



Using Avaya J100 Expansion Module

Release 1.0
Issue 1
December 2018

© 2018, Avaya Inc.
All Rights Reserved.

Note

Using a cell, mobile, or GSM phone, or a two-way radio in close proximity to an Avaya IP telephone might cause interference.

Documentation disclaimer

"Documentation" means information published in varying mediums which may include product information, operating instructions and performance specifications that are generally made available to users of products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of Documentation unless such modifications, additions, or deletions were performed by or on the express behalf of Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or Documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty

Avaya provides a limited warranty on Avaya hardware and software. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product while under warranty is available to Avaya customers and other parties through the Avaya Support website: <https://support.avaya.com/helpcenter/getGenericDetails?detailId=C20091120112456651010> under the link "Warranty & Product Lifecycle" or such successor site as designated by Avaya. Please note that if You acquired the product(s) from an authorized Avaya Channel Partner outside of the United States and Canada, the warranty is provided to You by said Avaya Channel Partner and not by Avaya.

"Hosted Service" means an Avaya hosted service subscription that You acquire from either Avaya or an authorized Avaya Channel Partner (as applicable) and which is described further in Hosted SAS or other service description documentation regarding the applicable hosted service. If You purchase a Hosted Service subscription, the foregoing limited warranty may not apply but You may be entitled to support services in connection with the Hosted Service as described further in your service description documents for the applicable Hosted Service. Contact Avaya or Avaya Channel Partner (as applicable) for more information.

Hosted Service

THE FOLLOWING APPLIES ONLY IF YOU PURCHASE AN AVAYA HOSTED SERVICE SUBSCRIPTION FROM AVAYA OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE), THE TERMS OF USE FOR HOSTED SERVICES ARE AVAILABLE ON THE AVAYA WEBSITE, [HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO](https://support.avaya.com/LICENSEINFO) UNDER THE LINK "Avaya Terms of Use for Hosted Services" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, AND ARE APPLICABLE TO ANYONE WHO ACCESSES OR USES THE HOSTED SERVICE. BY ACCESSING OR USING THE HOSTED SERVICE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE DOING SO (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THE TERMS OF USE. IF YOU ARE ACCEPTING THE TERMS OF USE ON BEHALF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE TERMS OF USE. IF YOU DO NOT HAVE SUCH AUTHORITY, OR IF YOU DO NOT WISH TO ACCEPT THESE TERMS OF USE, YOU MUST NOT ACCESS OR USE THE HOSTED SERVICE OR AUTHORIZE ANYONE TO ACCESS OR USE THE HOSTED SERVICE.

Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, [HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO](https://support.avaya.com/LICENSEINFO), UNDER THE LINK "AVAYA SOFTWARE LICENSE TERMS (Avaya Products)" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AVAYA CHANNEL PARTNER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA CHANNEL PARTNER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Avaya grants You a license within the scope of the license types described below, with the exception of Heritage Nortel Software, for which the scope of the license is detailed below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License as set forth below in the Designated System(s) License (DS) section as applicable. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the documentation or other materials available to You. "Software" means computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products, pre-installed on hardware products, and any upgrades, updates, patches, bug fixes, or modified versions thereto. "Designated Processor" means a single stand-alone computing device. "Server" means a set of Designated Processors that hosts (physically or virtually) a software application to be accessed by multiple users. "Instance" means a single copy of the Software executing at a particular time: (i) on one physical machine; or (ii) on one deployed software virtual machine ("VM") or similar deployment.

License types

Designated System(s) License (DS). End User may install and use each copy or an Instance of the Software only: 1) on a number of Designated Processors up to the number indicated in the order; or 2) up to the number of Instances of the Software as indicated in the order, Documentation, or as authorized by Avaya in writing. Avaya may require the Designated Processor(s) to be identified in the order by type, serial number, feature key, Instance, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Shrinkwrap License (SR). You may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as "shrinkwrap" or "clickthrough" license accompanying or applicable to the Software ("Shrinkwrap License").

