



# Using Avaya J139 IP Phone SIP

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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.

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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
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

1. L'appareil ne doit pas produire de brouillage, et
2. L'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

*Radio Transmitter Statement*

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (EIRP) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

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

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

*Radiation Exposure Statement*

This equipment complies with FCC & IC RSS102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet équipement est conforme aux limites d'exposition aux rayonnements ISEDétablies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

**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.

**Japan Statements***Class B Statement*

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

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取扱説明書に従って正しい取り扱いをして下さい。 VCCI-B

**Denan Power Cord Statement****Danger:**

Please be careful of the following while installing the equipment:

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

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**México Statement**

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

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

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

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

**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
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*

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.

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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

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## Purpose

This document is intended for end users and describes how to use the features available on Avaya J139 IP Phone. This document also describes the end user procedures to set up various functionalities.

# Chapter 2: Avaya J139 phones overview

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## Phone overview

The Avaya J139 IP Phone is intended to be used for business communications. The phone supports four call appearances with four lines of call display.

Avaya J139 IP Phone has a color display.

### Physical specifications

- Four call appearances
- 320 x 240 pixels graphical LCD
- Four softkeys
- Dual 10/100/1000 network ports
- Optional 5V DC Power support
- 48V GSPPOE power adapter support
- Magnetic Hook Switch

## Physical Layout



No.	Name	Description
1	Beacon LED	Displays green light for the Voice mail and messages visual alert. Displays green and red light during an active call.
2	Phone display	Displays two areas: <ol style="list-style-type: none"> <li>1. Top Bar: It is always visible, displays communication and device status, and time and date.</li> <li>2. Application area displays the following: <ul style="list-style-type: none"> <li>• Application header: it displays the context specific application title, and one or more subtitles. The header is always empty on the Phone screen.</li> <li>• Application content area: it displays menus, lists, pop-up windows, images, or other application content.</li> <li>• Softkey labels area: it displays labels with information about the state of the <b>Soft Key</b> buttons.</li> </ul> </li> </ol>
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"> <li>• Red light: disabled features.</li> <li>• Green light: incoming call and enabled features.</li> <li>• Red and green light: phone is off-hook.</li> </ul>
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"> <li>• <b>Up</b> and <b>Down</b> arrow keys: to scroll up and down.</li> <li>• <b>Right</b> and <b>Left</b> arrow keys: to move cursor in the text input field, and to toggle values in the selection fields.</li> <li>• <b>OK</b> button: to select the action assigned to the first soft key.</li> </ul>
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"> <li>• (+) : To increases the volume.</li> <li>• (-): To decrease the volume.</li> </ul>
15	Mute Button	Used to mute and unmute the outgoing audio.

Application keys provide direct access to the corresponding applications:

No.	Application keys	Description
6	Phone key	Displays the Phone screen.

*Table continues...*

No.	Application keys	Description
8	Main Menu	Displays the list of options, such as Features, Applications, Settings, and Network Information.
9	Contacts	Displays the entries in your Contacts list.
10	Recents	Displays call history list.

---

## Connection Jacks

The following image illustrates the connection jacks that are present on the back panel of Avaya J139 IP Phone.

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



No.	Name	Description
1	5V DC Jack	To connect the power supply.
2	Network port	To connect the Ethernet cable.
3	PC port	To connect the computer.
4	Headset Jack	To connect the headset.
5	Handset Jack	To connect the handset.

---

## Optional components

You can use the following optional components with the phone:

- 5V DC Power adapter
- GSPPOE - Avaya 48V PoE power inserter

---

## Supported features

The following table shows the features supported in Avaya J139 IP Phone:

Features	Supported
Attended transfer	Yes
Automatic call back	Yes
Bridge Call Appearance	Yes
Call Forward	Yes
Call Park/Unpark	Yes
Call Pickup	No
CC Elite	No
Contacts	Yes
Conference calls	Yes
Conference List Roster	No
Dial Icom	No
Dial mode	Yes
Display Presence	Yes
Do No Disturb	Yes
EC500	Yes
EHS (Headset Control)	Yes
Enhanced CFWD	No
Exclusion	No
Emergency dialing when user not logged in	Yes
Guest Login	No
Hunt Group Busy	No
Malicious Call Trace (MCT)	Yes
MLPP	Yes
Multiple Device Access (MDA)	Yes
LNCC	No

*Table continues...*

<b>Features</b>	<b>Supported</b>
Presence	Yes
Priority calls	No
Redial from list	No
Shared Control	No
Speed dial	Yes
Team Button	No
Unattended transfer	Yes
Whisper page	No



# Chapter 3: Getting started

---

## Entering the file server address

### About this task

Use this procedure to enter the file server address if the phone prompts. For example, when you connect the phone to the network for the first time.

### Before you begin

Get the file server address from the system administrator.

### Procedure

1. To open the Auto Provisioning screen, press one of the following:
  - **Yes**: Connects to the DES server.
  - **No**: Connects to the DHCP server.

