

# **Containerized IP Office Phone Installation**

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# **Chapter 1: Phone Installation**

This document provides notes for the assembly, configuration and connection of Avaya phones on cloud systems. It provides notes for both staging administrator and phone users.

#### **Phone User**

As a phone user, you will receive a phone either pre-configured (staged) or unconfigured (new), your system administrator will tell you which. If your phone is pre-configured, it will automatically connect to the system once it is connected to your network and powered on. See <u>Phone User</u> on page 9.

#### **Staging Administrator**

Staging administrators pre-configure phones for individual users before they are shipped to the user. Once reassembled and connected to the network, the phone automatically connects to the system without any further configuration. See <u>Staging Administrator</u> on page 12.

#### **Relocating/Reusing Phones**

This manual covers the processes for connecting Avaya phones. It only covers new phones.

Once installed, you can move the phone to a different location if required. However, connecting the phone to another system requires the phone to be defaulted first. See <u>Defaulting Phones</u> on page 148.

#### **Unconfigured and Configured Phones**

The following phones can be supplied either pre-configured (staged) or unconfigured.



### **Pre-Configured Only Phones**

The following phones are only supplied pre-configured (staged) by a staging administrator. This is due to the additional complexity and duration of the configuration process.



# **Chapter 2: Phone User**

As a user, you can use a web browser to access self-administration. This allows you to view and change the system settings that affect how your phone.

Self-administration also provides the information needed in order to connect your phone to the communication system.

#### How to Get Started:

- Check You Have Received Your Welcome Email Once your system administrator has configured your account, you will receive an email containing the details you need to login to self-administration.
- Login to Self-Administration Using a web browser and the information in your welcome email, connect to self-administration. See <u>Logging In the First Time</u> on page 9.
- 3. Install Your Phone If you have received a phone to connect:
  - If your phone has been pre-configured (staged), once assembled and connected to your network, it will automatically connect to the system.
  - If your phone hasn't been pre-configured, then the self-administration menus provide the information you need to connect it to the system.
- 4. Installing Avaya IX<sup>™</sup> Workplace Client Avaya IX<sup>™</sup> Workplace Client is an softphone application that you can run on most PCs and mobile phones. You can then use that device as your main phone.
  - If you also have a desk phone, you can use Avaya IX<sup>™</sup> Workplace Client in parallel with that phone to take and make calls on either. Or you can chose to use Avaya IX<sup>™</sup> Workplace Client to control making and answering calls on your desk phone.

#### **Related links**

<u>Logging In the First Time</u> on page 9 <u>User Profile Menu</u> on page 10

# Logging In the First Time

#### Before you begin

Make sure you have the following information, either from your welcome email or from your system administrator.

 Your User Name – This is used for access to system applications such as selfadministration.

- Your Temporary Password When logging in for the first time, the system will ask you to enter a new user password for future use.
- The System's Self-Administration Address The address is based on your system's <name>. It will be, for example, something like https://admin.example.com/<name>

#### Procedure

- 1. Click on the **Login** link shown in your welcome email or copy the address shown into your browser address bar.
- 2. When the login page appears, save it as a bookmark or favorite in your browser.
- Check that the Application is set to Self-Administration. If necessary to change it, wait for the login form to reload.
- 4. Enter the user details sent to you in your welcome email.
- 5. Click Login.
- 6. When prompted, enter and confirm your new user password. The new password must meet the requirements set by your system administrator. The defaults are:
  - Minimum length 8 characters. Maximum length 31 characters.
  - No more than 2 consecutive repeated characters.
  - The password must use characters from at least 2 of the following types: lower case, upper case, numbers, non-alphanumeric.
- 7. You are taken to the first screen of the setup wizard. You don't need to make any changes to any settings at this stage. However, the wizard will introduce you to the range of options that are available to you through self-administration.

#### **Related links**

Phone User on page 9

## **User Profile Menu**

The first menu of the self-administrator setup wizard shows the information you need for configuring your phone if it has not been pre-configured (staged) for you. If you have already completed the wizard, the same information can be accessed by selecting the **Profile** menu.

Cloud - Self Adı	ministration	MarkOGallchobhair
A Profile	Name markgallagher	Full Name Mark Gallagher
Call Handling	Password Change Password	Email
Personal Directory	Voicemail Code *	Voicemail To Email Notification Off
Button Programming	Telephone Login Code	
₹ Download	DID No DID Configured	Phone Provisioning Guide
	Equinox Configuration Details Web URL https://markgpart02.ipocloud.com/46xxsettings.txt	IP Office FQDN markgpart02.ipocloud.com
	Phone Configuration Details HTTPS Server Address gallagherinc.ipocloud.com:411	Phone Type Unknown SIP
	Extension 203	IP Office IP Address 130.211.208.192
	Phone Password	

### **Related links**

Phone User on page 9

# **Chapter 3: Staging Administrator**

If you are a staging administrator, when a new customer system is launched, you will be informed via email. You can then access the information required to pre-configure phones for the system's new users.

- 1. Check You Have Received the Welcome Email Once your system administrator has configured an account for you, you will receive an email containing the details you need to login and use self-administration.
- 2. Login to Staging Administration See Logging In on page 12.
- 3. **Install Customer Phones** Using the information in the **Staging Administration** menus, configure the user phones.

#### **Related links**

Logging In on page 12 The Staging Information Menu on page 13

## Logging In

#### About this task

Use this procedure to log in to your Avaya Cloud Customer Administration account.

#### Before you begin

When a new customer's system is launched, you will receive an email, welcoming you as the staging administrator for the customer system. It provides the details of the staging administrator account for that system.

The staging administrator account is valid for 1 month. Using it, you can log in to the system in order to view the information required in order to pre-stage phones for the customer's end users.

Once you have received your welcome email, note the name and password:

- Name This is your user name for logging in to communication system applications including self-administration.
- **Password** This is your temporary password for logging in to self-administration for the first time. When you first login, self-administration will ask you to set a new password.

#### Procedure

1. Click on the **Login** link to login to self-administration.

- 2. When the login page appears, change the Application to Customer Administration.
- 3. Once the login page has refreshed, enter your user details to you in the starter email.
- 4. Click Login.
- 5. When prompted, enter and confirm your new user password. The new password must meet the requirements set by your system administrator. The defaults are:
  - Minimum length 8 characters. Maximum length 31 characters.
  - No more than 2 consecutive repeated characters.
  - The password must use characters from at least 2 of the following types: lower case, upper case, numbers, non-alphanumeric.
- 6. The staging information menu is displayed.

#### **Related links**

Staging Administrator on page 12

# **The Staging Information Menu**

Once logged in as a staging administrator, you are shown a menu of the users. For each user the menu shows the user's intended type of phone and the details necessary to connect that phone to the system.

AVAYA				*	?
Staging Inform	ation				
Customer FQDN: gallagh	erinc.ipocloud.com	IP Ac	ddress: 35.226.181.80		
Telephony Certificate:	Download	Search on 'User Na	ame', 'Extension'		٩
User Name	Extension	Extension Password	Device Type		
u201	201	••••••	O Unknown SIP		
u202	202	•••••	O Unknown SIP		
u203	203	••••••	Unknown SIP		
James Green	204	••••••	Avaya J129		
Mark Gallagher	205	••••••	Unknown SIP		
J179 Emulator	206	•••••	Avaya J179		
Vantage	207	••••••	Avaya Vantage K175		

- **Customer FQDN** The address of the customer system. This is used for the connection of phones and applications other than 9600 Series phones. Depending on the type of phone the value may need to be prefixed with the protocol type and suffixed with the port type.
  - **J100 Series Phones** Entered in the phone's **HTTPS server address** setting as <Customer FQDN>:411 with no protocol prefix.
  - K100 Series Phones Entered in the phone's File Server setting as <a href="https://customer-FQDN>:411">https://customer-FQDN>:411</a>
  - **B179 Phone** Entered in the phone's File server address setting as http:// <Customer FQDN>:8411
- **IP Address** The address of the customer system in numeric format. This is used for the connection of 9600 Series phones:
  - 9600 Series Phones: Entered in the phone's HTTPS File Server setting as <IP Address> with no protocol or port settings.
- **Telephony Certificate** This is the certificate used for telephone connection to the customer system. Most new Avaya phones automatically download this certificate on first connection.
  - **B179 Phone** For the B179, you will need to manually load a copy of the certificate to the phone during its installation. Click **Download** to download and save the certificate.
- Users This section displays the details required for connecting each user's phone:
  - User Name The user name. This is displayed on the phone until the user or another administrator has set their preferred full name.
  - Extension The user's extension number.

- **Extension Password** The phone password for its initial connection with the system. This is separate for the user's own passwords that they may use for other functions. Click on the / icons to show or hide the password.
  - The same system default password may be used for all extensions. Note however, that the system administrators can set a different password for selected extensions.
- Device Type The type of telephone that should be pre-configured for the user.

#### **Related links**

Staging Administrator on page 12

# **Chapter 4: Connecting a J129 Phone**

This section covers the assembly and connection of a new J129 telephone.



- Do not install the telephone until told to do so by the system administrator.
- If the phone has been pre-configured, when connected to the network it will automatically connect to the communication system.
- The process typically takes approximately 30 minutes to complete.

If the phone has been used before, default the phone. See <u>Defaulting a J100 Series Phone</u> on page 149.

# **Before Connecting a J129**

Before connecting the phone, check you have the following:

Equi	pment	• Tł	ne boxed phone.
		• A	network cable.
		• A	network socket within reach of where you want to use the phone.
If yo	ur data	• A	mains power outlet socket in reach of where you intend to use the phone.
netw prov (PoE	vork does not ide power :)	• Ar ind	n Avaya Global Single Port Power over Ethernet (GSPPoE) power injector kit. The kit cludes a network cable for connection to the phone.
-	-	• A	mains power lead with an IEC 60320 C5 Cloverleaf ( $\widehat{}$ ) plug at one end.
_			
	If adding a		• Boxed J100 Wireless card.

wireless card:	<ul> <li>Boxed J100 Wireless card.</li> <li>A small cross-head screwdriver (Phillips #1) and small flat-bladed screwdriver (3 mm).</li> </ul>
	<ul> <li>Wi-Fi password and name of Wi-Fi network (SSID).</li> </ul>

### Next steps

Go to Getting the J129 Phone Installation Details on page 17.

# **Getting the J129 Phone Installation Details**

### About this task

Use this procedure to get the phone installation details.

#### Procedure

- 1. Depending on the type of user you are:
  - **Phone User:** Log in to self-administration (see <u>Logging In the First Time</u> on page 9). Select **Profile** and go to **Phone Configuration Details**.
  - **Staging Administrator:** Log in to staging administration (see <u>Logging In</u> on page 12) and locate the details for the phone user.
- 2. Note the following details:
  - The system's HTTPS Server Address shown in the self-administration Profile menu, or the Customer FQDN shown in staging administration. This is different from the address shown in your browser's menu bar. It is based on the system's <name>, for example, https://<name>.example.com.
  - The Extension number.
  - The **Phone Password**. This is different from your password for logging into selfadministration. It is only used the first time the phone is connected to the system.

#### Next steps

Go to Unpacking the J129 Phone on page 17.

# **Unpacking the J129 Phone**

### About this task

Use this procedure to unpack the phone.

- 1. Check the box is undamaged.
- 2. On the label, just under **Avaya Inc** it should say **J129**. If not, contact your system administrator.
- 3. Open the box and unwrap each part, keeping all the packaging. The box should contain:
  - Phone body
  - Handset
  - Handset cord
  - Stand

4. If any part is missing or damaged, repack everything and contact your system administrator.

### Next steps

Go to Assembling the J129 Phone on page 18.

# **Assembling the J129 Phone**

### About this task

Use this procedure to assemble the phone.

#### Procedure

- 1. Insert the stand:
  - a. On the back of the phone, locate two pairs of slots that match the stand.
  - b. Insert the stand into one of the pair of slots, logo uppermost, without pushing it is firmly.
  - c. Turn the phone over whilst holding the stand in place and see how it looks. Repeat this process with the stand in the other pair of slots.
  - d. When you are happy with the angle, push the stand in firmly until it clicks into place.



- 2. Connect the handset:
  - a. Plug the curly end of the handset cord into the handset.
  - b. Plug the straight end of the handset cord into the phone's J port.
  - c. Route the cable through the channel provided to the side of the phone.

#### Next steps

Go to Adding the Optional Wireless Module to a J129 on page 19.

# Adding the Optional Wireless Module to a J129

### About this task

Use this procedure to add the optional Wireless Module to the phone.

- 1. Check the box is undamaged.
- 2. Check the label on the Avaya box. Just under **Avaya Inc** it should say **JWIFI**. If not, contact your system administrator.

http://www.avaya.com/en/partner-locator/		
AVAYA Inc.	10-19-2017	· MODEL/MODELO/现号: J100 Accessory Module
JWIFI01A	D02	
Prod ID: 70051 Serial # : 17W	2402 24250C0FR	• MADE IN/HECHO EN CHINA/中国制造

- 3. Open the box and unwrap each part, keeping all the packaging. The box contains:
  - Card
  - Small screw



- 4. If any part is missing or damaged, repack everything and contact your system administrator.
- 5. Place the phone face down on a flat clean surface. At the top you will see a removable panel.

6. Push a small flat bladed screwdriver into the slot at the top of the panel until you feel a slight yield. Then, pressing down on the other end of the panel, slide the panel out.



- 7. Lift the film and plug the card into the socket.
- 8. Use the screw provided to secure the card in place.
- 9. With care not to catch the film, slide the panel back into place. Grooves on the panel need to engage with the slot edges as you slide it in.
- 10. Once the panel is almost completely inserted, apply pressure until you hear a click.

#### Next steps

Go to Connecting a PoE Power Injector to the J129 on page 20.

# Connecting a PoE Power Injector to the J129

#### About this task

If your data network does not provide power (PoE), you need to power the phone from an Avaya Global Single Port Power over Ethernet power injector (GSPPoE). Use this procedure to connect the power injector.

- 1. Connect a network cable from your network socket to the 器 or **Data In** port on the GSPPoE.
- 2. Connect the mains power cable to the GSPPoE and switch on power.
- 3. Connect the network cable supplied with the GSPPoE from its 🕿 or **Power and Data Out** port to the phone's 🗖 port. The barrel around the cable should be at the phone end.

#### Next steps

Go to Connecting the Pre-Configured J129 Phone on page 21.

## **Connecting the Pre-Configured J129 Phone**

#### About this task

Use this procedure to connect the pre-configured phone.

#### 😵 Note:

If not sure whether the phone is pre-configured, follow this process and wait 5 minutes. If after that, excluding any software upgrade, the phone does not automatically connect, follow the process for an unconfigured phone. See <u>Connecting an Unconfiguring the J129 Phone</u> on page 21.

#### Procedure

- 1. If you do not use a GSPPoE power injector:
  - a. Connect the network cable to your network socket.
  - b. Connect the cable to the phone's 品 socket.
- 2. The phone's message indicator comes on and the Avaya logo appears briefly. The phone then displays a progress bar as it loads its software. This takes just over a minute.
- 3. Then the phone displays Starting....
- 4. If **Do you want to activate Auto Provisioning now?** or **Enter file server address?** appears, the phone is not pre-configured. Follow the instructions for a unconfigured phone.
- 5. After connecting to the system, if the phone needs to download new software, it displays **Updating Software** software. Do not disconnect the phone if this occurs. After upgrading it will restart again.
- 6. The phone displays **Starting...**. After just over a minute, the phone will display **Verifying Credentials** and then show the time and date.

#### Next steps

Go to Finishing J129 Installation on page 23.

## **Connecting an Unconfiguring the J129 Phone**

#### About this task

Use this procedure to configure the phone.

### 😵 Note:

This procedure is for unconfigured phones. If you are not sure whether your phone has been pre-configured, follow the process for a pre-configured phone first. If after 5 minutes, excluding any software upgrade that may occur, the phone does not automatically connect to your system, remove and reapply power and follow this process.

#### Procedure

- 1. If you do not use a GSPPoE power injector (see <u>Connecting a PoE Power Injector to the</u> <u>J129</u> on page 20):
  - a. Connect the network cable to your network socket.
  - b. Connect the cable to the phone's 🖧 socket.
- 2. The phone's message indicator comes on and the Avaya logo appears briefly. The phone then displays a progress bar as it loads its software. This takes just over a minute.
- 3. When the phone displays **Starting...**, press **Admin**.
  - If Activate Auto Provisioning appears, press No. Then press Admin.
  - If SIP proxy list is empty appears, press OK and then press More. Then press Admin.
  - If Enter file server address? appears, press Cancel and then press More. Then press Admin.
- 4. In the Access Code field, enter 27238 using the dialpad and press Enter.
- 5. **To connect the phone using the Wi-Fi network:** You can connect the phone using the Wi-Fi network if the optional wireless card has been added to the phone. For more information, see <u>Adding the Optional Wireless Module to a J129</u> on page 19.
  - a. Select Network interfaces.
  - b. Change the Network mode from Ethernet to Wi-Fi.
  - c. Press **Save**. The phone scans for wireless networks. Select the required network and click **Connect**. Press **OK**.
  - d. In the **Password** field, enter the wireless network password and press **ConnectConnect**.
  - e. If the phone successfully connects, it is restarted.
- 6. Select IP Configuration and then select Servers and HTTPS server address.
- 7. Press and hold **Backspace** to remove the existing address.
- 8. Enter the **HTTPS server address** of the communication system including : 411 at the end.

The address is based on the system's <name>, for example:

<name>.example.com:411. Do not use the address shown in your browser's address bar.

#### To enter characters:

• To remove a character, press **Backspace**. To remove the whole entry, press and hold **Backspace**.

- To change entry mode, press **123** (number mode), **hex** (hex mode) or **abc** (text mode) to switch mode.
- In text and hex modes, repress the key marked with the required character until it is displayed. Pressing another key or waiting a second moves the cursor onwards.
- In number mode, simply press the number keys in the required order.
- To enter a : (colon) or a . (full stop), ensure you are in text mode (**abc**). Then press the **1** key several times until the required character is displayed.
- 9. Press Save.
- 10. Press the 🔦 key twice. The phone restarts and repeats the software loading display.
- 11. After connecting to the communication system, if the phone needs to download new software, it displays Updating software. After upgrading the phone restarts.
- 12. The phone displays Login.
  - a. For the Username, enter your extension number.
  - b. For the **Password**, enter the phone password. This is different from your user password.
  - c. If the details are correct, the phone displays your extension number and user name.
- 13. Remove and reapply power to the phone. After restarting, it should automatically reconnect to the communication system.

### Next steps

Go to Finishing J129 Installation on page 23.

# **Finishing J129 Installation**

### About this task

Use this procedure to finish the phone installation process.

- 1. Make a test call to another internal extension.
- 2. Make a test call to an external number.
- 3. Once you are happy the phone is working, dispose of the packaging safely. Where possible, recycle it.

# **Chapter 5: Connecting a J139 Phone**

This section covers the assembly and connection of a new J139 telephone.



Do not install the telephone until told to do so by the system administrator.

If the phone has been pre-configured, when connected to the network it will automatically connect to the communication system.

The process typically takes approximately 30 minutes to complete.

If the phone has been used before, default the phone. See <u>Defaulting a J100 Series Phone</u> on page 149.

#### **Related links**

Before Connecting a J139 on page 24 Getting the J139 Phone Installation Details on page 25 Unpacking the J139 Phone on page 25 Assembling the J139 Phone on page 26 Connecting a Pre-Configured J139 Phone on page 27 Connecting an Unconfigured J139 Phone on page 28 Finishing J139 Installation on page 30

# **Before Connecting a J139**

Before connecting the phone, check you have the following:

Equipment	The boxed phone.
	A network cable.
	A network socket within reach of where you want to use the phone.
If your data	A J100 Series power supply unit.
network does not provide power (PoE)	The mains power outlet socket within reach of where you want to use the phone.

### Next steps

Go to Getting the J139 Phone Installation Details on page 25.

#### **Related links**

Connecting a J139 Phone on page 24

# **Getting the J139 Phone Installation Details**

#### About this task

Use this procedure to get the phone installation details.

#### Procedure

- 1. Depending on the type of user you are:
  - **Phone User:** Log in to self-administration (see <u>Logging In the First Time</u> on page 9). Select **Profile** and go to **Phone Configuration Details**.
  - **Staging Administrator:** Log in to staging administration (see <u>Logging In</u> on page 12) and locate the details for the phone user.
- 2. Note the following details:
  - The system's **HTTPS Server Address** shown in the self-administration **Profile** menu, or the **Customer FQDN** shown in staging administration. This is different from the address shown in your browser's menu bar. It is based on the system's <name>, for example, https://<name>.example.com.
  - The Extension number.
  - The **Phone Password**. This is different from your password for logging into selfadministration. It is only used the first time the phone is connected to the system.

