

Using Avaya J139 SIP IP Phone in Avaya Cloud Office[™]

Release 10.0 Issue 1 December 2022 © 2020-2022, Avaya Inc. All Rights Reserved.

Note

Using a cell, mobile, or GSM phone, or a two-way radio in close proximity to an Avaya IP telephone might cause interference.

Documentation disclaimer

"Documentation" means information published in varying mediums which may include product information, operating instructions and performance specifications that are generally made available to users of products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of Documentation unless such modifications, additions, or deletions were performed by or on the express behalf of Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or Documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty

Avaya provides a limited warranty on Avaya hardware and software. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product while under warranty is available to Avaya customers and other parties through the Avaya Support website: <u>https://support.avaya.com/helpcenter/</u> <u>getGenericDetails?detailld=C20091120112456651010</u> under the link "Warranty & Product Lifecycle" or such successor site as designated by Avaya. Please note that if You acquired the product(s) from an authorized Avaya Channel Partner outside of the United States and Canada, the warranty is provided to You by said Avaya Channel Partner and not by Avaya.

Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, <u>HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO</u>, UNDER THE LINK "AVAYA SOFTWARE LICENSE TERMS (Avaya Products)" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, ÁRE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AVAYA CHANNEL PARTNER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA CHANNEL PARTNER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Avaya grants You a license within the scope of the license types described below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License as set forth below in the Designated System(s) License (DS) section as applicable. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units

of capacity is specified in the documentation or other materials available to You. "Software" means computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products, pre-installed on hardware products, and any upgrades, updates, patches, bug fixes, or modified versions thereto. "Designated Processor" means a single stand-alone computing device. "Server" means a set of Designated Processors that hosts (physically or virtually) a software application to be accessed by multiple users. "Instance" means a single copy of the Software executing at a particular time: (i) on one physical machine; or (ii) on one deployed software virtual machine ("VM") or similar deployment.

License types

Designated System(s) License (DS). End User may install and use each copy or an Instance of the Software only: 1) on a number of Designated Processors up to the number indicated in the order; or 2) up to the number of Instances of the Software as indicated in the order, Documentation, or as authorized by Avaya in writing. Avaya may require the Designated Processor(s) to be identified in the order by type, serial number, feature key, Instance, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Shrinkwrap License (SR). End User may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as "shrinkwrap" or "clickthrough" license accompanying or applicable to the Software ("Shrinkwrap License") as indicated in the order, Documentation, or as authorized by Avaya in writing.

Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, Hosted Service, or hardware provided by Avaya. All content on this site, the documentation, Hosted Service, and the product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Third Party Components

"Third Party Components" mean certain software programs or portions thereof included in the Software or Hosted Service may contain software (including open source software) distributed under third party agreements ("Third Party Components"), which contain terms regarding the rights to use certain portions of the Software ("Third Party Terms"). As required, information regarding distributed Linux OS source code (for those products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the products, Documentation or on Avaya's website at: https:// support.avaya.com/Copyright or such successor site as designated by Avaya. The open source software license terms provided as Third Party Terms are consistent with the license rights granted in these Software License Terms, and may contain additional rights benefiting You, such as modification and distribution of the open source software. The Third Party Terms shall take precedence over these Software License Terms, solely with respect to the applicable Third Party Components to the extent that these Software License Terms impose greater restrictions on You than the applicable Third Party Terms.

The following applies only if the H.264 (AVC) codec is distributed with the product. THIS PRODUCT IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (ii) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE <u>HTTP://WWW.MPEGLA.COM</u>.

Service Provider

THE FOLLOWING APPLIES TO AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS OR SERVICES. THE PRODUCT OR HOSTED SERVICE MAY USE THIRD PARTY COMPONENTS SUBJECT TO THIRD PARTY TERMS AND REQUIRE A SERVICE PROVIDER TO BE INDEPENDENTLY LICENSED DIRECTLY FROM THE THIRD PARTY SUPPLIER. AN AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS MUST BE AUTHORIZED IN WRITING BY AVAYA AND IF THOSE HOSTED PRODUCTS USE OR EMBED CERTAIN THIRD PARTY SOFTWARE, INCLUDING BUT NOT LIMITED TO MICROSOFT SOFTWARE, INCLUDING BUT NOT LIMITED TO MICROSOFT SOFTWARE OR CODECS, THE AVAYA CHANNEL PARTNER IS REQUIRED TO INDEPENDENTLY OBTAIN ANY APPLICABLE LICENSE AGREEMENTS, AT THE AVAYA CHANNEL PARTNER'S EXPENSE, DIRECTLY FROM THE APPLICABLE THIRD PARTY SUPPLIER.

WITH RESPECT TO CODECS, IF THE AVAYA CHANNEL PARTNER IS HOSTING ANY PRODUCTS THAT USE OR EMBED THE H.264 CODEC OR H.265 CODEC, THE AVAYA CHANNEL PARTNER ACKNOWLEDGES AND AGREES THE AVAYA CHANNEL PARTNER IS RESPONSIBLE FOR ANY AND ALL RELATED FEES AND/OR ROYALTIES. THE H.264 (AVC) CODEC IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO: (I) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (II) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION FOR H.264 (AVC) AND H.265 (HEVC) CODECS MAY BE OBTAINED FROM MPEG LÁ, L.L.C. SEE HTTP:// WWW.MPEGLA.COM.

Compliance with Laws

You acknowledge and agree that it is Your responsibility for complying with any applicable laws and regulations, including, but not limited to laws and regulations related to call recording, data privacy, intellectual property, trade secret, fraud, and music performance rights, in the country or territory where the Avaya product is used.

Preventing Toll Fraud

"Toll Fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Toll Fraud intervention

If You suspect that You are being victimized by Toll Fraud and You need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: <u>https://support.avaya.com</u> or such successor site as designated by Avaya.

Security Vulnerabilities

Information about Avaya's security support policies can be found in the Security Policies and Support section of <u>https://</u>support.avaya.com/security.

Suspected Avaya product security vulnerabilities are handled per the Avaya Product Security Support Flow (<u>https://support.avaya.com/css/P8/documents/100161515</u>).

Downloading Documentation

For the most current versions of Documentation, see the Avaya Support website: <u>https://support.avaya.com</u>, or such successor site as designated by Avaya.

Contact Avaya Support

See the Avaya Support website: <u>https://support.avaya.com</u> for product or Hosted Service notices and articles, or to report a problem with your Avaya product or Hosted Service. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: <u>https://support.avaya.com</u> (or such successor site as designated by Avaya), scroll to the bottom of the page, and select Contact Avaya Support.

Regulatory Statements

Australia Statements

Handset Magnets Statement:



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

Australia Statements

Handset Magnets Statement:

A Danger:

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

Handset Amplification Statement:

Enabling the amplified capability will result in the handset not being compliant to all Australian S004 requirements, but will allow the handset to be fully compliant with United States 508 Section 1194.23(f) Standards.