Heritage Nortel Software

"Heritage Nortel Software" means the software that was acquired by Avaya as part of its purchase of the Nortel Enterprise Solutions Business in December 2009. The Heritage Nortel Software is the software contained within the list of Heritage Nortel Products located at <https://support.avaya.com/LicenseInfo> under the link "Heritage Nortel Products" or such successor site as designated by Avaya. For Heritage Nortel Software, Avaya grants Customer a license to use Heritage Nortel Software provided hereunder solely to the extent of the authorized activation or authorized usage level, solely for the purpose specified in the Documentation, and solely as embedded in, for execution on, or for communication with Avaya equipment. Charges for Heritage Nortel Software may be based on extent of activation or use authorized as specified in an order or invoice.

Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, Hosted Service, or hardware provided by Avaya. All content on this site, the documentation, Hosted Service, and the product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Virtualization

The following applies if the product is deployed on a virtual machine. Each product has its own ordering code and license types. Unless otherwise stated, each Instance of a product must be separately licensed and ordered. For example, if the end user customer or Avaya Channel Partner would like to install two Instances of the same type of products, then two products of that type must be ordered.

Third Party Components

"Third Party Components" mean certain software programs or portions thereof included in the Software or Hosted Service may contain software (including open source software) distributed under third party agreements ("Third Party Components"), which contain terms regarding the rights to use certain portions of the Software ("Third Party Terms"). As required, information regarding distributed Linux OS source code (for those products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the products, Documentation or on Avaya's website at: <https://support.avaya.com/Copyright> or such successor site as designated by Avaya. The open source software license terms provided as Third Party Terms are consistent with the license rights granted in these Software License Terms, and may contain additional rights benefiting You, such as modification and distribution of the open source software. The Third Party Terms shall take precedence over these Software License Terms, solely with respect to the applicable Third Party Components to the extent that these Software License Terms impose greater restrictions on You than the applicable Third Party Terms.

The following applies only if the H.264 (AVC) codec is distributed with the product. THIS PRODUCT IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (ii) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://www.mpegla.com).

Service Provider

THE FOLLOWING APPLIES TO AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS OR SERVICES. THE PRODUCT OR HOSTED SERVICE MAY USE THIRD PARTY COMPONENTS SUBJECT TO THIRD PARTY TERMS AND REQUIRE A SERVICE PROVIDER TO BE INDEPENDENTLY LICENSED DIRECTLY FROM THE THIRD PARTY SUPPLIER. AN AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS MUST BE AUTHORIZED IN WRITING BY AVAYA AND IF THOSE HOSTED PRODUCTS USE OR EMBED CERTAIN THIRD PARTY SOFTWARE, INCLUDING BUT NOT LIMITED TO MICROSOFT SOFTWARE OR CODECS, THE AVAYA CHANNEL PARTNER IS REQUIRED TO INDEPENDENTLY OBTAIN ANY APPLICABLE LICENSE AGREEMENTS, AT THE AVAYA CHANNEL PARTNER'S EXPENSE, DIRECTLY FROM THE APPLICABLE THIRD PARTY SUPPLIER.

WITH RESPECT TO CODECS, IF THE AVAYA CHANNEL PARTNER IS HOSTING ANY PRODUCTS THAT USE OR EMBED THE H.264 CODEC OR H.265 CODEC, THE AVAYA CHANNEL

PARTNER ACKNOWLEDGES AND AGREES THE AVAYA CHANNEL PARTNER IS RESPONSIBLE FOR ANY AND ALL RELATED FEES AND/OR ROYALTIES. THE H.264 (AVC) CODEC IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO: (I) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (II) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION FOR H.264 (AVC) AND H.265 (HEVC) CODECS MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://www.mpegla.com).

Compliance with Laws

You acknowledge and agree that it is Your responsibility for complying with any applicable laws and regulations, including, but not limited to laws and regulations related to call recording, data privacy, intellectual property, trade secret, fraud, and music performance rights, in the country or territory where the Avaya product is used.

Preventing Toll Fraud

"Toll Fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Toll Fraud intervention

If You suspect that You are being victimized by Toll Fraud and You need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: <https://support.avaya.com> or such successor site as designated by Avaya.

Security Vulnerabilities

Information about Avaya's security support policies can be found in the Security Policies and Support section of <https://support.avaya.com/security>.

Suspected Avaya product security vulnerabilities are handled per the Avaya Product Security Support Flow (<https://support.avaya.com/css/P8/documents/100161515>).

