AVAYA

Quick Reference for Avaya J189 SIP IP Phone in Open SIP

Release 4.0.10
Issue 1
July 2021
© 2020-2021, Avaya Inc.
All Rights Reserved.

General phone icons

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

Icon	Description
	Microphone is muted.
	Missed call on your phone. You can see this icon in the Recents application.
	Incoming call indicates you have answered this call. You can see this icon in the Recents application.
	Outgoing call indicates you have made this call. You can see this icon in the Recents application.
	Bridged call indicates this line is used for a call on another phone.
	Incoming call is alerting.
	Outgoing call indicates you have made this call.
	Call is active.
	Call is on hold.
	Call is on hold during a conference or transfer call setup.
	Conference is active.

Table continues…

Icon	Description
	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.
	Indicates that the phone is not connected to the SIP proxy server and operating in Failover mode. Some features might not be available or work incorrectly. If the appearance line displays this icon, it indicates that the phone has encountered a failure and preserved the media session until the user hangs up. This icon can also indicate that the phone is connected to the call server but the features are not available.
	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.
	The Limit Number of Concurrent Calls (LNCC) feature is on.
	Indicates that the SLA Mon™ agent has taken control of the phone.
	Indicates that the call is recorded for SLA Mon™.
	Indicates that the audio alert for incoming calls is off.
	Guest Login feature.
	Indicates the Bluetooth feature is on.
	Indicates that you have missed a call. The number in the icon

Table continues…

Icon	Description
	indicates the number of missed calls. In the example icon, it is nine missed calls.
	Indicates that you have missed a call. The + in the icon indicates that the number of missed calls is more than 9.
	Autodialing feature.
	Toll call.
	Toll free call.

Getting started

Secondary display

The secondary display of the phone provides additional call appearances and feature or application display.

It has six lines of four-page display that provides 24 additional lines for incoming calls, outgoing calls, auto-dialing, and calling features. It displays the dedicated view for keys 25-48. You can switch between the pages using the left and right keys.

Entering the provisioning details

You can enter the provisioning server address on the phones when the phone displays the Enter provisioning details screen.

Obtain the provisioning server address from the system administrator.

1. When you boot the phone for the first time, the Auto Provisioning screen displays `Do you want to activate Auto Provisioning now?`, press one of the following:

   • **Yes**: To connect to the Device Enrollment Services server to obtain the provisioning server address and ignore the provisioning server address from the DHCP.

   • **No**: To obtain the provisioning server address from the DHCP server.

   In case of a time out, and the DHCP does not provide the provisioning server address, the phone selects **Yes**.

   If the connection to Device Enrollment Services is successful, and the phone receives the provisioning

server address, the phone continues to boot and not prompt you for the provisioning server address.

If the connection to Device Enrollment Services is successful, and the phone does not receive the provisioning server address from Device Enrollment Services, the phone prompts you for a Numeric Enrollment code. Contact your administrator for a numeric enrollment code. When you enter the valid numeric enrollment code, the phone continues to boot and not prompt you for the provisioning server address.

If you do not have a numeric enrollment code, press **Cancel**. The phone continues to boot using the DHCP.

The phone displays the `Starting` message. If the phone does not receive the provisioning server address from the Device Enrollment Services or the DHCP server, the phone displays the Enter provisioning details screen.

2. On Enter provisioning details screen, press one of the following:
   - **Config**: To enter the provisioning server address.
   - **Never**: To never prompt for the provisioning server address.
   - **Cancel**: To cancel the prompt and display the Login screen.

3. After you have pressed **Config**, enter the provisioning server address in the **Address** field.

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

   ➕ **Tip:**

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

   To enter the forward slash symbol (/) in the field, press the / soft key.

4. **(Optional)** Enter the **Group** number.

   Obtain the Group number from your system administrator. The value ranges from 0 to 999. If you do not enter a value, the phone uses the default value of 0.

5. Press **Save**.

   The phone continues the boot process and connects to the provisioning server.

Logging in to your phone

Your extension and password are provided by your administrator.

1. On the Login screen in the **Username** field, type your extension.
2. Press **Enter**.
3. In the **Password** field, type your password.
4. Press **Enter**.

