



Using Avaya J139 IP Phone in an Avaya Cloud Office™

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Note

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

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Australia Statements

Handset Magnets Statement:

Danger:

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

Australia Statements

Handset Magnets Statement:

Danger:

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

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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.

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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 conforme à la norme NMB-003 du Canada.

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

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Class B Statement

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

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Denan Power Cord Statement



Danger:

Please be careful of the following while installing the equipment:

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

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



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The operation of this equipment is subject to the following two conditions:

1. It is possible that this equipment or device may not cause harmful interference, and
2. This equipment or device must accept any interference, including interference that may cause undesired operation.

La operación de este equipo está sujeta a las siguientes dos condiciones:

1. Es posible que este equipo o dispositivo no cause interferencia perjudicial y
2. Este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

Brazil Statement

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

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

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

equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

Radiation Exposure Statement

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

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

Class B Part 15 Statement

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- 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.

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WiFi transmitter

- Frequencies for 2412-2472 MHz, transmit power: 17.8 dBm
- Frequencies for 5180-5240 MHz, transmit power: 19.14 dBm

General Safety Warning

- Use only the Avaya approved Limited Power Source power supplies specified for this product.
- Ensure that you:
 - Do not operate the device near water.
 - Do not use the device during a lightning storm.
 - Do not report a gas leak while in the vicinity of the leak.

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Chapter 1: Introduction

Purpose

This document describes how to use Avaya J139 IP Phone features in an Avaya Cloud Office™.

This document is intended for people who want to learn how to use Avaya J139 IP Phone features and capabilities.

Chapter 2: Avaya J139 phone overview

Phone overview

Avaya J139 IP Phone is a phone for business communications.

Avaya J139 IP Phone has a color display.

Physical specifications

- Four call appearances
- 20 x 240 pixel display.
- Four soft keys
- Hard buttons for phone:
 - Messages
 - Contacts
 - Recents
 - Navigation cluster
 - Headset
 - Speaker
 - Volume
 - Mute
 - Main menu
 - Phone key
- LED buttons for phone:
 - Messages
 - Recents
 - Headset
 - Speaker
 - Mute
- Wideband audio in the handset, headset, and handsfree
- Full duplex speakerphone
- Ergonomic hearing aid compatible handset supports TTD acoustic coupler

- Rich, classic, alternate ringtones
- 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 802.3 az, optional AC to 5v-adapter

Physical layout of a J139 IP Phone



No.	Name	Description
1	Beacon LED	Provides visual alerts for the following: <ul style="list-style-type: none"> • Incoming call • Voice mail
2	Phone display	Displays two areas: <ol style="list-style-type: none"> 1. Top Bar: It is always visible, displays communication and device status, and time and date. 2. Application area displays the following: <ul style="list-style-type: none"> • Application header: It displays the context specific application title, and one or more subtitles. Depending on the appearance type and the call state, the header displays details of the call. • Application content area: it displays menus, lists, pop-up windows, images, 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: <ul style="list-style-type: none"> • 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. <ul style="list-style-type: none"> • Up and Down arrow keys: to scroll up and down. • Right and Left arrow keys: to move cursor in the text input field, and to toggle values in the selection fields. • OK button: to select the action assigned to the first soft key.
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. <ul style="list-style-type: none"> • (+): 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 optional components with the phone:

- PSAC12R-050 – 5V DC Power adapter
- GSPPoE - Avaya 48V PoE power inserter

Chapter 3: Getting Started

Provisioning your phone

About this task

When you connect the phone to the network for the first time, enter the enrollment code when the phone prompts for the configuration.

Procedure

1. When you boot the phone for the first time, the Auto Provisioning screen displays `Do you want to activate Auto Provisioning now?`, press **Yes** or wait for the timeout to complete.
2. The phone prompts for an enrollment code, enter `78826658` and press **Enter** soft key.

If the connection is successful, the phone displays the `Starting` message. The phone is directed to the correct provisioning server for configuration.

Chapter 4: Navigation

Main menu

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

Icons	Name	Description
	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.
	Network Information	To check network settings.
	Administration	To access administration settings.
	About	To view the phone model, software version, default device type, and the default server type.

General phone icons

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

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

Table continues...