In case of a time out, the phone selects **Yes**.
2. **(Optional)** If the DES server does not provide the file server address, the phone queries the DHCP server for the file server address.
3. **(Optional)** If the DHCP server does not provide the file server address, the phone displays Enter the file server address screen.
4. Press one of the following:
  - **Config**: To enter the file server address.
  - **Never**: To never prompt for the file server address.
  - **Cancel**: To cancel the prompt and display the Log Out screen.

5. In the **Address** field, enter the file server address.

The address can be in the form of a numerical IP address or an alphanumeric Fully Qualified Domain Name (FQDN).

#### **Tip:**

To enter the dot symbol (.) in the field, press the alphanumeric softkey to toggle to the alphanumeric mode.

6. Press **Save**.

The phone restarts.

## Logging in to your phone

### Before you begin

Ensure that your administrator assigns you with the extension and password.

### Procedure

1. On the Login screen in the **Username** field, type your extension.
2. Press one of the following:
  - **Enter**
  - **OK**
  - **#**
  - **Down Arrow**
3. In the **Password** field, type your password.
4. Press one of the following:
  - **Enter**
  - **OK**
  - **#**
5. To change the extension number or the password, press **Backspace**.

---

## Logging out of your phone

### Procedure

1. Press **Main menu**.
2. Scroll to **Applications**, and press **Select**.
3. Scroll to **Log Out**.
4. Press one of the following:
  - **Select**
  - **OK**

---

## Locking and unlocking the phone

### About this task

Use this procedure to lock your phone to prevent the use of the phone when you are away. Locking your phone does not log you out, so you can make emergency calls and receive calls.

## Procedure







- To lock the phone, press **Main Menu**, and select **Applications > Lock**.
- To unlock the phone, press **Unlock** and enter the login password.

# Chapter 4: Navigation

---

## Main Menu




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

Icons	Name	Description
	<b>Features</b>	To access administrator activated features.
	<b>Applications</b>	<ul style="list-style-type: none"><li>• To access phone applications such as Contacts, Recents, and activate screen saver.</li><li>• To sign off the phone, and to protect your settings.</li></ul>
	<b>Settings</b>	To change your phone settings, customize button labels, adjust brightness, audio settings, assign speed dial entries, and more.
	<b>Network Information</b>	To check network settings.
	<b>Administration</b>	To access administration settings.
	<b>About</b>	To display the phone software version.

















---

## General phone icons



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

Icon	Description
	Microphone is muted.
	Missed call on your phone.
	Incoming call; indicates you have answered this call.

*Table continues...*








Icon	Description
	Outgoing call; indicates you have made this call.
	Incoming call is alerting.
	Call is active.
	Call is on hold.
	Call redirection
	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 correctly.</p> <p>If the appearance line displays the icon, the icon indicates that the phone has encountered a failure and has preserved the media session until the near user hangs up. Icon also indicates non-AST mode.</p>
	The EC500 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...*

Icon	Description
	Indicates that the end to end call is secured.
	Indicates that the ringtone is off.


## Presence icons

The following table lists presence icons for Avaya J139 IP Phone with description:





Icon	Status	Description
	Available	User is available and can communicate.
	On a call	User is on a call.
	Busy	User is busy.
	Away	User is away from the phone.
	Do not Disturb	User does not want to communicate.
	Out of Office/Offline	Out of Office: User is out of office. Offline: User wants to appear invisible.
	Unknown	The presence status of the user is unknown or the phone is not registered.

## Multiple Level Precedence and Preemption icons

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

Icon	Precedence level	Description
	Priority	Priority icon for a priority call.

*Table continues...*

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

# Chapter 5: Call operations

---

## Handling outgoing calls

---

### Making a call by using the dial mode

#### About this task

Use this procedure to make a call without lifting the handset or pressing **Speaker**.

#### Before you begin

Set the dialing mode on the phone to **Auto** or **Manual**.

#### Procedure

- If the dial mode is set to **Auto**, dial the required number of digits.  
The phone initiates the call when the inter digit timer times out.
- If the dial mode is set to **Manual**, dial the number and press the **Call** softkey.

### Making a call without using the dial mode

#### Procedure

1. Do one of the following:

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

2. Dial the number.

The phone starts a call when the inter digit timer times out.

### Redialing a number

#### Before you begin

Ensure that the call history is not empty.



## Procedure

1. Press **Redial**.  
The phone dials the most recent dialed number.
2. For a redial list, scroll to the number, and press one of the following:
  - **Call**
  - **OK**

---

## Making a call using speed dial

### Before you begin

Assign speed dial numbers to your contacts.

### Procedure

Press and hold the dial pad key assigned to the number you want to call.

---

## Making a call from the local Contacts list

### Procedure

1. Press **Contacts**.
2. Scroll to the contact you want to call.
3. **(Optional)** Press **Search**, and 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 one of the following:
  - **Call**
  - **OK**

---

## Making a call from the corporate database Contacts list

### About this task

Use this procedure to make a call from the corporate database Contacts list. This feature is only available in the Avaya Aura<sup>®</sup> environment.

### Procedure

1. Press **Contacts**.
2. Press **Search**.

3. Enter the digits on the dial pad that correspond to the name of the person you want to call.
4. Press **Search** again.