Related links

Logging out of your phone

Use this procedure to log out of your extension.

1. Press the **Main menu**.
2. Scroll to **Applications** and press **Select**.
3. Scroll to **Log out**, and press **Select**.
4. In the confirmation window, press **Log out**.

Related links

Logging in to your phone

Your extension and password are provided by your administrator.

1. On the Login screen in the **Username** field, type your extension.
2. Press **Enter**.
3. In the **Password** field, type your password.
4. Press **Enter**.

Related links

Locking your phone

You can lock your phone to prevent unauthorized use of the phone when you are away. Locking your phone does not log you out, you can still receive all calls and make calls to emergency numbers.

To lock the phone, press **Main menu**, and select **Applications** > **Lock**.

Operations

Making a call by using the manual dial mode

In a manual dial mode, you can edit the dialed input and initiate a call using the current dialed string. When you initiate a call, there is no dial tone, and no time out for completing the dialed string.

- Do one of the following:
  - Lift the handset.
  - Press **Speaker**.
  - Press **Headset**.
- Dial the number, and press the **Call** soft key or **OK** button.

  Or

- Just dial the number, and press the **Call** soft key or **OK** button.

  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.

Making a call by using speed dial

Ensure you have speed dial numbers assigned to your contacts.

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

Making an emergency call

Ensure that the **Emerg** soft key is assigned by your administrator.

Do one of the following:
- On the Phone screen, press the **Emerg** soft key, and again press **Emerg** when the phone prompts you for confirmation.
- Dial the emergency number by using the dial pad.

Declining a call

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

This feature is available on BroadSoft, and Asterisk environments. You can also decline a call for the following active features:

- Shared call appearance
- BroadWorks Anywhere
- BroadWorks Mobility

Ensure that the administrator activates the feature. Contact your administrator for details.

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

The call is declined. Depending on your Call decline policy, the caller receives one of the following alert:

- An audio message alert
- A busy tone alert

Setting LDAP Directory as the contact search source

You can select an LDAP directory as your contact search source to enable searching from the **Contacts** application. This selection disables other available search sources for the **Contacts** application.

Ensure that the administrator activates the feature. Contact your administrator for details.

1. Press **Contacts**.
2. (Optional) To navigate through **Main menu**, do the following:
   a. Scroll to **Applications** and press **Select**.
   b. Scroll to **Contacts** and press **Select**.
3. To select LDAP Directory as a source for contact search, press **Search** > **More** > **Sources**.
4. Scroll to **LDAP contacts**, and press **Toggle**.

   LDAP Directory is now your contact search source. Other sources are disabled. The phone displays the following message: LDAP selected — other search sources disabled.
5. Press **Save**.

Searching LDAP contacts

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

Set LDAP directory as the contacts search source.

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

   The phone displays the list of up to 1000 LDAP contacts. You can use **Up** and **Down** line keys to scroll through the list. If the phone cannot retrieve the contacts from a LDAP server, the phone displays the following message:

   No contacts in the group.

4. Press **Search**.
5. Scroll to the **Search type** option and toggle between **Starts with** and **Contains**.

   When you select **Starts with**, the phone returns only the matches that have your query at the start. When you select **Contains**, the phone returns all matches that contain your query.
6. Use the dial pad to enter multiple keywords, separated by a blank space or a comma, into the **Search** field, and press **Search**.

   The phone displays the list of matches. If no matches are found in the LDAP directory, the phone displays the following message: No match found.

   If more than 20 matches are found in the LDAP directory, the phone displays the following message: We found too many matches. Select from the list or press Back to refine your search.
7. (Optional) Press **Details** to view contact information for a selected match.
8. (Optional) Press **+Contact** from the **Details** view to add an LDAP contact to the list of your local contacts.
9. (Optional) Press **Combine** from the **Details** view to select an existing local contact and merge it with the selected LDAP contact.

Advanced features

Avaya Spaces Calendar integration

Avaya Spaces is a cloud-based team collaboration and meeting application. You can use it for instant messaging, voice and video communication, track communications, and manage tasks. For more information about Avaya Spaces, see [Avaya Spaces/user manual](#).