Industry Canada (IC) Statements

RSS Standards Statement

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

- 1. This device may not cause interference, and
- 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
- 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.

Industry Canada (IC) Statements

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

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

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.

この装置は、クラスB情報技術装置です。この装置は、家庭環境で使用 することを目的としていますが、この装置がラジオやテレビジョン受信機に 近接して使用されると、受信障害を引き起こすことがあります。

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.



本製品を安全にご使用頂くため、以下のことにご注意ください。

- 接続ケーブル、電源コード、ACアダプタなどの部品は、必ず 製品に同梱されております添付品または指定品をご使用くだ さい。添付品指定品以外の部品をご使用になると故障や動作 不良、火災の原因となることがあります。
- 同梱されております付属の電源コードを他の機器には使用しないでください。上記注意事項を守らないと、死亡や大怪我など人身事故の原因となることがあります。

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 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.

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
- 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.

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.

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
- This device must accept any interference received, including interferences that may cause undesired operation.

Class B Part 15 Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designated to provide reasonable protection against harmful interferences in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interferences to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- · Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

ENERGY STAR[®] compliance statement



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

EU Countries

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.

Trademarks

The trademarks, logos and service marks ("Marks") displayed in this site, the Documentation, Hosted Service(s), and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, its licensors, its suppliers, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation, Hosted Service(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya Inc.

All non-Avaya trademarks are the property of their respective owners.

Device Usage Consent

By using the Avaya device you agree that Avaya, from time to time, may collect network and device data from your device and may use such data in order to validate your eligibility to use the device.

Contents

Chapter 1: Introduction	
Chapter 2: Avaya J139 phone overview	
Phone overview	
Physical layout of a J139 IP Phone	
Optional components	
Chapter 3: Navigation	
Main menu	
General phone icons	
Chapter 4: Handling incoming calls	
Answering a call	
Ignoring a call	
Declining a call	
Chapter 5: Handling outgoing calls	
Making a call	
Redialing a number	
Making a call from the local Contacts list	
Making a call from the company directory	
Chapter 6: Call related features	
Muting and unmuting a call	
Placing a call on hold and resuming the call	
Chapter 7: Contacts	
Contacts overview	
Company Directory	
Setting Company Directory as the contact search source	
Searching Company Directory contacts	
Adding a new contact to Personal Contacts	
Adding a contact from the Recents list or Company directory	
Editing a contact	
Doing a quick search for a contact	
Viewing local contact details	
Personal contacts details	
Combining contacts	
Deleting a contact	
Assigning a ringtone to a contact	
Chapter 8: Recents	
Recents	
Making a call from Recents	
Deleting a call record from Recents	

Clearing the Recents list	34
Chapter 9: Conference calls	35
Adding a person to an active call	35
Adding a person on hold to a conference call	35
Putting a conference call on hold and resuming a call	36
Chapter 10: Advanced features	37
Accessing the Features screen	
Activating Do Not Disturb	37
DND icons	38
Activating the screen saver	38
Presence	38
Presence icons and visual LED indication	39
Customizing Presence or BLF incoming call indication	39
Customizing Presence or BLF parked call indication	40
Customizing the ring tone	41
Calling a monitored user	41
Picking up an incoming call	41
Barging in on an active call	42
Unparking a call	42
Call forwarding	43
Call Forward icons	
Forwarding a call to another extension	43
Forwarding call when busy	44
Forwarding unanswered calls	44
Call Transfer	
Making a consultative transfer	45
Making a blind transfer	
Dynamic Park and Page	
Parking and paging an active call	
Receiving a page call	
Long-term acoustic exposure protection	
Configuring Long term acoustic protection	
Bridged Call appearance	
Bridged Call appearance icons and visual LED indication	
DND presence state in BCA group	
Default SIP line	
Selecting a bridge line for a conference call	
Selecting a bridge line for a call transfer	
Customizing ringtones for the Bridged Call appearance extension	
Customizing incoming call alerts for shared lines	
Retrieving a call from remote hold	
Visual voicemail	
Accessing visual voicemail messages	54

Playing back a Visual voicemail message	55
Reading a visual voicemail text transcript	
Calling back a visual voicemail sender.	
Deleting a visual voicemail message	56
Changing visual voicemail settings	. 56
Chapter 11: Customization	. 58
Phone	
Setting the dialing mode	
Displaying call timers	
Setting key repeat delay	
Setting redial options	
Setting the Audio button	
Setting Mute alert	
Setting Visual alerting	61
Customization modes	61
Customizing phone keys	61
Restoring customized keys to default	62
Applications	
Turning call history on and off	63
Audio	. 63
Turning automatic gain control on or off	63
Selecting audio path	63
Turning button clicks on and off	64
Turning error tones on and off	64
Enabling wireless headset bidirectional signaling	64
Configuring hearing aid compatibility	
Setting a headset profile	
Setting headset mic level	
Setting a personalized ringtone	
Display	
Changing the screen saver	
Setting the screen saver details	
Setting the backlight timer	
Adjusting the brightness of a phone screen	
Setting the display language	
Setting the date format	
Setting the time format	
Setting the text size	
Chapter 12: Troubleshooting	
Limited access during failover	
Viewing the product ID	
Viewing the device type	
Chapter 13: Resources	74

Documentation	.74
Support	74

Chapter 1: Introduction

Purpose

Thank you for choosing Avaya J139 IP Phone. This phone delivers industry leading business telephony features including HD quality audio, Call Hold, Transfer, Conference, Park and Page, Multicast Page, Page to a user, Presence, Bridge Call Appearance, Hands free, Headset and Handset operation.

This document describes how to use the phone's features in an Avaya Cloud Office[™] environment.

This document is intended for people who want to learn how to use Avaya J139 IP Phone features and capabilities. Installation of the phone is as simple as unpacking and connecting your phone to the network and powering on the phone. The phone takes a few minutes to boot up and logs in automatically to your user account. You are now ready to go!

Chapter 2: Avaya J139 phone overview

Phone overview

Avaya J139 IP Phone is a phone for business communications. It provides standard telephony features and advanced features that make your environment more efficient.

The phone has a color display.

In Avaya Cloud Office[™] environment, your phone is plug and play, so you do not need to perform phone provisioning.