The phone displays the contact saved in the corporate database.

5. Press one of the following:
  - **Call**
  - **OK**

---

## Making an international call

### Procedure

1. Press and hold the **0** key to enter the plus sign (+).
2. Dial the number that you want to call.

---

## Emergency call

Emergency calling is used to connect to a preset emergency services number. The emergency service number is configured by the administrator.

You can make an emergency call from the following screens:

- Login screen
- Home screen
- Lock screen

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

If your system administrator configures emergency calling for your phone, the Phone screen displays the **Emerg** softkey.

Using the **Emerg** softkey, you can dial only the number that is given the highest priority by the system administrator. Alternatively, you can dial the emergency numbers by using the dial pad in the following cases:

- The **Emerg** softkey is unavailable.
- The **Emerg** softkey is available. You want to call an emergency number that is not the highest priority number set by the system administrator.

In an IP Office environment, the **Emerg** softkey is not available. You must dial the emergency number by using the dial pad.

## Making an emergency call

### Before you begin

Ensure that the **Emerg** softkey is assigned by your administrator.

### Procedure

Do one of the following:

- On the Phone screen, press the **Emerg** softkey, and again press **Emerg** when the phone prompts you for confirmation.
- Dial the emergency number by using the dial pad.

---

## 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 flashing beacon LED. If you press **Ignore**, both beacon LED and line key LED start flashing.

### Procedure

Do one of the following:

- Lift the handset.
- Press **Speaker**.
- Press **OK**.
- Press the **Answer** softkey.
- Press **Headset**.

You cannot answer BLF, Call Park, and SCA calls using the Bluetooth headset. The headset does not play an alert tone for these calls.

## Answering a call when on another call

### About this task

You can receive a call on a secondary call appearance only if the call appearance is free.

### Procedure

Press one of the following:

- The **Answer** softkey
- **OK**

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

---

## Ignoring a call

### About this task

Use this procedure to ignore an incoming call alert. If you ignore a call while you are on a call, you can use the **Up** and **Down Arrow** keys to select the call and then answer the call.

### Procedure

On the Incoming phone screen, press one of the following softkey.

- **Ignore** softkey
- **(+)** volume button
- **(-)** volume button

The phone turns off the audio alert.

### **Note:**

If you ignore a call using Bluetooth headset, to answer back the call, press **Answer** or press **Headset** button on the phone.

---

## Call related features

---

### Muting and unmuting a call

#### Procedure

1. To mute an active call, press **Mute**.

The **Mute** button is illuminated.

2. To unmute the call, press **Mute** again.

**\* Note:**

If you mute an active call on the phone, unmute it using the **Mute** button. If you mute the call on the Bluetooth headset, unmute it on the headset.

---

## Placing a call on hold and resuming the call

### Procedure

1. To put an active call on hold, press **Hold**.
2. To resume the call, press one of the following:
  - **Resume**
  - **OK**

---

## Managing Contacts

### Adding a new contact

#### About this task

Use this procedure to add a contact to the phone. You can save up to 250 contacts.

#### Procedure

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

### About this task

Use this procedure to add a number to your Contacts list from your call history.

### Procedure

1. Press **Recents**.
2. Scroll to the required number, and press **+Contacts**.
3. In the **First Name** and **Last Name** fields, type the relevant information.
4. Press one of the following:
  - **Save**
  - **OK**

## Editing a contact

### Procedure

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

## Viewing 3PCC 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**, scroll to the following:
  - a. **Applications**, and press **Select**.
  - b. **Contacts**, and press **Select**.
3. Select the contact that 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**.

## Searching for a contact

### About this task

Use this procedure to search contacts from the local contacts list or Enterprise or Group directories.

### Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, scroll to the following:
  - a. **Applications**, and press **Select**.
  - b. **Contacts**, and press **Select**.
3. For a contact in the local contacts, enter the name of the contact.  
The phone displays the contact according to your input.
4. For a contact in the Enterprise or Group directory, do the following:
  - a. Press **Search**.
  - b. Use the dial pad to enter the name, and press **Search** again.
5. **(Optional)** To add the contact to the local Contacts list, press **+Contacts**.

## 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**, scroll to the following:
  - a. **Applications**, and press **Select**.
  - b. **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**, scroll to the following:
  - a. **Applications**, and press **Select**.
  - b. **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**, scroll to the following:
  - a. **Applications**, and press **Select**.
  - b. **Contacts**, and press **Select**.
3. Press **More**.
4. Press **Groups**.
5. Press **New Group**.
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**, scroll to the following:
  - a. **Applications**, and press **Select**.
  - b. **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. Select the group, and press **+Members**.
7. Scroll to the contact you want to add, and press **Add**.
8. **(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 member added to your Contacts list group.

### Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main menu**, scroll to the following:
  - a. **Applications**, and press **Select**.
  - b. **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 only assign a ring tone to a contact that is saved in the Contacts list.

### Procedure

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

---

## Managing Conference calls

### Adding a person to an active call

#### About this task

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

#### Before you begin

Start a call.