#### **Next steps**

Go to Unpacking the J139 Phone on page 25.

#### **Related links**

Connecting a J139 Phone on page 24

# **Unpacking the J139 Phone**

### About this task

Use this procedure to unpack the phone.

#### Procedure

1. Check the box is undamaged.

2. On the label, just under **Avaya Inc** it should say **J139**. If not, contact your system administrator.

1	AVAYA Inc. 01-15-2018	• MODEL/MODELO/型号: J139 • COLOR: BLACK • DISPLAY: YES
	J139D01A-1015 D00	BUTTONS: ICON
	Prod ID: 700513916	・EIHERNET CURN NOT NECESSES ・TELEPHONEITELÉFONO: IPI产品名称: 专用电话机 ・MADE INHECHO EN CHINAI中国制造

- 3. Open the box and unwrap each part, keeping all the packaging. The box should contain:
  - Phone body
  - Handset
  - Handset cord
  - Stand



4. If any part is missing or damaged, repack everything and contact your system administrator.

#### **Next steps**

Go to Assembling the J139 Phone on page 26.

#### **Related links**

Connecting a J139 Phone on page 24

# **Assembling the J139 Phone**

### About this task

Use this procedure to assemble the phone.

- 1. Insert the stand:
  - a. On the back of the phone, locate two pairs of slots that match the stand.
  - b. Insert the stand into one of the pair of slots, logo uppermost, without pushing it is firmly.
  - c. Turn the phone over whilst holding the stand in place and see how it looks. Repeat this process with the stand in the other pair of slots.

d. When you are happy with the angle, push the stand in firmly until it clicks into place.



- 2. Connect the handset:
  - a. Plug the curly end of the handset cord into the handset.
  - b. Plug the straight end of the handset cord into the phone's J port.
  - c. Route the cable through the channel provided to the side of the phone.

#### Next steps

Go to Connecting a Pre-Configured J139 Phone on page 27.

#### **Related links**

Connecting a J139 Phone on page 24

# **Connecting a Pre-Configured J139 Phone**

### About this task

Use this procedure to connect a pre-configured phone.

### 😵 Note:

If not sure whether the phone is pre-configured, follow this process and wait 5 minutes. If after that, excluding any software upgrade, the phone does not automatically connect, follow the process for an unconfigured phone. See <u>Connecting an Unconfigured J139 Phone</u> on page 28.

- 1. Connect the network cable:
  - a. Connect the network cable to your network socket.
  - b. Connect the cable to phone's 品 socket.

- 2. If the cable provides power (PoE), the phone lamp comes on. Otherwise, connect the power supply unit:
  - a. Plug the power supply unit into your mains power outlet.
  - b. Plug the power lead into the phone's power socket located next to network cable socket.
  - c. Switch on the power to the phone.
- 3. After about 20 seconds, the phone displays a progress bar while it loads its software. It then displays an Avaya splash screen.
- 4. If **Do you want to activate Auto Provisioning now?** or **Enter file server address?** appears, follow the instructions for an unconfigured phone.
- 5. If the phone displays **Updating Software** it will download new software. Do not disconnect the phone if this occurs. After upgrading, it restarts again.
- 6. The phone displays **Starting...**. After just over a minute, the phone will display **Verifying Credentials** and then show the time and date.

#### Next steps

Go to Finishing J139 Installation on page 30.

#### **Related links**

Connecting a J139 Phone on page 24

# **Connecting an Unconfigured J139 Phone**

#### About this task

Use this procedure to configure the phone.

#### 😵 Note:

This procedure is for unconfigured phones. If you are not sure whether your phone has been pre-configured, follow the process for a pre-configured phone first. If after 5 minutes, excluding any software upgrade that may occur, the phone does not automatically connect to your system, remove and reapply power and follow this process.

- 1. Connect the network cable:
  - a. Connect the network cable to your network socket.
  - b. Connect the cable to phone's 品 socket.
- 2. If the cable provides power (PoE), the phone lamp comes on. Otherwise, connect the power supply unit:
  - a. Plug the power supply unit into your mains power outlet.

- b. Plug the power lead into the phone's power socket located next to network cable socket.
- c. Switch on the power to the phone.
- 3. After about 20 seconds, the phone displays a progress bar while it loads its software. It then displays an Avaya splash screen.
- 4. When **Do you want to activate Auto Provisioning now?** appears, click **No**.
  - If SIP proxy list is empty appears, select OK and then More.
  - If Enter file server address? appears, select Cancel and then More.
- 5. Press Admin.
  - a. Dial 27238 and press Enter.
  - b. Select IP Configuration and then select Servers and HTTPS server address.
  - c. Press and hold **Backspace** to remove the existing address.
  - d. Enter the HTTPS server address of the system including :411 at the end.

The address is based on the system's <name>, for example: <name>.example.com:411. Do not use the address shown in your browser's address bar.

#### To enter characters:

- To remove a character, press **Backspace**. To remove the whole entry, press and hold **Backspace**.
- To change entry mode, press **123** (number mode), **hex** (hex mode) or **abc** (text mode) to switch mode.
- In text and hex modes, repress the key marked with the required character until it is displayed. Pressing another key or waiting a second moves the cursor onwards.
- In number mode, simply press the number keys in the required order.
- To enter a : (colon) or a . (full stop), ensure you are in text mode (**abc**). Then press the **1** key several times until the required character is displayed.
- e. Check the address and then click **Save**. The phone displays a restart warning.
- f. Press **Back** twice. The phone will appear to freeze for 10 seconds and then restarts.
- 6. The phone displays **Restarting** and repeats its software loading cycle (progress bar and splash screen).
  - If the phone needs to load new software, it displays **Updating Software** and a progress bar. This takes about 5 minutes after which the phone restarts again.
- 7. The phone displays **Login**.
  - a. For the **Username**, enter your extension number.
  - b. For the **Password**, enter the phone password. This is different from your user password.

- c. If the details are correct, the phone displays your extension number and user name.
- 8. Remove and reapply power to the phone. After restarting, it should automatically reconnect to the communication system.

#### **Next steps**

Go to Finishing J139 Installation on page 30.

#### **Related links**

Connecting a J139 Phone on page 24

# **Finishing J139 Installation**

### About this task

Use this procedure to finish the phone installation process.

#### Procedure

- 1. Make a test call to another internal extension.
- 2. Make a test call to an external number.
- 3. Once you are happy the phone is working, dispose of the packaging safely. Where possible, recycle it.

#### **Related links**

Connecting a J139 Phone on page 24

# **Chapter 7: Connecting a J169 Phone**

This section covers the assembly and connection of a new J169 telephone.



Do not install the telephone until told to do so by the system administrator.

If the phone has been pre-configured, when connected to the network it will automatically connect to the communication system.

The process typically takes approximately 30 minutes to complete.

If the phone has been used before, default the phone. See <u>Defaulting a J100 Series Phone</u> on page 149.

#### **Related links**

Before Connecting a J169 on page 31 Getting the J169 Phone Installation Details on page 32 Unpacking the J169 Phone on page 33 Assembling the J169 Phone on page 34 Adding a Button Module to a J169 on page 35 Connecting the Pre-Configured J169 Phone on page 36 Connecting an Unconfiguring J169 Phone on page 37 Finishing J169 Installation on page 39

# **Before Connecting a J169**

Before connecting the phone, check you have the following:

Equipment	The boxed phone.		
	A network cable.		
	<ul> <li>A network socket within reach of where you want to use the phone.</li> </ul>		
If your data	A J100 Series power supply unit.		
network does not provide power (PoE)	<ul> <li>The mains power outlet socket within reach of where you want to use the phone.</li> </ul>		

If adding button	The boxed button modules. Up to 3 per phone. All the same type.		
modules:	<ul> <li>To support more than 2 button modules, the phone must be powered by a J100 mains power supply unit rather than Power over Ethernet (PoE).</li> </ul>		

#### Next steps

Go to Getting the J169 Phone Installation Details on page 32.

#### **Related links**

Connecting a J169 Phone on page 31

# **Getting the J169 Phone Installation Details**

#### About this task

Use this procedure to get the phone installation details.

#### Procedure

- 1. Depending on the type of user you are:
  - **Phone User:** Log in to self-administration (see <u>Logging In the First Time</u> on page 9). Select **Profile** and go to **Phone Configuration Details**.
  - **Staging Administrator:** Log in to staging administration (see <u>Logging In</u> on page 12) and locate the details for the phone user.
- 2. Note the following details:
  - The system's HTTPS Server Address shown in the self-administration Profile menu, or the Customer FQDN shown in staging administration. This is different from the address shown in your browser's menu bar. It is based on the system's <name>, for example, https://<name>.example.com.
  - The **Extension** number.
  - The **Phone Password**. This is different from your password for logging into selfadministration. It is only used the first time the phone is connected to the system.

#### Next steps

Go to Unpacking the J139 Phone on page 25.

#### **Related links**

Connecting a J169 Phone on page 31

# **Unpacking the J169 Phone**

### About this task

Use this procedure to unpack the phone.

### Procedure

- 1. Check the box is undamaged.
- 2. On the label, just under **Avaya Inc** it should say **J169**. If not, contact your system administrator.

-	AVAYA	Inc.	11-02-2017	• MODEL/MODELO/型号: J169(Mono)
	J169D01A	-1015	DO	• COLOR: COBALI BLACK • DISPLAY: YES     • BUTTONS: ICON
Prod ID: 700513634				<ul> <li>TELEPHONE/TELÉFONO: IPI产品名称:专用电话机</li> <li>MADE INHECHO EN CHINA/中国制造</li> </ul>

- 3. Open the box and unwrap each part, keeping all the packaging. The box should contain:
  - Phone body
  - Handset
  - Handset cord
  - Stand



4. If any part is missing or damaged, repack everything and contact your system administrator.

### Next steps

Go to Assembling the J169 Phone on page 34.

### **Related links**

Connecting a J169 Phone on page 31

# **Assembling the J169 Phone**

### About this task

Use this procedure to assemble the phone.

#### Procedure

- 1. Insert the stand:
  - a. On the back of the phone, locate two pairs of slots that match the stand.
  - b. Insert the stand into one of the pair of slots, logo uppermost, without pushing it is firmly.
  - c. Turn the phone over whilst holding the stand in place and see how it looks. Repeat this process with the stand in the other pair of slots.
  - d. When you are happy with the angle, push the stand in firmly until it clicks into place.



- 2. Connect the handset:
  - a. Plug the curly end of the handset cord into the handset.
  - b. Plug the straight end of the handset cord into the phone's J socket.
  - c. Push the straight part of the cord into the rubber slot on the bottom of the phone.

#### Next steps

Go to <u>Adding a Button Module to a J169</u> on page 35 or <u>Connecting the Pre-Configured J169</u> <u>Phone</u> on page 36.

#### **Related links**

Connecting a J169 Phone on page 31

# Adding a Button Module to a J169

### About this task

The J169 and J179 phones can support up to 3 button modules (either all JBM24 or JEM24 modules). These provide you with additional buttons on which you or your system administrator can program special features and stored numbers. Each module provides 24 buttons, with an adjacent display to show the button label and lamps to show the status of each button (A single JEM24 module provides 72-programmable button slots arrange in 3 pages of 24 but changes to just 24 buttons when multiple modules are attached).

- 1. Check the box is undamaged.
- 2. On the label, just under **Avaya Inc**, it should say **JBM24** or **JEM24**. If not, contact your system administrator.

Contraction of the owner own	and straight the	Contraction of the owner water and	
AVAYA Inc		11-08-2017	
10101010	1045	D01	• MODEL/MODELO/型号: J100 LCD B-Mod24
JBM2401A-1	1015	DUI	• COLOR: COBALT BLACK
PRODUCT ID: 700513570			• MADE IN/HECHO EN CHINA/中国制造
PRODUCT ID. 700515570			
			14/70 10 004 04 100 0004

- 3. Open the box and unwrap each part, keeping all the packaging. The box should contain:
  - The button module
  - A single leg stand
- 4. If any part is missing or damaged, repack everything and contact your system administrator.
- 5. Add the module stand. For reference during the following, the bottom of the module has a rubber cushion.
  - a. On the back of the module, locate 2 slots that match the stand leg.
  - b. Comparing the module with the phone, insert the leg, smooth side upwards, into the matching slot until it clicks into place.
- 6. On the side of the phone or the existing module, locate a slot covered by a rubber bung:
  - Carefully remove the rubber bung using your fingers. Do not use a tool.
  - Keep the rubber bung somewhere safe.



- 7. Place the units next to each other, face down on a clean surface:
  - a. Carefully plug the module lead into the socket. This should not require any force.
  - b. Push the units together so that the two plastic lugs on the module lock into place.
- 8. Repeat this process for any other module (up to 3 in total) being added.

#### Next steps

Go to Connecting the Pre-Configured J169 Phone on page 36.

#### **Related links**

Connecting a J169 Phone on page 31

# **Connecting the Pre-Configured J169 Phone**

### About this task

Use this procedure to connect the pre-configured phone.

#### Note:

If not sure whether the phone is pre-configured, follow this process and wait 5 minutes. If after that, excluding any software upgrade, the phone does not automatically connect, follow the process for an unconfigured phone. See <u>Connecting an Unconfiguring J169 Phone</u> on page 37.

- 1. Connect the network cable:
  - a. Connect the network cable to your network socket.
  - b. Connect the cable to phone's 品 socket.
- 2. If the cable provides power (PoE), the phone lamp comes on. Otherwise, connect the power supply unit:
  - a. Plug the power supply unit into your mains power outlet.
  - b. Plug the power lead into the phone's power socket located next to network cable socket.
  - c. Switch on the power to the phone.
- 3. After about 20 seconds, the phone displays a progress bar while it loads its software. It then displays an Avaya splash screen.
- 4. If **Do you want to activate Auto Provisioning now?** or **Enter file server address?** appears, follow the instructions for an unconfigured phone.
- 5. If the phone displays **Updating Software** it will download new software. Do not disconnect the phone if this occurs. After upgrading, it restarts again.
6. The phone displays **Starting...**. After just over a minute, the phone will display **Verifying Credentials** and then show the time and date.

#### Next steps

Go to Connecting an Unconfiguring J169 Phone on page 37.

#### **Related links**

Connecting a J169 Phone on page 31

# **Connecting an Unconfiguring J169 Phone**

#### About this task

Use this procedure to configure the phone.

#### 😵 Note:

This procedure is for unconfigured phones. If you are not sure whether your phone has been pre-configured, follow the process for a pre-configured phone first. If after 5 minutes, excluding any software upgrade that may occur, the phone does not automatically connect to your system, remove and reapply power and follow this process.

- 1. Connect the network cable:
  - a. Connect the network cable to your network socket.
  - b. Connect the cable to phone's 品 socket.
- 2. If the cable provides power (PoE), the phone lamp comes on. Otherwise, connect the power supply unit:
  - a. Plug the power supply unit into your mains power outlet.
  - b. Plug the power lead into the phone's power socket located next to network cable socket.
  - c. Switch on the power to the phone.
- 3. After about 20 seconds, the phone displays a progress bar while it loads its software. It then displays an Avaya splash screen.
- 4. When Do you want to activate Auto Provisioning now? appears, click No.
  - If SIP proxy list is empty appears, select OK and then More.
  - If Enter file server address? appears, select Cancel and then More.
- 5. Press Admin.
  - a. Dial 27238 and press Enter.
  - b. Select IP Configuration and then select Servers and HTTPS server address.

- c. Press and hold **Backspace** to remove the existing address.
- d. Enter the **HTTPS server address** of the system including :411 at the end.

The address is based on the system's <name>, for example: <name>.example.com:411. Do not use the address shown in your browser's address bar.

#### To enter characters:

- To remove a character, press **Backspace**. To remove the whole entry, press and hold **Backspace**.
- To change entry mode, press **123** (number mode), **hex** (hex mode) or **abc** (text mode) to switch mode.
- In text and hex modes, repress the key marked with the required character until it is displayed. Pressing another key or waiting a second moves the cursor onwards.
- In number mode, simply press the number keys in the required order.
- To enter a : (colon) or a . (full stop), ensure you are in text mode (**abc**). Then press the **1** key several times until the required character is displayed.
- e. Check the address and then click **Save**. The phone displays a restart warning.
- f. Press **Back** twice. The phone will appear to freeze for 10 seconds and then restarts.
- 6. The phone displays **Restarting** and repeats its software loading cycle (progress bar and splash screen).
  - If the phone needs to load new software, it displays **Updating Software** and a progress bar. This takes about 5 minutes after which the phone restarts again.
- 7. The phone displays **Login**.
  - a. For the Username, enter your extension number.
  - b. For the **Password**, enter the phone password. This is different from your user password.
  - c. If the details are correct, the phone displays your extension number and user name.
- 8. Remove and reapply power to the phone. After restarting, it should automatically reconnect to the communication system.

#### Next steps

Go to Finishing J169 Installation on page 39.

#### **Related links**

# **Finishing J169 Installation**

### About this task

Use this procedure to finish the phone installation process.

### Procedure

- 1. Make a test call to another internal extension.
- 2. Make a test call to an external number.
- 3. Once you are happy the phone is working, dispose of the packaging safely. Where possible, recycle it.

#### **Related links**

# **Chapter 8: Connecting a J179 Phone**

This section covers the assembly and connection of a new J179 telephone.



Do not install the telephone until told to do so by the system administrator.

If the phone has been pre-configured, when connected to the network it will automatically connect to the communication system.

The process typically takes approximately 30 minutes to complete.

If the phone has been used before, default the phone. See <u>Defaulting a J100 Series Phone</u> on page 149.

#### **Related links**

Before Connecting a J179 on page 40 Getting the J179 Phone Installation Details on page 41 Unpacking the J179 Phone on page 42 Assembling the J179 Phone on page 43 Adding the Optional Wireless Module to a J179 on page 44 Adding a Button Module to the J179 on page 45 Connecting a Pre-Configured J179 Phone on page 47 Connecting an Unconfigured J179 Phone on page 47 Finishing J179 Installation on page 49

# **Before Connecting a J179**

Before connecting the phone, check you have the following:

Equipment	<ul> <li>The boxed phone.</li> <li>A network cable.</li> <li>A network socket within reach of where you want to use the phone.</li> </ul>
If your data network does not provide power (PoE)	<ul> <li>A J100 Series power supply unit.</li> <li>The mains power outlet socket within reach of where you want to use the phone.</li> </ul>

If adding button modules:	<ul> <li>The boxed button modules. Up to 3 per phone. All the same type.</li> <li>To support more than 2 button modules, the phone must be powered by a J100 mains power supply unit rather than Power over Ethernet (PoE).</li> </ul>
If adding a wireless card:	<ul> <li>Boxed J100 Wireless card.</li> <li>A small cross-head screwdriver (Phillips #1) and small flat-bladed screwdriver (3 mm).</li> <li>Wi-Fi password and name of Wi-Fi network (SSID).</li> </ul>

Go to Getting the J179 Phone Installation Details on page 41.

#### **Related links**

Connecting a J179 Phone on page 40

# **Getting the J179 Phone Installation Details**

### About this task

Use this procedure to get the phone installation details.

#### Procedure

- 1. Depending on the type of user you are:
  - **Phone User:** Log in to self-administration (see <u>Logging In the First Time</u> on page 9). Select **Profile** and go to **Phone Configuration Details**.
  - **Staging Administrator:** Log in to staging administration (see <u>Logging In</u> on page 12) and locate the details for the phone user.
- 2. Note the following details:
  - The system's HTTPS Server Address shown in the self-administration Profile menu, or the Customer FQDN shown in staging administration. This is different from the address shown in your browser's menu bar. It is based on the system's <name>, for example, https://<name>.example.com.
  - The **Extension** number.
  - The **Phone Password**. This is different from your password for logging into selfadministration. It is only used the first time the phone is connected to the system.

#### Next steps

Go to Unpacking the J179 Phone on page 42.

#### **Related links**

# **Unpacking the J179 Phone**

### About this task

Use this procedure to unpack the phone.

### Procedure

- 1. Check the box is undamaged.
- 2. On the label, just under **Avaya Inc** it should say **J179**. If not, contact your system administrator.