Physical specifications

- · Four buttons with dual red and green LEDs
- 320x240 pixel display
- Dual-position stand, optional wall mount stand
- Gigabit Ethernet (10/100/1000 Mbps) line interface
- Second Gigabit Ethernet (10/100/1000 Mbps) interface
- PoE Class 1, supports 802.3az, optional AC to 5V adapter
- Four call appearances
- Four Soft keys
- Additional physical keys to support:
 - Contacts
 - Recents
 - Navigation cluster
 - Headset
 - Speaker
 - Volume
 - Mute
 - Main menu
 - Phone key

Related links

<u>Physical layout of a J139 IP Phone</u> on page 12 <u>Optional components</u> on page 14 Avaya J139 phone overview

Physical layout of a J139 IP Phone



No.	Name	Description
1	Beacon LED	Provides visual alerts for the following:
		Incoming call
		• Voice mail
2	Phone display	Displays two areas:
		1. Top Bar: It is always visible, displays communication and device status, and time and date.
		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, or other application content.
		 Softkey labels area: it displays labels with information about the state of the Soft Key buttons.
3	Line Keys	Used to select the corresponding rows. Each line key has a LED that displays the following visual alerts:
		Red light: disabled features.
		Green light: incoming call and enabled features.
		Red and green light: phone is off-hook.
4	Softkeys	Used to select the corresponding label of context-specific actions.
5, 7	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.
11	Voicemail	Used to dial the configured voice mail number to receive a voice message.
12	Headset	Used to toggle your call from the speaker to headset.
13	Speaker	Used to turn on the speaker.
14	Volume	Used to adjust volume of a handset, a speaker, or a ringtone.
		• (+): To increase the volume.
		• (-): To decrease the volume.
15	Mute Button	Used to mute and unmute the outgoing audio.
16	Handset	Used to receive and make calls

Application keys provide direct access to the corresponding applications:

No.	Application keys	Description
6	Phone key	Displays the Phone screen.
8	Main menu	Displays the list of options, such as Features, Applications, Settings, Network information, Administration, and About.
9	Contacts	Displays the entries in your Contacts list.
10	Recents	Displays call history list.

Optional components

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

- PSAC12R-050 5V DC Power adapter.
- PoE power supply.
- Handset adapter.



Avaya does not supply the handset adapter.

Chapter 3: Navigation

Main menu

The following table lists the Main menu icons used in Avaya J139 IP Phone:

Icons	Name	Description
88	Features	To access administrator activated features.
	Applications	To access phone applications such as Contacts, Recents, and activate screen saver.
		To log out of the phone extension to protect your settings or let another user log in.
•	Settings	To change your phone settings, customize button labels, adjust brightness, audio settings, etc.
H	Network information	To check network settings.
1	Administration	To access administration settings.
0	About	To view the phone model, software version, default device type, and the default server type.

General phone icons

The following table lists the icons used in Avaya J139 IP Phone:

Icon	Description
×	Microphone mute alert indication.
C	Missed call on your phone. You can see this icon in the Recents application.
S	Incoming call; indicates you have answered this call. You can see this icon in the Recents application.

Table continues...

lcon	Description
2	Outgoing call; indicates you have made this call. You can see this icon in the Recents application.
4	Incoming call is alerting.
4	Outgoing call; indicates you have made this call.
0	Call is active.
	Call is on hold.
e	Call is on hold during conference call setup.
	Conference is active.
<u>e</u>	Conference is on hold.
$\triangleleft \triangleright$	Use the Right or Left navigation arrow to see more pages / screens / options.
$\triangleleft \circ$	Scroll left for other options.
• [>	Scroll right for other options.
A	Indicates that the phone is not connected to the Session Manager and is operating in Failover mode. Some features might not be available or work incorrectly.
	If the appearance line displays this icon, it indicates that the phone has encountered a failure and has preserved the media session until the near user hangs up.
	This icon can also indicate that the phone is connected to the call server but the features are not available.
Ξ	The Do not disturb feature is on.
ۥ	The Call forward feature is on.
E	Indicates that the call is using a wideband codec for excellent voice quality.
0	Indicates that the audio of this call is secure.
	Indicates that the audio alert for incoming calls is off.
9	Indicates that you have missed a call. The number in the icon indicates the number of missed calls.

Table continues...

Icon	Description
	Indicates that you have missed a call. The + in the icon indicates that the number of missed calls are more than 9.

Chapter 4: Handling incoming calls

Answering a call

About this task

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

- · Generates an audio ringtone
- Flashes the beacon LED and the call appearance LED
- Displays a pop-up dialogue box with the caller's name and number, if available

Procedure

Do one of the following:

- · Lift the handset.
- Press Speaker button.
- Press Headset.
- Press OK, center button of the navigation cluster.
- Press the Answer soft key.

Ignoring a call

About this task

Pressing **Ignore** during an incoming call silences the ringtone. You can still answer the call until the caller ends it or you can redirect the call.

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.

Declining a call

About this task

You can decline an incoming call when you do not want to answer a call. If your Administrator has configured the Voicemail feature for your phone, when you decline a call, it goes to Voicemail.

Procedure

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

Result

You have declined the call. The caller receives one of the following alerts:

- An audio message alert
- A busy tone alert

Chapter 5: Handling outgoing calls

Making a call

About this task

You can make a call by one of the following ways:

Procedure

- 1. Lift the **handset** or press the **Headset** or the **Speaker** button.
- 2. Dial the number.

Alternatively, you can dial the number and press the **Call** soft key or **OK** button.

😵 Note:

To make international calls, long press 0 to enter the plus sign (+) and dial the number.

If your system administrator sets the Dial mode to automatic, the phone dials the number immediately after you enter the correct number of digits or after a timer has elapsed. If the administrator sets the Dial mode as manual, you can enter the required phone number to make a call but the phone initiates the call only after you lift the **handset**, or press the **Headset** or the **Speaker** button.

Redialing a number

About this task

You can redial the most recently dialed number or a number from the list of recent dials. You can set the required redial option from your phone.

Before you begin

Ensure that the call history is not empty.

Procedure

1. Press Redial soft key.

The phone dials the most recently dialed number.

The phone displays the list of recently dialed numbers.

- 2. (Optional) For the list of dialed numbers:
 - a. Scroll to the number you want to redial.
 - b. Press Call.

Related links

Setting redial options on page 59

Making a call from the local Contacts list

About this task

Use this procedure to call any contact in your local Contacts list.

You can use quick search for your local Contacts as well as add contacts from the Company Directory or create a custom contact.

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 company directory

About this task

Use this procedure to search and call any contact from your Company Directory.

Procedure

- 1. Press the Contacts hard key.
- 2. Press Company Directory

Phone screen displays list of directory entries.

- 3. Press Search.
- 4. Enter the beginning of the first or last name of the person you want to call using the dial pad to select individual letters.

For example press the 7 key four times for the letter S or 76484 to search for someone named Smith.

5. Press **Search** again.

The phone displays a contact or a list of contacts saved in the corporate database.

- 6. Scroll to the needed contact if the phone displays several entries for your search query.
- 7. Press Call.
- 8. Press **+Contact** to add the number to Personal Contacts.

Chapter 6: 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 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.



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.

Related links

Setting Mute alert on page 60

Placing a call on hold and resuming the call

About this task

You can place a current call on hold. When you place a call on hold, you and the caller cannot hear each other. While a call is on hold, you can call other contacts. When multiple calls are held, you can return to the held call 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.

