Using Avaya J100 Expansion Module for SIP

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

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- Consult the dealer or an experienced radio/TV technician for help.

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Chapter 1: Introduction

Purpose

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

Change history

Issue	Date	Summary of changes
Release 1.0, Issue 1	December 2018	First released version.

Chapter 2: Overview

Avaya J100 Expansion Module overview

With Avaya J100 Expansion Module, you can extend the number of call appearances and feature buttons on Avaya J169/J179 IP Phones. The call appearances and features that Avaya J100 Expansion Module displays also appear on the corresponding lines on the phone.

You can connect a maximum of three expansion modules to the phone. The expansion module inherits the display properties from the phone it is connected to.

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

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

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

Note:

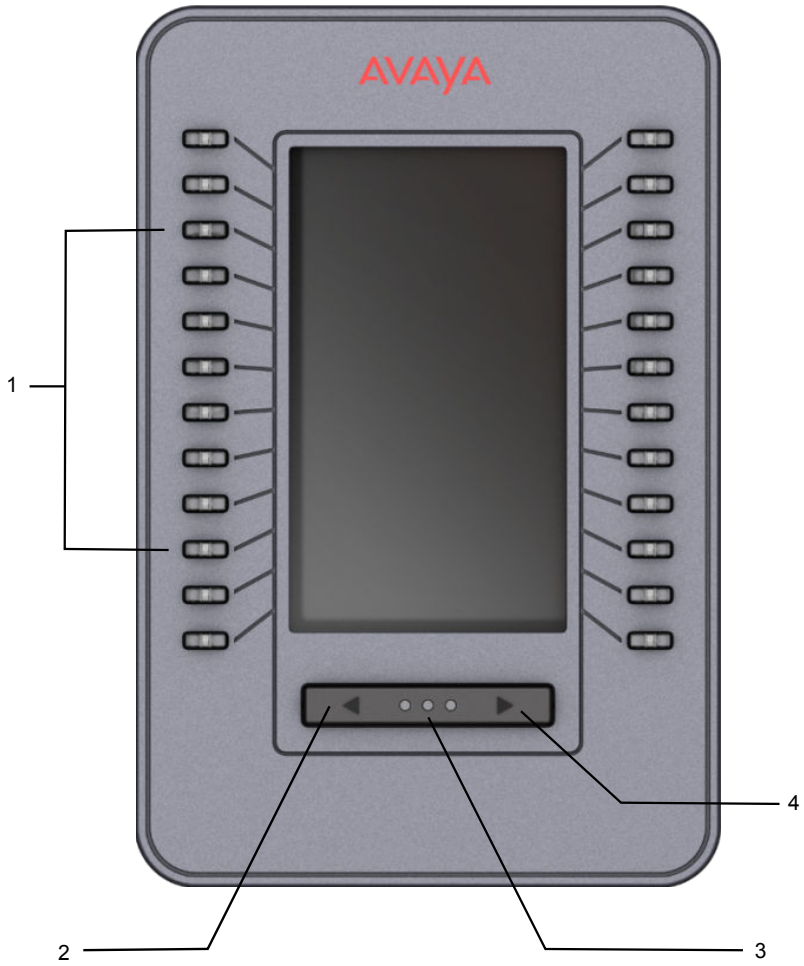
The wall mounting bracket for Avaya J100 Expansion Module should be ordered separately, along with the wall mounting kit. For Avaya J100 Expansion Module wall mounting instructions, see *Installing and Administering Avaya J100 Series IP Phones*.

You can attach only one expansion module to a phone that uses PoE. To attach more expansion modules, use a power supply unit.

Important:

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

Physical layout



No.	Name	Description
1	Line buttons with integrated LEDs	Line buttons used for receiving calls, making outgoing calls, and answering them for other extensions or accessing features. The LEDs integrated in the line buttons are synchronized with the LEDs on the phone. Turning off the backlight of the phone turns off the line button LEDs on the expansion module. Line button LEDs indicate the following: • The green light indicates an incoming call or an enabled feature. • The red light indicates that the line is in use or the feature has been disabled.
2, 4	Left and Right page buttons	Buttons used to switch to a different active page.
3	Active page LEDs	Three LEDs indicating which active page is displayed. **Note:** The indication will change if only one Avaya J100 Expansion Module if attached. If more expansion modules are attached, the first LED is lit permanently.

Avaya J100 Expansion Module icons

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

Note:

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

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

Avaya J100 Expansion Module upgrade indication

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

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

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

Note:

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

The expansion module lines and icons in CCMS mode

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

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

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

Important:

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

Chapter 3: Call operations

Making a call

About this task

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

Procedure

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

Answering a call

About this task

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

Procedure

Do one of the following:

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

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

Note:

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

Answering a call when on another call

About this task

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

Procedure

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

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

Accessing features

About this task

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

Procedure

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

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

Applications

Applications overview

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

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

Note:

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

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

Accessing applications

Procedure

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

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

Chapter 4: Settings

Customizing the display

Avaya J100 Expansion Module display settings can be changed from the phone menu.