- 3. Open the box and unwrap each part, keeping all the packaging. The box should contain:
  - Phone body
  - Handset
  - Handset cord
  - Stand



4. If any part is missing or damaged, repack everything and contact your system administrator.

#### Next steps

Go to Assembling the J179 Phone on page 43.

#### **Related links**

# **Assembling the J179 Phone**

### About this task

Use this procedure to assemble the phone.

### Procedure

- 1. Insert the stand:
  - a. On the back of the phone, locate two pairs of slots that match the stand.
  - b. Insert the stand into one of the pair of slots, logo uppermost, without pushing it is firmly.
  - c. Turn the phone over whilst holding the stand in place and see how it looks. Repeat this process with the stand in the other pair of slots.
  - d. When you are happy with the angle, push the stand in firmly until it clicks into place.



- 2. Connect the handset:
  - a. Plug the curly end of the handset cord into the handset.
  - b. Plug the straight end of the handset cord into the phone's J socket.
  - c. Push the straight part of the cord into the rubber slot on the bottom of the phone.

#### Next steps

If fitting the optional wireless module, go to <u>Adding the Optional Wireless Module to a J179</u> on page 44. Otherwise, go to <u>Adding a Button Module to the J179</u> on page 45 or <u>Connecting a</u> <u>Pre-Configured J179 Phone</u> on page 47.

#### **Related links**

# Adding the Optional Wireless Module to a J179

### About this task

Use this procedure to add the optional Wireless Module to the phone.

- 1. Check the box is undamaged.
- 2. Check the label on the Avaya box. Just under **Avaya Inc** it should say **JWIFI**. If not, contact your system administrator.

and the second s	http://www.avay	a.com/en/partner-locator
AVAYA Inc.	10-19-2017	· MODEL/MODELO/现号: J100 Accessory Module
JWIFI01A	D02	
Prod ID: 700512402		• MADE IN/HECHO EN CHINA/中国制造

- 3. Open the box and unwrap each part, keeping all the packaging. The box contains:
  - Card
  - Small screw



- 4. If any part is missing or damaged, repack everything and contact your system administrator.
- 5. Place the phone face down on a flat clean surface. At the top you will see a removable panel.

6. Push a small flat bladed screwdriver into the slot at the top of the panel until you feel a slight yield. Then, pressing down on the other end of the panel, slide the panel out.



- 7. Lift the film and plug the card into the socket.
- 8. Use the screw provided to secure the card in place.
- 9. With care not to catch the film, slide the panel back into place. Grooves on the panel need to engage with the slot edges as you slide it in.
- 10. Once the panel is almost completely inserted, apply pressure until you hear a click.

#### Next steps

Go to Adding a Button Module to the J179 on page 45.

#### **Related links**

Connecting a J179 Phone on page 40

# Adding a Button Module to the J179

#### About this task

The J169 and J179 phones can support up to 3 button modules (either all JBM24 or JEM24 modules). These provide you with additional buttons on which you or your system administrator can program special features and stored numbers. Each module provides 24 buttons, with an adjacent display to show the button label and lamps to show the status of each button (A single JEM24 module provides 72-programmable button slots arrange in 3 pages of 24 but changes to just 24 buttons when multiple modules are attached).

### Procedure

1. Check the box is undamaged.

2. On the label, just under **Avaya Inc**, it should say **JBM24** or **JEM24**. If not, contact your system administrator.

17
• MODEL/MODELO/型号: J100 LCD B-Mod24 • COLOR: COBALT BLACK
● MADE IN/HECHO EN CHINA/中国制造

- 3. Open the box and unwrap each part, keeping all the packaging. The box should contain:
  - The button module
  - A single leg stand
- 4. If any part is missing or damaged, repack everything and contact your system administrator.
- 5. Add the module stand. For reference during the following, the bottom of the module has a rubber cushion.
  - a. On the back of the module, locate 2 slots that match the stand leg.
  - b. Comparing the module with the phone, insert the leg, smooth side upwards, into the matching slot until it clicks into place.
- 6. On the side of the phone or the existing module, locate a slot covered by a rubber bung:
  - Carefully remove the rubber bung using your fingers. Do not use a tool.
  - Keep the rubber bung somewhere safe.



- 7. Place the units next to each other, face down on a clean surface:
  - a. Carefully plug the module lead into the socket. This should not require any force.
  - b. Push the units together so that the two plastic lugs on the module lock into place.
- 8. Repeat this process for any other module (up to 3 in total) being added.

#### Next steps

Go to Connecting a Pre-Configured J179 Phone on page 47.

#### **Related links**

# **Connecting a Pre-Configured J179 Phone**

### About this task

Use this procedure to connect the pre-configured phone.

### 😵 Note:

If not sure whether the phone is pre-configured, follow this process and wait 5 minutes. If after that, excluding any software upgrade, the phone does not automatically connect, follow the process for an unconfigured phone. See <u>Connecting an Unconfigured J179 Phone</u> on page 47.

#### Procedure

- 1. Connect the network cable:
  - a. Connect the network cable to your network socket.
  - b. Connect the cable to phone's 品 socket.
- 2. If the cable provides power (PoE), the phone lamp comes on. Otherwise, connect the power supply unit:
  - a. Plug the power supply unit into your mains power outlet.
  - b. Plug the power lead into the phone's power socket located next to network cable socket.
  - c. Switch on the power to the phone.
- 3. After about 20 seconds, the phone displays a progress bar while it loads its software. It then displays an Avaya splash screen.
- 4. If **Do you want to activate Auto Provisioning now?** or **Enter file server address?** appears, follow the instructions for an unconfigured phone.
- 5. If the phone displays **Updating Software** it will download new software. Do not disconnect the phone if this occurs. After upgrading, it restarts again.
- 6. The phone displays **Starting...**. After just over a minute, the phone will display **Verifying Credentials** and then show the time and date.

#### Next steps

Go to Connecting an Unconfigured J179 Phone on page 47.

#### **Related links**

Connecting a J179 Phone on page 40

# **Connecting an Unconfigured J179 Phone**

### About this task

Use this procedure to configure the phone.

### 😒 Note:

This procedure is for unconfigured phones. If you are not sure whether your phone has been pre-configured, follow the process for a pre-configured phone first. If after 5 minutes, excluding any software upgrade that may occur, the phone does not automatically connect to your system, remove and reapply power and follow this process.

#### Procedure

- 1. Connect the network cable:
  - a. Connect the network cable to your network socket.
  - b. Connect the cable to phone's 品 socket.
- 2. If the cable provides power (PoE), the phone lamp comes on. Otherwise, connect the power supply unit:
  - a. Plug the power supply unit into your mains power outlet.
  - b. Plug the power lead into the phone's power socket located next to network cable socket.
  - c. Switch on the power to the phone.
- 3. After about 20 seconds, the phone displays a progress bar while it loads its software. It then displays an Avaya splash screen.
- 4. When **Do you want to activate Auto Provisioning now?** appears, click **No**.
  - If SIP proxy list is empty appears, select OK and then More.
  - If Enter file server address? appears, select Cancel and then More.
- 5. Press Admin.
  - a. Dial 27238 and press Enter.
  - b. Select IP Configuration and then select Servers and HTTPS server address.
  - c. Press and hold **Backspace** to remove the existing address.
  - d. Enter the HTTPS server address of the system including : 411 at the end.

The address is based on the system's <name>, for example: <name>.example.com:411. Do not use the address shown in your browser's address bar.

#### To enter characters:

- To remove a character, press **Backspace**. To remove the whole entry, press and hold **Backspace**.
- To change entry mode, press **123** (number mode), **hex** (hex mode) or **abc** (text mode) to switch mode.
- In text and hex modes, repress the key marked with the required character until it is displayed. Pressing another key or waiting a second moves the cursor onwards.

- In number mode, simply press the number keys in the required order.
- To enter a : (colon) or a . (full stop), ensure you are in text mode (**abc**). Then press the **1** key several times until the required character is displayed.
- e. Check the address and then click **Save**. The phone displays a restart warning.
- f. Press **Back** twice. The phone will appear to freeze for 10 seconds and then restarts.
- 6. The phone displays **Restarting** and repeats its software loading cycle (progress bar and splash screen).
  - If the phone needs to load new software, it displays **Updating Software** and a progress bar. This takes about 5 minutes after which the phone restarts again.
- 7. The phone displays **Login**.
  - a. For the Username, enter your extension number.
  - b. For the **Password**, enter the phone password. This is different from your user password.
  - c. If the details are correct, the phone displays your extension number and user name.
- 8. Remove and reapply power to the phone. After restarting, it should automatically reconnect to the communication system.

Go to Finishing J179 Installation on page 49.

#### **Related links**

Connecting a J179 Phone on page 40

# **Finishing J179 Installation**

### About this task

Use this procedure to finish the phone installation process.

#### Procedure

- 1. Make a test call to another internal extension.
- 2. Make a test call to an external number.
- 3. Once you are happy the phone is working, dispose of the packaging safely. Where possible, recycle it.

#### **Related links**

# **Chapter 9: J100 Series Phones**

This section provides notes for additional 100 Series phone processes:

- Adding a Button Module The J169/J179 telephones can support up to 3 button modules to provide additional programmable buttons. See <u>Adding a J100 Series Button Module</u> on page 50.
- Adding a Wireless Card You can add a wireless card to the J129/J179 telephones to allow the Wi-Fi network connection. See <u>Adding a Wireless Card</u> on page 52.

# Adding a J100 Series Button Module

### About this task

The J169 and J179 phones can support up to 3 button modules (either all JBM24 or JEM24 modules). These provide you with additional buttons on which you or your system administrator can program special features and stored numbers. Each module provides 24 buttons, with an adjacent display to show the button label and lamps to show the status of each button (A single JEM24 module provides 72-programmable button slots arrange in 3 pages of 24 but changes to just 24 buttons when multiple modules are attached).

If you receive a button module to add to your existing phone, use the following process.

#### Important:

This process must only be performed with power to the phone switched off. Remove the network cable and if being used, the separate power supply unit cable.

### Before you begin

Before connecting the phone, check you have the following:

If adding button • The boxed button modules. Up to 3 per phone. All the same type.	The boxed button modules. Up to 3 per phone. All the same type.
modules:	<ul> <li>To support more than 2 button modules, the phone must be powered by a J100 mains power supply unit rather than Power over Ethernet (PoE).</li> </ul>

#### Procedure

1. Check the box is undamaged.

2. On the label, just under **Avaya Inc**, it should say **JBM24** or **JEM24**. If not, contact your system administrator.

The second s		
AVAYA Inc.	11-08-2017	
JBM2401A-1015	D01	• MODEL/MODELO/型号: J100 LCD B-Mod24
		• MADE IN/HECHO EN CHINA/中国制造
PRODUCT ID: 700513570		

- 3. Open the box and unwrap each part, keeping all the packaging. The box should contain:
  - The button module
  - A single leg stand
- 4. If any part is missing or damaged, repack everything and contact your system administrator.
- 5. Add the module stand. For reference during the following, the bottom of the module has a rubber cushion.
  - a. On the back of the module, locate 2 slots that match the stand leg.
  - b. Comparing the module with the phone, insert the leg, smooth side upwards, into the matching slot until it clicks into place.
- 6. On the side of the phone or the existing module, locate a slot covered by a rubber bung:
  - Carefully remove the rubber bung using your fingers. Do not use a tool.
  - Keep the rubber bung somewhere safe.



- 7. Place the units next to each other, face down on a clean surface:
  - a. Carefully plug the module lead into the socket. This should not require any force.
  - b. Push the units together so that the two plastic lugs on the module lock into place.
- 8. Repeat this process for any other module (up to 3 in total) being added.

# Adding a Wireless Card

The J129 and J179 phones can be fitted with an optional wireless card. This allows the telephone to be connected to a Wi-Fi network. With the J179, it also supports Bluetooth headsets.

### Important:

• This process must only be performed with power to the phone switched off. Remove the network cable and if being used, the separate power supply unit cable.

### **Check Before Connecting a Wireless Module**

Before adding a wireless card checklist the following:

If adding a wireless card:	Boxed J100 Wireless card.
	<ul> <li>A small cross-head screwdriver (Phillips #1) and small flat-bladed screwdriver (3 mm).</li> </ul>
	<ul> <li>Wi-Fi password and name of Wi-Fi network (SSID).</li> </ul>

### Adding the Optional Wireless Module

### About this task

Use this procedure to add the optional Wireless Module to the phone.

- 1. Check the box is undamaged.
- 2. Check the label on the Avaya box. Just under **Avaya Inc** it should say **JWIFI**. If not, contact your system administrator.



- 3. Open the box and unwrap each part, keeping all the packaging. The box contains:
  - Card
  - Small screw



- 4. If any part is missing or damaged, repack everything and contact your system administrator.
- 5. Place the phone face down on a flat clean surface. At the top you will see a removable panel.
- 6. Push a small flat bladed screwdriver into the slot at the top of the panel until you feel a slight yield. Then, pressing down on the other end of the panel, slide the panel out.



- 7. Lift the film and plug the card into the socket.
- 8. Use the screw provided to secure the card in place.
- 9. With care not to catch the film, slide the panel back into place. Grooves on the panel need to engage with the slot edges as you slide it in.
- 10. Once the panel is almost completely inserted, apply pressure until you hear a click.

### **Enabling Wi-Fi connection**

### About this task

If J129/J179 telephone has been fitted with the optional Wireless Card, it can be connected to your network using Wi-Fi. Note that this disables use of the phone's PC pass-through port.

Use this procedure to enable Wi-Fi connection in J129/J179 telephones.

- 1. Access the administration menu.
  - a. If shown on the display, press **Admin**. Otherwise, press **More** and **Admin** or press  $\equiv$  and select **Administration**.
  - b. Enter the administration password and press **Enter**. If the phone has already been connected to the communication system, then the code may no longer be the default (27238). Contact your system administrator.
- 2. Then:
  - a. Select Network interfaces.
  - b. Change the Network mode from Ethernet to Wi-Fi.
  - c. Press **Save**. The phone scans for wireless networks. Select the required network and click **Connect**. Press **OK**.
  - d. In the **Password** field, enter the wireless network password and press **ConnectConnect**.
  - e. If the phone successfully connects, it is restarted.

# **Chapter 10: Connecting a 9608 Phone**

This section covers the assembly and connection of a new 9608 or 9608G telephone.



- Do not install the telephone until told to do so by the system administrator.
- If the phone has been pre-configured, when connected to the network it will automatically connect to the communication system.
- The process typically takes approximately 30 minutes to complete.

If the phone has been used before, default the phone. See <u>Defaulting a 9600 Series Phone</u> on page 148.

#### **Related links**

Before Connecting a 9608 on page 55 Getting the 9608 Phone Installation Details on page 56 Unpacking the 9608 Phone on page 56 Assembling the 9608 Phone on page 57 Connecting a PoE Power Injector to a 9608 on page 58 Connecting a Pre-Configured 9608 Phone on page 58 Connecting an Unconfigured 9608 Phone on page 59 Finishing 9608 Installation on page 60

# **Before Connecting a 9608**

Before connecting the phone, check you have the following:

Equipment	The boxed phone.
	A network cable.
	<ul> <li>A network socket within reach of where you want to use the phone.</li> </ul>
If your data	A mains power outlet socket in reach of where you intend to use the phone.
network does not provide power (PoE)	<ul> <li>An Avaya Global Single Port Power over Ethernet (GSPPoE) power injector kit. The kit includes a network cable for connection to the phone.</li> </ul>
	• A mains power lead with an IEC 60320 C5 Cloverleaf ( 🏵 ) plug at one end.

Go to Getting the 9608 Phone Installation Details on page 56.

#### **Related links**

Connecting a 9608 Phone on page 55

# **Getting the 9608 Phone Installation Details**

#### About this task

Use this procedure to get the phone installation details.

#### Procedure

- 1. Depending on the type of user you are:
  - **Phone User:** Log in to self-administration (see <u>Logging In the First Time</u> on page 9). Select **Profile** and go to **Phone Configuration Details**.
  - **Staging Administrator:** Log in to staging administration (see <u>Logging In</u> on page 12) and locate the details for the phone user.
- 2. Note the following details:
  - The telephone system's numeric IP Office IP Address.
  - Extension number.
  - The **Phone Password**. This is different from the user passwords for logging in into self-administration, voicemail, etc. It is only used the first time the phone is connected to the system.

#### Next steps

Go to Unpacking the 9608 Phone on page 56.

#### **Related links**

Connecting a 9608 Phone on page 55

# **Unpacking the 9608 Phone**

### About this task

Use this procedure to unpack the phone.

- 1. Check the box is undamaged.
- 2. On the label it should say 9608 or 9608G. If not, contact your system administrator.

- 3. Open the box and unwrap each part, keeping all the packaging. The box should contain:
  - Phone body
  - Handset
  - Handset cord
  - Stand
- 4. If any part is missing or damaged, repack everything and contact your system administrator.

Go to Assembling the 9608 Phone on page 57.

#### **Related links**

Connecting a 9608 Phone on page 55

### Assembling the 9608 Phone

#### About this task

Use this procedure to assemble the phone.

#### Procedure

- 1. Connect the handset:
  - a. Plug the curly end of the handset cord into the handset.
  - b. Plug the straight end of the handset cord into phones a socket.
  - c. Thread the straight part of the cord into cable channel in phone casing.
- 2. Attach the stand:
  - a. The stand slots into the back of the phone.
  - b. It can be added in either of two positions, change the angle of the phone when it stands on the desk.

#### Next steps

If using PoE, go to <u>Connecting a Pre-Configured 9608 Phone</u> on page 58, otherwise go to <u>Connecting a PoE Power Injector to a 9608</u> on page 58.

#### **Related links**

# **Connecting a PoE Power Injector to a 9608**

#### About this task

If your data network does not provide power (PoE), you need to power the phone from an Avaya Global Single Port Power over Ethernet power injector (GSPPoE). Use this procedure to connect the power injector.

#### Procedure

- 1. Connect a network cable from your network socket to the 器 or **Data In** port on the GSPPoE.
- 2. Connect the mains power cable to the GSPPoE and switch on power.
- 3. Connect the network cable supplied with the GSPPoE from its 🕿 or **Power and Data Out** port to the phone's 🗖 port. The barrel around the cable should be at the phone end.

#### Next steps

Go to Connecting the Pre-Configured 9611 Phone on page 64.

#### **Related links**

Connecting a 9608 Phone on page 55

# **Connecting a Pre-Configured 9608 Phone**

#### About this task

Use this procedure to connect the pre-configured phone.

#### 😵 Note:

If not sure whether the phone is pre-configured, follow this process and wait 5 minutes. If after that, excluding any software upgrade, the phone does not automatically connect, follow the process for an unconfigured phone. See <u>Connecting an Unconfigured 9608 Phone</u> on page 59.

- 1. If not using a GSPPoE power injector.
  - a. Connect the network LAN cable to your network socket.
  - b. Connect the LAN cable to the socket on the back of the phone with an **D** icon.
- 2. The phone's message indicator comes on. The phone begins loading its software.
- 3. After a minute, the phone displays **DHCP** and a timer as it requests an IP address and other information from a DHCP server.
- 4. If the phone needs to download new software, allow it to do so. Do not disconnect the phone if this occurs. After upgrading, the phone will restart.

5. After another minute, the phone should display **Verifying Credentials** and then connects to the telephone system.

#### Next steps

Go to Connecting an Unconfigured 9608 Phone on page 59.

#### **Related links**

Connecting a 9608 Phone on page 55

# **Connecting an Unconfigured 9608 Phone**

#### About this task

Use this procedure to configure the phone.

#### 😵 Note:

This procedure is for unconfigured phones. If you are not sure whether your phone has been pre-configured, follow the process for a pre-configured phone first. If after 5 minutes, excluding any software upgrade that may occur, the phone does not automatically connect to your system, remove and reapply power and follow this process.

- 1. If not using a GSPPoE power injector.
  - a. Connect the network LAN cable to your network socket.
  - b. Connect the LAN cable to the socket on the back of the phone with an **D** icon.
- 2. The phone's message indicator comes on. The phone begins loading its software.
- 3. After a minute, the phone displays **DHCP** and a timer as it requests an IP address and other information from a DHCP server.
- 4. After a minute, the phone displays **DHCP** and a timer as it requests an IP address and other information from a DHCP server.
- 5. When the option **\* to program** is displayed, press the **\*** key. If **Waiting for LLDP** is displayed, wait until it returns to requesting DHCP information.
- 6. When Enter code is displayed, dial 27238 and press #.
- 7. Scroll the menu to ADDR and press Start.
  - a. Scroll down to Call Server and press Change .
    - Enter the system's **IP Address**. To enter a . between digits, press the \* key.
    - Check the address and press **Save**.
  - b. Scroll down to **HTTPS File Server** and press **Change**. Enter the same address as above.