With the Avaya Spaces Calendar integration feature, you can press the Call soft key on the calendar appointment of your phone and join a meeting hosted on Avaya Spaces. The phone dials into the meeting phone number and enters the Space ID and Space password automatically without any further user input.

The Avaya Spaces Calendar integration feature is optimized to work when meeting organizers use the Avaya Spaces Outlook plugin. For more information about the Outlook plugin, see the Microsoft Outlook Add-on section of the Avaya Spaces user guide.

Joining an Avaya Spaces meeting through a direct dial-in phone number

You can use a direct dial-in phone number to connect to the Avaya Spaces audio-only meeting. If you choose to join the meeting through the direct number, enable the Prompt direct number feature. The phone displays the direct numbers from the meeting invitation. Choose the direct number of your country. If your country is not listed, you can select the direct phone number of the country that is most appropriate to your location. The phone dials in the number and enters the Space ID and optional password to join the meeting.

Ensure that your administrator enables the Avaya Spaces feature and the option to select a direct number.

Enable the Prompt direct number option.

1. Press the **Main menu**.
2. Scroll to **Applications** and press **Select**.
3. Scroll to **Calendar** and press **Select**.

   The phone displays the appointments in the start-time order.
4. To scroll from one appointment to another, press one of the following:
   - The **Up Arrow** key.
   - The **Down Arrow** key.
5. Select an Avaya Spaces calendar event, and press **Call**.
6. In the Country > Select direct number screen, press one of the following:
   - **Select**: To call the direct number available for the selected country.

     The phone dials in the number and enters the Space ID and optional password to join the meeting.
   - **Country**: To select the direct number of a different country. The Direct numbers > Select Country screen displays a list of countries for selection.
   - **Details**: To view the details of the selected direct number. The Direct number > Details screen displays the information.

Preventing duplicate audio streams on Avaya Spaces application

For a smooth audio experience, prevent duplicate audio streams. You can establish an audio session to Avaya Spaces using Avaya J100 Series IP Phones and use the Avaya Spaces application on your computer to view the

presentation. To prevent duplicate audio session on your Avaya Spaces application, use this procedure.

1. Log on to Avaya Spaces application on your computer.
2. On application screen, click on the display name.
3. Select **User Preferences** option.
4. On the left panel, select **Meeting defaults**.
5. Toggle to enable **Show preview when joining**.
6. Join a meeting on spaces from your computer.
7. On the Preview screen, click **Other join options** > **Join By Phone**.
8. On the Join Presentation Mode, follow the screen instructions.

   You join the Avaya Spaces meeting as a view-only participant on your computer without using an audio and video session.

   The audio session is established on your phone.

Busy Lamp Field

With the Busy Lamp Field (BLF) feature, you can monitor the call status of other phones connected to the same network.

> **Important:**
>
> BLF lines are not call appearance lines and cannot be used to make calls.

In the Broadsoft environment, you can add a BLF user from the Phone screen.

In the Asterisk environment, the system administrator adds the new BLF user.

Depending on the configuration, you can use BLF 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 BLF user in an idle state.
- View outgoing call status.
- Barge-in on an active call.
- Unpark a call in the Broadsoft environment.

The administrator configures the action of the BLF line key. Depending on the configuration, when you press the BLF 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.

Adding a Broadsoft BLF user

In the Broadsoft environment, you can add a new BLF monitored user by the common customization process of adding a new line key on the Phone screen.

> **Note:**
>
> To add a BLF user in the Asterisk environment, contact your system administrator.

Ensure that your administrator enables the BLF feature for your extension.

1. On the Phone screen, navigate to an empty line, and press **Custom**.

   Depending on the way your administrator configures your phone, the phone adds a new BLF user to the first available line or to the selected line.
2. Press **Add** > **More**.
3. Press **BLF**.
4. **(Optional)** If there are many user names, press **Search**.
5. **(Optional)** Enter the search criteria in one or both the search fields:
   - **First name**
   - **Last name**
6. Press **Search**.
7. Navigate to the name of the required user, and press **Select**.

BLF call operations

Making a call to a monitored user

Ensure that the status of the monitored user is 🔴 idle.