Downloading Documentation

For the most current versions of Documentation, see the Avaya Support website: <https://support.avaya.com>, or such successor site as designated by Avaya.

Contact Avaya Support

See the Avaya Support website: <https://support.avaya.com> for product or Hosted Service notices and articles, or to report a problem with your Avaya product or Hosted Service. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: <https://support.avaya.com> (or such successor site as designated by Avaya), scroll to the bottom of the page, and select Contact Avaya Support.

Regulatory Statements

Industry Canada (IC) Statements

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

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

Japan Statements

Class B Statement

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

この装置は、クラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをして下さい。 VCCI-B

U.S. Federal Communications Commission (FCC) Statements

Compliance Statement

The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

To comply with the FCC RF exposure compliance requirements, this device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interferences that may cause undesired operation.

Class B Part 15 Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designated to provide reasonable protection against harmful interferences in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interferences to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

EU Countries

This device when installed complies with the essential requirements and other relevant provisions of EMC Directive 2014/30/EU and LVD Directive 2014/35/EU. A copy of the Declaration may be obtained from <http://support.avaya.com> or Avaya Inc., 4655 Great America Parkway, Santa Clara, CA 95054-1233 USA.

General Safety Warning

- Use only the Avaya approved Limited Power Source power supplies specified for this product.
- Ensure that you:
 - Do not operate the device near water.
 - Do not use the device during a lightning storm.
 - Do not report a gas leak while in the vicinity of the leak.

Trademarks

The trademarks, logos and service marks ("Marks") displayed in this site, the Documentation, Hosted Service(s), and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, its licensors, its suppliers, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation, Hosted Service(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya Inc.

All non-Avaya trademarks are the property of their respective owners. Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

Device Usage Consent

By using the Avaya device you agree that Avaya, from time to time, may collect network and device data from your device and may use such data in order to validate your eligibility to use the device.

Contents

Chapter 1: Introduction	6
Purpose.....	6
Change history.....	6
Chapter 2: Overview	7
Avaya J100 Expansion Module overview.....	7
Physical layout.....	8
Avaya J100 Expansion Module icons.....	9
The expansion module update indication.....	9
The expansion module lines and icons in CCMS mode.....	10
Chapter 3: Call operations	11
Making a call.....	11
Answering a call.....	11
Answering a call when on another call.....	12
Accessing features.....	12
Applications.....	12
Applications overview.....	12
Accessing applications.....	13
Chapter 4: Settings	14
Customizing the display.....	14
Setting the background image.....	14
Setting the screen saver.....	15
Adjusting the expansion module brightness.....	15
Setting the text size.....	16
Customizing keys.....	16
Adding a labelled key.....	16
Relabeling a key.....	17
Moving a key.....	17
Deleting a key.....	18
Restoring customized keys to default.....	18
Chapter 5: Troubleshooting	19
Viewing the details of Avaya J100 Expansion Module.....	19
Viewing the expansion module details from Administration menu.....	19
Viewing the expansion module details from Main menu.....	19
Common troubleshooting scenario.....	20
Chapter 6: Resources	21
Finding documents on the Avaya Support website.....	21
Avaya Documentation Portal navigation.....	21
Viewing Avaya Mentor videos.....	22
Support.....	23

Chapter 1: Introduction

Purpose

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

Change history

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

Chapter 2: Overview

Avaya J100 Expansion Module overview

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

*** Note:**

If Avaya J100 Expansion Module is attached to Avaya J169 IP Phone, the display screen changes to gray scale.

If one expansion module is attached to the phone, it provides 72 additional lines (24 lines available on each active page) for incoming calls, outgoing calls, autodialing, calling features, and applications. If two or three expansion modules are attached to the phone, each of them provides 24 additional lines.