- c. Leave the **HTTP File Server** address blank. If you enter an address by mistake, change it to 0.0.0.0.
- d. Press Back .
- 8. Press Exit. The phone restarts using the new values.
- 9. The phone goes through a process of requesting and loading various files from the communication system. If it is given upgraded software, the phone restarts and loads that software. Do not interrupt these processes.
- 10. Once it has loaded all the files it needs, the phone requests the information it needs to register with the communication system:
  - a. At Enter Extension, enter your extension number.
  - b. At Enter Password, enter the phone password.
  - c. If okay, the phone briefly displays Retrieval successful as it loads your user settings.
- 11. Remove and reapply power to the phone. After restarting, the phone should automatically reconnect.

Go to Finishing 9608 Installation on page 60.

#### **Related links**

Connecting a 9608 Phone on page 55

# **Finishing 9608 Installation**

#### About this task

Use this procedure to finish the phone installation process.

#### Procedure

- 1. Make a test call to another internal extension.
- 2. Make a test call to an external number.
- 3. Once you are happy the phone is working, dispose of the packaging safely. Where possible, recycle it.

#### **Related links**

# **Chapter 11: Connecting a 9611 Phone**

This section covers the assembly and connection of a new 9611 telephone.



- Do not install the telephone until told to do so by the system administrator.
- If the phone has been pre-configured, when connected to the network it will automatically connect to the communication system.
- The process typically takes approximately 30 minutes to complete.

If the phone has been used before, default the phone. See <u>Defaulting a 9600 Series Phone</u> on page 148.

#### **Related links**

Before Connecting a 9611 on page 61 Getting the 9611 Phone Installation Details on page 62 Unpacking the 9611 Phone on page 62 Assembling the 9611 Phone on page 63 Connecting a PoE Power Injector to a 9611 on page 64 Connecting the Pre-Configured 9611 Phone on page 64 Connecting the Unconfigured 9611 Phone on page 65 Finishing 9611 Installation on page 66

# **Before Connecting a 9611**

Before connecting the phone, check you have the following:

Equipment	The boxed phone.
	A network cable.
	<ul> <li>A network socket within reach of where you want to use the phone.</li> </ul>
If your data	A mains power outlet socket in reach of where you intend to use the phone.
network does not provide power (PoE)	<ul> <li>An Avaya Global Single Port Power over Ethernet (GSPPoE) power injector kit. The kit includes a network cable for connection to the phone.</li> </ul>
	• A mains power lead with an IEC 60320 C5 Cloverleaf ( 🏵 ) plug at one end.

Go to Getting the 9611 Phone Installation Details on page 62.

#### **Related links**

Connecting a 9611 Phone on page 61

# **Getting the 9611 Phone Installation Details**

#### About this task

Use this procedure to get the phone installation details.

#### Procedure

- 1. Depending on the type of user you are:
  - **Phone User:** Log in to self-administration (see <u>Logging In the First Time</u> on page 9). Select **Profile** and go to **Phone Configuration Details**.
  - **Staging Administrator:** Log in to staging administration (see <u>Logging In</u> on page 12) and locate the details for the phone user.
- 2. Note the following details:
  - The telephone system's numeric IP Office IP Address.
  - Extension number.
  - The **Phone Password**. This is different from the user passwords for logging in into self-administration, voicemail, etc. It is only used the first time the phone is connected to the system.

#### Next steps

Go to Unpacking the 9611 Phone on page 62.

#### **Related links**

Connecting a 9611 Phone on page 61

# **Unpacking the 9611 Phone**

### About this task

Use this procedure to unpack the phone.

- 1. Check the box is undamaged.
- 2. On the label it should say 9611G. If not, contact your system administrator.

- 3. Open the box and unwrap each part, keeping all the packaging. The box should contain:
  - Phone body
  - Handset
  - Handset cord
  - Stand
- 4. If any part is missing or damaged, repack everything and contact your system administrator.

Go to Assembling the 9611 Phone on page 63.

#### **Related links**

Connecting a 9611 Phone on page 61

# Assembling the 9611 Phone

### About this task

Use this procedure to assemble the phone.

#### Procedure

- 1. Connect the handset:
  - a. Plug the curly end of the handset cord into the handset.
  - b. Plug the straight end of the handset cord into phones 🔜 socket.
  - c. Thread the straight part of the cord into cable channel in phone casing.
- 2. Attach the stand:
  - a. The stand slots into the back of the phone.
  - b. It can be added in either of two positions, change the angle of the phone when it stands on the desk.

#### Next steps

Go to Connecting a PoE Power Injector to a 9611 on page 64.

#### **Related links**

# **Connecting a PoE Power Injector to a 9611**

#### About this task

If your data network does not provide power (PoE), you need to power the phone from an Avaya Global Single Port Power over Ethernet power injector (GSPPoE). Use this procedure to connect the power injector.

#### Procedure

- 1. Connect a network cable from your network socket to the 器 or **Data In** port on the GSPPoE.
- 2. Connect the mains power cable to the GSPPoE and switch on power.
- 3. Connect the network cable supplied with the GSPPoE from its 🕿 or **Power and Data Out** port to the phone's 🗖 port. The barrel around the cable should be at the phone end.

#### Result

Go to Connecting the Pre-Configured 9611 Phone on page 64.

#### **Related links**

Connecting a 9611 Phone on page 61

# **Connecting the Pre-Configured 9611 Phone**

#### About this task

Use this procedure to connect the pre-configured phone.

#### 😵 Note:

If not sure whether the phone is pre-configured, follow this process and wait 5 minutes. If after that, excluding any software upgrade, the phone does not automatically connect, follow the process for an unconfigured phone. See <u>Connecting the Unconfigured 9611 Phone</u> on page 65.

- 1. If not using a GSPPoE power injector.
  - a. Connect the network LAN cable to your network socket.
  - b. Connect the LAN cable to the socket on the back of the phone with an **D** icon.
- 2. The phone's message indicator comes on. The phone begins loading its software.
- 3. After a minute, the phone displays **DHCP** and a timer as it requests an IP address and other information from a DHCP server.
- 4. If the phone needs to download new software, allow it to do so. Do not disconnect the phone if this occurs. After upgrading, the phone will restart.

5. After another minute, the phone should display **Verifying Credentials** and then connects to the telephone system.

#### Next steps

Go to Connecting the Unconfigured 9611 Phone on page 65.

#### **Related links**

Connecting a 9611 Phone on page 61

# **Connecting the Unconfigured 9611 Phone**

#### About this task

Use this procedure to connect and configure the phone.

### 😵 Note:

This procedure is valid for unconfigured phones only. If you are not sure whether your phone has been pre-configured, follow the process for a pre-configured phone described in <u>Connecting the Pre-Configured 9611 Phone</u> on page 64. If after 5 minutes (excluding any software upgrade that may occur) the phone does not automatically connect to your system, remove and reapply power and follow the process for an unconfigured phone. Otherwise, contact your system administrator.

- 1. If not using a GSPPoE power injector.
  - a. Connect the network LAN cable to your network socket.
  - b. Connect the LAN cable to the socket on the back of the phone with an icon.
- 2. The phone's message indicator comes on. The phone begins loading its software.
- 3. After a minute, the phone displays **DHCP** and a timer as it requests an IP address and other information from a DHCP server.
- 4. After a minute, the phone displays **DHCP** and a timer as it requests an IP address and other information from a DHCP server.
- 5. When the option **\* to program** is displayed, press the **\*** key. If **Waiting for LLDP** is displayed, wait until it returns to requesting DHCP information.
- 6. When Enter code is displayed, dial 27238 and press #.
- 7. Scroll the menu to ADDR and press Start.
  - a. Scroll down to Call Server and press Change .
    - Enter the system's IP Address. To enter a . between digits, press the \* key.
    - Check the address and press **Save**.
  - b. Scroll down to **HTTPS File Server** and press **Change**. Enter the same address as above.

- c. Leave the **HTTP File Server** address blank. If you enter an address by mistake, change it to 0.0.0.0.
- d. Press Back .
- 8. Press Exit. The phone restarts using the new values.
- 9. The phone goes through a process of requesting and loading various files from the communication system. If it is given upgraded software, the phone restarts and loads that software. Do not interrupt these processes.
- 10. Once it has loaded all the files it needs, the phone requests the information it needs to register with the communication system:
  - a. At Enter Extension, enter your extension number.
  - b. At Enter Password, enter the phone password.
  - c. If okay, the phone briefly displays Retrieval successful as it loads your user settings.
- 11. Remove and reapply power to the phone. After restarting, the phone should automatically reconnect.

Go to Finishing 9611 Installation on page 66.

#### **Related links**

Connecting a 9611 Phone on page 61

# **Finishing 9611 Installation**

### About this task

Use this procedure to finish the phone installation process.

#### Procedure

- 1. Make a test call to another internal extension.
- 2. Make a test call to an external number.
- 3. Once you are happy the phone is working, dispose of the packaging safely. Where possible, recycle it.

#### **Related links**

# Chapter 12: Connecting a 9621 Phone

This section covers the assembly and connection of a new 9621G telephone.



- Do not install the telephone until told to do so by the system administrator.
- If the phone has been pre-configured, when connected to the network it will automatically connect to the communication system.
- The process typically takes approximately 30 minutes to complete.

If the phone has been used before, default the phone. See <u>Defaulting a 9600 Series Phone</u> on page 148.

#### **Related links**

Before Connecting a 9621 on page 67 Getting the 9621 Phone Installation Details on page 68 Unpacking the 9621 Phone on page 68 Assembling the 9621 Phone on page 69 Connecting a PoE Power Injector to a 9621 on page 70 Connecting the Pre-Configured 9621 Phone on page 70 Connecting the Unconfigured 9621 Phone on page 71 Finishing 9621 Installation on page 72

# **Before Connecting a 9621**

Before connecting the phone, check you have the following:

Equipment	The boxed phone.
	A network cable.
	<ul> <li>A network socket within reach of where you want to use the phone.</li> </ul>
If your data	A mains power outlet socket in reach of where you intend to use the phone.
network does not provide power (PoE)	<ul> <li>An Avaya Global Single Port Power over Ethernet (GSPPoE) power injector kit. The kit includes a network cable for connection to the phone.</li> </ul>
	• A mains power lead with an IEC 60320 C5 Cloverleaf ( 🏵 ) plug at one end.

Go to Getting the 9621 Phone Installation Details on page 68.

#### **Related links**

Connecting a 9621 Phone on page 67

# **Getting the 9621 Phone Installation Details**

#### About this task

Use this procedure to get the phone installation details.

#### Procedure

- 1. Depending on the type of user you are:
  - **Phone User:** Log in to self-administration (see <u>Logging In the First Time</u> on page 9). Select **Profile** and go to **Phone Configuration Details**.
  - **Staging Administrator:** Log in to staging administration (see <u>Logging In</u> on page 12) and locate the details for the phone user.
- 2. Note the following details:
  - The telephone system's numeric IP Office IP Address.
  - Extension number.
  - The **Phone Password**. This is different from the user passwords for logging in into self-administration, voicemail, etc. It is only used the first time the phone is connected to the system.

#### Next steps

Go to Unpacking the 9621 Phone on page 68.

#### **Related links**

Connecting a 9621 Phone on page 67

# **Unpacking the 9621 Phone**

### About this task

Use this task to unpack the phone.

#### Procedure

1. Check the box is undamaged.

On the label it should say 9621G. If not, contact your system administrator.

- 2. Open the box and unwrap each part, keeping all the packaging. The box should contain:
  - Phone body
  - Handset
  - Handset cord
  - Stand
- 3. If any part is missing or damaged, repack everything and contact your system administrator.

Go to Assembling the 9621 Phone on page 69.

#### **Related links**

Connecting a 9621 Phone on page 67

# Assembling the 9621 Phone

### About this task

Use this procedure to assemble the phone.

#### Procedure

- 1. Connect the handset:
  - a. Plug the curly end of the handset cord into the handset.
  - b. Plug the straight end of the handset cord into phones 🔜 socket.
  - c. Thread the straight part of the cord into cable channel in phone casing.
- 2. Attach the stand:
  - a. The stand push inserts into two slots under the phone.
  - b. Once inserted, you can flip the stand to either of two positions to adjust the angle of the phone when stood on the desk surface.

#### Next steps

Go to Connecting a PoE Power Injector to a 9621 on page 70.

#### **Related links**

# **Connecting a PoE Power Injector to a 9621**

#### About this task

If your data network does not provide power (PoE), you need to power the phone from an Avaya Global Single Port Power over Ethernet power injector (GSPPoE). Use this procedure to connect the power injector.

#### Procedure

- 1. Connect a network cable from your network socket to the 器 or **Data In** port on the GSPPoE.
- 2. Connect the mains power cable to the GSPPoE and switch on power.
- 3. Connect the network cable supplied with the GSPPoE from its 🕿 or **Power and Data Out** port to the phone's 🗖 port. The barrel around the cable should be at the phone end.

#### Next steps

Go to Connecting the Pre-Configured 9621 Phone on page 70.

#### **Related links**

Connecting a 9621 Phone on page 67

# **Connecting the Pre-Configured 9621 Phone**

#### About this task

Use this procedure to connect the pre-configured phone.

#### 😵 Note:

If not sure whether the phone is pre-configured, follow this process and wait 5 minutes. If after that, excluding any software upgrade, the phone does not automatically connect, follow the process for an unconfigured phone. See <u>Connecting the Unconfigured 9621 Phone</u> on page 71.

- 1. If not using a GSPPoE power injector.
  - a. Connect the network LAN cable to your network socket.
  - b. Connect the LAN cable to the socket on the back of the phone with an **D** icon.
- 2. The phone's message indicator comes on. The phone begins loading its software.
- 3. After a minute, the phone displays **DHCP** and a timer as it requests an IP address and other information from a DHCP server.
- 4. If the phone needs to download new software, allow it to do so. Do not disconnect the phone if this occurs. After upgrading, the phone will restart.

5. After another minute, the phone should display **Verifying Credentials** and then connects to the telephone system.

#### Next steps

Go to Connecting the Unconfigured 9621 Phone on page 71.

#### **Related links**

Connecting a 9621 Phone on page 67

# **Connecting the Unconfigured 9621 Phone**

#### About this task

Use this procedure to connect and configure the phone.

### 😵 Note:

This procedure is valid for unconfigured phones only. If you are not sure whether your phone has been pre-configured, follow the process for a pre-configured phone described in <u>Connecting the Pre-Configured 9621 Phone</u> on page 70. If after 5 minutes (excluding any software upgrade that may occur) the phone does not automatically connect to your system, remove and reapply power and follow the process for an unconfigured phone. Otherwise, contact your system administrator.

- 1. If not using a GSPPoE power injector.
  - a. Connect the network LAN cable to your network socket.
  - b. Connect the LAN cable to the socket on the back of the phone with an **D** icon.
- 2. The phone's message indicator comes on. The phone begins loading its software.
- 3. After a minute, the phone displays **DHCP** and a timer as it requests an IP address and other information from a DHCP server.
- 4. When the option \* **to program** is displayed, press the \* key. If **Waiting for LLDP** is displayed, wait until it returns to requesting DHCP information.
- 5. When Enter code is displayed, dial 27238 and press #.
- 6. Using the touch screen, press **ADDR**.
  - a. Press Call Server.
    - Enter the address of the communication system.
    - To enter the . between digits, press the \* key. Check the address and press **Save**.
  - b. Enter the same address under HTTPS File Server.
  - c. Leave the HTTP File Server blank.
  - d. Press Back.

- 7. Press Exit. The phone restarts using the new values.
- 8. The phone goes through a process of requesting and loading various files from the communication system. If it is given upgraded software, the phone restarts and loads that software. Do not interrupt these processes.
- 9. Once it has loaded all the files it needs, the phone requests the information it needs to register with the communication system:
  - a. At Enter Extension, enter your extension number.
  - b. At Enter Password, enter the phone password.
  - c. If okay, the phone briefly displays **Retrieval successful** as it loads your user settings.
- 10. Remove and reapply power to the phone. After restarting, the phone should automatically reconnect.

Go to Finishing 9621 Installation on page 72.

#### **Related links**

Connecting a 9621 Phone on page 67

# **Finishing 9621 Installation**

### About this task

Use this procedure to finish the phone installation process.

#### Procedure

- 1. Make a test call to another internal extension.
- 2. Make a test call to an external number.
- 3. Once you are happy the phone is working, dispose of the packaging safely. Where possible, recycle it.

#### **Related links**
# **Chapter 13: Connecting a 9641 Phone**

This section covers the assembly and connection of a new 9641G or 9641GS telephone.



- Do not install the telephone until told to do so by the system administrator.
- If the phone has been pre-configured, when connected to the network it will automatically connect to the communication system.
- The process typically takes approximately 30 minutes to complete.

If the phone has been used before, default the phone. See <u>Defaulting a 9600 Series Phone</u> on page 148.

### **Related links**

Before Connecting a 9641 on page 73 Getting the 9641 Phone Installation Details on page 74 Unpacking the 9641 Phone on page 74 Assembling the 9641 Phone on page 75 Connecting a PoE Power Injector to the 9641 on page 76 Connecting the Pre-Configured 9641 Phone on page 76 Connecting the Unconfigured 9641 Phone on page 77 Finishing 9641 Installation on page 78

## **Before Connecting a 9641**

Before connecting the phone, check you have the following:

Equipment	The boxed phone.
	A network cable.
	<ul> <li>A network socket within reach of where you want to use the phone.</li> </ul>
If your data network does not provide power (PoE)	A mains power outlet socket in reach of where you intend to use the phone.
	<ul> <li>An Avaya Global Single Port Power over Ethernet (GSPPoE) power injector kit. The kit includes a network cable for connection to the phone.</li> </ul>
	• A mains power lead with an IEC 60320 C5 Cloverleaf ( 🏵 ) plug at one end.

## Next steps

Go to Getting the 9641 Phone Installation Details on page 74.

#### **Related links**

Connecting a 9641 Phone on page 73

## **Getting the 9641 Phone Installation Details**

## About this task

Use this procedure to get the phone installation details.

### Procedure

- 1. Depending on the type of user you are:
  - **Phone User:** Log in to self-administration (see <u>Logging In the First Time</u> on page 9). Select **Profile** and go to **Phone Configuration Details**.
  - **Staging Administrator:** Log in to staging administration (see <u>Logging In</u> on page 12) and locate the details for the phone user.
- 2. Note the following details:
  - The telephone system's numeric IP Office IP Address.
  - Extension number.
  - The **Phone Password**. This is different from the user passwords for logging in into self-administration, voicemail, etc. It is only used the first time the phone is connected to the system.

### Next steps

Go to Unpacking the 9641 Phone on page 74.

#### **Related links**

Connecting a 9641 Phone on page 73

## **Unpacking the 9641 Phone**

## About this task

Use this procedure to unpack the phone.

- 1. Check the box is undamaged.
- 2. On the label it should say 9641G or 9641GS. If not, contact your system administrator.

- 3. Open the box and unwrap each part, keeping all the packaging. The box should contain:
  - Phone body
  - Handset
  - Handset cord
  - Stand
- 4. If any part is missing or damaged, repack everything and contact your system administrator.

## Next steps

Go to Assembling the 9641 Phone on page 75.

### **Related links**

Connecting a 9641 Phone on page 73

## Assembling the 9641 Phone

## About this task

Use this procedure to assemble the phone.

### Procedure

- 1. Connect the handset:
  - a. Plug the curly end of the handset cord into the handset.
  - b. Plug the straight end of the handset cord into phones 🔜 socket.
  - c. Thread the straight part of the cord into cable channel in phone casing.
- 2. Attach the stand:
  - a. The stand push inserts into two slots under the phone.
  - b. Once inserted, you can flip the stand to either of two positions to adjust the angle of the phone when stood on the desk surface.

### Next steps

Go to Connecting a PoE Power Injector to the 9641 on page 76.

### **Related links**

Connecting a 9641 Phone on page 73

## **Connecting a PoE Power Injector to the 9641**

### About this task

If your data network does not provide power (PoE), you need to power the phone from an Avaya Global Single Port Power over Ethernet power injector (GSPPoE). Use this procedure to connect the power injector.

### Procedure

- 1. Connect a network cable from your network socket to the 器 or **Data In** port on the GSPPoE.
- 2. Connect the mains power cable to the GSPPoE and switch on power.
- 3. Connect the network cable supplied with the GSPPoE from its 🕿 or **Power and Data Out** port to the phone's 🗖 port. The barrel around the cable should be at the phone end.