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

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

Picking up an incoming call

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

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

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

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

Barging in on an active call

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

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

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

Unparking a call

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.

Ensure that the administrator has activated the Call Retrieve feature.

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

BroadWorks Anywhere

With the BroadWorks Anywhere feature, you can make and receive calls using any phone from any location. You can use this feature to:

- Configure other phones to work in conjunction with your business phone.
- Make calls from phones using your BroadWorks business phone number as the Calling Line ID.
- Move calls across phones.
- Specify phones on which you can attend calls.

> **Note:**
>
> To activate the feature, contact your system administrator or go to the BroadSoft web interface yourself to activate the feature. See https://www.broadsoft.com/ for more information.

Enabling and disabling BroadWorks Anywhere

1. Press ☰ **Main menu**.

2. Scroll to ▦ **Features**, and press **Select**.
3. Scroll to **BroadWorks Anywhere**, and press one of the following:
    - **Enable**: To enable the feature.
      The green LED light turns on if one location is configured, else the user is redirected to the feature configuration to perform one of the following:
        - Press **Add**: To add a location.
        - Press **Delete**: To delete a location.
        - Press **Edit**: To modify a location.
        - Press **Toggle**: To enable or disable a location.
      🟢 **Note:**
        The **BroadWorks Anywhere** feature is enabled only if a location is enabled.
    - **Disable**: To disable the feature.
      The red LED light turns on, indicating that the feature is available, but inactive.
4. **(Optional)** To enable or disable **BroadWorks Anywhere** feature, press the corresponding line key.

Configuring BroadWorks Anywhere locations

A location is a phone number that you can use with your primary business number. Use this procedure to configure locations for the BroadWorks Anywhere feature.

1. Press the ▭ **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to ▦ **Features**, and press **Select**.
4. Scroll to **BroadWorks Anywhere**.
5. Scroll to **Locations**, and press **Select**.
6. Press **Add**, and configure the following:
    - **Phone number**: The phone number that you want to use for BroadWorks Anywhere.
    - **Description**: A brief description about the phone number.
    - **Alternate phone number**: The alternate phone number that you want to use for BroadWorks Anywhere.
    - **BroadWorks call control**: The BroadWorks server controls the call. Press **Toggle** to enable the server-based call control.
    - **Use diversion inhibitor**: To prevent call redirection for unanswered calls.
    - **Answer confirmation required**: A confirmation digit is required to prevent redirection of incoming call to non BroadWorks device.

7. Press **Save**.
   The phone number is added as a location.
8. To cancel the changes and go back to the previous menu, press **Cancel**.

Changing location details

Use this procedure to change saved location details.

1. Press the ▭ **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to ▦ **Features**, and press **Select**.
4. Scroll to **BroadWorks Anywhere**, and press **Select**.
5. Scroll to **Locations**, and press **Select**.
6. Press **Edit**.
   The Location Edit screen displays the configured locations.
7. Change the following:
    - **Description**: To change the description, press **Backspace** and then edit the description.
    - **BroadWorks call control**: Press **Toggle** to enable or disable the BroadWorks call control server.
    - **Use diversion inhibitor**: Press **Toggle** to enable or disable this field.
    - **Answer confirmation required**: Press **Toggle** to enable or disable this field.
8. Press **Save**.

BroadWorks Mobility

With the BroadWorks Mobility feature, you can use your personal mobile device in conjunction with your desk IP phone. You can make calls from your personal mobile using a BroadWorks business number as the calling ID.

Limitations

The following are the limitations of the BroadWorks Mobility feature:

- Only an administrator can enable or disable the Mobility feature.
- Only an administrator can add the mobile numbers for the Mobility feature.

🟢 **Note:**

To activate the feature, contact your system administrator or go to the BroadSoft web interface to activate the feature. See https://www.broadsoft.com/ for more information.

Enabling and disabling BroadWorks Mobility alerting

1. Press ▭ **Main menu**.
2. Scroll to ▦ **Features**, and press **Select**.
3. Scroll to **BroadWorks Mobility**, and press one of the following:
    - **Enable**: To enable the feature.
      The green LED light turns on, indicating that some or all configured mobile alerting are enabled.
    - **Disable**: To disable the feature.
      The red LED light turns on, indicating that all configured mobile alerting are disabled.
    🟢 **Note:**
       If the LED does not light, contact your administrator.