Icon	Description
	Outgoing call; indicates you have made this call. You can see this icon in the Recents application.
	Incoming call is alerting.
	Outgoing call; indicates you have made this call.
	Call is active.
	Call is on hold.
	Call is on hold during conference call setup.
	Conference is active.
	Conference is on hold.
	Use the Right or Left navigation arrow to see more pages / screens / options.
	Scroll left for other options.
	Scroll right for other options.
	<p>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.</p> <p>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.</p> <p>This icon can also indicate that the phone is connected to the call server but the features are not available.</p>
	The Do not disturb feature is on.
	The Call forward feature is on.
	Indicates that the call is using a wideband codec for excellent voice quality.
	Indicates a low network performance or presence of local network issues that might result in lower call quality.
	Indicates that the SLA Mon™ agent has taken control of the phone.
	Indicates that the call is being recorded for SLA Mon™.

Table continues...

Navigation

Icon	Description
	Indicates that the audio of this call is secure.
	Indicates that the audio alert for incoming calls is off.
	Indicates that you have missed a call. The number in the icon indicates the number of missed calls.
	Indicates that you have missed a call. The + in the icon indicates that the number of missed calls are more than 9.

Chapter 5: Handling incoming calls

Answering a call

About this task

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

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

* Note:

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

Procedure

Do one of the following:

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

Ignoring a call

About this task

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

Procedure

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

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

- - volume button

The phone turns off the audio alert.

Declining a call

About this task

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

Procedure

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

Result

You have declined the call. Depending on your Call decline policy, the caller receives one of the following alerts:

- An audio message alert
- A busy tone alert

Chapter 6: Handling outgoing calls

Making a call

About this task

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

- Lift the handset or press the headset or **Speaker**.
- Dial the number. Or
- Do not lift the handset or press the headset or **Speaker**
- Dial the number.
- 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 has enabled the digit mapping feature the phone can automatically correct wrongly dialed numbers or prevent you from dialing certain numbers.

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 54

Making a call from the local Contacts list

Procedure

1. Press **Contacts**.
2. Scroll to the contact you want to call.
3. **(Optional)** Press the digits on the dial pad that correspond to the letters of the name of the person you want to call.

For example, press 76484 to search for someone whose name is Smith.
4. Press **Call**.

Making a call from the company directory

About this task

You can make a call from the company directory by using one of the following methods:

Procedure

1. Press **Contacts**.
2. Press **Company Directory**

Phone screen displays list of directory entries.
3. Press **Search**.
4. Enter the digits on the dial pad that correspond to the name of the person you want to call.

For example, press 76484 to search for someone whose name is Smith.
5. Press **Search** again.

The phone displays the contact saved in the corporate database.
6. Press **Call**. Or
7. Press **Contacts**.
8. Press **Search**.

9. **(Optional)** Select the required **Source**.
10. Enter the digits on the dial pad that correspond to the name of the person you want to call.
For example, press 76484 to search for someone whose name is Smith.
11. Press **Call**.

Chapter 7: Call related features

Muting and unmuting a call

Procedure

1. To mute an active call, press **Mute**.
The **Mute** button is lit.
2. To unmute the call, press **Mute** again.

Placing a call on hold and resuming the call

About this task

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

Procedure

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

Chapter 8: Contacts

Adding a new contact

About this task

Add a contact to your local contacts list. You can save up to 250 contacts. In an Open SIP environment, the local contacts are synchronized with the network file server.

Procedure

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

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

6. Press **Save**.

Adding a contact from the Recents list 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

Procedure

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

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.

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, do the following:
 - a. Scroll to **Applications**, and press **Select**.
 - b. Scroll to **Contacts**, and press **Select**.
3. Select the contact that you want to view.
4. Press **Details**.
 - To call a contact, press **Call**.
 - To edit a contact, press **Edit**.
 - To delete a contact, press **Delete**.
 - To view more options, press **More**.

Combining contacts

About this task

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

Before you begin

Ensure the Contacts list is not empty.

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, do the following:
 - a. Scroll to **Applications**, and press **Select**.
 - b. Scroll to **Contacts**, and press **Select**.
3. Scroll to the contact that you want to combine, and press **Details > More > Combine**.
The select mode displays the Contacts list without the current content.
4. To combine the current contact, scroll to the existing contact, and press **Select**.
The current contact will be deleted from the Contacts list and merged with the local contact.

Deleting a contact

Procedure

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

Creating a local Contacts group

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, do the following:
 - a. Scroll to **Applications**, and press **Select**.

- b. Scroll to **Contacts**, and press **Select**.
3. Press **More**.
4. Press **Groups**.
5. Press **NewGroup**.
6. In the **Enter group name** field, type your group name.
7. Press **Save**.