#### Procedure

1. During a call, on the Phone screen, press **More > 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 number by using the dial pad.
  - Call the person from the Contacts list or the Recents list.
  - Redial the last dialed number by using the **Redial** softkey.

3. When the third participant answers the call, press the **Join** softkey.
4. To add another person, press **Add** and repeat Step 2 and 3.

## Adding a person on hold to a conference call

### Procedure

1. In the Phone screen, select your active call.
2. Press **Conf** or **Add** if you are already in a conference.
3. Select the call on hold that you want to add to the conference.
4. Press **Resume** to take the call off hold.
5. Press one of the following:
  - **Join**
  - **Conf**

## Putting a conference call on hold and resuming a call

### About this task

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

### Procedure

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

## Dropping the last participant from a conference call

### About this task

Use the following procedure to drop the last participant added to the conference call. Once you drop the last added participant, you cannot use the procedure to drop other participants. The phone plays an error tone if you try to use the drop method again. If you add another participant after dropping the last added participant, you can use the drop method again to drop this participant.

### Procedure

1. From the Phone screen, select your active conference call.
2. Press **Drop** when the conference is up.

The phone drops the last added person from the conference.

## Viewing the details for a conference

## About this task

Use this procedure to view details of the participants in a conference call.

### \* Note:

Depending on which server your extension is configured in, you might not see the details of a conference. If you are not able to view the details of a conference, contact your system administrator.

## Procedure

1. On the Phone screen, select your active call.
2. Press **Conf**.
3. Do one of the following:
  - Dial the telephone number.
  - Call the person from the Contacts list.
  - Call the person from the Recents list.
4. When the person answers, press **Join** or **OK** to add the person to the existing call.
5. Press **Add** and repeat these steps to add another person to the conference.
6. Press the **Details** button to access the details on the participants.

---

## Managing Call history

### Making a call from call history

#### Procedure

1. Press **Recents**.
2. Use the **Up** and **Down Arrow** keys to select the number that you want to call.
3. Press one of the following:
  - **Call**
  - **OK**

### Viewing call history details

#### About this task

You can view following details of each call:

- Incoming call icon
- Outgoing call icon
- Missed call icon
- Call type (incoming, outgoing, missed)

- Name
- Extension number
- Time
- Date
- Duration

### 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 the number that you want to view.
4. Press **Details**.

The phone displays the details of the selected call.

## Deleting a call record from call history

### 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 6: Advanced features

---

## Features

With the Feature screen, you can access advanced features. The administrator configures the features and call appearances on your phone.

However, you can also access advanced features in the Applications screen.

For models with LEDs, the LED next to the feature name indicates whether the feature is currently on or off. If the light is on, the feature is on.

---

## Accessing the Feature screen

### About this task

Use this procedure to gain access to the Feature screen.

### Procedure

1. Press **Main menu**, and scroll to **Features**.
2. Press one of the following:
  - **Select**
  - **OK**
3. Scroll to see the features that are configured for your extension.
  - The green LED next to the Feature button indicates if the feature is currently on or off.
  - The red LED next to the Feature button turns on while the feature label is displayed on the screen.

---

## SLA Mon™

SLA Mon™ technology is a patented Avaya technology embedded in Avaya products to facilitate advanced diagnostics. The phones support SLA Mon™ agent which works with Avaya Diagnostic

Server (ADS). SLA Mon™ server controls the SLA Mon™ agents to execute advanced diagnostic functions, such as:

- Endpoint Diagnostics
  - The ability to remotely control IP phones, to assist end users with IP phone configuration and troubleshooting.
  - The ability to remotely generate single and bulk test calls between IP phones.
  - The ability to remotely execute limited packet captures on IP phones to troubleshoot and diagnose IP phone network traffic.
- Network Monitoring
  - The ability to monitor multiple network segments for performance in terms of packet loss, jitter, and delay.
  - The ability to monitor hop-by-hop QoS markings for voice and video traffic.

---

## Retrieving a voice mail

### About this task

Use this procedure to listen to your voice mail messages. The **Message** button and the Message Wait Indicator at the upper right corner of the phone glows red to indicate that you have a voice mail.

### Before you begin

- Ensure that the system administrator configures the voice mail for your extension.
- Get the User ID and password of your voice mail from your system administrator.

### Procedure

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

---

## Automatic Callback

With the Automatic Callback feature, you receive a notification call to connect with the available extension number that was previously busy, unanswered, on another call, or out of coverage.

## Setting up Automatic Callback

### About this task

Use this procedure to get a notification call when your previously unanswered extension is available to connect. You must use this feature only when your call is unattended by the receiver.

### Before you begin

Ensure that the feature is activated by your administrator.



## Procedure

1. Press **Main menu**, and scroll to **Features**.
2. Press one of the following:
  - **Select**
  - **OK**
3. Scroll to **Automatic Callback**, and press **Select**.

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

---

## Call Parking

With the Call Parking feature, you can put an active call on hold and resume the call from any other phone in your organization. The administrator must activate this feature in your phone to park a call in your extension. You can dial your extension number from any other phone to retrieve the call.