Call related features

2. To resume the held call, press the **Resume** soft key.

Chapter 7: Contacts

Contacts overview

In Avaya Cloud Office[™] environment, the phone supports local Contacts and the Company Directory contacts. Local, or Personal Contacts are the contacts that you add and save on your phone. Company Directory contacts are the contacts available in Lightweight Directory Access Protocol (Company) directories.

Pressing the **Contacts** key results in showing Company Directory as the first entry followed by one or more local Contacts listed alphabetically. You can search your local contacts and Company Directory contacts, save contacts from the Company Directory locally and combine contacts from the Company Directory with existing personal contacts.

Company Directory

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

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

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

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

In Open SIP environment, this feature is not available for CCMS mode.

Related links

<u>Setting Company Directory as the contact search source</u> on page 26 <u>Searching Company Directory contacts</u> on page 26

Setting Company Directory as the contact search source

About this task

You can select an Company 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.
- To select Company Directory as a source for contact search, press Search > More > Sources.
- 4. Scroll to Company contacts, and press Toggle.

Company Directory is now your contact search source. Other sources are disabled.

5. Press Save.

Related links

Company Directory on page 25

Searching Company Directory contacts

About this task

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

Before you begin

Set Company directory as the contacts search source.

- 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 Company Directory, scroll to **Company Directory**, and press **Select**.

The phone displays the list of up to 1000 Company contacts. You can use **Up** and **Down** line keys to scroll through the list. If the phone cannot retrieve the contacts from a Company 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 Company directory, the phone displays the following message: No match found.

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

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

Related links

Company Directory on page 25

Adding a new contact to Personal Contacts

About this task

Add a contact to your local contacts list. You can save up to 250 contacts.

- 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. 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 **Backspac** softkey.
- 4. Enter the extension.

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

5. Press Save.

Adding a contact from the Recents list or Company directory

About this task

Use this procedure to add a number to your Contacts list from your Recents list or Company directory.

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.
- 4. Press Save.

Editing a contact

- 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.

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.

Viewing local contact details

About this task

You can call, edit, or delete a contact from the Details window.

- 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 a contact, press Call.
 - To edit a contact, press Edit.
 - To delete a contact, press **Delete**.
 - To view more options, press More.

Personal contacts details

In the Avaya Cloud Office[™] environment, the following personal contacts details are available:

- First name
- Last name
- Nickname
- Ringtone
- Home phone
- Home phone 2
- Business phone
- Business phone 2
- Mobile phone
- Other phone
- Email address
- Country

Combining contacts

About this task

Use this procedure to merge the phone number of the current contact or a contact in the Company Directory 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.
- 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.
- To combine the current contact, scroll to the existing contact, and press Select.
 The current contact will be deleted from the Contacts list and merged with the local contact.

Deleting a contact

Procedure

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

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.

- 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**.
- 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 8: Recents

Recents

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

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

Making a call from Recents

Procedure

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

Deleting a call record from Recents

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

- 6. Select one of the following when the phone prompts for confirmation:
 - Delete: To delete the entry.
 - The phone deletes the number from the call history list.
 - Cancel: To cancel and return to the previous menu.

Clearing the Recents list

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

Chapter 9: 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. Your phone allows up to 3 parties in a conference call

Before you begin

Start a call.

Procedure

1. During a call, on the Phone screen, press **More > Conf**.

The phone puts the existing call on hold.

- 2. To make a call to a participant, do one of the following:
 - Dial the phone extension by using the dial pad.
 - · Call the person from the Contacts list or the Recents list.
- 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.

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

- 5. Press one of the following:
 - Join
 - ۰OK

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.

- 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.

Chapter 10: Advanced features

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

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

LED state	Feature Status
Green	On
Red	Off

Accessing the Features screen

About this task

Use this procedure to gain access to the Features screen.

Procedure

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

Activating Do Not Disturb

About this task

Use this procedure to prevent the phone from ringing when you get a call. When the Do Not Disturb (DND) feature is activated, all incoming calls are sent directly to the voice mail.

Note:

You can also activate the Do Not Disturb (DND) feature using Avaya Cloud Office[™] Service Web. For more information about Service Web, see Service Description at <u>https://</u> <u>download.avaya.com/css/public/documents/2556540</u>.

Before you begin

Ensure that the system administrator activates the DND feature for your extension.

Procedure

- 1. Press 💼 Main menu.
- 2. Scroll to Features, and press one of the following:
 - Select
 - OK
 - The corresponding line key
- 3. Scroll to DND feature. Press one of the following:
 - Enable
 - ۰OK

DND icons

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

State	Phone icons
DND	Θ

Activating the screen saver Procedure

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

Presence

With the Presence feature, you can monitor the call status of other users connected to the same network. Few customers refer to the feature as Busy Lamp Field (BLF).

Depending on the configurations made by your administrator, you can use Presence lines to perform the following tasks:

- Monitor the status of other user's phone.
- Answer calls for the monitored users.

- Speed Dial a monitored user.
- Barge-in on an active call.

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

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

If the line is already highlighted, use the Ok button on the phone to perform the action of the left-most soft key.

Presence icons and visual LED indication

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

State	Phone icons	Red LED for the line key	Green LED for the line key
Idle	•	Off	Off
Incoming call	8	Off	Blink
Outgoing call	0	Blink	Off
Active / hold	0	On	Off
Parked call	3	Off	Blink
Unavailable	0	Off	Off

Customizing Presence or BLF incoming call indication

About this task

You can customize the incoming call indicators to all your monitored users.

Before you begin

Ensure the system administrator enables the feature.

- 1. Press 🔳 Main menu.
- 2. Scroll to Settings, and press Select.
- 3. Scroll to Phone, and press Select.
- 4. Scroll to Alerting on calls, and press Select.

- 5. Scroll to Busy lamp field, and press Select.
- 6. Scroll to Incoming call indication, and press one of the following:
 - None: To set the BLF pick up indication to none.
 - · Audible: To set the BLF pick up indication as an audible ringtone only.
 - Visual: To set the BLF pick up indication to visual.

When the monitored phone receives an incoming call, you can view the incoming call details on a pop-up screen similar to the primary line incoming call.

• Both: To set the BLF pick up indication to both audible and visual.

When the monitored phone receives an incoming call, you can view the incoming caller ID, and the station the call is ringing on a pop-up screen.

• Default: To set the BLF pick up indication, selected by your system administrator.

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

7. Press Save.

Customizing Presence or BLF parked call indication

About this task

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

Procedure

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

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

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

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

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

Customizing the ring tone

Before you begin

Ensure your administrator enables customizing the ring tone.

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

Procedure

- 1. Press 🔳 Main menu.
- 2. Scroll to Settings, and press Select.
- 3. Scroll to Audio, and press Select.
- 4. Scroll to Personalize ringing, and press Select.
- 5. Scroll to one of the following, and press Select:
 - Presence incoming call
 - Presence parked call
- 6. Scroll to a suitable ringtone, and press **Select**.
- 7. Press Save.