Adding a contact to the local group

Before you begin

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

Procedure

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

Removing a contact from the local group

Before you begin

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

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, do the following:
 - a. Scroll to **Applications**, and press **Select**.

- b. Scroll to **Contacts**, and press **Select**.
3. Press **More**.
4. Press **Groups**.
5. Scroll to the group, and press **Members**.

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

The contact will be removed from your Contacts list.

Assigning a ringtone to a contact

About this task

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

Procedure

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

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

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

[Setting Company Directory as the contact search source](#) on page 31

[Searching Company Directory contacts](#) on page 31

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 the feature is activated by the administrator. Contact your administrator for details.

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, do the following:
 - a. Scroll to **Applications**, and press **Select**.
 - b. Scroll to **Contacts**, and press **Select**.
3. To select 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 30

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.

Procedure

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

6. **(Optional)** Press **Details** to view contact information for a selected match.
7. **(Optional)** Press **+Contact** from the **Details** view to add an Company contact to the list of your local contacts.
8. **(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 30

Chapter 9: Call History

Call log

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

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

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

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

Making a call from Recents

Procedure

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

Deleting a call record from Recents

Procedure

1. Press **Recents**.
 2. **(Optional)** To navigate through **Main menu**, scroll to the following:
 - a. **Applications**, and press **Select**.
 - b. **Recents**, and press **Select**.
-

3. Select a number that you want to delete.
4. Press **Details**.
5. Press **Delete**.
6. Select one of the following when the phone prompts for confirmation:
 - **Delete**: To delete the entry.
The phone deletes the number from the call history list.
 - **Cancel**: To cancel and return to the previous menu.

Clearing the Recents list

Procedure

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

Chapter 10: Conference calls

Adding a person to an active call

About this task

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

Before you begin

Start a call.

Procedure

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

Procedure

1. On the Phone screen, select your active call.
2. Press **Conf** 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**

- **Ok**

The held call is added to the conference call.

Putting a conference call on hold and resuming a call

About this task

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

Procedure

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

Chapter 11: Advanced features

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

Most of the features are configured by the system administrator.

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

LED state	Feature Status
Green	On
Red	Off

Accessing the Features screen

About this task

Use this procedure to gain access to the Features screen.

Procedure

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

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.

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**
 - **OK**

DND icons

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

State	Phone icons
DND	

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 phones connected to the same network.

Important:

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

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

- Monitor the activity status of the phone.
- Receive incoming calls for another user that is Directed Call Pickup.
- Speed Dial of a Presence user in an idle state.
- View outgoing call status

- Barge—in on an active call

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

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

- Performs the first soft key action.
- Highlights the corresponding line.
- Does not take any action if the corresponding line is already highlighted.

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

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		Off	Blink
Outgoing call		Blink	Off
Active / hold		On	Off
Parked call		Off	Blink
Unavailable		Off	Off

Customizing Presence incoming call indication

About this task

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

Before you begin

Ensure that the feature is activated by the administrator. Contact your administrator for details.

Procedure

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

3. Scroll to **Phone**, and press **Select**.
4. Scroll to **Alerting on calls**, and press **Select**.
5. Scroll to **Presence**, and press **Select**.
6. Scroll to **Incoming call indication**, and press one of the following:
 - **None**: To set the Presence pick up indication to none.
 - **Audible**: To set the Presence pick up indication as an audible ringtone only.
 - **Visual**: To set the Presence 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 Presence pick up indication to both audible and visual.
- **Default**: To set the Presence 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 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.

 **Note:**

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 **Presence**, and press **Select**.
6. Scroll to **Parked indication**, and select one of the following:
 - **None**: To set the Presence parked call indication to none.
 - **Audible**: To set the Presence parked call indication as an audible ringtone.
 - **Visual**: To set the Presence 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 Presence parked call indication to both audible and visual.
 - **Default:** To set the Presence 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**.

Presence call operations

Making a call to a monitored user

Before you begin

Ensure that the status of the monitored user is  idle.

Procedure

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

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.

Before you begin

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

Procedure

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

Barging in on an active call

About this task

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

Before you begin

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

Procedure

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

Unparking a call

About this task

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

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

Before you begin

Ensure that the administrator has activated the Call Retrieve feature.

Procedure

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

Call Forwarding

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

The phone supports the following Call Forward types:

- 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 when you do not answer the call within the set time.

Example

For example, you enabled the Call Forwarding feature on your phone and the caller dials your extension number. In this case, your phone will redirect that incoming call to the assigned call forwarding number.