### Parking a call

#### About this task

Use this procedure to park an active call on your phone extension.

#### Before you begin

Ensure that you are on a call.

#### Procedure

1. Press **Main Menu**.
2. Scroll to **Features**, and press **Select**.
3. Scroll to **Park Call**, and press one of the following:
  - **Select**
  - **OK**
  - Corresponding line button

### Unparking a call

#### About this task

Use this procedure to unpark the call from another phone.

#### Before you begin

Ensure that you have parked a call on your extension.

#### Procedure

1. Press **Main Menu**.

2. Scroll to **Features**, and press **Select**.
3. Scroll to **Unpark Call**, and press one of the following:
  - **Select**
  - **OK**
  - Corresponding line button
4. Enter your phone extension number.
5. Press **Select**.

---

## Call Forwarding

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 a stipulated time.

### Forwarding a call to another extension

#### About this task

Use this procedure to forward incoming calls to a specified number.

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

#### Before you begin

Ensure that the feature is activated by your administrator.

#### Procedure

1. Press **Main Menu**.
2. Scroll to **Features**, and press **Select**.
3. To enable Call Forward feature, scroll to one of the following options:
  - **Call Fwd**
  - **Call Forward-Busy**
  - **Call Forward-No Answer**
4. Press one of the following:
  - **Select**
  - **OK**
5. In the **Destination** field, enter the number where you want to forward the incoming calls.

6. Press one of the following:

- **Save**
- **OK**

The phone generates a confirmation tone and returns to the Features menu.

7. To disable any of the Call Forward feature, go to the respective screen and press one of the following:

- **Select**
- **OK**

---

## Call forwarding to your cell phone using EC500

### About this task

Use this procedure to receive an incoming call of your Avaya phone on your personal phone, when you are away from your desk.

### Before you begin

- Ensure that the feature is activated by your administrator.
- Ensure that you administrator sets your personal phone number as your destination number.

### Procedure

1. Press **Main menu**, and scroll to **Features**.
2. Press one of the following:
  - **Select**
  - **OK**
3. Scroll to **EC500**, and press one of the following:
  - **Select**
  - **OK**
  - Corresponding line button

---

## Extending a call to your cell phone

### About this task

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

### Before you begin

- Ensure that the feature is activated by the administrator.

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

### Procedure

1. Press **Main menu**, and scroll to **Features**.
2. Press one of the following:
  - **Select**
  - **OK**
3. Scroll to **Extend Call**, and press **Select**.
4. Press **OK**.

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

---

## Activating Send All Calls

### About this task

When Send All Calls (SAC) feature is on, your incoming calls go directly to a predefined coverage number, typically your voice mail. Incoming calls ring once at your extension and then go directly to a number which is set by your system administrator.

You can also turn **Send All Calls** on or off by using the phone Features list.

### **Note:**

Do not enable the SAC feature in case you selected the cover all option for the coverage path. Enabling both features at the same time can cause duplicate entries in the call log.

### Procedure

1. Navigate to the Features screen.
2. Scroll to choose **Send All Calls**.
3. Press **Select** or **OK** or the corresponding line button to activate the feature.

---

## Blocking your extension from displaying during calls

### About this task

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

### Procedure

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

3. Enter the extension number you do not want the called party to see.
4. Press **Enter** or **OK** to start calling party number blocking.

---

## Displaying your extension on outgoing calls

### About this task

If you used the Calling Party Number (CPN) Block feature to block displaying your extension on the calls you make, you can change it back using CPN Unblock. CPN Unblock allows parties you call see your extension.

### Procedure

1. From the Phone screen, access the Features screen.
2. Select **CPN Unblock**.
3. Enter your extension number.
4. Press **Enter** or **OK** to stop calling party number blocking.

---

## Tracing a malicious call

### About this task

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

### Procedure

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

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

#### **Important:**

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

## Activating the screen saver

### Procedure


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

## Making a call using URI dialing

### Before you begin

- Ensure that you have the URI of the extension number.
- Ensure that the Edit dialing feature is enabled in your phone.

### Procedure

1. Enter the number that you want to call.  
Press the **ABC**, **abc**, or **123** softkey to change between the input methods.  
 **Note:**  
Press the **Bksp** softkey to delete the characters you have entered.
  2. Enter the complete URI that you want to call.
  3. Press the **Call** softkey to make the call.
- 

## 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**.  
The phone displays the Enter transfer destination screen.

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 first call is placed on hold, and 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 an unattended transfer

### About this task

Use this procedure to transfer an active call without establishing a call with the call-transfer recipient.

### Procedure

1. While on a 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.
  - If the recipient's call is on hold, press **Held call**.
  - Call the person from the Contacts or Recents.

The first call is put on hold, and the recipient's phone starts ringing.
3. Press **Complete**.

The phone transfers the call to the selected number.

## Making a blind transfer

### About this task

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 **Contacts** or **Recents**.
3. To initiate a blind transfer, press **Now**.  
The call-transfer is complete.