Calling a monitored user

About this task

You can call a monitored user when their call state is idle

Procedure

Press Call.

Alternatively, you can press the corresponding Presence line key if your system administrator has configured it to perform the action of the left-most soft key on the phone screen.

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

Picking up an incoming call

About this task

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

😵 Note:

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

Before you begin

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

Procedure

Press Pickup.

Alternatively, you can press the corresponding Presence line key if your system administrator has configured it to perform the action of the left-most soft key on the phone screen.

Barging in on an active call

About this task

You can barge in on an active call if the call state of the monitored user is busy 😏

Before you begin

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

Procedure

Press Barge in.

Alternatively, you can press the corresponding Presence line key if your system administrator configures it to perform the action of the left-most soft key on the phone screen.

Unparking a call

About this task

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

When a monitored user parks a call, the call status of the monitored user shows the parked call

icon 🔂 and the corresponding line key flashes green LED.

Before you begin

Ensure that your system administrator activates the Call Retrieve feature.

Procedure

Press Unpark.

Alternatively, you can press the corresponding Presence line key if your system administrator configures it to perform the action of the left-most soft key on the phone screen.

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.

Call Forward icons

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

Forwarding a call to another extension

Before you begin

Ensure that the administrator has enabled the call forwarding feature.

- 1. Press Main menu: 🔳.
- 2. Scroll to Features: 🕮, and press one of the following:
 - Select
 - ۰OK
 - The corresponding line key
- 3. Scroll to the Call forward feature, and press Config.
- 4. Configure the following fields:
 - Destination: Enter the call forwarding number.
 - Ring reminder: Press Toggle to activate the ring reminder.
- 5. Press Save.
- 6. Press Enable.

Forwarding call when busy

About this task

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

Before you begin

Ensure that the administrator enabled the call forwarding feature.

Procedure

- 1. Press Main menu:
- 2. Scroll to Features: 🕮, and press one of the following:
 - Select
 - ۰OK
 - The corresponding line key
- 3. Scroll to Call forward-Busy feature, and press one of the following:
 - Enable
 - ۰OK
- 4. In the **Destination** field, enter the call forwarding number.
- 5. Press Enter.

Forwarding unanswered calls

About this task

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

Before you begin

Ensure that the administrator enabled the call forwarding feature.

- 1. Press Main menu: **__**.
- 2. Scroll to Features, and press one of the following:
 - Select
 - ۰OK
 - The corresponding line key
- 3. Scroll to the Call forward-NA feature, and press one of the following:
 - Config
 - ۰OK

- 4. Configure the following fields:
 - **Destination**: Enter the call forwarding number.
 - Number of rings: Enter the number of rings after which the call is forwarded.
- 5. Press Save.
- 6. Press Enable.

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 trasfer 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.

Dynamic Park and Page

With the Dynamic Park and Page feature, you can park active calls and announce the parked calls to other users. Park and page use a set of park slot numbers, that your system administrator configures. For the user who receives a park and page call, the phone answers it automatically.

Parking and paging an active call

About this task

You can park an active call in an administrator-configured slot. You can then page and describe the parked call to the administrator-configured page target group.

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

Before you begin

Ensure that your administrator enables the feature.

Ensure that you are on an active call.

Procedure

1. Press the Main menu and scroll to Features.

- 2. Press Select.
- 3. Scroll to Dynamic Park and Page, and press Select.

The phone parks the call in one of the parking slots, and you receive an indication on the phone screen of the dynamically assigned parking slot. For example, Park (*801), where 801 is the dynamically assigned parking slot.

The phone is in the page mode.

4. Select the required page target group, and press Page

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

Receiving a page call

About this task

If you are receiving a page, the phone automatically answers the call and displays the page details on the Application header, which is the second line from top of the phone screen.

You cannot use the following features on a paged call:

- Conference
- Hold
- Transfer
- Private Hold

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 65

Bridged Call appearance

The Bridged Call appearance (BCA) feature accommodates a Boss/Assistant scenario. It allows users to efficiently distribute incoming calls between a group of several phones which share the same lines.

With the BCA feature, your primary extension can be private or shared on the phone that owns a Bridged Call appearance group. A boss phone user can have up to 8 primary shared call appearances or 10 primary private call appearances. If a boss phone has private primary call appearances, it can also have up to 8 secondary shared call appearances.

Private and shared lines have different phone numbers. Shared line call appearances are listed first, and private line call appearances second. If a boss phone has private and shared call appearances, they have different labels to distinguish one from another.

Assistant phones of a BCA group always have at least one private line and up to 8 bridged call appearances for one boss phone. Assistant phones can be connected to up to 10 different boss phones. Call appearances on assistant phones with multiple bosses are grouped by the boss.

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

- Dial outgoing calls.
- Answer incoming calls.
- Perform all the usual operations on a local call, including hold, transfer, and conference.
- View the status of calls on other phones with the same shared line.
- Pickup remotely held call on the same shared extension.

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

Customization

All additional shared lines configured on the phone appear on your default screen on one or more lines, based on the configured call appearances for each shared extension. The label and location of each of these lines can be individually modified using the customization feature.

Limitation

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

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

Bridged Call appearance icons and visual LED indication

State	Phone icons	Red LED	Green LED
Idle		Off	Off
In-use		Off	On
Remote reservation		Off	On
Remote active		Off	On
Incoming call	4	Off	Flash
Outgoing ringing	A	On	On

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

Table continues...

State	Phone icons	Red LED	Green LED
Media preserved active	C	On	On
Hold	Ξ	Off	Blink
Media preserved hold		On	Blink
Remote held		Off	Blink
Transfer pending	E	Off	Flutter
Conference pending		Off	Flutter
Active call	S	On	On
Not registered	A	Off	Off
Failed	C	On	Broken flutter

DND presence state in BCA group

In the Avaya Cloud Office[™] environment, a BCA group member can monitor the DND presence states of other members. When a boss changes their DND presence state, they change the presence state for the whole group. The boss DND presence state is visible for all group members on the BCA lines. Group members can distribute incoming calls among the users available for the call.

This feature is enabled by default. A boss or an administrator can enable or disable it on the phone.

You can also activate the feature using Avaya Cloud Office[™] Service Web. For more information about Service Web, see Service Description at <u>https://download.avaya.com/css/public/documents/</u>2556540. The phone uses the latest settings that you configured.

Default SIP line

You can select any SIP line as a default for outbound calls. For example, in a Bridged Call Appearance group with private and shared lines, a Boss phone uses shared lines for the majority of calls. As a result, you can set the shared call appearance line as the default.

The administrator can setup any call appearance line as default.

If you perform any call-initiating action and the default call appearance line is available, the phone initiates the call using default line.