#### Next steps

Go to Connecting the Pre-Configured 9641 Phone on page 76.

#### **Related links**

Connecting a 9641 Phone on page 73

## **Connecting the Pre-Configured 9641 Phone**

### About this task

Use this procedure to connect the pre-configured phone.

### 😵 Note:

If not sure whether the phone is pre-configured, follow this process and wait 5 minutes. If after that, excluding any software upgrade, the phone does not automatically connect, follow the process for an unconfigured phone. See <u>Connecting the Unconfigured 9641 Phone</u> on page 77.

- 1. If not using a GSPPoE power injector.
  - a. Connect the network LAN cable to your network socket.
  - b. Connect the LAN cable to the socket on the back of the phone with an **D** icon.
- 2. The phone's message indicator comes on. The phone begins loading its software.
- 3. After a minute, the phone displays **DHCP** and a timer as it requests an IP address and other information from a DHCP server.
- 4. If the phone needs to download new software, allow it to do so. Do not disconnect the phone if this occurs. After upgrading, the phone will restart.

5. After another minute, the phone should display **Verifying Credentials** and then connects to the telephone system.

## Next steps

Go to Connecting the Unconfigured 9641 Phone on page 77.

#### **Related links**

Connecting a 9641 Phone on page 73

## **Connecting the Unconfigured 9641 Phone**

## About this task

Use this procedure to connect and configure the phone.

## 😵 Note:

This procedure is valid for unconfigured phones only. If you are not sure whether your phone has been pre-configured, follow the process for a pre-configured phone described in <u>Connecting the Pre-Configured 9641 Phone</u> on page 76. If after 5 minutes (excluding any software upgrade that may occur) the phone does not automatically connect to your system, remove and reapply power and follow the process for an unconfigured phone. Otherwise, contact your system administrator.

- 1. If not using a GSPPoE power injector.
  - a. Connect the network LAN cable to your network socket.
  - b. Connect the LAN cable to the socket on the back of the phone with an **D** icon.
- 2. The phone's message indicator comes on. The phone begins loading its software.
- 3. After a minute, the phone displays **DHCP** and a timer as it requests an IP address and other information from a DHCP server.
- 4. When the option \* **to program** is displayed, press the \* key. If **Waiting for LLDP** is displayed, wait until it returns to requesting DHCP information.
- 5. When Enter code is displayed, dial 27238 and press #.
- 6. Using the touch screen, press **ADDR**.
  - a. Press Call Server.
    - Enter the address of the communication system.
    - To enter the . between digits, press the \* key. Check the address and press **Save**.
  - b. Enter the same address under HTTPS File Server.
  - c. Leave the HTTP File Server blank.
  - d. Press Back.

- 7. Press Exit. The phone restarts using the new values.
- 8. The phone goes through a process of requesting and loading various files from the communication system. If it is given upgraded software, the phone restarts and loads that software. Do not interrupt these processes.
- 9. Once it has loaded all the files it needs, the phone requests the information it needs to register with the communication system:
  - a. At Enter Extension, enter your extension number.
  - b. At Enter Password, enter the phone password.
  - c. If okay, the phone briefly displays **Retrieval successful** as it loads your user settings.
- 10. Remove and reapply power to the phone. After restarting, the phone should automatically reconnect.

#### Next steps

Go to Finishing 9641 Installation on page 78.

#### **Related links**

Connecting a 9641 Phone on page 73

## **Finishing 9641 Installation**

## About this task

Use this procedure to finish the phone installation process.

### Procedure

- 1. Make a test call to another internal extension.
- 2. Make a test call to an external number.
- 3. Once you are happy the phone is working, dispose of the packaging safely. Where possible, recycle it.

### **Related links**

Connecting a 9641 Phone on page 73

# Chapter 14: Connecting a K155 Vantage Phone

This section covers the assembly and connection of a new K155 Vantage telephone.



- If installing as a user, ensure that you have logged into self-administration first. This is necessary in order to set the password needed for phone registration.
- If the phone has been pre-configured (staged), then the process typically takes approximately 30 minutes to complete.
- If unstaged, the whole process takes up to 2 hours.
- If the phone has been used before, or if this process fails, default the phone. For more information, see <u>Defaulting a K100 Series Vantage Phone</u> on page 150.

### **Related links**

Before Connecting a K155 on page 79Getting the K155 Phone Installation Details on page 80Unpacking the K155 Phone on page 81Adding the Optional Wireless Module to a K155 on page 81Attaching a Wired Handset to a K155 on page 83Attaching a Wireless Handset to a K155 on page 83Attaching the K155 Phone on page 85Initial K155 Configuration on page 85Login to the Vantage Connect Dialer on a K155 on page 87To Pair the Bluetooth Handset on a K155 on page 87Finishing K155 Installation on page 88

## **Before Connecting a K155**

Before connecting the phone, check you have the following:

Parts and Equipment:	The boxed phone.
	<ul> <li>If not connecting via Wi-Fi:</li> </ul>
	- A network cable.
	- A network socket within reach of where you want to use the phone.
	<ul> <li>If connecting via Wi-Fi or if your data network doesn't provide power (PoE), you should also have:</li> </ul>
	- A power lead suitable for power sockets used in your location.
	- The mains power outlet socket within reach of where you intend to use the phone.
	- A K100 Series power supply unit.
lf adding a wireless card:	Boxed J100 Wireless card.
	<ul> <li>A small cross-head screwdriver (Phillips #1) and small flat-bladed screwdriver (3 mm).</li> </ul>
	<ul> <li>Wi-Fi password and name of Wi-Fi network (SSID).</li> </ul>

## Next steps

Go to Getting the K155 Phone Installation Details on page 80.

## **Related links**

Connecting a K155 Vantage Phone on page 79

## **Getting the K155 Phone Installation Details**

## About this task

Use this procedure to get the phone installation details.

- 1. Depending on the type of user you are:
  - **Phone User:** Log in to self-administration (see <u>Logging In the First Time</u> on page 9). Select **Profile** and go to **Phone Configuration Details**.
  - **Staging Administrator:** Log in to staging administration (see <u>Logging In</u> on page 12) and locate the details for the phone user.
- 2. Note the following details:
  - If connecting a pre-configured phone (User):
    - Your user **Password** as set after logging into self-administration.
    - Extension number.

- If connecting a new phone (Staging Administrator):
  - Extension number.
  - The **Extension Password**. This is different from the user passwords for logging in into self-administration, voicemail, etc. It is only used the first time the phone is connected to the system.

#### Next steps

Go to Unpacking the K155 Phone on page 81.

#### **Related links**

Connecting a K155 Vantage Phone on page 79

## **Unpacking the K155 Phone**

#### About this task

Use this procedure to unpack the phone.

#### Procedure

- 1. Check the box is undamaged.
- 2. On the label, just under **Avaya Inc** it should say **K155**. If not, contact your system administrator.
- 3. Open the box and unwrap each part, keeping all the packaging. The box should contain:
  - Phone body
  - Stand leg
- 4. If any part is missing or damaged, repack everything and contact your system administrator.

#### Next steps

Go to Adding the Optional Wireless Module to a K155 on page 81.

#### **Related links**

Connecting a K155 Vantage Phone on page 79

## Adding the Optional Wireless Module to a K155

### About this task

Use this procedure to add the optional Wireless Module to the phone.

## Procedure

- 1. Check the box is undamaged.
- 2. Check the label on the Avaya box. Just under **Avaya Inc** it should say **JWIFI**. If not, contact your system administrator.

http://www.avaya.com/en/partner-locator				
AVAYA INC.	10-19-2017	• MODEL/MODELOI型号: J100 Accessory Module		
JWIFI01A	D02			
Prod ID: 700512402 Serial # : 17W24250C0FR		• MADE IN/HECHO EN CHINA/中国制造		

- 3. Open the box and unwrap each part, keeping all the packaging. The box contains:
  - Card
  - Small screw (this is not used for the K155)



- 4. If any part is missing or damaged, repack everything and contact your system administrator.
- 5. Place the phone face down on a flat clean surface. At the top you will see a removable panel.
- 6. Push a small flat bladed screwdriver into the slot at the top of the panel until you feel a slight yield. Then, pressing down on the other end of the panel, slide the panel out.
- 7. You will see two slots. Insert the wireless card into the lower slot.
- 8. Do not install the screw provided. This is not used with the K155.
- 9. Slide the removable panel back into place. Grooves on the side of the panel need to engage with the edges of the slot as you slide the panel in. You shouldn't need to apply any pressure to do this at first.
- 10. Once the panel is almost completely inserted, apply pressure until you hear a click.

### Next steps

If adding a handset, go to <u>Attaching a Wired Handset to a K155</u> on page 83 or <u>Attaching a</u> <u>Wireless Handset to a K155</u> on page 84. Otherwise, go to <u>Connecting the K155 Phone</u> on page 85.

Connecting a K155 Vantage Phone on page 79

## Attaching a Wired Handset to a K155

### About this task

Use this procedure to attach an optional wired handset to the phone.

### Procedure

- 1. Check the box is undamaged.
- 2. On the label, just under **Avaya Inc** it should say **J1B1**. If not, contact your system administrator.
- 3. Open the box and unwrap each part, keeping all the packaging. The box contains:
  - Handset
  - Handset Cord
  - Handset Rest
  - Handset Rest Leg
- 4. If any part is missing or damaged, repack everything and contact your system administrator.
- 5. For reference during the following, the bottom of the module has rubber cushions:
  - On the back of the handset rest, you will see a slot with two plastic hooks. These match the bar on the stand leg.
  - Insert the bar into the slot and pull the leg downwards until it clicks into the hooks.
- 6. On the side of the phone locate the slot covered by a rubber bung:
  - Carefully remove the rubber bung. You can do this with your fingers. You do not need to use a tool to do this.
  - Keep the rubber bung somewhere safe in case you ever need to place it back over the socket.
- 7. Place the phone and the handset rest face down next to each other on a clean surface:
  - Carefully plug the lead into the socket. This should not require any force.
  - Holding the phone still, push the two units together so that the two plastic lugs on the rest lock into place.
- 8. Attach the handset cord to the handset and then to the handset module.

### Next steps

Go to Connecting the K155 Phone on page 85.

Connecting a K155 Vantage Phone on page 79

## Attaching a Wireless Handset to a K155

## About this task

Use this procedure to attach an optional wireless handset.

### Procedure

- 1. Check the box is undamaged.
- 2. On the label, just under **Avaya Inc** it should say **J2B1**. If not, contact your system administrator.
- 3. Open the box and unwrap each part, keeping all the packaging. The box contains:
  - Bluetooth Handset
  - Handset Rest
  - Handset Rest Leg
- 4. If any part is missing or damaged, repack everything and contact your system administrator.
- 5. For reference during the following, the bottom of the module has rubber cushions:
  - On the back of the handset rest, you will see a slot with two plastic hooks. These match the bar on the stand leg.
  - Insert the bar into the slot and pull the leg downwards until it clicks into the hooks.
- 6. On the side of the phone locate the slot covered by a rubber bung:
  - Carefully remove the rubber bung. You can do this with your fingers. You do not need to use a tool to do this.
  - Keep the rubber bung somewhere safe in case you ever need to place it back over the socket.
- 7. Place the phone and the handset rest face down next to each other on a clean surface:
  - Carefully plug the lead into the socket. This should not require any force.
  - Holding the phone still, push the two units together so that the two plastic lugs on the rest lock into place.

### Next steps

Go to Connecting the K155 Phone on page 85.

#### **Related links**

Connecting a K155 Vantage Phone on page 79

## **Connecting the K155 Phone**

## About this task

Use this procedure to connect the phone.

## Procedure

- 1. If not using Wi-Fi, connect the network cable:
  - a. Connect the network cable to your network socket.
  - b. Connect the cable to the phone's 器 socket. If this cable also provides power (PoE), the phone lamp comes on.
- 2. Connect the power supply unit (not needed if your network provides power from the network cable):
  - a. Attach the mains power lead to the power supply unit and plug it into your mains power outlet.
  - b. Plug the unit into the power socket under the phone and switch on the power to the phone.
- 3. The phone goes through its startup process. This takes approximately 20 minutes. For most of this, it displays a black screen and **Avaya vantage** logo.
- 4. Towards the end, the screen displays a "One moment while device is being configured" message.
- 5. When the initial startup is finished, the time and date is displayed on a blurred office workers background. If your phone has a wireless handset module attached there will be a warning that the handset is not paired.

## Next steps

Go to Initial K155 Configuration on page 85.

### **Related links**

Connecting a K155 Vantage Phone on page 79

## **Initial K155 Configuration**

### About this task

Use this procedure to configure an unconfigured phone.

### 😵 Note:

If you are the user and you have received a pre-configured (staged) phone, this process will have already been performed and can be skipped.

## Procedure

1. Swipe up on the screen.

The Android setup menu Welcome screen is displayed.

- 2. If required, click English (Uited States) and select the language and country required.
- 3. Click the arrow icon.
- 4. The phone searches for available wireless networks.
  - If you don't want to connect via Wi-Fi: Click Skip > and then SKIP ANYWAY.
  - If you want to use the device via Wi-Fi:
    - Click the wireless network that the phone should use.
    - Enter the network password and click **CONNECT**.
- 5. Enter your name and click **NEXT >**.
- 6. Select and enter details of the email account you will be using with the phone.
  - Note that can be done later through the settings menus if required.
  - If you want to use a Google email account that is done later.
  - To proceed without setting up an email account at this stage, click **Not now**.
- 7. Scroll through the Google services.
  - To turn any of the services off, click the selector switch icon on the right of the service.
  - When finished, click **NEXT >**.
- 8. The phone now displays its home screen. At this stage it is still a standard Android tablet device with no Avaya dialer and SIP telephone settings.
- 9. Access the phone's settings menu:
  - a. Click the icon at the bottom of the home screen.
  - b. Click the **\* Settings** icon.
- 10. In the Wireless & Networks section, click ... More.
- 11. Click File Server.
- 12. In the **Set file server URL** menu that appears, enter the **HTTPS Server Address** of your phone system. You must prefix the address with **https://** and end it with :**411**.
- 13. Exit the setting menu by clicking on the circle icon at the bottom of the screen.
- 14. Wait whilst the phone contacts the phone system. If it prompts you that it needs to download new software, allow it to do so.
- 15. The phone may restart several times as it loads updated firmware files and the Avaya dialer application. You will see various messages about downloads and an  $\pm$  icon in the status bar.

16. When completed, the phone should restart with the blurred office workers background. This indicates that the Avaya application has been installed and you can now login to the communication system.

## Next steps

Go to Login to the Vantage Connect Dialer on a K155 on page 87.

#### **Related links**

Connecting a K155 Vantage Phone on page 79

## Login to the Vantage Connect Dialer on a K155

## About this task

Use this procedure to login.

#### Procedure

- 1. Swipe up on the **b** padlock icon at the bottom of the screen.
- 2. For the Username, enter the extension number.
- 3. For the Password:
  - If you are the user, enter your user password. The same password as you set after logging in to self-administration.
  - If you are a staging administrator, enter the extension password.
- 4. Click Next.
- 5. A software license screen is displayed. Click ACCEPT.
- 6. The application screen is displayed.
- 7. Remove and then reapply power to the phone. After restarting, the phone should automatically reconnect to the communication system.

### Next steps

Go to Finishing K155 Installation on page 88.

#### **Related links**

Connecting a K155 Vantage Phone on page 79

## To Pair the Bluetooth Handset on a K155

## About this task

Use this procedure to pair the optional Bluetooth handset.

## Procedure

- 1. Access the phone's settings menu:
  - a. Swipe down from the top of the display. The black status bar with a 😔 icon appears.
  - b. Swipe down on the status bar to display a gray box with the time, date and  $\leftrightarrow$  icon.
  - c. Click on the 😔 icon to display the quick settings menu and then click the 🏶 icon.
- 2. Press and hold the power button near the top of the handset. Keep it pressed until the handset lamp keeps flashing. This indicates it is in pairing mode.
- 3. Select Bluetooth.
- 4. Change the setting to **On**. The phone scans for available Bluetooth devices.
- 5. When the handset is shown, it appears as **Avaya J100–02AE11** or similar, click on it and select **Connect**.
- 6. The IIII icon appears in the status bar, showing that the handset is connected and its charge level.

## **Related links**

Connecting a K155 Vantage Phone on page 79

## **Finishing K155 Installation**

## About this task

Use this procedure to finish the phone installation process.

## Procedure

- 1. Make a test call to another internal extension.
- 2. Make a test call to an external number.
- 3. Once you are happy the phone is working, dispose of the packaging safely. Where possible, recycle it.

## **Related links**

Connecting a K155 Vantage Phone on page 79

# Chapter 15: Connecting a K165 Vantage Phone

This section covers the assembly and connection of a new K165 Vantage telephone.



- If installing as a user, ensure that you have logged into self-administration first. This is necessary in order to set the password needed for phone registration.
- If the phone has been pre-configured (staged), then the process typically takes approximately 30 minutes to complete.
- If unstaged, the whole process takes up to 2 hours.
- If the phone has been used before, or if this process fails, default the phone. For more information, see <u>Defaulting a K100 Series Vantage Phone</u> on page 150.

#### **Related links**

Before Connecting a K165 on page 89 Getting the K165 Phone Installation Details on page 90 Unpacking the K165 Phone on page 91 Attaching a Wired Handset to a J165 on page 91 Attaching a Wireless Handset to a J165 on page 92 Connecting the K165 Phone on page 93 Initial K165 Configuration on page 94 Login to the Vantage Connect Dialer on a K165 on page 95 To Pair the Bluetooth Handset on a K165 on page 96 Finishing K165 Installation on page 96

## Before Connecting a K165

Before connecting the phone, check you have the following:

Parts and Equipment:	The boxed phone.	
	If not connecting via Wi-Fi:	
	- A network cable.	
	- A network socket within reach of where you want to use the phone.	
	<ul> <li>If connecting via Wi-Fi or if your data network doesn't provide power (PoE), you should also have:</li> </ul>	
	- A power lead suitable for power sockets used in your location.	
	- The mains power outlet socket within reach of where you intend to use the phone.	
	- A K100 Series power supply unit.	
If you intended to connect the	The network name (SSID).	

Connecting a K165 Vantage Phone on page 89

## **Getting the K165 Phone Installation Details**

· The network connection password.

## About this task

phone via Wi-Fi

Use this procedure to get the phone installation details.

- 1. Depending on the type of user you are:
  - **Phone User:** Log in to self-administration (see <u>Logging In the First Time</u> on page 9). Select **Profile** and go to **Phone Configuration Details**.
  - **Staging Administrator:** Log in to staging administration (see <u>Logging In</u> on page 12) and locate the details for the phone user.
- 2. Note the following details:
  - If connecting a pre-configured phone (User):
    - Your user **Password** as set after logging into self-administration.
    - Extension number.
  - If connecting a new phone (Staging Administrator):
    - Extension number.
    - The **Extension Password**. This is different from the user passwords for logging in into self-administration, voicemail, etc. It is only used the first time the phone is connected to the system.

Connecting a K165 Vantage Phone on page 89

## **Unpacking the K165 Phone**

## About this task

Use this procedure to unpack the phone.

## Procedure

- 1. Check the box is undamaged.
- 2. On the label, just under **Avaya Inc** it should say **K165**. If not, contact your system administrator.
- 3. Open the box and unwrap each part, keeping all the packaging. The box should contain:

## Phone body with attached stand

4. If any part is missing or damaged, repack everything and contact your system administrator.

## **Related links**

Connecting a K165 Vantage Phone on page 89

## Attaching a Wired Handset to a J165

## About this task

Use this procedure to attach an optional wired handset to the phone.

- 1. Check the box is undamaged.
- 2. On the label, just under **Avaya Inc** it should say **J1B1**. If not, contact your system administrator.
- 3. Open the box and unwrap each part, keeping all the packaging. The box contains:
  - Handset
  - Handset Cord
  - Handset Rest
  - Handset Rest Leg
- 4. If any part is missing or damaged, repack everything and contact your system administrator.

- 5. For reference during the following, the bottom of the module has rubber cushions:
  - On the back of the handset rest, you will see a slot with two plastic hooks. These match the bar on the stand leg.
  - Insert the bar into the slot and pull the leg downwards until it clicks into the hooks.
- 6. On the side of the phone locate the slot covered by a rubber bung:
  - Carefully remove the rubber bung. You can do this with your fingers. You do not need to use a tool to do this.
  - Keep the rubber bung somewhere safe in case you ever need to place it back over the socket.
- 7. Place the phone and the handset rest face down next to each other on a clean surface:
  - Carefully plug the lead into the socket. This should not require any force.
  - Holding the phone still, push the two units together so that the two plastic lugs on the rest lock into place.
- 8. Attach the handset cord to the handset and then to the handset module.

