this task

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

Procedure

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

Answering a call

About this task

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

Procedure

Do one of the following:

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

When you answer the call, the incoming call icon changes, and the phone screen displays the call.

Note:

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

Answering a call when on another call

About this task

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

Procedure

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

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

Accessing features

About this task

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

Procedure

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

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

Applications








Applications overview

On Avaya J100 Expansion Module, you can quickly access applications like Contacts, Recents and Calendar by pressing the corresponding labelled button.

The following table shows some examples of applications available on the expansion module, their icons and description:

 **Note:**

The application icons on the expansion module are available only with the SIP firmware.

Application name	Icons	Description
Activate screen saver		Immediately displays the selected screen saver on the phone and the expansion module.
Calendar		Access to Microsoft® Exchange Server calendar from the expansion module.
Contacts		Access to the Contacts list from the expansion module.
Recents		Access to the Recents list from the expansion module.
Lock		Immediately locks the phone and the expansion module screen.
Log out		Opens the Log out confirmation window.
My Presence		Opens My Presence window to manage your status automatically or manually.

Accessing applications

Procedure

On the Avaya J100 Expansion Module, press the labelled line button next to the application you want to access.

Avaya J100 Expansion Module will display the application screen or activate the selected application immediately.

Chapter 4: Settings

Customizing the display

You can set the display mode, a customized screen saver and background image for Avaya J100 Expansion Module (JEM24). Your administrator provides access to set these images.

You can set the background and screen saver image of the JEM24 using the:

- Pre-defined images
- Customized images
- Images that are the same as the primary display images

If you and your administrator do not set the screen saver and background image for the JEM24, the phone uses the Avaya Device Image by default.

If your administrator makes the required settings, you can set the same background and screen saver image for the primary display and the JEM24 module. The JEM24 display reflects any changes made to the primary display. If you select a custom image for the primary display, the JEM24 displays the default Avaya device image.

Use the phone **Settings** menu to configure the following Avaya J100 Expansion Module features:

- Background image
- Screen saver
- Font size
- Brightness
- Display mode

 **Note:**

Avaya J100 Expansion Module does not support adjusting the display contrast.

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

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.

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

[Modifying your Display Mode \(video\)](#)

Setting a background image unique to JEM24 display

About this task

Use this procedure to set a custom background image for Avaya J100 Expansion Module (JEM24).

You can set a built-in image or a custom image for your JEM24 display. Contact your administrator to upload custom background images to the phone.

You can change the background image of the JEM24 using the phone menu.

*** Note:**

You cannot set a background image when the phone is downloading custom images. During the download, the phone screen displays `Downloading images to module`.

Before you begin

Ensure that your administrator provides access to set a background image.

Procedure

1. On the phone, 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. Select **Module Display**.

You can set a background image for Avaya J100 Expansion Module. You can use either the built-in images or a custom image from the image list.

6. Scroll to the new image.
7. **(Optional)** To preview the image, press **Preview**, and then press **Back**.
8. Press **Select**.
9. Press **Save**.

Setting the custom screen saver image

About this task

Use this procedure to set a custom screen saver image for Avaya J100 Expansion Module (JEM24).

You can set a built-in image or a custom image for your JEM24 display. Contact your administrator to upload custom screen saver images to the phone.

You can change the screen saver image of the JEM24 using the phone menu.

*** Note:**

You cannot set a screen saver image when the phone is downloading custom images. During the download, the phone screen displays `Downloading images to module`.

Before you begin

Ensure that your administrator provides access to set a screen saver image.

Procedure

1. On the phone, 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**.

You can set a screen saver for Avaya J100 Expansion Module. You can use either the built-in images or the custom image from the image list.

6. Scroll to the new image.
7. **(Optional)** To preview the image, press **Preview**, and then press **Back**.
8. Press **Select**.
9. Press **Save**.

Adjusting the expansion module brightness

Procedure

1. On the phone, 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 **Module**.
6. **(Optional)** If there are more than one Avaya J100 Expansion Module attached, select the module by the module number.
7. Press one of the following:
 - **Right** arrow key: To increase the brightness.
 - **Left** arrow key: To decrease the brightness.

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**.

Customizing keys

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. See “Adding a new contact” section in the user guide of your phone model.

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**.

Relabeling a key

About this task

Avaya J100 Expansion Module labels are preset by the system administrator. You can change these labels as required.

The first 24 keys are to customize the phone display screen. Keys 25 — 48 are to customize active page 1 of the button module. Keys 49 — 72 are to customize active page 2. Keys 73 — 96 are to customize active page 3.

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 expansion module display highlights the key area.

7. To relabel a key, do the following:
 - a. Press **Relabel**.
 - b. Type the name of the label and press **Save**.

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**.

Chapter 5: Troubleshooting

Viewing the expansion module details

Viewing the expansion module details from Administration menu

Before you begin

Obtain the access code from the system administrator to access **Administration** menu.

Procedure

1. On the phone, press **Main Menu**.
2. Scroll to **Administration**, and press **Select**.
3. Enter the access code provided by the system administrator.
4. Scroll to **View**, and press **Select**.
5. Scroll to **Button modules**, and press **Select**.

The phone displays the name, software version, and current status of the expansion module. The status can be **Connected**, **Disabled**, **Upgrading** or empty.

Viewing the expansion module details from Main menu

Procedure

1. On the phone, press **Main Menu**.
2. Scroll to **Network information**, and press **Select**.
3. Scroll to **System**, and press **Select**.
4. Scroll to **Button modules**, and press **Select**.

The phone displays the name, software version, and current status of the expansion module. The status can be **Connected**, **Disabled**, **Upgrading** or empty.

Common troubleshooting scenario

Condition

Either of the following is observed:

- Avaya J100 Expansion Module display screen is dark.
- The expansion module lines are not displayed.
- The action on Avaya J100 Expansion Module does not cause the corresponding result on the phone.
- The action on the phone does not cause the corresponding result on Avaya J100 Expansion Module.
- After the upgrade or downgrade is completed, the connection to Avaya J100 Expansion Module is lost.


Solution

1. Check if the phone has the power supply.
2. Check if Avaya J100 Expansion Module is attached to the phone correctly and the connection cable is not damaged.
3. Reboot the phone. The expansion module will reboot automatically.
4. Plug Avaya J100 Expansion Module connection cable out and in.

Chapter 6: Resources

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.

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