

Avaya Cloud Office - J189 – Quick Reference

1	Handset	Functions like a traditional handset
2	Primary Line Keys	Represented with the User's name. Used to make and receive calls
3	Extension and User's name	The extension number and User name assigned to the Phone
4	Time and Date	Time and Date display
5	LED Beacon	Flashes when the phone rings and remains illuminated when the User has a new voicemail message
6	Group Park	*if equipped, allows calls to be placed on hold and be retrieved by other Users that have the same Park buttons
7	Soft Keys	Provides access to features listed above the soft keys. Available features change based on the status of the phone
8	Menu	Provides access to the phone's Menu/settings
9	Main Screen	Returns the phone display to the main screen
10	Contacts	Provides access to the Company directory and allows a User to create new directory contacts
11	Voicemail	Provides access to the Users Voicemail messages and settings
12	Navigation Cluster	Used to navigate on the Phone screen and other menus <ul style="list-style-type: none"> • Up and Down Arrow keys: To scroll up and down • Right Arrow and Left Arrow keys: To move cursor in the text input field, and to toggle values in the selection fields • OK button: The center button of the navigation cluster
13	Dial pad	Functions like a traditional dial pad
14	Call Log	Provides access to the User's Call Log
15	Hold	Dedicated Hold button
16	Headset	When a headset is connected, this button allows you to make and receive calls using the headset as your audio source
17	Speaker	Used to make and receive calls using the speaker
18	Volume	Used to adjust the volume of the handset, speaker and ringer
19	Mute	Used to Mute or Unmute outgoing audio
20	Line Keys	Additional keys – 4 pages of 6 keys each
21	Secondary Display Navigation	Navigate between secondary display pages



Avaya Cloud Office - J189 – Call Handling

Making a call

You can make outbound calls by:

- lifting the handset
- selecting the New Call softkey
- selecting a Primary Line key
- selecting Headset
- selecting Speaker

Ending a call

You can end a call (hang up) by:

- placing the handset back in the cradle
- selecting the **End Call** softkey
- selecting **Speaker** – if you are using Speaker
- selecting **Headset** – if you are using a headset

Last number redial

Select the **Redial** softkey followed by the **Call** softkey.

Recent Calls

Select the **Call Log** button. Use the **Navigation Cluster** to scroll between **All Calls**, **Missed**, **Answered** and **Outgoing**. You can choose to **Call** see **Details**, **+ Contact** and **Delete** the recent call entry by using the Navigation Cluster and selecting the corresponding softkey.

Answering a call

You can answer ringing calls by:

- lifting the handset
- selecting Headset
- selecting Speaker

Muting an active call

While on an active call you can mute outgoing audio by selecting the **Mute** key. Select the **Mute** key again to allow outgoing audio.

Placing a call on Hold

Select the **Hold** button or softkey. To retrieve a call from Hold, select the flashing line key.

- A call on **Hold** can only be retrieved from the phone that put the call on Hold.

Transferring a call

While on an active call select the **Transfer** softkey, enter the extension or phone number of the person you wish to transfer the call to followed by the **Call** softkey.

- To transfer the call immediately, select **Now**.
- To announce the call before transferring select **Talk**. Wait for the person to answer the call and then select **Complete** when you are ready to complete the transfer.

Transferring a call to a user's voicemail

While on an active call select the **Transfer** softkey, enter *0 and the extension number of the person you wish to transfer the call to. Select the **Call** softkey and then the **Now** softkey.

Conference Call (3 party)

Make or receive the first call

- select the **Conf** softkey
- Enter the phone number of the person you wish to add to the call and select the **Call** softkey.
- Select the **Join** softkey to create the conference.

Directed Pickup (if equipped)

You can answer another users ringing phone by dialing *58 followed by the User's extension number followed by #

Group Park (if equipped)

Group Park allows you to put a call on a Park key and any other phone with the same Park key can access the held call.

Group Park keys are assigned to physical phone buttons (not softkeys).

While on an active call, select the Park key. Any phone with the same Park key can access the Park'd call.

System Park

System Park allows you to place a call on Park and then provides a retrieval code that must be dialed to retrieve the Park'd call.

While on an active call select the **More** softkey followed by the **Park** softkey. The system will then audibly provide the Park retrieval code. You may now hang up. The retrieval code can be dialed from any phone to access the Park'd call.

Adjusting the volume of an active call

- While on an active call select the – or + on the volume bar

Adjusting the ringing volume

- While the phone is idle (no active call) select the – or + on the volume bar

Changing the ringer type

Select:

- **Menu** -> **Settings** -> **Audio** -> **Personalized ringing** -> **Primary**
- Select the new ringtone followed by **Save**

Silence the phones ringer

While your phone is ringing select the **Ignore** softkey to silence the ringer. You can select the **Decline** softkey while your phone is ringing, and the call will be forwarded to your voicemail.

Do Not Disturb (DND)

When enabled your phone will not ring and all incoming calls will be directed to your mailbox or your Missed Calls destination.

- To **enable** Do Not Disturb select the **Menu** key, then **Features** then select **DND-Busy**. Select Back and Exit to return to the main display.
- To **disable** Do Not Disturb select the **Menu** key, then **Features** then select **DND-Busy**. Select Back and Exit to return to the main display.

When DND is active the following icon appears at the top of the phones display and the **DND-Busy** key LED is green.



Call Forward

Phone based Call Forwarding can be set by selecting the **Menu** key, then **Features**, then select **Call fwd**. Enter the phone number you wish to forward calls to then select **Enter**. Select Back and Exit to return to the main display. To cancel Call Forwarding select the **Menu** key, then **Features**, then select **Call fwd**. Select Back and Exit to return to the main display.

When Call Forward is active the following icon appears at the top of the phones display and the **Call fwd** key LED is green.



Accessing your mailbox from your phone

- Press the Voicemail button or dial *86 from your phone. Enter your PIN followed by #

Accessing your mailbox from outside

- Dial your User's direct phone number and press * as soon as it rings. Enter your PIN followed by #

Accessing another mailbox (User, Call Queue, Message Only Extension) from your phone

- Dial your User's direct phone number or extension number and press * as soon as it rings. Enter the User's PIN followed by #

Mailbox navigation commands