Connecting a K165 Vantage Phone on page 89

## Attaching a Wireless Handset to a J165

### About this task

Use this procedure to attach an optional wireless handset.

- 1. Check the box is undamaged.
- 2. On the label, just under **Avaya Inc** it should say **J2B1**. If not, contact your system administrator.
- 3. Open the box and unwrap each part, keeping all the packaging. The box contains:
  - Bluetooth Handset
  - Handset Rest
  - Handset Rest Leg
- 4. If any part is missing or damaged, repack everything and contact your system administrator.
- 5. For reference during the following, the bottom of the module has rubber cushions:
  - On the back of the handset rest, you will see a slot with two plastic hooks. These match the bar on the stand leg.

- Insert the bar into the slot and pull the leg downwards until it clicks into the hooks.
- 6. On the side of the phone locate the slot covered by a rubber bung:
  - Carefully remove the rubber bung. You can do this with your fingers. You do not need to use a tool to do this.
  - Keep the rubber bung somewhere safe in case you ever need to place it back over the socket.
- 7. Place the phone and the handset rest face down next to each other on a clean surface:
  - Carefully plug the lead into the socket. This should not require any force.
  - Holding the phone still, push the two units together so that the two plastic lugs on the rest lock into place.

Connecting a K165 Vantage Phone on page 89

## **Connecting the K165 Phone**

## About this task

Use this procedure to connect the phone.

- 1. If not using Wi-Fi, connect the network cable:
  - a. Connect the network cable to your network socket.
  - b. Connect the cable to the phone's 器 socket. If this cable also provides power (PoE), the phone lamp comes on.
- 2. Connect the power supply unit (not needed if your network provides power from the network cable):
  - a. Attach the mains power lead to the power supply unit and plug it into your mains power outlet.
  - b. Plug the unit into the power socket under the phone and switch on the power to the phone.
- 3. The phone goes through its startup process. This takes approximately 20 minutes. For most of this, it displays a black screen and **Avaya vantage** logo.
- 4. Towards the end, the screen displays a "One moment while device is being configured" message.
- 5. When the initial startup is finished, the time and date is displayed on a blurred office workers background. If your phone has a wireless handset module attached there will be a warning that the handset is not paired.

Connecting a K165 Vantage Phone on page 89

## **Initial K165 Configuration**

### About this task

Use this procedure to configure an unconfigured phone.

## 😵 Note:

If you are the user and you have received a pre-configured (staged) phone, this process will have already been performed and can be skipped.

### Procedure

1. Swipe up on the screen.

The Android setup menu Welcome screen is displayed.

- 2. If required, click English (Uited States) and select the language and country required.
- 3. Click the arrow icon.
- 4. The phone searches for available wireless networks.
  - If you don't want to connect via Wi-Fi: Click Skip > and then SKIP ANYWAY.
  - · If you want to use the device via Wi-Fi:
    - Click the wireless network that the phone should use.
    - Enter the network password and click CONNECT.
- 5. Enter your name and click **NEXT >**.
- 6. Select and enter details of the email account you will be using with the phone.
  - Note that can be done later through the settings menus if required.
  - If you want to use a Google email account that is done later.
  - To proceed without setting up an email account at this stage, click **Not now**.
- 7. Scroll through the Google services.
  - To turn any of the services off, click the selector switch icon on the right of the service.
  - When finished, click NEXT >.
- 8. The phone now displays its home screen. At this stage it is still a standard Android tablet device with no Avaya dialer and SIP telephone settings.
- 9. Access the phone's settings menu:
  - a. Click the icon at the bottom of the home screen.

- b. Click the **Settings** icon.
- 10. In the Wireless & Networks section, click ... More.
- 11. Click File Server.
- 12. In the **Set file server URL** menu that appears, enter the **HTTPS Server Address** of your phone system. You must prefix the address with **https://** and end it with :**411**.
- 13. Exit the setting menu by clicking on the circle icon at the bottom of the screen.
- 14. Wait whilst the phone contacts the phone system. If it prompts you that it needs to download new software, allow it to do so.
- 15. The phone may restart several times as it loads updated firmware files and the Avaya dialer application. You will see various messages about downloads and an  $\pm$  icon in the status bar.
- 16. When completed, the phone should restart with the blurred office workers background. This indicates that the Avaya application has been installed and you can now login to the communication system.

Connecting a K165 Vantage Phone on page 89

## Login to the Vantage Connect Dialer on a K165

### About this task

Use this procedure to login.

### Procedure

- 1. Swipe up on the **b** padlock icon at the bottom of the screen.
- 2. For the Username, enter the extension number.
- 3. For the **Password**:
  - If you are the user, enter your user password. The same password as you set after logging in to self-administration.
  - If you are a staging administrator, enter the extension password.
- 4. Click Next.
- 5. A software license screen is displayed. Click ACCEPT.
- 6. The application screen is displayed.
- 7. Remove and then reapply power to the phone. After restarting, the phone should automatically reconnect to the communication system.

#### **Related links**

Connecting a K165 Vantage Phone on page 89

## To Pair the Bluetooth Handset on a K165

## About this task

Use this procedure to pair the optional Bluetooth handset.

## Procedure

- 1. Access the phone's settings menu:
  - a. Swipe down from the top of the display. The black status bar with a 😔 icon appears.
  - b. Swipe down on the status bar to display a gray box with the time, date and  $\leftrightarrow$  icon.
  - c. Click on the 😔 icon to display the quick settings menu and then click the 🏶 icon.
- 2. Press and hold the power button near the top of the handset. Keep it pressed until the handset lamp keeps flashing. This indicates it is in pairing mode.
- 3. Select Bluetooth.
- 4. Change the setting to **On**. The phone scans for available Bluetooth devices.
- 5. When the handset is shown, it appears as **Avaya J100–02AE11** or similar, click on it and select **Connect**.
- 6. The IIII icon appears in the status bar, showing that the handset is connected and its charge level.

#### **Related links**

Connecting a K165 Vantage Phone on page 89

## **Finishing K165 Installation**

## About this task

Use this procedure to finish the phone installation process.

### Procedure

- 1. Make a test call to another internal extension.
- 2. Make a test call to an external number.
- 3. Once you are happy the phone is working, dispose of the packaging safely. Where possible, recycle it.

#### **Related links**

Connecting a K165 Vantage Phone on page 89

# Chapter 16: Connecting a K175 Vantage Phone

This section covers the assembly and connection of a new K175 Vantage telephone.



- If installing as a user, ensure that you have logged into self-administration first. This is necessary in order to set the password needed for phone registration.
- If the phone has been pre-configured (staged), then the process typically takes approximately 30 minutes to complete.
- If unstaged, the whole process takes up to 2 hours.
- If the phone has been used before, or if this process fails, default the phone. For more information, see <u>Defaulting a K100 Series Vantage Phone</u> on page 150.

#### **Related links**

Before Connecting a K175 on page 97 Getting the K175 Phone Installation Details on page 98 Unpacking the K175 Phone on page 99 Attaching a Wired Handset to a K175 on page 99 Attaching a Wireless Handset to a K175 on page 100 Connecting the K175 Phone on page 101 Initial K175 Configuration on page 102 Login to the Vantage Connect Dialer on a K175 on page 103 To Pair the Bluetooth Handset to a K175 on page 104 Finishing K175 Installation on page 104 Switching to Wireless on page 105

## **Before Connecting a K175**

Before connecting the phone, check you have the following:

Parts and Equipment:	The boxed phone.	
	If not connecting via Wi-Fi:	
	- A network cable.	
	- A network socket within reach of where you want to use the phone.	
	<ul> <li>If connecting via Wi-Fi or if your data network doesn't provide power (PoE), you should also have:</li> </ul>	
	- A power lead suitable for power sockets used in your location.	
	- The mains power outlet socket within reach of where you intend to use the phone.	
	- A K100 Series power supply unit.	
If you intended to connect the	The network name (SSID).	

Connecting a K175 Vantage Phone on page 97

## **Getting the K175 Phone Installation Details**

· The network connection password.

## About this task

phone via Wi-Fi

Use this procedure to get the phone installation details.

- 1. Depending on the type of user you are:
  - **Phone User:** Log in to self-administration (see <u>Logging In the First Time</u> on page 9). Select **Profile** and go to **Phone Configuration Details**.
  - **Staging Administrator:** Log in to staging administration (see <u>Logging In</u> on page 12) and locate the details for the phone user.
- 2. Note the following details:
  - If connecting a pre-configured phone (User):
    - Your user **Password** as set after logging into self-administration.
    - Extension number.
  - If connecting a new phone (Staging Administrator):
    - Extension number.
    - The **Extension Password**. This is different from the user passwords for logging in into self-administration, voicemail, etc. It is only used the first time the phone is connected to the system.

Connecting a K175 Vantage Phone on page 97

## **Unpacking the K175 Phone**

## About this task

Use this procedure to unpack the phone.

## Procedure

- 1. Check the box is undamaged.
- 2. On the label, just under **Avaya Inc** it should say **K175**. If not, contact your system administrator.
- 3. Open the box and unwrap each part, keeping all the packaging. The box should contain:

## Phone body with attached stand

4. If any part is missing or damaged, repack everything and contact your system administrator.

## **Related links**

Connecting a K175 Vantage Phone on page 97

## Attaching a Wired Handset to a K175

## About this task

Use this procedure to attach an optional wired handset to the phone.

- 1. Check the box is undamaged.
- 2. On the label, just under **Avaya Inc** it should say **J1B1**. If not, contact your system administrator.
- 3. Open the box and unwrap each part, keeping all the packaging. The box contains:
  - Handset
  - Handset Cord
  - Handset Rest
  - Handset Rest Leg
- 4. If any part is missing or damaged, repack everything and contact your system administrator.

- 5. For reference during the following, the bottom of the module has rubber cushions:
  - On the back of the handset rest, you will see a slot with two plastic hooks. These match the bar on the stand leg.
  - Insert the bar into the slot and pull the leg downwards until it clicks into the hooks.
- 6. On the side of the phone locate the slot covered by a rubber bung:
  - Carefully remove the rubber bung. You can do this with your fingers. You do not need to use a tool to do this.
  - Keep the rubber bung somewhere safe in case you ever need to place it back over the socket.
- 7. Place the phone and the handset rest face down next to each other on a clean surface:
  - Carefully plug the lead into the socket. This should not require any force.
  - Holding the phone still, push the two units together so that the two plastic lugs on the rest lock into place.
- 8. Attach the handset cord to the handset and then to the handset module.

Connecting a K175 Vantage Phone on page 97

## Attaching a Wireless Handset to a K175

### About this task

Use this procedure to attach an optional wireless handset.

- 1. Check the box is undamaged.
- 2. On the label, just under **Avaya Inc** it should say **J2B1**. If not, contact your system administrator.
- 3. Open the box and unwrap each part, keeping all the packaging. The box contains:
  - Bluetooth Handset
  - Handset Rest
  - Handset Rest Leg
- 4. If any part is missing or damaged, repack everything and contact your system administrator.
- 5. For reference during the following, the bottom of the module has rubber cushions:
  - On the back of the handset rest, you will see a slot with two plastic hooks. These match the bar on the stand leg.

- Insert the bar into the slot and pull the leg downwards until it clicks into the hooks.
- 6. On the side of the phone locate the slot covered by a rubber bung:
  - Carefully remove the rubber bung. You can do this with your fingers. You do not need to use a tool to do this.
  - Keep the rubber bung somewhere safe in case you ever need to place it back over the socket.
- 7. Place the phone and the handset rest face down next to each other on a clean surface:
  - Carefully plug the lead into the socket. This should not require any force.
  - Holding the phone still, push the two units together so that the two plastic lugs on the rest lock into place.

Connecting a K175 Vantage Phone on page 97

## **Connecting the K175 Phone**

## About this task

Use this procedure to connect the phone.

- 1. If not using Wi-Fi, connect the network cable:
  - a. Connect the network cable to your network socket.
  - b. Connect the cable to the phone's 器 socket. If this cable also provides power (PoE), the phone lamp comes on.
- 2. Connect the power supply unit (not needed if your network provides power from the network cable):
  - a. Attach the mains power lead to the power supply unit and plug it into your mains power outlet.
  - b. Plug the unit into the power socket under the phone and switch on the power to the phone.
- 3. The phone goes through its startup process. This takes approximately 20 minutes. For most of this, it displays a black screen and **Avaya vantage** logo.
- 4. Towards the end, the screen displays a "One moment while device is being configured" message.
- 5. When the initial startup is finished, the time and date is displayed on a blurred office workers background. If your phone has a wireless handset module attached there will be a warning that the handset is not paired.

Connecting a K175 Vantage Phone on page 97

## **Initial K175 Configuration**

### About this task

Use this procedure to configure an unconfigured phone.

## 😵 Note:

If you are the user and you have received a pre-configured (staged) phone, this process will have already been performed and can be skipped.

## Procedure

1. Swipe up on the screen.

The Android setup menu Welcome screen is displayed.

- 2. If required, click English (Uited States) and select the language and country required.
- 3. Click the arrow icon.
- 4. The phone searches for available wireless networks.
  - If you don't want to connect via Wi-Fi: Click Skip > and then SKIP ANYWAY.
  - If you want to use the device via Wi-Fi:
    - Click the wireless network that the phone should use.
    - Enter the network password and click CONNECT.
- 5. Enter your name and click **NEXT >**.
- 6. Select and enter details of the email account you will be using with the phone.
  - Note that can be done later through the settings menus if required.
  - If you want to use a Google email account that is done later.
  - To proceed without setting up an email account at this stage, click **Not now**.
- 7. Scroll through the Google services.
  - To turn any of the services off, click the selector switch icon on the right of the service.
  - When finished, click NEXT >.
- 8. The phone now displays its home screen. At this stage it is still a standard Android tablet device with no Avaya dialer and SIP telephone settings.
- 9. Access the phone's settings menu:
  - a. Click the icon at the bottom of the home screen.

- b. Click the **Settings** icon.
- 10. In the Wireless & Networks section, click ... More.
- 11. Click File Server.
- 12. In the **Set file server URL** menu that appears, enter the **HTTPS Server Address** of your phone system. You must prefix the address with **https://** and end it with :**411**.
- 13. Exit the setting menu by clicking on the circle icon at the bottom of the screen.
- 14. Wait whilst the phone contacts the phone system. If it prompts you that it needs to download new software, allow it to do so.
- 15. The phone may restart several times as it loads updated firmware files and the Avaya dialer application. You will see various messages about downloads and an  $\pm$  icon in the status bar.
- 16. When completed, the phone should restart with the blurred office workers background. This indicates that the Avaya application has been installed and you can now login to the communication system.

Connecting a K175 Vantage Phone on page 97

## Login to the Vantage Connect Dialer on a K175

### About this task

Use this procedure to login.

### Procedure

- 1. Swipe up on the **b** padlock icon at the bottom of the screen.
- 2. For the Username, enter the extension number.
- 3. For the **Password**:
  - If you are the user, enter your user password. The same password as you set after logging in to self-administration.
  - If you are a staging administrator, enter the extension password.
- 4. Click Next.
- 5. A software license screen is displayed. Click ACCEPT.
- 6. The application screen is displayed.
- 7. Remove and then reapply power to the phone. After restarting, the phone should automatically reconnect to the communication system.

#### **Related links**

Connecting a K175 Vantage Phone on page 97

## To Pair the Bluetooth Handset to a K175

## About this task

Use this procedure to pair the optional Bluetooth handset.

## Procedure

- 1. Access the phone's settings menu:
  - a. Swipe down from the top of the display. The black status bar with a 😔 icon appears.
  - b. Swipe down on the status bar to display a gray box with the time, date and  $\leftrightarrow$  icon.
  - c. Click on the 😔 icon to display the quick settings menu and then click the 🏶 icon.
- 2. Press and hold the power button near the top of the handset. Keep it pressed until the handset lamp keeps flashing. This indicates it is in pairing mode.
- 3. Select Bluetooth.
- 4. Change the setting to **On**. The phone scans for available Bluetooth devices.
- 5. When the handset is shown, it appears as **Avaya J100–02AE11** or similar, click on it and select **Connect**.
- 6. The IIII icon appears in the status bar, showing that the handset is connected and its charge level.

#### **Related links**

Connecting a K175 Vantage Phone on page 97

## **Finishing K175 Installation**

## About this task

Use this procedure to finish the phone installation process.

### Procedure

- 1. Make a test call to another internal extension.
- 2. Make a test call to an external number.
- 3. Once you are happy the phone is working, dispose of the packaging safely. Where possible, recycle it.

#### **Related links**

Connecting a K175 Vantage Phone on page 97

## **Switching to Wireless**

## About this task

The K100 Series phones can use either wired or wireless network connection. Note that the K155 can only use wireless if fitted with the optional wireless card (see <u>Adding the Optional Wireless</u> <u>Module to a K155</u> on page 81).

## Procedure

- 1. Access the phone settings:
  - a. Swipe down from the top of the display. The black status bar with a 😔 icon appears.
  - b. Swipe down on the status bar to display a gray box with the time, date and  $\longleftrightarrow$  icon.
  - c. Click on the 😔 icon to display the quick settings menu and then click the 🏶 icon.
- 2. Click Network.
- 3. Click Network mode.
- 4. Select Network mode.
- 5. Click **Network mode** once the option is no longer greyed out, this may take a couple of seconds.
- 6. Select the require wireless network.
- 7. Enter the network password and click **CONNECT**.

#### **Related links**

Connecting a K175 Vantage Phone on page 97

# **Chapter 17: B179 Conference Phone**

This section covers the assembly and connection of a B179 telephone.



- Do not install the telephone until told to do so by the system administrator.
- If the phone has been pre-configured, when connected to the network it will automatically connect to the communication system.
- The process typically takes approximately 30 minutes to complete.

### **Related links**

Before Connecting a B179 on page 106 Getting the B179 Phone Installation Details on page 107 Unpacking the B179 Phone on page 107 Assembling the B179 Phone on page 108 Getting the B179 Phone's IP address on page 108 Connection the B179 Phone on page 109 Finishing B179 Installation on page 110

## **Before Connecting a B179**

Before connecting the phone, check you have the following:

Equipment	Data network port.	
	<ul> <li>If not using Power over Ethernet (PoE), a mains power outlet.</li> </ul>	
	<ul> <li>Network PC with a browser other than Chrome.</li> </ul>	

### **Related links**

B179 Conference Phone on page 106

## **Getting the B179 Phone Installation Details**

## About this task

Use this procedure to get the phone installation details.

## Procedure

- 1. Depending on the type of user you are:
  - **Phone User:** Log in to self-administration (see <u>Logging In the First Time</u> on page 9). Select **Profile** and go to **Phone Configuration Details**.
  - **Staging Administrator:** Log in to staging administration (see <u>Logging In</u> on page 12) and locate the details for the phone user.
- 2. Note the following details:
  - The system's Customer FQDN address.
  - Extension number.
  - The **Extension Password**. This is different from the user passwords for logging in into self-administration, voicemail, etc. It is only used the first time the phone is connected to the system.
  - The system's **Telephony Certificate**, downloaded from the staging information menu. For more information, see <u>The Staging Information Menu</u> on page 13

#### **Related links**

B179 Conference Phone on page 106

## **Unpacking the B179 Phone**

## About this task

Use this procedure to unpack the phone.

- 1. Check the box is undamaged.
- 2. Open the box and unwrap each part, keeping all the packaging. The box should contain:
  - Phone
  - SD Memory Card
  - Network Cable
  - Power Cable
  - Power supply unit with several region-specific connectors
- 3. If any part is missing or damaged, repack everything and contact your system administrator.

B179 Conference Phone on page 106

## Assembling the B179 Phone

### About this task

Use this procedure to assemble the phone.

#### Procedure

- 1. Run the network cable from the phone's location to the network socket.
- 2. On the bottom of the phone there is a panel covering the connection power.
- 3. Push the catch in the center of the panel up and open the panel.
- 4. Plug the network cable into the 品 LAN port and insert the cable into one of the two cable tidies.
- 5. Connect any expansion microphones into the 2 EXPANSION MICROPHONE ports.
- 6. If using the power supply unit rather than power from the data network (PoE):
  - a. Select the appropriate power supply plug for your region and slot it into the power supply unit.
  - b. Run the power lead to the location where you plan to use the phone and connect it to the power supply unit.
  - c. Plug in the power supply but do not switch on power to it just yet.
  - d. Plug the power lead into the **POWER** socket and insert the cable into one of the two cable tidies.
- 7. Close the panel and push down on it until the catch clicks back into place.
- 8. Place the phone face up on the desk.
- 9. If the phone hasn't already started, switch on power to the phone.