If the configured line is busy, the phone uses the following to initiate the call:

- The first available call appearance line for the same user as the first configured call appearance line.
- If the line is unavailable, phone uses the first available primary line.
- If the primary line is unavailable, the phone uses the first available primary line from another user.

Selecting a bridge line for a conference call

About this task

During a conference call, you can select the bridge line to specify the target call number. The phone calls the extension on the bridged call appearance for the conference call.

Before you begin

Ensure that the call is active. Ensure that the bridge line is configured on the phone.

Procedure

1. During a call, on the phone screen, press **Conference** button.

The phone holds the existing call and displays the Select participant dialog box.

- 2. Press the **Phone key** button, the phone displays the main screen.
- 3. On the main screen, press the line key associated with the bridge line appearance.
- 4. **(Optional)** From the secondary display, press the line key associated with the bridge line appearance.
- 5. **(Optional)** On a connected Avaya J100 Expansion Module, press the line key associated with the bridge line appearance.
- 6. Press Call soft key.
- 7. When the third participant answers the call, press the **Join** soft key.

Related links

Adding a person to an active call on page 35

Selecting a bridge line for a call transfer

About this task

You can select a bridge line to transfer a call. The phone directly transfers the call to the extension on the bridge call appearance (BCA) in a blind call transfer. For consultative transfer, you can first connect a call with the bridge call appearance extension and then transfer the call.

Before you begin

Ensure that the call is active. Ensure that the bridge line is configured on the phone.

Procedure

1. During a call, on the phone screen, press **Transfer** soft key.

The phone holds the existing call and displays the Select Destination dialog box.

- 2. Press the **Phone key** button, the phone displays the main screen.
- 3. On the main screen, press the line key associated with the bridge line appearance.

The phone transfers the call to the bridge call appearance in a blind transfer. Or

The phone calls the extension of the bridge call appearance for a consultative call transfer.

- 4. **(Optional)** From the secondary display, press the line key associated with the bridge line appearance.
- 5. **(Optional)** On a connected Avaya J100 Expansion Module, press the line key associated with the bridge line appearance.
- 6. To initiate a consultative transfer, press **Talk**.
- 7. Do one of the following:
 - Press Complete after the recipient answers the call for an attended transfer.
 - Press **Complete** after the recipient's number starts ringing for an unattended transfer.

Related links

Call Transfer on page 45

Customizing ringtones for the Bridged Call appearance extension

About this task

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

Before you begin

Ensure that you are assigned a shared extension.

- 1. Press Main menu: **___**.
- 2. Scroll to Settings, and press one of the following:
 - Select
 - ۰OK
 - The corresponding line key
- 3. Scroll to Audio, and press one of the following:
 - Select
 - ۰OK
 - The corresponding line key
- 4. Scroll to Personalize ringing, and press one of the following:
 - Select
 - ۰OK
 - The corresponding line key
- 5. Scroll to Shared lines, and press one of the following:
 - Select

- ۰OK
- The corresponding line key
- 6. Select the required configured shared line, and press one of the following:
 - Select
 - ۰OK
 - The corresponding line key
- 7. Press one of the following to choose the required ringtone:
 - Select
 - ۰OK
 - The corresponding line key
- 8. Press Save.

Customizing incoming call alerts for shared lines

About this task

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

Before you begin

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

- 1. Press Main menu: ____.
- 2. Navigate to Settings > Phone > Alerting on calls.
- 3. Scroll to Shared lines and press Select.
- 4. Scroll to the shared line you want to set up and press Select
- 5. To set up the indication type, scroll to **Incoming indication** and toggle one of the following:
 - **Audible** the phone only plays a ringtone when there is an incoming call on a shared line. No pop-up is displayed.
 - **Visual** the phone only displays a pop-up message when there is an incoming call on a shared line. No ringtone is played.
 - Both the phone uses both indication types.
 - None the phone does not alert you about incoming calls on this shared line.
 - Default the phone uses the administrator set value.
- 6. Scroll to Indication delay.

- 7. Enter the number of seconds for incoming call alert delay.
- 8. Press Save to save your settings.
- 9. (Optional) Press Cancel to revert to default settings.

Retrieving a call from remote hold

About this task

Retrieve a call that is on hold on another phone on an extension which you are sharing. These calls are identified by the On-hold icon g

Before you begin

Ensure that you are assigned a shared extension.

Procedure

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

Visual voicemail

The Visual Voicemail feature allows you to receive and manage voicemail messages on your phone. With this feature, you can playback voice messages, view their text transcript, mark them as read or unread, delete them and call back their sender. You can also configure voicemail settings on your phone and view information and options for each message.

When you have new voice messages in your inbox, a missed call icon with a number of missed calls is displayed in the upper right corner of your phone screen. The beacon LED is lit if there are unread voice messages.

Accessing your visual voicemail inbox can require a passcode to protect user privacy. Contact your system administrator to get the passcode.

😵 Note:

You can also manage the Visual Voicemail feature using Avaya Cloud Office[™] Service Web. For more information about Service Web, see Service Description at <u>https://</u>download.avaya.com/css/public/documents/2556540.

Accessing visual voicemail messages

About this task

Use this procedure to access your visual voicemail messages. The numbers next to the **Inbox** field display the number of unread voicemail messages and the number of unread call recordings. If there are no new call recordings, only the unread voicemail number is displayed.

Before you begin

Make sure this feature is enabled by your system administrator.

Procedure

- 1. Navigate to Main menu > Applications > Visual Voicemail.
- 2. (Optional) If required, enter your passcode.
- 3. Toggle to **Inbox** and press **Select**.

The phone displays the list of voicemail messages. Unread messages are marked with a red dot.

Next steps

Click on a voice message to see its options.

Playing back a Visual voicemail message

About this task

Use this procedure to playback a voicemail message in your Visual voicemail inbox. You can pause and resume a voicemail message during playback. You can also use the **Play** soft key to playback a voicemail message from the text transcript view.

Before you begin

Make sure you have at least one voicemail message in your Visual voicemail inbox.

Procedure

- 1. Navigate to Main menu > Applications > Visual Voicemail > Inbox and press Select.
- 2. Scroll to the voicemail you want to play and press Play.

Reading a visual voicemail text transcript

About this task

You can convert a voicemail message to a text transcript and read it from your phone screen if listening to a voicemail message is inconvenient at the moment. If a voice message does not have a transcription, or the transcription is in progress, the phone displays an error message. Transcripts are available in the English language.

Before you begin

Make sure you have at least one voicemail message in your Visual voicemail inbox.

Procedure

- 1. Navigate to Main menu > Applications > Visual Voicemail > Inbox and press Select.
- 2. Scroll to the message you want to convert to text and press **Option**.
- 3. Scroll to Voicemail To Text and press Select.

The phone displays the voicemail text in a separate message box.