---

## Precedence call

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

- FO: Flash Override. Highest precedence.
- FL: Flash.
- IM: Immediate.
- PR: Priority.
- Routine: Lowest precedence. **Routine** is highlighted on the call session line if no call is made within five minutes.

## Making a precedence call by using Main menu

### Procedure

1. Press **Main menu**.
2. Scroll to **Applications**, and press **Select**.
3. Select **Call Priority**.
4. In the Precedence Selection screen, select the priority level.
5. Enter the extension from one of the following:
  - **Contacts**
  - **Recents**
  - Dial extension from dialpad

## Making a precedence call by using dial plan configuration

### About this task

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

### Before you begin

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

### Procedure

1. Lift the handset or press one of the following:
  - **Speaker**



- **Headset**
  - Corresponding line button
2. Dial the FAC followed by the extension number.

---

## Presence

With the Presence feature, you can monitor the status of your contacts in real time. The administrator must activate this feature to display presence information on your phone screen.

### Viewing the Presence status of your contacts

#### Before you begin

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

#### Procedure

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

The phone displays the corresponding presence icon of the contact.

# Chapter 7: Customization

---

## Phone

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### 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 **Change** to select one of the following options:
  - **Manual**: Press the **Call** softkey to start a call.
  - **Auto**: The dialed digits must match the dialplan 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 **Display call timers**.
5. Press **Change** 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 **Change** to select one of the following:
  - **Default**
  - **Long**
  - **Longest**
  - **Off**
  - **Short**
6. Press **Save**.

---

## Assigning speed dial entries

### About this task

Use this procedure to assign speed dial numbers to your contacts. You can assign up to nine speed dial numbers to the phone numbers in your Contacts list.

### Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Phone**, and press **Select**.
4. Scroll to **Assign speed dial entries**, and press **Select**.
5. Scroll to an unassigned dial entry that you want to use for assigning a contact.
6. Press **Contacts**.

The phone displays the Contacts list.
7. Scroll to a suitable contact, and press **Select**.

The phone updates the speed dial entries.

8. Press one of the following:
  - **Replace**: To assign a contact to an assigned entry.
  - **Clear**: To remove a contact from the entry.
9. 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.

### 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 **Change** 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 one of the following:
  - **Save**
  - **OK**

---

## Visual alerting

The beacon LED works in the following manner to indicate incoming calls and messages:

- If there is an incoming call, the beacon LED blinks.
- If there are new voice mail messages, the beacon LED is lit continuously.
- If the speaker is on during an active call and there are new voice mail messages, the beacon LED turns off every 15 seconds.

### **Note:**

- If the call is on hold, the beacon LED stops flashing.

## Setting visual alerting

### About this task

Use this procedure to set visual alerting for an incoming call and message.

### 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 **Visual alerting**.
5. Press **Change** to activate or deactivate visual alerting.
6. Press **Save**.

---

## Setting call pickup indication

### About this task

Use this procedure to set call pickup indication for a call answered on behalf of your pickup group member.

### Before you begin

Ensure that the system administrator configured the Call Pickup feature on your phone.

### Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Phone**, and press **Select**.
4. Scroll to **Call pickup indication**.
5. Press **Change** to select one of the following:
  - **Audible**
  - **Visual**
  - **Both**
  - **None**
6. Press **Save**.

---

# Applications

---

## Enabling the Away timer

### Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Applications**, and press **Select**.
4. Scroll to **Presence Integration**, and press **Select**.
5. Scroll to **Away timer**, and press **Change** to turn on the timer.
6. Use the **Down Arrow** key to go to the **Away timer value**.
7. Enter the time in seconds.  
You can enter any value from 0 to 999.
8. Press **Save**.

---

## 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 **Change** to toggle call history to on and off.
6. Press **Save**.

---

## Enabling SAC when DND is active

### About this task

When your presence status is set to **Do Not Disturb**, use this procedure to enable the **Send All Calls** (SAC) feature to redirect calls.

### Before you begin

Ensure that the Send All Calls feature is activated by your administrator.

## Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Applications**, and press **Select**.
4. Scroll to **Presence Integration**, and press **Select**.
5. Scroll to **DND invokes SAC**.
6. Press **Change**, and set the value to **Yes**.
7. 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**, 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 AGC on or off.
6. Press **Change** to turn AGC 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 **Change** to select one of the following options:
  - **Headset**
  - **Speaker**
5. Press **Save**.

---

## Enabling and disabling Bluetooth

### About this task

You can use Bluetooth enabled devices with your phone.

### Before you begin

- Ensure the Bluetooth module is installed in your phone.

### Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll down to **Bluetooth**, and press **Select**.
4. Scroll to **Bluetooth headset**, and press one of the following:
  - **Change**: To enable or disable Bluetooth.
  - **Right Arrow** key: To enable Bluetooth.
  - **Left Arrow** key: To disable Bluetooth.

---

## Pairing a Bluetooth enabled headset with your phone

### About this task

You can pair a maximum of 10 Bluetooth enabled headsets with the phone, but you can use only one headset at a time. The phone displays the list of available devices and paired devices.