#### **Related links**

B179 Conference Phone on page 106

## Getting the B179 Phone's IP address

#### About this task

Use this procedure to get the phone's IP address.
### Procedure

- 1. Wait for phone to start.
- 2. Once the phone has started:
  - a. Press 🏶 MENU and dial 82 (🏶 > MENU > STATUS > NETWORK).
  - b. Note the IP address that your network has given to the phone.
  - c. Press 🏶 MENU again to exit the menu.

### **Related links**

B179 Conference Phone on page 106

### **Connection the B179 Phone**

### About this task

Use this procedure to connect the phone.

- 1. Using a web browser (other than Chrome), browse to the phone's IP address.
- 2. Select AdminAdmin and enter 1234.
- 3. Select **Settings > Provisioning**.
- 4. Under Device management.
  - a. Set the DHCP option to Off.
  - b. In the File server address, enter the system address in the form <a href="http://customer-FQDN>:8411">http://customer-FQDN>:8411</a>
  - c. Press **Save**. The phone will restart and fetch the required files from the system. An upgrade may be performed.
- 5. The phone restarted and contacts the communication system. It may perform a software upgrade. If so, let this complete.
- 6. Login again and select **Settings > SIP**.
  - a. Under Primary account, set the following:
    - Set an **Account Name**. This is displayed on the phone display when the phone uses this account.
    - In the Set User and Authentication name fields, enter the extension number.
    - Under **Set Password** enter the phone's extension password.
  - b. Under Transport, select TLS.
    - Under **TLS Settings**, click the **Browse** button next to **Root Certificate**. Locate and upload the root certificate previously downloaded from the system.

- Press **Save**. The phone displays **Registering**. When completed, the Account Name is displayed at the bottom of the phone screen.
- 7. Select Settings > Time & Region.
  - a. Select **Region** and select the required region.
  - b. Click **Save**. The phone is restarted.
- 8. Select Settings > Basic.
  - a. In the **Profiles** section, for each profile set a new password.
  - b. Under Preferences, select the required Phone language.
  - c. Click Save.

B179 Conference Phone on page 106

### **Finishing B179 Installation**

### About this task

Use this procedure to finish the phone installation process.

### Procedure

- 1. Make a test call to another internal extension.
- 2. Make a test call to an external number.
- 3. Once you are happy the phone is working, dispose of the packaging safely. Where possible, recycle it.

### **Related links**

B179 Conference Phone on page 106

# Chapter 18: Installing Avaya IX<sup>™</sup> Workplace Client for Windows

Use the following process to install Avaya IX<sup>™</sup> Workplace Client on a Windows PC.

### Important:

- Do not install Avaya IX<sup>™</sup> Workplace Client until after you have logged into selfadministration, see <u>Logging In the First Time</u> on page 9. Logging into self-administration changes your user password which is also used for Avaya IX<sup>™</sup> Workplace Client connection.
- Do not install any application until your system administrator has confirmed that you can use it. They may need to make system changes before you can use a particular application.

The Windows Avaya IX<sup>™</sup> Workplace Client client requires the following:

- Windows 7: Microsoft .NET Framework 3.5 or a later version.
- Windows 8.1, Windows 10: Microsoft .NET Framework 4.5.2 or a later version.
- Exchange Server/Outlook Integration:
  - Exchange Server 2010 SP1 and later.
  - Microsoft Outlook add-in for web mail is supported on Exchange Server 2013 and later.
  - Exchange Web Services must be enabled for the Avaya IX<sup>™</sup> Workplace Client Outlook Add-in. Internet access must also be available because portions of the add-in are hosted on the Internet.

#### **Related links**

<u>Getting the Required Information</u> on page 112 <u>Downloading Avaya IX Workplace Client</u> on page 112 <u>Installing Avaya IX Workplace Client</u> on page 113 <u>Logging in to Avaya IX Workplace Client</u> on page 113 <u>Initial Connection Using the System Address</u> on page 113 <u>Initial Connection Using Your Email Address</u> on page 115

### **Getting the Required Information**

### About this task

You need to know whether your can connect your Avaya IX<sup>™</sup> Workplace Client using your email address or not. Then, obtain the information required:

### Procedure

- 1. Depending on the type of user you are:
  - **Phone User:** Log in to self-administration (see <u>Logging In the First Time</u> on page 9). Select **Profile** and go to **Phone Configuration Details**.
  - **Staging Administrator:** Log in to staging administration (see <u>Logging In</u> on page 12) and locate the details for the phone user.
- 2. Note the following details:

Connection Method:	Information Needed:
Using email	Your email address.
	Your user password.
	Your communication system's FQDN address.
Not using	Your extension number.
email	Your user password.
	<ul> <li>Your communication system's FQDN address.</li> </ul>
If also using SSO	<ul> <li>Your email address or the details of the account (Google, Office 365 or Salesforce) that you want to use.</li> </ul>

### **Related links**

Installing Avaya IX Workplace Client for Windows on page 111

### Downloading Avaya IX<sup>™</sup> Workplace Client

### About this task

Use this procedure to download the Avaya IX<sup>™</sup> Workplace Client.

### Procedure

- 1. In self-administration, click **Download**.
- 2. Click on the download link for Avaya Equinox for Windows (the .msi file).
- 3. Follow your browser's process for downloading a file.

#### Related links

Installing Avaya IX Workplace Client for Windows on page 111

### Installing Avaya IX<sup>™</sup> Workplace Client

### About this task

Use this procedure to install Avaya IX<sup>™</sup> Workplace Client.

### Procedure

- 1. Copy the MSI file to a temporary location on the PC.
- 2. Double-click on the installer.
- 3. Click Next.
- 4. Accept the terms of the license agreement and click Next.
- 5. Select the type of installation and click **Next**. The **Custom** option allows you to select not to install the Outlook and web browser options.
- 6. If necessary change the installation path. Click Next.
- 7. Select the default language and click Next.
- 8. Click **Install**. If prompted by the Windows operating system whether to allow the installation, select **Yes**.
- 9. Click Finish.

### Related links

Installing Avaya IX Workplace Client for Windows on page 111

### Logging in to Avaya IX<sup>™</sup> Workplace Client

The processes shown here are for the first initial connection. Subsequent logins are automatic. There are two main methods of initial connection:

- Enter your email address.
- Directly entering the address of the system.

### **Related links**

Installing Avaya IX Workplace Client for Windows on page 111

### **Initial Connection Using the System Address**

### About this task

Use this procedure if your communication system doesn't support connecting using your email address. If during this initial configuration the operating system or installed virus checker prompts whether to allow the application, select that option.

### Procedure

- 1. Start Avaya IX<sup>™</sup> Workplace Client.
- 2. Select Configure my account.



3. Click on the <sup>(2)</sup>/<sub>2</sub> settings icon and select **Use web address**.



- 4. Enter the system's FQDN, prefixed with https://and followed by / 46xxsettings.txt. It will look something like https://<name>.example.com/ 46xxsettings.txt. Do not use the system's numeric IP address.
- 5. Click **NEXT** and wait whilst the application fetches the information it needs from your communication system.
- 6. The next steps depend on whether your system has been configured for SSO:
  - **SSO Login** If the following menu appears, it indicates that your system is configured to support SSO.

Access	everything from one account	
Please enter your work email address or phone number to get started with Avaya Communicator for Web - IP Office		
Email c	or Phone	
	Get Started	

- Select the type of account you want to use to login and enter the details. Otherwise, enter your email address and click **Get Started**.
- The Avaya IX<sup>™</sup> Workplace Client login menu may appear briefly and then disappears as you are logged in.
- Non-SSO Login If the login menu appears and stays visible:

	AYA OX <sup>III</sup> e details
Extension	
Password	
Back	Skip

- Enter your extension number.
- Enter your user password. This is the same password as you use for selfadministration.
- Click SIGN IN.

Installing Avaya IX Workplace Client for Windows on page 111

### **Initial Connection Using Your Email Address**

#### About this task

Use this process if you have been told you can connect using your email address. If during this initial configuration, the operating system or installed virus checker prompts whether to allow the application, select that option.

### Procedure

1. Start Avaya IX<sup>™</sup> Workplace Client.

2. Select Configure my account.



- 3. In the Email address, enter your email address.
- 4. Click **NEXT**.
- 5. If prompted to **Choose your environment**, select the name of the system to which you want to login and click **NEXT**.
- 6. The next steps depend on whether your system has been configured for SSO:
  - SSO Login If the following menu appears, it indicates that your system is configured to support SSO.

Access everything from one account	
Please enter your work email address or phone number to get started with Avaya Communicator for Web - IP Office	
Email or Phone	
Get Started	

- Select the type of account you want to use to login and enter the details. Otherwise, enter your email address and click **Get Started**.
- The Avaya IX<sup>™</sup> Workplace Client login menu may appear briefly and then disappears as you are logged in.
- Non-SSO Login If the login menu appears and stays visible:

Enter your Phone details	₿ ×
Extension Password	
NEXT	Skip

- Enter your extension number.
- Enter your user password. This is the same password as you use for self-administration.
- Click SIGN IN.

Installing Avaya IX Workplace Client for Windows on page 111

# Chapter 19: Installing Avaya IX<sup>™</sup> Workplace Client for macOS

Use the following process to install Avaya IX<sup>™</sup> Workplace Client on a macOS PC.

### Important:

- Do not install Avaya IX<sup>™</sup> Workplace Client until after you have logged into selfadministration, see Logging In the First Time on page 9. Logging into self-administration changes your user password which is also used for Avaya IX<sup>™</sup> Workplace Client connection.
- Do not install any application until your system administrator has confirmed that you can use it. They may need to make system changes before you can use a particular application.

#### **Related links**

<u>Getting the Required Information</u> on page 118 <u>Downloading Avaya IX Workplace Client</u> on page 119 <u>Installing Avaya IX Workplace Client</u> on page 119 <u>Logging in to Avaya IX Workplace Client</u> on page 120 <u>Initial Connection Using the System Address</u> on page 120 Initial Connection Using Your Email Address on page 122

### **Getting the Required Information**

### About this task

You need to know whether your can connect your Avaya IX<sup>™</sup> Workplace Client using your email address or not. Then, obtain the information required:

- 1. Depending on the type of user you are:
  - Phone User: Log in to self-administration (see <u>Logging In the First Time</u> on page 9). Select **Profile** and go to **Phone Configuration Details**.
  - **Staging Administrator:** Log in to staging administration (see <u>Logging In</u> on page 12) and locate the details for the phone user.

2. Note the following details:

Connection Method:	Information Needed:
Using email	Your email address.
	Your user password.
	<ul> <li>Your communication system's FQDN address.</li> </ul>
Not using	Your extension number.
email	Your user password.
	<ul> <li>Your communication system's FQDN address.</li> </ul>
lf also using SSO	<ul> <li>Your email address or the details of the account (Google, Office 365 or Salesforce) that you want to use.</li> </ul>

### **Related links**

Installing Avaya IX Workplace Client for macOS on page 118

### Downloading Avaya IX<sup>™</sup> Workplace Client

### About this task

Use this procedure to download the Avaya IX<sup>™</sup> Workplace Client.

### Procedure

- 1. In self-administration, click **Download**.
- 2. Click on the download link for Avaya Equinox for macOS (the .dmg file).
- 3. Follow your browser's process for downloading a file.

### **Related links**

Installing Avaya IX Workplace Client for macOS on page 118

### Installing Avaya IX<sup>™</sup> Workplace Client

### About this task

Use this procedure to install Avaya IX<sup>™</sup> Workplace Client.

- 1. Copy the DMG file to a temporary location on the PC.
- 2. Double-click on the installer.
- 3. Click Next.

- 4. Accept the terms of the license agreement and click **Next**.
- 5. If necessary change the installation path. Click Next.
- 6. Select the default language and click Next.
- 7. Click **Install**. If prompted by the macOS operating system whether to allow the installation, select **Yes**.
- 8. Click Finish.

Installing Avaya IX Workplace Client for macOS on page 118

### Logging in to Avaya IX<sup>™</sup> Workplace Client

The processes shown here are for the first initial connection. Subsequent logins are automatic. There are two main methods of initial connection:

- Enter your email address.
- Directly entering the address of the system.

#### **Related links**

Installing Avaya IX Workplace Client for macOS on page 118

### **Initial Connection Using the System Address**

### About this task

Use this procedure if your communication system doesn't support connecting using your email address. If during this initial configuration the operating system or installed virus checker prompts whether to allow the application, select that option.

### Procedure

1. Start Avaya IX<sup>™</sup> Workplace Client.

2. Select Configure my account.



3. Click on the low settings icon and select **Use web address**.



- 4. Enter the system's FQDN, prefixed with https://and followed by / 46xxsettings.txt. It will look something like https://<name>.example.com/ 46xxsettings.txt. Do not use the system's numeric IP address.
- 5. Click **NEXT** and wait whilst the application fetches the information it needs from your communication system.
- 6. The next steps depend on whether your system has been configured for SSO:
  - **SSO Login** If the following menu appears, it indicates that your system is configured to support SSO.

Access everything from one account			
Please enter your work email address or phone number to get started with Avaya Communicator for Web - IP Office			
Email or Phone			
Get Started			

- Select the type of account you want to use to login and enter the details. Otherwise, enter your email address and click **Get Started**.
- The Avaya IX<sup>™</sup> Workplace Client login menu may appear briefly and then disappears as you are logged in.
- Non-SSO Login If the login menu appears and stays visible:

Enter your Phone details	\$\$ ×
Extension	
Password	
Back	Skip

- Enter your extension number.
- Enter your user password. This is the same password as you use for selfadministration.
- Click SIGN IN.

Installing Avaya IX Workplace Client for macOS on page 118

### **Initial Connection Using Your Email Address**

#### About this task

Use this process if you have been told you can connect using your email address. If during this initial configuration, the operating system or installed virus checker prompts whether to allow the application, select that option.

### Procedure

1. Start Avaya IX<sup>™</sup> Workplace Client.

2. Select Configure my account.



- 3. In the **Email address**, enter your email address.
- 4. Click **NEXT**.
- 5. If prompted to **Choose your environment**, select the name of the system to which you want to login and click **NEXT**.
- 6. The next steps depend on whether your system has been configured for SSO:
  - SSO Login If the following menu appears, it indicates that your system is configured to support SSO.

Access everything from one account	
Please enter your work email address or phone number to get started with Avaya Communicator for Web - IP Office	
Email or Phone	
Get Started	

- Select the type of account you want to use to login and enter the details. Otherwise, enter your email address and click **Get Started**.
- The Avaya IX<sup>™</sup> Workplace Client login menu may appear briefly and then disappears as you are logged in.
- Non-SSO Login If the login menu appears and stays visible:

	\$\$ ×
equinox	C <sup>TM</sup>
Enter your Phone details	
Extension	
Password	
Back	Skip

- Enter your extension number.
- Enter your user password. This is the same password as you use for self-administration.
- Click SIGN IN.

Installing Avaya IX Workplace Client for macOS on page 118

# Chapter 20: Installing Avaya IX<sup>™</sup> Workplace Client for iOS

Use the following process to install Avaya IX<sup>™</sup> Workplace Client on an Apple iOS phone.

### Important:

- Do not install Avaya IX<sup>™</sup> Workplace Client until after you have logged into selfadministration, see Logging In the First Time on page 9. Logging into self-administration changes your user password which is also used for Avaya IX<sup>™</sup> Workplace Client connection.
- Do not install any application until your system administrator has confirmed that you can use it. They may need to make system changes before you can use a particular application.

#### **Related links**

<u>Getting the Required Information</u> on page 125 <u>Installing Avaya IX Workplace Client</u> on page 126 <u>Logging in to Avaya IX Workplace Client</u> on page 126 <u>Initial Connection Using the System Address</u> on page 127 <u>Initial Connection Using Your Email Address</u> on page 128

### **Getting the Required Information**

### About this task

You need to know whether your can connect your Avaya IX<sup>™</sup> Workplace Client using your email address or not. Then, obtain the information required:

- 1. Depending on the type of user you are:
  - **Phone User:** Log in to self-administration (see <u>Logging In the First Time</u> on page 9). Select **Profile** and go to **Phone Configuration Details**.
  - **Staging Administrator:** Log in to staging administration (see <u>Logging In</u> on page 12) and locate the details for the phone user.
- 2. Note the following details:

Connection Method:	Information Needed:
Using email	Your email address.
	Your user password.
	<ul> <li>Your communication system's FQDN address.</li> </ul>
Not using	Your extension number.
email	Your user password.
	<ul> <li>Your communication system's FQDN address.</li> </ul>
If also using SSO	<ul> <li>Your email address or the details of the account (Google, Office 365 or Salesforce) that you want to use.</li> </ul>

Installing Avaya IX Workplace Client for iOS on page 125

### Installing Avaya IX<sup>™</sup> Workplace Client

### About this task

Use this procedure to install Avaya IX<sup>™</sup> Workplace Client.

### Procedure

- 1. Open the App Store and search for Avaya IX<sup>™</sup> Workplace Client.
- 2. Select the entry.
- 3. Select Install.
- 4. After the installation process is complete, select **Open**.
- 5. Accept the terms of the license agreement and the message to not use Avaya IX<sup>™</sup> Workplace Client to make emergency calls.
- 6. When prompts to allow notifications, use of the microphone, etc, accept the prompts.

#### **Related links**

Installing Avaya IX Workplace Client for iOS on page 125

### Logging in to Avaya IX<sup>™</sup> Workplace Client

### **Related links**

Installing Avaya IX Workplace Client for iOS on page 125

### **Initial Connection Using the System Address**

### About this task

Use this procedure if your communication system doesn't support connecting using your email address. If during this initial configuration the operating system or installed virus checker prompts whether to allow the application, select that option.

### Procedure

- 1. Start Avaya IX<sup>™</sup> Workplace Client.
- 2. Select Configure my account.



3. Click on the <sup>(2)</sup>/<sub>2</sub> settings icon and select **Use web address**.



- 4. Enter the system's FQDN, prefixed with https://and followed by / 46xxsettings.txt. It will look something like https://<name>.example.com/ 46xxsettings.txt. Do not use the system's numeric IP address.
- 5. Click **NEXT** and wait whilst the application fetches the information it needs from your communication system.

- 6. The next steps depend on whether your system has been configured for SSO:
  - **SSO Login** If the following menu appears, it indicates that your system is configured to support SSO.

Acce	ess everything from one accoun	it
Please enter your wor Avaya	rk email address or phone number t a Communicator for Web - IP Offic	o get started with <b>ce</b>
Er	nail or Phone	
	Get Started	1

- Select the type of account you want to use to login and enter the details. Otherwise, enter your email address and click **Get Started**.
- The Avaya IX<sup>™</sup> Workplace Client login menu may appear briefly and then disappears as you are logged in.
- Non-SSO Login If the login menu appears and stays visible:

equinox"	
Enter your Phone details	
Extension	
Password	

- Enter your extension number.
- Enter your user password. This is the same password as you use for selfadministration.
- Click SIGN IN.

Installing Avaya IX Workplace Client for iOS on page 125

### **Initial Connection Using Your Email Address**

#### About this task

Use this process if you have been told you can connect using your email address. If during this initial configuration, the operating system or installed virus checker prompts whether to allow the application, select that option.

- 1. Start Avaya IX<sup>™</sup> Workplace Client.
- 2. Select Configure my account.



- 3. In the Email address, enter your email address.
- 4. Click NEXT.
- 5. If prompted to **Choose your environment**, select the name of the system to which you want to login and click **NEXT**.
- 6. The next steps depend on whether your system has been configured for SSO:
  - **SSO Login** If the following menu appears, it indicates that your system is configured to support SSO.

Access everything from one accoun	t
Please enter your work email address or phone number to Avaya Communicator for Web - IP Offic	get started with e
Email or Phone	
Get Started	

- Select the type of account you want to use to login and enter the details. Otherwise, enter your email address and click **Get Started**.
- The Avaya IX<sup>™</sup> Workplace Client login menu may appear briefly and then disappears as you are logged in.
- Non-SSO Login If the login menu appears and stays visible:

Enter your Phone details	\$\$ ×
Extension	
Password	
Back	Skip

- Enter your extension number.
- Enter your user password. This is the same password as you use for self-administration.
- Click SIGN IN.