4. Press **Back** to go back to the voice message list.

Calling back a visual voicemail sender

About this task

Use this procedure to immediately call back the sender of a voicemail you receive from the Visual voicemail menu. If there is an active call, it is placed on hold when you initiate a callback. If there are no free call appearances, the phone displays the following error message: All lines are in use.

Before you begin

Make sure there is at least one voicemail message in your Visual voicemail inbox.

Procedure

- 1. Navigate to Main menu > Applications > Visual Voicemail > Inbox and press Select.
- 2. Do one of the following:
 - Scroll to the voicemail whose sender you want to call back and press the **Call back** soft key.
 - Scroll to the voicemail whose sender you want to call back and select Option > Call Back.

Deleting a visual voicemail message

About this task

Use this task to permanently delete a voice message from your Visual voicemail inbox. You cannot restore messages that you have deleted.

Before you begin

Make sure you have at least one voicemail message in your Visual voicemail inbox.

Procedure

- 1. Navigate to Main menu > Applications > Visual Voicemail > Inbox and press Select.
- 2. Scroll to the voicemail message you want to delete and press Delete.

Changing visual voicemail settings

About this task

Use this procedure to view and change your Visual voicemail inbox settings directly on your phone.

Procedure

1. Navigate to Main menu > Settings > Applications > Visual Voicemail and press Select.

- 2. Use the **Toggle** softkey to turn the following setting on or off:
 - Use Message key: When it is toggled off, the Message hard key is used to dial to IVR. When it is toggled on, the Message hard key is used to directly access your Visual voicemail inbox.
- 3. Press **Save** to save your changes.

Chapter 11: 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.

Displaying call timers

About this task

Use this procedure to display the duration of calls.

- 1. Press Main Menu.
- 2. Scroll to Settings and press Select.
- 3. Scroll to Phone and press Select.
- 4. Use the Down Arrow key to go to the Display call timers.
- 5. Press Toggle to activate or deactivate the call timers.
- 6. Press Save.

Setting key repeat delay

Before you begin

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

Procedure

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

Setting redial options

About this task

Use this procedure to see the last dialed numbers.

Procedure

- 1. Press Main Menu.
- 2. Scroll to Settings and press Select.
- 3. Scroll to Phone and press Select.
- 4. Scroll to the Redial option.
- 5. Press **Toggle** to one of the following:
 - One number: To see the last dialed number.
 - List: To see a list of the last eight numbers.
- 6. Press Save.

Related links

Redialing a number on page 20

Setting the Audio button

About this task

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

Procedure

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

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.

- 1. Press Main Menu.
- 2. Scroll to Settings and press Select.
- 3. Scroll to Phone and press Select.
- 4. Scroll to the **Mute alerting** option.
- 5. Press Toggle to select one of the following:
 - Audible: The phone plays an error beep.
 - Visual: The phone displays a mute icon on the top bar of the screen.
 - Both: The phone beeps and displays a mute icon.
 - None: The phone disables the mute alert.
- 6. Press Save.

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 Alerting on calls, and press Select.
- 4. Scroll to Beacon LED.
- 5. Press **Toggle** to enable or disable visual alerting.
- 6. Press Save.

Customization modes

The administrator can block or limit your ability to customize phone keys. If administrator selects the Blocked mode, you cannot perform any phone keys customization. In the Full mode, administrator might only pre-configure certain phone keys to limit customization.

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 customization mode. You cannot customize phone keys in the Blocked 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.
 - 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 native language uses extended Latin or non-Latin symbols, press the More > Symbol soft key to open the Symbols menu and select the necessary symbols there. Press Insert > More > Save.
- 10. To delete a key, press **Delete** and confirm the deletion.

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 phone also removes customized labels.

Before you begin

Ensure that the administrator set customization mode as Full.

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

Applications

Turning call history on and off

Procedure

- 1. Press Main Menu.
- 2. Scroll to Settings and press Select.
- 3. Scroll to Applications and press Select.
- 4. Scroll to Recents and press Select.
- 5. Scroll to Log calls and press Toggle to toggle call history to on and off.
- 6. Press Save.

Audio

Turning automatic gain control on or off

About this task

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

Procedure

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

Selecting audio path

About this task

Use this procedure to select the main audio path for incoming and outgoing calls.

Procedure

1. Press Main Menu.

- 2. Scroll to Settings and press Select.
- 3. Scroll to Phone and press Select.
- 4. Press Toggle to select one of the following options:
 - Headset
 - Speaker
- 5. Press Save.

Turning button clicks on and off

Procedure

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

Turning error tones on and off

About this task

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

Procedure

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

Enabling wireless headset bidirectional signaling

Before you begin

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

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

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

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)
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)

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.

- 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.

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)
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)

Setting a personalized ringtone

About this task

Use this procedure to set a ringtone for different uses.

- 1. Press Main Menu.
- 2. Scroll to Settings and press Select.
- 3. Scroll to Audio settings and press Select.
- 4. Scroll to **Personalize ringing**, and press **Select**.

- 5. Scroll to one of the following options:
 - Primary
 - Ring reminder
 - Call park
 - Priority alert
 - Alternate number 1
 - Alternate number 2
- 6. Press Select.
- 7. Scroll to the ringtone, and press Select.
- 8. (Optional) To play the ringtone, press Play.
- 9. Press Save.

Display

Changing the screen saver

About this task

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

Procedure

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

Setting the screen saver details

About this task

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

Procedure

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

Setting the backlight timer

About this task

Use this procedure to set the time that elapses before the backlight is turned off.

Procedure

- 1. Press Main Menu.
- 2. Scroll to **Settings** and press **Select**.
- 3. Scroll to **Display** and press **Select**.
- 4. Scroll to **Backlight timer**.
- 5. Enter time in minutes.

The value must be between 0 and 999.

- 6. To clear the value, press **Backspac**.
- 7. Press Save.

Adjusting the brightness of a phone screen

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

Setting the display language

Procedure

- 1. Press Main Menu.
- 2. Scroll to **Settings** and press **Select**.
- 3. Scroll to **Display** and press **Select**.
- 4. Scroll to Language and press Select.
- 5. Scroll to the language that you want to use, and press Select.
- 6. Press one of the following when the phone prompts for confirmation:
 - Confirm
 - Cancel

The phone returns to the Display screen and the language changes to the selected language.

Setting the 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.

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 text size

- 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.

Chapter 12: Troubleshooting

Limited access during failover

Avaya Cloud Office[™] 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 the for possible actions.

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.

Viewing the product ID

About this task

The product ID information is available on a label on the back panel of your phone. Alternatively, you can view and verify the product ID on the phone screen.

Procedure

- 1. Press Main Menu.
- 2. Scroll to Network information and press Select.
- 3. Scroll to System and press Select.
- 4. Scroll to Product ID.

Viewing the device type

About this task

View your device type when your system administrator asks you to provide your device type information. The device type can be either Avaya SIP or Open SIP.