### Before you begin

- Ensure the Bluetooth module is installed in your phone.
- Ensure that the feature is activated by the administrator.
- Ensure your Bluetooth headset is in pairing mode.

### Procedure

1. Press **Main menu**.
2. Scroll down to **Bluetooth**, and press **Select**.
3. Scroll to **Devices**, and press **Select**.



The phone scans and displays the list of bluetooth enabled devices.

4. To scan devices, press **Scan**.
5. To pair a device, scroll to the headset, and press **Connect**.
6. To unpair and disconnect a paired headset, under Paired devices, press **Unpair > Disconct** .

---

## Turning button clicks on and off

### Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Audio**, and press **Select**.
4. Use the **Down Arrow** key to go to the Button Clicks screen.
5. Press **Change** 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**, and press **Select**.
4. Use the **Down Arrow** key to go to the Error Tones screen.
5. Press **Change** to turn error tones on or off.
6. Press **Save**.

---

## Enabling wireless headset bidirectional signaling

### Before you begin

Check if the headset supports EHS signaling.

**\* Note:**

**Headset Signaling** setting is used to configure only DECT headsets and cannot be applied to Bluetooth headsets.

### Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Audio**, and press **Select**.
4. Scroll down to **Headset Signaling**, and press **Select**.
5. Press **Change** to select one of the following options:
  - **Disabled**: Disables signaling from the phone to the headset.
  - **Switchhook 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.
  - **Switchhook 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**, 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 headset profile

### About this task

Use the procedure to select the headset profile that best matches the acoustic properties of the headset.

### Procedure

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

Headset Profile	Description
Profile 1	Default
Profile 2	<ul style="list-style-type: none"> <li>• Plantronics: SupraPlus® Wideband HW251N/ HW261N (HIS)</li> <li>• Sennheiser: SH 330/SH 350, CC 510/CC 550 (CAVA-31)</li> </ul>
Profile 3	<ul style="list-style-type: none"> <li>• Plantronics: EncorePro® HW291N/HW301N (HIS)</li> <li>• Sennheiser: Circle™ SC 230/260 (CAVA-31)</li> </ul>
Profile 4	<ul style="list-style-type: none"> <li>• Jabra: BIZ™ 2400 (GN1216)</li> <li>• Sennheiser: Century™ SC 630/660 (CAVA-31)</li> <li>• VXI: CC Pro™ 4010V DC, CC Pro™ 4021V DC (OmniCord-V)</li> </ul>
Profile 5	Jabra: GN2000 (GN1216)

---

## 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**, 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**.

---

## Setting a personalized ring tone

### About this task

Use this procedure to set a ring tone for different uses.

### 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 options:
  - **Primary**
6. Press one of the following:
  - **Select**
  - **OK**
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 the new image.
6. To preview the image, press **Preview** and then **Back**.
7. Press **Save**.

---

## Setting 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 **Screen saver time**, 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 **Change**.
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 **Backsp**.
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.
7. Press **Save**.

---

## 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.

---

## Adjusting phone screen width

### Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Display**, and press **Select**.
4. Scroll to **Phone screen width**.
5. Press **Change** to select of the following options:
  - **Full**
  - **Half**
6. Press **Save**.

---

## Setting the Date Format

### Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Display**, and press **Select**.
4. 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 **Change** to select one of the options.

6. Press **Save**.

---

## Setting the Time 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 Time Format screen.
5. Press **Change** to select one of the following options:
  - **Time Format 24 Hour**
  - **Time Format 12 Hour**
6. Press **Save**.

---

## Setting the time zone

### About this task

Use this procedure to set the current time of the phone.

### Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Display**, and press **Select**.
4. Select **Time Zone**.

The phone displays the following:

  - **My time**
  - **Time zone**
5. Select **My time** to set the required time, and do one of the following:
  - Use the **Left Arrow** and **Right Arrow** key.
  - Press - or + softkey.
6. Select **Time zone** to change the current time zone, and do one of the following:
  - Use the **Left Arrow** and **Right Arrow** key.
  - Press - or + softkey.
7. 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**.

---

## Recording audio parameters

### About this task

Use this procedure to record audio parameters information in your phone.

 **Note:**

The saved audio parameters information is used for audio debugging.

### Procedure

1. Press **Main menu**.
2. Scroll to **Network information**, and press **Select**.
3. Scroll to **Audio parameters**, and press **Select**.
4. Press **Record** softkey.
5. To stop the recording, press **Stop** softkey.

# Chapter 8: Troubleshooting

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## Limited access during failover

One or more telephone system servers provide your phone with its connectivity, features, and functionality. If a disconnect or switch from one server to another occurs, your phone goes into "failover" mode to keep it operating while alternate server resources are established. Depending on the server your phone is on, an icon may appear on the top display line to notify you that failover is in effect.

Failover has different stages. For example, while your phone transitions to a new server it is in "limbo" and functionality may be limited. Then 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 softkeys at the bottom of the display to determine the actions you can take during failover; also try 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, that call will remain active. You cannot initiate new calls while your phone transitions to the alternate server.
- Certain softkeys 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 may not reach you; such calls may go to voice mail.
- Emergency calls may or may 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 may still be available if the voice mail server to which calls are being sent is not in failover.
- Transitions back to the normal server will restore all original functionality.