In the Settings menu, you can change the background image, the screen saver, the font size and adjust the expansion module brightness. Adjusting the contrast is not supported by Avaya J100 Expansion Module.

Note:

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

Setting the background image

About this task

The background image of the expansion module is changed from the phone menu. It is synchronized with the phone background image if one of the six default images are selected. If a custom background image is selected for Avaya J169/J179 IP Phone, the expansion module displays default image 1 (“Red”).

Procedure

1. On the phone, press **Main Menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Display**, and press **Select**.
4. Scroll to **Background**, and press **Select**.
5. Scroll to the new image.
6. **(Optional)** To preview the image, press **Preview**, and then press **Back**.
7. Press one of the following:
   - **Select**
   - **OK**
8. Press one of the following:
   - **Save**

- **OK**

Setting the screen saver

About this task

The screen saver image of the expansion module is changed from the phone menu. It is synchronized with the phone screen saver image if one of the six default images is selected. If a custom screen saver image is selected for Avaya J169/J179 IP Phone, the expansion module displays default image 1 (“Avaya”).

Procedure

1. On the phone, press **Main Menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Display**, and press **Select**.
4. Scroll to **Screen saver**, and press **Select**.
5. Scroll to the new image.
6. **(Optional)** To preview the image, press **Preview**, and then **Back**.
7. Press one of the following:
   - **Select**
   - **OK**
8. Press one of the following:
   - **Save**
   - **OK**

Adjusting the expansion module brightness

Procedure

1. On the phone, press **Main Menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Display**, and press **Select**.
4. Scroll to **Brightness**, and press **Select**.
5. Scroll to **Module**.
6. **(Optional)** If there are more than one Avaya J100 Expansion Module attached, select the module by the module number.
7. Use the horizontal **Arrow** keys to increase or decrease the brightness.

Setting the text size

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Display**, and press **Select**.
4. Scroll down to **Text size**, and press **Select**.
5. 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 one of the following:
   - **Save**
   - **OK**

Customizing keys

Adding a labelled key

About this task

Use this procedure to add a labelled key to an empty line for a quick access to the contact, feature or application.

Before you begin

Ensure the Contacts list is not empty before adding a key labelled with the contact. See “Adding a new contact” section in the user guide of your phone model.

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Phone**, and press **Select**.
4. Scroll to **Phone keys customization**, and press **Select**.
5. Scroll to **Customize key**, and press **Select**.
6. Use **Navigation** keys to select an empty line.

7. Press **Add**, and select one of the following:
   - **Contact**
   - **Feature**
   - **App**
8. In the new screen, scroll to the contact, feature or application you want to add, and press **Select**.

Relabeling a key

About this task

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

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

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Phone**, and press **Select**.
4. Scroll to **Phone keys customization**, and press **Select**.
5. Scroll to **Customize key**, and press **Select**.
6. Use **Navigation** keys to select the required button key.

   When you scroll down using **Navigation** keys, the expansion module display highlights the key area.
7. To relabel a key, do the following:
   a. Press **Relabel**.
   b. Type the name of the label, and press **Save**.

Moving a key

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Phone**, and press **Select**.
4. Scroll to **Phone keys customization**, and press **Select**.

5. Scroll to **Customize key**, and press **Select**.
6. Use **Navigation** keys to select the button key you want to move.
7. To move the selected key, do the following:
    a. Press **Move**.
    b. Use the Navigation keys to move the selected line key.
    c. If the new location is empty, press **Select**.
    d. If the new location is already assigned with a key, press **Swap**.

Deleting a key

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Phone**, and press **Select**.
4. Scroll to **Phone keys customization**, and press **Select**.
5. Scroll to **Customize key**, and press **Select**.
6. Scroll to the button key you want to delete, and press **Delete**.
7. In the confirmation window, press **Delete**.

Restoring customized keys to default

About this task

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

Procedure

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

Chapter 5: Troubleshooting

Viewing the expansion module details

Viewing the expansion module details from Administration menu

Before you begin

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

Procedure

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

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

Viewing the expansion module details from Main menu

Procedure

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

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

Common troubleshooting scenario

Condition

Either of the following is observed:

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

Solution

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

Chapter 6: Resources

Finding documents on the Avaya Support website

Procedure

1. Go to https://support.avaya.com.
2. 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**.

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.

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 and do one of the following:
  - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.
  - Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the website.

Note:

Videos are not available for all products.

Support

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

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