Configuring BroadWorks Mobility

Use this procedure to configure the mobile device you want to use in conjunction with your office phone.

Ensure your administrator has enabled the BroadWorks Mobility feature for your extension.

1. Press ▭ **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to ▦ **Features**, and press **Select**.
4. Scroll to **BroadWorks Mobility**, and press one of the following:
5. Scroll to **Mobile identity alerting**, and press **Select**.
6. Do the following:
    - Press **Toggle** for the required mobility numbers.
    - Press **Back** to go back to the previous menu.
7. Scroll to **Profile identity alerting**.
8. Configure the following fields:
    - **Device to ring**
    - **Include shared call appearance**
    - **Include BroadWorks Anywhere**
    - **Include executive assistant**
    - **Mobile identities alerted**

Flexible Seating

If configured by the system administrator, you can log in from another agent's phone to your extension and have your primary phone settings there.

The phone used for guest login is called a host phone. If the system administrator activated the Flexible Seating feature on the host phone, you can log in to your primary phone extension from its Features menu.

The top bar of the host phone displays the Host or the Guest icon depending on the guest status.

⊛ **Note:**

This feature is available in BroadSoft environment.

Logging in to your primary phone extension from the host phone

Use this procedure to access your primary phone features from another phone. After logging in, the host phone is reconfigured with your primary phone settings.

If you want to use your primary phone again, you must log out of your primary phone extension on the host phone or turn off the host phone.

Ensure the following:
- The system administrator has auto-provisioned the host phone with the Flexible Seating Host account.
- The system administrator has activated Flexible Seating for the host phone.
- You have turned off your primary phone.

1. Press **Main menu**.
2. Scroll to **Applications**, and press **Select**.
3. Scroll to **Guest login**, and press **Select**.
4. On the Guest login screen, in the **Username** field, type your phone extension.
5. Press **Enter**.
6. In the **Password** field, type your password.
7. Press **Enter**.

   The phone displays the `Guest login is in progress` notification. After logging in, you are directed to the Phone screen of your primary phone.

Logging out of your primary phone extension using a host phone

You must log out of your primary phone extension on the host phone or turn off the host phone if you want to resume using your primary phone.

1. Press **Main menu**.
2. Scroll to **Applications**, and press **Select**.
3. Scroll to **Guest logout**, and press **Select**.

   The phone displays the `Guest logout in progress` notification and rolls back to the host settings.

Shared call appearance

With the Shared Call Appearance (SCA) feature, your primary extension can be private or shared. Up to ten 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.
- Barge into a call on another phone with the same shared extension.
- Put local calls on private hold to block others from barging into the call.

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

⊛ **Note:**

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

To activate the feature, contact your system administrator or go to the BroadSoft web interface yourself to activate the feature. See https://www.broadsoft.com/ for more information.

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.

Joining a call in a shared line

Join a call that is active on another phone on an extension which you are sharing. These calls are identified by the In-use icon 📞

Ensure that you are assigned a shared extension.

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

Putting a call on private hold and resuming a call

If you are on call using a shared extension, use this procedure to put your call on private hold. Putting a call on private hold prevents any other phone with the same shared extension from barging into the call while it is on hold. The private hold feature can be useful when transferring a call or preparing to create a conference call.

A unique icon 🙂 indicates a call on private hold on another phone on the same shared extension. When a call is on private hold on another phone, the Barge-in softkey is not available and the green LED does not blink.

Ensure that you are assigned a shared extension.

1. Scroll to the shared line.
2. During a call, press **More**.
3. Press **Priv Hold**.

To retrieve a call held privately on a shared extension, press **Resume** or the corresponding line key beside the held call.

Shared Parking

You can park an active call to a Shared Parking room from which other agents can retrieve it to talk to the caller. The Phone screen displays the shared room as a BLF line. The line icons reflect the current status of the shared room: idle or busy.