Call Forward icons

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

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

Forwarding a call to another extension

Before you begin

Ensure that the administrator has enabled the call forwarding feature.

Procedure

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

Forwarding call when busy

About this task

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

Before you begin

Ensure that the administrator enabled the call forwarding feature.

Procedure

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

Forwarding unanswered calls

About this task

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

Before you begin

Ensure that the administrator enabled the call forwarding feature.

Procedure

1. Press  **Main menu**.
2. Scroll to **Features**, and press one of the following:
 - **Select**
 - **OK**
 - The corresponding line key
3. Scroll to the **Call forward-NA** feature, and press one of the following:
 - **Config**
 - **OK**
4. Configure the following fields:
 - **Destination**: Enter the call forwarding number.
 - **Num 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.

The types of Call Transfer are:

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

Making a consultative transfer

About this task

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

Procedure

1. While on an active call, press **Transfer** soft key.
The phone displays the Enter transfer destination screen.
The first call is placed on hold.
2. Do one of the following:
 - Dial the number to transfer the call.
 - Search for the number in Contacts or Recents.
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.

Procedure

1. While on an active call, press **Transfer**.
The phone displays the Enter Transfer Destination screen.
2. Do one of the following:
 - 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 the feature is activated by the administrator. Contact your administrator for details.

Ensure that you are on an active call.

Procedure

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

The phone parks the call in one of the parking slots, and you receive an 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
 - OffAdministrator 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 60

Retrieving a voice message

About this task

Use this procedure to listen to your voicemail messages.

Before you begin

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

Procedure

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

Shared Lines

With the Shared Lines feature, your primary extension can be private or shared. Up to eight additional shared extensions can be configured to appear on your phone. All extensions are shared with other phones connected to the same network.

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

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

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

Note:

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

Limitation

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

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

Shared Lines icons and visual LED indication

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

State	Phone icons	Red LED	Green LED
Idle		Off	Off
In-use		Off	On
Remote reservation		Off	On
Remote active		Off	On
Incoming call		Off	Off
Outgoing ringing		On	On
Media preserved active		On	On

Table continues...

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

Customizing ringtones for the Shared Lines extension

About this task

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

Before you begin

Ensure that you are assigned a shared extension.

Procedure

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

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

Customizing Shared Lines

About this task

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

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

Customizing incoming call alerts for shared lines

About this task

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

Before you begin

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

Procedure

1. Press  **Main menu**.
2. Navigate to **Settings > Phone > Alerting on calls**.
3. Scroll to **Shared lines** and press **Select**.

4. Scroll to the shared line you want to set up and press **Select**
5. To set up the indication type, scroll to **Incoming indication** and toggle one of the following:
 - **Audible** — the phone plays a ringtone when there is an incoming call on a shared line.
 - **Visual** — the phone displays a pop-up message when there is an incoming call on a shared line.
 - **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 

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.

Chapter 12: 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.

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Phone**, and press **Select**.
4. Use the **Down Arrow** key to go to the **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 21

Setting the Audio button

About this task

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

Procedure

1. Press **Main menu**.
 2. Scroll to **Settings**, and press **Select**.
 3. Scroll to **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 answer a call.

Before you begin

Ensure that the feature is activated by the administrator. Contact your administrator for details.

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Phone**, and press **Select**.
4. Scroll to **Mute alerting** option.
5. Press **Toggle** to select one of the following:
 - **Audible**: The phone beeps to notify that you have muted your phone.
 - **Visual**: The phone displays the mute icon after some time on the phone status line.
 - **Both**: The phone beeps and displays a mute alert message.

- **None:** The phone disables the mute alert.
6. Press **Save**.

Setting Visual alerting

About this task

Use this procedure to illuminate the beacon LED when there are incoming calls and messages.

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**.

Customizing phone keys

About this task

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

Procedure

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

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

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

Restoring customized keys to default

About this task

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

Procedure

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

Applications

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 to for better quality audio.

Procedure

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

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. Press **Toggle** to turn error tones on or off.
6. Press **Save**.

Enabling wireless headset bidirectional signaling

Before you begin

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

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Audio** settings, and press **Select**.
4. Scroll to **Headset signaling**.

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

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

Setting headset mic level

About this task

Use this procedure to adjust the best headset performance.

Before you begin

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

Procedure

1. Press **Main menu**.

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

List of headset profiles

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

Setting a personalized ringtone

About this task

Use this procedure to set a ringtone for different uses.