Installing Avaya IX Workplace Client for iOS on page 125

# Chapter 21: Installing Avaya IX<sup>™</sup> Workplace Client for Android

Use the following process to install Avaya IX<sup>™</sup> Workplace Client on an Android phone.

### Important:

- Do not install Avaya IX<sup>™</sup> Workplace Client until after you have logged into selfadministration, see Logging In the First Time on page 9. Logging into self-administration changes your user password which is also used for Avaya IX<sup>™</sup> Workplace Client connection.
- Do not install any application until your system administrator has confirmed that you can use it. They may need to make system changes before you can use a particular application.

#### **Related links**

Getting the Required Information on page 131 Installing Avaya IX Workplace Client on page 132 Installing Avaya IX Workplace Client from Self-Administration on page 132 Installing Avaya IX Workplace Client from Google Play Store on page 133 Logging in to Avaya IX Workplace Client on page 134 Initial Connection Using the System Address on page 134 Initial Connection Using Your Email Address on page 136

### **Getting the Required Information**

### About this task

You need to know whether your can connect your Avaya IX<sup>™</sup> Workplace Client using your email address or not. Then, obtain the information required:

- 1. Depending on the type of user you are:
  - **Phone User:** Log in to self-administration (see <u>Logging In the First Time</u> on page 9). Select **Profile** and go to **Phone Configuration Details**.
  - **Staging Administrator:** Log in to staging administration (see <u>Logging In</u> on page 12) and locate the details for the phone user.

2. Note the following details:

Connection Method:	Information Needed:
Using email	Your email address.
	Your user password.
	Your communication system's FQDN address.
Not using	Your extension number.
email	Your user password.
	Your communication system's FQDN address.
If also using SSO	<ul> <li>Your email address or the details of the account (Google, Office 365 or Salesforce) that you want to use.</li> </ul>

### **Related links**

Installing Avaya IX Workplace Client for Android on page 131

### Installing Avaya IX<sup>™</sup> Workplace Client

You can start the installation of Avaya IX<sup>™</sup> Workplace Client either from self-administration or through your Android device.

### **Related links**

Installing Avaya IX Workplace Client for Android on page 131

### Installing Avaya IX<sup>™</sup> Workplace Client from Self-Administration

### About this task

Use this procedure to install Avaya IX<sup>™</sup> Workplace Client from self-administration.

- 1. If not already done so, login to self-administration.
- 2. Select the **Download** menu.
- 3. Click the **Download** button under **Avaya Equinox for Android**. A new browser window or tab is opened, containing details of Avaya IX<sup>™</sup> Workplace Client.
- 4. Click the Install button.
- 5. From the menu, select the Android account you want to use and enter the password for that account. Click **NEXT**.

- 6. Select the device onto which you want to install Avaya IX<sup>™</sup> Workplace Client and click **Install**.
- 7. Click **OK** and close the browser window.
- 8. After a few minutes, the 🗳 icon should appear on your Android device. Click on the icon.
  - a. Allow permission for the application to make and manage phone calls.
  - b. Allow permission for the application to record audio.
  - c. The remaining permissions are optional (take pictures and record video, access your contacts and access your calendar). However, if not selected, some features of Avaya IX<sup>™</sup> Workplace Client will not work.
  - d. Click **Accept** for the end user license agreement. You can now login.

Installing Avaya IX Workplace Client for Android on page 131

# Installing Avaya IX<sup>™</sup> Workplace Client from Google Play Store

### About this task

Use this procedure to install Avaya IX<sup>™</sup> Workplace Client from the Google play store.

### Procedure

- 1. On the Android device, access the Google Play Store.
- 2. Search for Avaya IX<sup>™</sup> Workplace Client by Avaya Incorporated.
- 3. Select **Install**. Once the application is installed, either select Open or locate and click the icon on the desktop.
  - a. Allow permission for the application to make and manage phone calls.
  - b. Allow permission for the application to record audio.
  - c. The remaining permissions are optional (take pictures and record video, access your contacts and access your calendar). However, if not selected, some features of Avaya IX<sup>™</sup> Workplace Client will not work.
  - d. Click Accept for the end user license agreement. You can now login.

### **Related links**

Installing Avaya IX Workplace Client for Android on page 131

### Logging in to Avaya IX<sup>™</sup> Workplace Client

The processes shown here are for the first initial connection. Subsequent logins are automatic. There are two main methods of initial connection:

- Enter your email address.
- Directly entering the address of the system.

#### **Related links**

Installing Avaya IX Workplace Client for Android on page 131

### **Initial Connection Using the System Address**

### About this task

Use this procedure if your communication system doesn't support connecting using your email address. If during this initial configuration the operating system or installed virus checker prompts whether to allow the application, select that option.

- 1. Start Avaya IX<sup>™</sup> Workplace Client.
- 2. Select Configure my account.



3. Click on the <sup>(2)</sup>/<sub>2</sub> settings icon and select **Use web address**.



- 4. Enter the system's FQDN, prefixed with https://and followed by / 46xxsettings.txt. It will look something like https://<name>.example.com/ 46xxsettings.txt. Do not use the system's numeric IP address.
- 5. Click **NEXT** and wait whilst the application fetches the information it needs from your communication system.
- 6. The next steps depend on whether your system has been configured for SSO:
  - **SSO Login** If the following menu appears, it indicates that your system is configured to support SSO.

Access everything from one account	
Please enter your work email address or phone number to get started with Avaya Communicator for Web - IP Office	
Email or Phone	
Get Started	

- Select the type of account you want to use to login and enter the details. Otherwise, enter your email address and click **Get Started**.
- The Avaya IX<sup>™</sup> Workplace Client login menu may appear briefly and then disappears as you are logged in.
- Non-SSO Login If the login menu appears and stays visible:

	\$\$\$ ×
equinox"	
Enter your Phone details	
Extension	
Password	
Back	Skip

- Enter your extension number.
- Enter your user password. This is the same password as you use for self-administration.
- Click SIGN IN.

Installing Avaya IX Workplace Client for Android on page 131

### **Initial Connection Using Your Email Address**

### About this task

Use this process if you have been told you can connect using your email address. If during this initial configuration, the operating system or installed virus checker prompts whether to allow the application, select that option.

### Procedure

1. Start Avaya IX<sup>™</sup> Workplace Client.

2. Select Configure my account.



- 3. In the Email address, enter your email address.
- 4. Click **NEXT**.
- 5. If prompted to **Choose your environment**, select the name of the system to which you want to login and click **NEXT**.
- 6. The next steps depend on whether your system has been configured for SSO:
  - SSO Login If the following menu appears, it indicates that your system is configured to support SSO.

Access everything from one account	
Please enter your work email address or phone number to get started with Avaya Communicator for Web - IP Office	
Email or Phone	
Get Started	

- Select the type of account you want to use to login and enter the details. Otherwise, enter your email address and click **Get Started**.
- The Avaya IX<sup>™</sup> Workplace Client login menu may appear briefly and then disappears as you are logged in.
- Non-SSO Login If the login menu appears and stays visible:

	\$\$\$ ×
equinox"	
Enter your Phone details	
Extension	
Password	
Back	Skip

- Enter your extension number.
- Enter your user password. This is the same password as you use for self-administration.
- Click SIGN IN.

Installing Avaya IX Workplace Client for Android on page 131

## Chapter 22: Installing Avaya Communicator for Web

Avaya Communicator for Web is a Google Chrome browser extension that you can use to control your desk phone or be used directly as a PC softphone.

#### **Pre-Requisites**

- An Application Account You can login to Avaya Communicator for Web using a number of major accounts; for example Google, Office 365 or Salesforce. The account you use determines some of the additional features that you can use within the application.
  - If you don't have such an account or don't want to use it, you can use your system email address.
- PC Requirements Avaya Communicator for Web is supported with Google Chrome only.
- **Phone Requirements** Avaya Communicator for Web can be used to control an existing phone. This is supported with 9600 Series and J100 Series phones (except the J129).

#### **Related links**

<u>Getting the Avaya Communicator for Web Installation Details</u> on page 139 <u>Installing Avaya Communicator for Web</u> on page 140 <u>Creating an Email Account</u> on page 142

# Getting the Avaya Communicator for Web Installation Details

### About this task

Use this procedure to get the required Avaya Communicator for Web installation details.

- 1. Depending on the type of user you are:
  - Phone User: Log in to self-administration (see <u>Logging In the First Time</u> on page 9). Select **Profile** and go to **Phone Configuration Details**.
  - Staging Administrator: Log in to staging administration (see Logging In on page 12) and locate the details for the phone user.

- 2. Note the following details:
  - Your email address.
  - Your user name.
  - Your user password.
  - Your system's FQDN address.

Installing Avaya Communicator for Web on page 139

### **Installing Avaya Communicator for Web**

### About this task

Use this procedure to install Avaya Communicator for Web.

- 1. Using Google Chrome, login to self-administration and click **Download**.
- 2. Click on the download link for Avaya Communicator for Web.
- 3. The information page about Avaya Communicator for Web is displayed. Click **+ADD TO CHROME**.

4. When prompted, click **Add extension**. Your browser installs the extension and then displays the initial login menu.



- a. Select the account type which you want to use to authenticate your access. To use an **Email account**, use the your email address.
- b. When Chrome displays the appropriate login window, enter the account details.
- c. Click the Login or Sign In button.
- 5. Once Avaya Communicator for Web has validated the login details, it requests connection information for connecting to your system. For each setting:

Avaya Communicator f –	• Connection profile: Select User defined.	
	<ul> <li>Authorize using: Select either Use explicit crede SSO.</li> </ul>	entials or Use
	<ul> <li>IM/Presence provider: Select Use default.</li> </ul>	
	• IM/Presence provider: Enter the FQDN address It will look something like <name>.example.com</name>	of your system.
AVAYA COMMUN	ICAT O Media server(s): Enter the FQDN again.	
Fill in following fi	• <b>User</b> : Enter your user name. This is the same use for self-administration.	r name you use
Authorize using	<ul> <li>Password: Enter your user password. This is the you use for self-administration.</li> </ul>	same password
Use explicit credentials	• Save credentials: Select this option.	
IM/Presence provider	$\odot$	
Use Default	•	
Presence server:	0	
H		
Media server(s):	0	
ipocloud.example.com		
User:	0	
u200		
Password:	$\odot$	
Save credentials	$\odot$	
Change account	CONNECT	

- 6. Click Connect.
- 7. Once Avaya Communicator for Web has connected to your system, at the top of the window it should show that it is connected to your desk phone.

Installing Avaya Communicator for Web on page 139

### **Creating an Email Account**

### About this task

If you don't want to and cannot use a Google, Office365 or Salesforce account for your Avaya Communicator for Web login, you can create an account linked with your email address.

### Procedure

1. In the Avaya Communicator for Web login menu, click Create Account.

Ac	cess everything from one accour	nt
Please enter your w Ava	ork email address or phone number t Nya Communicator for Web - IP Offic	o get started with <b>ce</b>
	Email or Phone	
	Get Started	)

- 2. Enter your user email address and click Get Started.
- 3. The menu changes if no existing account exists for that email address. Click **Yes**, **Sign me up!**.
- 4. A confirmation email is sent to your email address.
- 5. Locate the confirmation email in your email account and click **Confirm!**.

Hey <u>mark@markgallagher.co.uk,</u>
One last step! Please confirm your email address and follow the steps to complete the activation of your New Avaya Cloud Account.



If you didn't make this request, please ignore this email.

Thanks, The Avaya Cloud Team 6. A browser window is opened asking you to add the user information for your Avaya Communicator for Web user account. Enter the details you want to use and click **Create Account**.

My Account
Take a photo and fill in the information below.
mark@markgallagher.co.uk
First Name
Last Name
Password
Re-type Your Password
By submitting this signup form you agree to: The Privacy Policy & Cookie Preferences
Create Account

- 7. Avaya Communicator for Web asks for permission to use the information that you have provided. Click **Accept**.
- 8. You can now click on the **Email account** option in the Avaya Communicator for Web menu to login. If Avaya Communicator for Web is not currently visible, click on the icon in the Google Chrome menu bar.

### **Related links**

Installing Avaya Communicator for Web on page 139
# Chapter 23: SoftConsole Installation

SoftConsoleis a Windows application for receptionists. That is, people who need to regularly answer and distribute incoming external calls. To use this application, you need to be configured as a receptionist by your system administrator.

SoftConsole is not a softphone application. It needs to be used in parallel with a phone that provides your audio connection to calls. However, with Avaya phones, SoftConsole is able to control the phone to make and answer calls.

#### **Related links**

<u>SoftConsole Requirements</u> on page 145 <u>SoftConsole Download</u> on page 146 <u>SoftConsole Installation</u> on page 146 <u>SoftConsole Login</u> on page 147

# SoftConsole Requirements

- To use this application, you need to be configured as a receptionist by your system administrator.
- SoftConsole is supported on Windows 7, 8.1 and 10 PCs.
  - Windows 7 support is only on Professional, Enterprise and Ultimate versions.
  - Windows 8.1 and 10 support is only Pro and Enterprise.
- Sound and media files can be associated with calls. If this feature is to be used, then the PC requires a sound card and speakers to be installed.
- SoftConsole is not a softphone application. It needs to be used in parallel with a phone that provides your audio connection to calls. However, with Avaya phones, SoftConsole is able to control the phone to make and answer calls.

#### **Related links**

SoftConsole Installation on page 145

# SoftConsole Download

### Before you begin

• Ensure you have meet the pre-requisites: See SoftConsole Requirements on page 145.

### Procedure

- 1. Login to self-administration.
- 2. Click Download.
- 3. Click on the download link for IP Office SoftConsole.
- 4. Follow your browser's process for downloading a file.
- 5. Continue with installing the software.

### Next steps

See SoftConsole Installation on page 146.

#### **Related links**

SoftConsole Installation on page 145

# SoftConsole Installation

### Before you begin

• Download the software: See <u>SoftConsole Download</u> on page 146.

### Procedure

- 1. Double-click on the downloaded file.
- 2. Select the installation language and click OK.
- 3. When the welcome screen is displayed click Next >.
- 4. Read and accept the license agreement and click Next >.
- 5. Change the installation location if necessary, then click Next >.
- 6. Click Install.
- 7. When installation has been completed, click Finish.

#### **Related links**

SoftConsole Installation on page 145

# SoftConsole Login

### Procedure

- 1. Ensure that your phone is logged in to the telephone system before logging into SoftConsole.
- 2. Select **Start** and click on the **SoftConsole** icon.

ftConsole	Login				
<u>U</u> ser Na	ame/Extn:				
u203					
Pass <u>w</u>	ord:				
•••	•••••				
IP Offic	e/IP-Address:		_		
admin.	ipocloud.com/techr	nicalpubs50	<ul> <li>Use se</li> </ul>	ecure commur	nication

- a. **User Name/Extn** Enter your user name. This is the same user name you use for self-administration.
- b. **Password** Enter your user password. This is the same as the password you use for self-administration.
- c. IP Office/IP Address The installer should have already set the address of your system. It will look something like https://admin.example.com/<name>. Note that this is not the same as the address you use for self-administration.
- d. Use secure communication Select this option.
- 3. Once all the details are set, click OK. <<<Link to help>>>

#### **Related links**

SoftConsole Installation on page 145

# **Chapter 24: Defaulting Phones**

If the telephone has been previously used, it may contain settings and security certificates that prevent it from connecting successfully to your system. To resolve, the phone should be defaulted. This removes all existing system settings, user settings and certificates.

#### **Related links**

<u>Defaulting a 9600 Series Phone</u> on page 148 <u>Defaulting a J100 Series Phone</u> on page 149 <u>Defaulting a K100 Series Vantage Phone</u> on page 150 <u>Defaulting Avaya IX Workplace Client</u> on page 151

# **Defaulting a 9600 Series Phone**

### About this task

Use the following process to default a 9600 Series phone.

### 🛕 Warning:

• This process will remove all existing user and configuration data from the phone. It is not reversible.

### Before you begin

• This process requires entry of the phone administration password. If not known or at default, then the phone may need to be configured with the address of a system that will provide it with a known phone administration password.

### Procedure

- 1. Use one of the following methods to access the phone's configuration menus:
  - Access the menus by restarting the phone:
    - a. Remove and then reapply power to the phone.
    - b. When \* to program is displayed, press the \* key.
    - c. Enter the password and press #. The default password is 27238.
    - d. If the phone restarts then it means the password was not correct. Contact your system maintainer.
    - e. If the password was accepted, the configuration menu is displayed.

- Access the menus whilst the phone is idle: This method can be used if the phone is already connected to a system:
  - a. Press Mute and dial the password followed by #. The default password is 27238.
  - b. If the password was accepted, the configuration menu is displayed.
- 2. Scroll down to CLEAR and press Start.
- 3. Press CLEAR.
- 4. The phone is restarted. Follow the process for configuring a phone as new:
  - 9608/9608G Phone: SeeConnecting a 9608 Phone on page 55.
  - 9611G Phone: See <u>Connecting a 9611 Phone</u> on page 61.
  - 9621G Phone: See <u>Connecting a 9621 Phone</u> on page 67.
  - 9641G/9641GS Phone: See Connecting a 9641 Phone on page 73.

### **Related links**

Defaulting Phones on page 148

# **Defaulting a J100 Series Phone**

### About this task

Use the following process to default a J100 Series phone.

### 🛕 Warning:

• This process will remove all existing user and configuration data from the phone. It is not reversible.

### Before you begin

• This process requires entry of the phone administration password. If not known or at default, then the phone may need to be configured with the address of a system that will provide it with a known phone administration password.

### Procedure

- 1. Use one of the following methods to access the phone's configuration menus.
  - Access the menus by restarting the phone:
    - a. Remove and then reapply power to the phone.
    - b. Press Admin as soon as it is displayed.
    - c. Enter the administrator password and press Enter. The default password is 27238.
    - d. If the password was accepted, the configuration menu is displayed.

- Access the menus whilst the phone is idle: This method can be used if the phone is already connected to a system.
  - a. Press the button.
  - b. Scroll down to and select Administration.
  - c. Enter the administrator password and press Enter. The default password is 27238.
- 2. Scroll down to and select **Reset to defaults**.
- 3. Press Reset.
- 4. The phone is restarted:
  - Connecting a J139 Telephone: See Connecting a J139 Phone on page 24.
  - Connecting a J169 Telephone: See Connecting a J169 Phone on page 31.
  - Connecting a J179 Telephone: See Connecting a J179 Phone on page 40.

#### **Related links**

Defaulting Phones on page 148

# **Defaulting a K100 Series Vantage Phone**

### About this task

This process returns the phone similar state to an new out-of-the box device. This process takes approximately 20 minutes to complete.

### 🛕 Warning:

• This process will remove all existing user and configuration data from the phone. It is not reversible.

### Before you begin

• This process requires entry of the phone administration password. If not known or at default, then the phone may need to be configured with the address of a system that will provide it with a known phone administration password.

### Procedure

- 1. Access the phone's settings menu:
  - a. Swipe down from the top of the display. The black status bar with a 😔 icon appears.
  - b. Swipe down on the status bar to display a gray box with the time, date and  $\leftrightarrow$  icon.
  - c. Click on the 😔 icon to display the quick settings menu and then click the 🏶 icon.
- 2. Select **Backup & reset**.

- 3. Select **Factory data reset**. If the option is not visible, then you need to login as the administrator as follows:
  - a. Click the licon shown top-right.
  - b. Click Admin login.
  - c. Enter the administrator password and click **OK**.
- 4. Select **RESET DEVICE**.
- 5. Select **ERASE EVERYTHING**.
- 6. The phone will power off and then restart.
- 7. Follow the process for configuring the phone as if new:
  - K155 Phone: See Connecting a K155 Vantage Phone on page 79.
  - K165 Phone: See Connecting a K165 Vantage Phone on page 89.
  - K175 Phone: See Connecting a K175 Vantage Phone on page 97.

### **Related links**

Defaulting Phones on page 148

# Defaulting Avaya IX<sup>™</sup> Workplace Client

### About this task

Use this procedure to default Avaya IX<sup>™</sup> Workplace Client. You can clear the application settings without having to reinstall the application.

### Procedure

- 1. Depending on the operating system, click the <sup>™</sup>/<sub>2</sub> settings icon or click the ≡ menu icon and then the settings <sup>™</sup>/<sub>2</sub> icon.
- 2. Select Support.
- 3. Click Reset Application.
- 4. Click Clear. The client is restarted.

### **Related links**

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