You can move a Shared Parking line occupied by the room and change its label from the Phone keys customization menu.

To monitor the shared room, you must have the Shared Parking feature configured on the phone. Contact your system administrator for more details.

Shared Parking icons and indication

The following table shows the Shared Parking icons for Avaya J189 IP Phone and button modules depending on the shared room state. The icons are identical to the corresponding Idle and Parked call BLF icons. In addition to visual indication, the phone plays an audio alert in the same way as for a BLF line when it has a parked call.

Shared room state	Phone and Avaya J100 Expansion Module icons	Red LED for the line key	Green LED for the line key
Idle		Off	Off
Busy		Off	Blink

Parking a call to a shared room

You might need to park an active call to the shared room so that other agents having access to that room can resume it.

- Make a call.
- Ensure the Shared Parking room is idle.

On the Phone screen, do one of the following:

- Scroll to the Shared Parking line, and press **Park**.
- Press the corresponding line key.

The call is parked to the shared room. The Shared Parking line displays the Busy icon.

Unparking a call from a shared room

If you have access to the shared room, you can resume a call parked to that room by the agent who answered it first.

Ensure the Shared Parking room has a parked call.

On the Phone screen, do one of the following:

- Scroll to the Shared Parking line, and press **Unpark**.
- Press the corresponding line key.

The call is unparked from the shared room, and you can talk to the caller. The Shared Parking line displays the Idle icon.

Customization

Enabling and disabling Bluetooth

You can use Bluetooth enabled devices with your phone.

- Ensure the wireless module is installed in your phone.
1. Press the **Main menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll down to **Bluetooth**, and press **Select**.

4. Scroll to **Bluetooth headset**, and press one of the following:
   - **Toggle**: To enable or disable Bluetooth.
   - **Right Arrow** key: To enable Bluetooth.
   - **Left Arrow** key: To disable Bluetooth.

   ⭐ **Note:**

   For some Bluetooth headsets, volume can be adjusted during the first call after rebooting the phone. Toggle the slider of the pop-up panel to the right to increase the volume, and to the left to decrease it.

Pairing a Bluetooth enabled headset with your phone

You can pair a maximum of ten 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.

- Ensure the wireless module is installed in your phone.
- Ensure that the administrator activates the feature. Contact your administrator for details.
- Ensure your Bluetooth headset is in pairing mode.
1. Press the **Main menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll down to **Bluetooth**, and press **Select**.
4. Scroll to **Devices**, and press **Select**.

   The phone scans and displays the list of Bluetooth enabled devices.
5. To pair a device, scroll to the headset, and press **Pair**.
6. To disconnect a paired headset, under Paired devices, press **Disconct**.
7. To unpair a paired headset, under Paired devices, press **Forget**.

Configuring Long term acoustic protection

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.

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

1. Press the **Main menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Audio** settings and press **Select**.
4. Scroll to **Long term acoustic protection**, and press **Select**.

5. Choose one of the following and press **Select**:
   - **Default** : Sets the acoustic protection values to one of the following options that your administrator sets:
     - Dynamic
     - 8 hours
     - 4 hours
     - Off

     Administrator configured value will be chosen as the default value.
   - **Off**: Sets the acoustic protection off.
   - **Dynamic**: Sets the acoustic feature to Dynamic, which activates itself and gradually reduces the loud volume of the phone conversations to prevent from reaching the damaging decibel levels.
   - **4 hours**: Sets the acoustic protection for 4 hours.
   - **8 hours**: Sets the acoustic protection to 8 hours.
6. Press **Save**.

Turning button clicks on and off

1. Press the **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**.

Setting the display language

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

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

Setting the time format

Ensure that your administrator has enabled the time format feature.

1. Press the **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**.

Viewing USB menu

Use this procedure to view the USB menu for information on connected USB devices.

Connect the USB device to the phone and ensure that USB support is enabled.

1. Press the **Main menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **USB** and press **Select**.

   You can view the list of USB devices connected to the phone, such as a USB flash drive and keyboard.

For more information

Go to www.avaya.com/support for latest support information, including the user guide, administrator guide, installation and maintenance guide, interactive document, and software downloads.