Procedure

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

4. Scroll to **Personalize ringing**, and press **Select**.
5. Scroll to one of the following options:
 - **Primary**
 - **Ring reminder**
 - **Call park**
 - **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

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**.
5. To change the screen saver time, scroll down to **Timer (min)**, and enter time in minutes.
You can enter any value from 0 to 999.
6. To enable clock on the screen saver, scroll to **Clock**, and press **Toggle**.
7. Press **Save**.

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

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Display**, and press **Select**.
4. Scroll to **Brightness**.
5. 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. Use the **Down Arrow** key to go to the Date Format screen.

The phone displays one of the following:

- **Default**
- **mm/dd**
- **dd/mm**
- **mm.dd**
- **dd.mm**
- **mm-dd**
- **dd-mm**

- **mmm dd**
5. Press **Toggle** to select one of the options.
 6. Press **Save**.

Setting the time 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

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Display**, and press **Select**.
4. Scroll down to **Text size**, and press **Select**.
5. Press one of the following:
 - **Right** arrow key: To increase the font size.
 - **Left** arrow key: To decrease the font size.
6. **(Optional)** Press **Default** to restore the default font size.
7. Press **Save**.

Chapter 13: 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 the Product ID on the phone screen.

Procedure

1. Press **Main menu**.
2. Scroll to **Network Information**, and press **Select**.
3. Scroll to **System**, and press **Select**.
4. Scroll to **Product ID**.

Viewing the Device type

About this task

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

Procedure

1. Press **Main menu**.
2. Scroll to **Network Information**, and press **Select**.
3. Scroll to **System**, and press **Select**.
4. Scroll to **Device type**.

Chapter 14: Resources

Documentation

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

Finding documents on the Avaya Support website

Procedure

1. Go to <https://support.avaya.com>.
2. At the top of the screen, type your username and password and click **Login**.
3. Click **Support by Product > Documents**.
4. In **Enter your Product Here**, type the product name and then select the product from the list.
5. In **Choose Release**, select the appropriate release number.
The **Choose Release** field is not available if there is only one release for the product.
6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.
For example, for user guides, click **User Guides** in the **Content Type** filter. The list only displays the documents for the selected category.
7. Click **Enter**.

Avaya Documentation Center navigation

The latest customer documentation for some programs is now available on the Avaya Documentation Center website at <https://documentation.avaya.com>.

 **Important:**

For documents that are not available on Avaya Documentation Center, click **More Sites > Support** on the top menu to open <https://support.avaya.com>.

Using the Avaya Documentation Center, you can:

- Search for content by doing one of the following:
 - Click **Filters** to select a product and then type key words in **Search**.
 - From **Products & Solutions**, select a solution category and product, and then select the appropriate document from the list.
- Sort documents on the search results page.
- Click **Languages** () to change the display language and view localized documents.
- Publish a PDF of the current section in a document, the section and its subsections, or the entire document.
- Add content to your collection by using **My Docs** ().

Navigate to the **Manage Content > My Docs** menu, and do any of the following:

- Create, rename, and delete a collection.
 - Add topics from various documents to a collection.
 - Save a PDF of selected content in a collection and download it to your computer.
 - Share content in a collection with others through email.
 - Receive collection that others have shared with you.
- Add yourself as a watcher using the **Watch** icon ().

Navigate to the **Manage Content > Watchlist** menu, and do the following:

- Enable **Include in email notification** to receive email alerts.
- Unwatch selected content, all content in a document, or all content on the Watch list page.

As a watcher, you are notified when content is updated or deleted from a document, or the document is removed from the website.

- Share a section on social media platforms, such as Facebook, LinkedIn, and Twitter.
- Send feedback on a section and rate the content.

 **Note:**

Some functionality is only available when you log on to the website. The available functionality depends on the role with which you are logged in.

Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

- To find videos on the Avaya Support website, go to <https://support.avaya.com/> and do one of the following:
 - In **Search**, type `Avaya Mentor Videos`, click **Clear All** and select **Video** in the **Content Type**.
 - In **Search**, type the product name. On the Search Results page, click **Clear All** and select **Video** in the **Content Type**.

The **Video** content type is displayed only when videos are available for that product.

In the right pane, the page displays a list of available videos.

- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and do one of the following:
 - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.
 - Scroll down Playlists, and click a topic name to see the list of videos available for the topic. For example, Contact Centers.

 **Note:**

Videos are not available for all products.

Support

Go to the Avaya Cloud Office™ website at <https://onecare.avaya.com/avayacloudoffice> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

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