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

Chapter 13: Resources

Documentation

Title	Use this document to:	Audience
Installing and Administering		
Installing and Administering Avaya J100 Series SIP IP Phones in Open SIP	See information about preparing Avaya J100 Series IP Phones for installation, deployment, initial administration, and administration tasks including data and security.	For people who want to install, administer, and maintain Avaya J100 Series IP Phones.

Support

Go to the Avaya Cloud Office[™] website at <u>https://onecare.avaya.com/avayacloudoffice</u> 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

Α

access limited during failover <u>72</u> adding
contacts
contacts from the Recents list $\frac{28}{28}$
new call log entry to the Contacts list $\frac{28}{28}$
number to contacts
applications
activating the screen saver <u>38</u>
audio button
headset60
speaker <u>60</u>
audio path
audio settings
AGC
button clicks <u>64</u>
configuring hearing aid compatibility
error tones <u>64</u>
headset profile <u>65</u>
setting a primary ringtone <u>67</u>
setting headset mic level
Avaya Cloud Office website
Avaya IP Phone
physical layout <u>12</u>
Avaya phones <u>11</u>

В

BCA	
alerting on calls	<u>53</u>
remote hold	54
retrieving a call	
setting DND presence state	
BLF	
blind transfer	<u>46</u>
Bridged Call appearance	
icons	
Busy lamp field	<u>39</u>
button clicks	
turn off	<mark>64</mark>
turn on	64

С

call	
recents	<u>33</u>
call forward-busy,	
disable	<u>44</u>
enable	
call forward— no answer,	
disable	
enable	

call forward,	
disable	. 43
enable	
call forwarding	
call forward busy	43
call forward no answer	
call transfer	
attended	45
blind	
blind transfer	45
consultative transfer	
unattended	45
calling	
company directory	21
dial pad	<u>21</u>
local Contacts list	<u>21</u>
Main Menu	21
calls	
consultative transfer	45
editing a contact	29
hold	<u>23</u>
ignoring	<u>18</u>
incoming call	<u>18</u>
muting a call	23
resume	
unmuting a call	
visual alerting	<u>61</u>
Company Directory	
contacts	<u>26</u>
overview	25
conference calls	
adding a person on hold	
putting a call on hold	
setting up	<u>35</u>
configuring	
long term acoustic protection	<u>47</u>
contacts	
adding	
adding a contact from the Recents list	
assign a ringtone to a contact	
combine your contacts	
Company Directory	
deleting	
editing	
new contact	
quick search	
search	
searching	
Contacts	
overview	
customization modes	<u>61</u>
customizing	
ringtone, BCA extension	<u>52</u>

D

Default SIP line setting	<u>50</u>
a call record from the recents list	33
removing a contact	
details	
contacts	29
device type	
Avaya SIP	73
Open SIP	
dialing mode	_
automatic dialing	58
manual dialing	
display brightness	
display settings	
date format	<u>70</u>
enabling screen saver clock	
language	<u>70</u>
setting screen saver time	<u>68</u>
setting text size	<u>71</u>
time format	<u>70</u>
do not disturb	
send all calls	<u>37</u>
dynamic	
call parking	<u>46</u>
paging	<u>46</u>
parking	<u>46</u>

Ε

editing	
contacts	
local contact details	<u>29</u>
enable wireless headset	<u>64</u>
error tones	
turn off	<u>64</u>
turn on	<u>64</u>

F

failover	2
feature	
call transfer <u>44</u>	<u>5</u>
features	
accessing features <u>3</u>	7
advanced3	
call forward <u>43</u> , <u>4</u> 4	4

Н

handset	
AGC	<u>63</u>
hearing aid compatibility	65
profile	65
headset	

headset (continued) AGC	63
mic level	
profile setting	
headset profile	<u>66,</u> <u>67</u>
hold	
putting a conference call on hold	<u>36</u>

I

icons	
Call forward	43
DND	
phone icons	. 15
ignoring	
incoming calls	. <u>18</u>
incoming call	
audio alert	. <u>18</u>
decline	. <u>19</u>
setting a ringtone	. <u>67</u>
visual alert	<u>18</u>
incoming calls	
do not disturb	. <u>37</u>
enabling call forward <u>43</u> ,	<u>44</u>
send all calls	. <u>37</u>

L

loca	I contacts	
	details	<u>29</u>
log		
	calls	
	encryption	<u>33</u>

Μ

main menu	
language	<u>70</u>
Main menu	<u>15</u>
making a call	
auto	<u>20</u>
dial mode	<u>20</u>
manual	<u>20</u>
recents	<u>33</u>
messages	
visual alerting	<u>61</u>

0

optional components <u>14</u>
overview <u>11</u>
Bridged Call appearance48
call forwarding
shared extension
visual voicemail 54

Ρ

personal contacts	<u>30</u>
phone overview	<u>11</u>
phone settings	
audio button	<u>60</u>
call history	<u>63</u>
call timers	<u>58</u>
customizing phone keys	<u>61</u>
dialing mode	<u>58</u>
key repeat delay	<u>59</u>
log recent calls	<u>63</u>
setting mute alert	
setting redial options	<u>59</u>
visual alerting	<u>61</u>
presence	
parked call indication	<u>40</u>
Presence	
barging in on an active call	<u>42</u>
customizing incoming call indication	<u>39</u>
customizing the ring tone	<u>41</u>
icons and visual LEDs	<u>39</u>
making a call	<u>41</u>
overview	<u>38</u>
picking up an incoming call	<u>41</u>
unparking a call	<u>42</u>
presence state	
DND	<u>50</u>
problems with the phone	<u>72</u>
product ID	
phone	<u>73</u>
protection	
long term acoustic exposure	<u>47</u>

R

receive	
page call	<u>47</u>
recents	
clearing all	<u>34</u>
clearing all entries	<u>34</u>
deleting a call record	
making a call	<u>33</u>
redial a number	<u>20</u>
related documentation	
restoring keys to default	

S

screen saver	<u>68</u>
screen saver details	
screen saver clock	<u>68</u>
screen saver time	<u>68</u>
searching	
company database	<u>21</u>
select bridge line	
for call transfer	<u>51</u>

select bridge line (continued)	
for conference call	<u>51</u>
settings	
audio path	<u>63</u>
backlight timer	
brightness	<u>69</u>
call history	<u>63</u>
call timers	<u>58</u>
changing the screen saver	<u>68</u>
customizing keys	<u>62</u>
date format	<u>70</u>
display settings	<u>68, 69</u>
key auto repeat process	
language	<u>70</u>
log recent calls	
phone settings	
time format	<u>70</u>
visual alerting	<u>61</u>
signaling	<u>64</u>
speaker	
AGC	63
specifications	
support	
••	

V

viewing	
product ID	<u>73</u>
visual voicemail	
accessing	<u>54</u>
callback	<mark>56</mark>
delete	<mark>56</mark>
playback	<u>55</u>
settings	
voicemail to text	<u>55</u>