# Chapter 9: Resources

## Documentation

See the following related documents at <http://support.avaya.com>.

Title	Use this document to:	Audience
Overview		
<i>Avaya Aura® Session Manager Overview and Specification</i>	See characteristics and capabilities, including feature descriptions, interoperability, performance specifications, security and licensing requirements of the Avaya Aura® Session Manager.	For people who want to gain a high-level understanding of the Avaya Aura® Session Manager features, functions, capacities, and limitations.
<i>Avaya IP Office™ Platform Feature Description</i>	See information about the feature descriptions.	For people who perform system administration tasks.
<i>Avaya IP Office™ Platform Solution Description</i>	See information about how the products and services that interoperate with this solution.	For people who want to gain a high-level understanding of the IP Office features, functions, capacities, and limitations.
Implementing		
<i>Deploying Avaya Aura® Session Manager</i>	See the installation procedures and initial administration information for Avaya Aura® Session Manager.	For people who install, configure, and verify Avaya Aura® Session Manager on Avaya Aura® System Platform.
<i>Upgrading Avaya Aura® Session Manager</i>	See upgrading checklists and procedures.	For people who perform upgrades of Avaya Aura® Session Manager.
<i>Deploying Avaya Aura® System Manager on System Platform</i>	See the installation procedures and initial administration information for Avaya Aura® System Manager.	For people who install, configure, and verify Avaya Aura®

*Table continues...*

Title	Use this document to:	Audience
		System Manager on Avaya Aura® System Platform at a customer site.
<i>Avaya IP Office™ Platform SIP Telephone Installation Notes</i>	See the installation procedures and initial administration information for IP Office SIP telephone devices.	For people who install, configure and verify SIP telephone devices on IP Office.
<b>Administering</b>		
<i>Administering Avaya Aura® Session Manager</i>	See information about how to perform Avaya Aura® Session Manager administration tasks including how to use management tools, how to manage data and security, an how to perform periodic maintenance tasks.	For people who perform Avaya Aura® Session Manager system administration tasks.
<i>Administering Avaya Aura® System Manager</i>	See information about how to perform Avaya Aura® System Manager administration tasks including how to use management tools, how to manage data and security, an how to perform periodic maintenance tasks.	For people who perform Avaya Aura® System Manager administration tasks.
<i>Administering Avaya IP Office™ Platform with Manager</i>	See information about short code configurations for the feature list	For people who need to access IP Office features using short codes.
<i>Administering Avaya IP Office™ Platform with Web Manager</i>	See information about IP Office Web Manager administration tasks including how to use the management tool, how to manage data and security, and how to perform maintenance tasks.	For people who perform IP Office Web Manager administration tasks.
<b>Maintaining</b>		
<i>Maintaining Avaya Aura® Session Manager</i>	See information about the maintenance tasks for Avaya Aura® Session Manager.	For people who maintain Avaya Aura® Session Manager.
<i>Troubleshooting Avaya Aura® Session Manager</i>	See information for troubleshooting Avaya Aura® Session Manager, resolving alarms, replacing hardware, and alarm codes and event ID descriptions.	For people who troubleshoot Avaya Aura® Session Manager.
<i>Using Avaya IP Office™ Platform System Status Application</i>	See information about the maintenance tasks for System Status Application.	For people who maintain System Status Application.
<i>Using Avaya IP Office™ Platform System Monitor</i>	See information about the maintenance tasks for SysMonitor.	For people who maintain SysMonitor.

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## 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 an appropriate release number.
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 displays the documents only from the selected category.

7. Click **Enter**.

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## Avaya Documentation Portal navigation

Customer documentation for some programs is now available on the Avaya Documentation Portal at <https://documentation.avaya.com/>.

### Important:


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

Using the Avaya Documentation Portal, you can:

- Search for content in one of the following ways:
  - Type a keyword in the **Search** field.
  - Type a keyword in **Search**, and click **Filters** to search for content by product, release, and document type.
  - Select a product or solution and then select the appropriate document from the list.
- Find a document from the **Publications** menu.
- 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 **My Content > My Docs** menu, and do any of the following:

- Create, rename, and delete a collection.

- Add content 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 content that others have shared with you.
  - Add yourself as a watcher by using the **Watch** icon ().
- Navigate to the **My Content > Watch list** menu, and do the following:
- Set how frequently you want to be notified, starting from every day to every 60 days.
  - 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 portal.
- Share a section on social media platforms, such as Facebook, LinkedIn, Twitter, and Google +.
  - Send feedback on a section and rate the content.

 **Note:**

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

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## 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.

### Procedure

- 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` to see a list of the available videos.
  - In **Search**, type the product name. On the Search Results page, select **Video** in the **Content Type** column on the left.
- To find the Avaya Mentor videos on YouTube, go to [www.youtube.com/AvayaMentor](http://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.

## Resources

- Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the website.

 **Note:**

Videos are not available for all products.

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## Support

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



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