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

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

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

*** Note:**

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

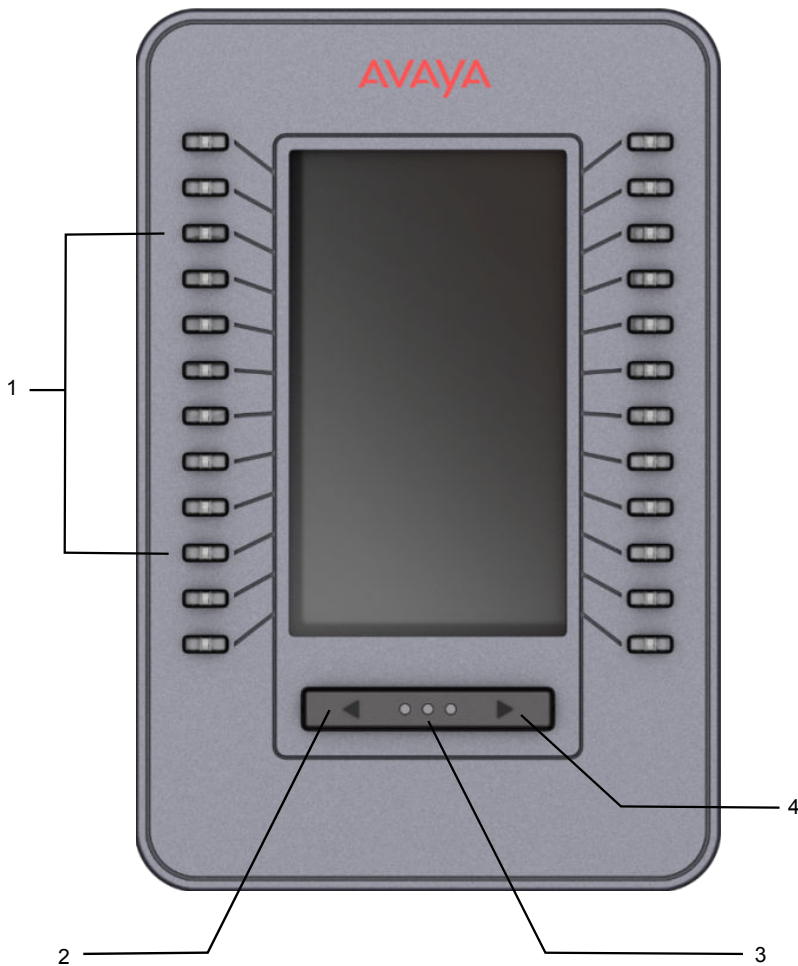
You can attach up to three expansion modules to an Avaya J169/J179 IP Phone.


Only one Avaya J100 Expansion Module can be attached to the phone which uses PoE. To attach two or three expansion modules, use a power supply unit.

! Important:

Hot plugging is not supported on Avaya J100 Expansion Module. Connect all Avaya J100 Expansion Modules to the phone before connecting the phone to a power source.

Physical layout



No.	Name	Description
1	Line buttons with integrated LEDs	<p>Line buttons used for receiving calls, answering them for other extensions or accessing features.</p> <p>The LEDs integrated in the line buttons are synchronized with the LEDs on the phone. Turning off the backlight of the phone turns off the line button LEDs on the expansion module.</p> <p>Line button LEDs indicate the following:</p> <ul style="list-style-type: none"> • The green light indicates an incoming call or an enabled feature. • The red light indicates that the line is in use or the feature has been disabled.
2, 4	Left and Right page buttons	Buttons used to switch to a different active page.
3	Active page LEDs	<p>Three LEDs indicating which active page is displayed.</p> <p> Note:</p> <p>The indication will change if only one Avaya J100 Expansion Module is attached. If two or three expansion modules are attached, the first LED is lit permanently.</p>

Avaya J100 Expansion Module icons

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

 **Note:**

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

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

The expansion module update indication

Avaya J100 Expansion Module firmware upgrade process is indicated in the following ways:

- In the Administration menu of the phone. See [Viewing the expansion module details from Administration menu](#) on page 19 for details.
- In the Network information menu of the phone. See [Viewing the expansion module details from Main menu](#) on page 19 for details.
- By displaying the Upgrade notification on the expansion module.

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

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

 **Note:**

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

The expansion module lines and icons in CCMS mode

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

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

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

 **Important:**

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

Chapter 3: Call operations

Making a call

About this task

Use this procedure to make a call using the expansion module lines. An outgoing call is indicated with the outgoing call icon and the blinking green LED.

Procedure

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

Answering a call

About this task

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

Procedure

Do one of the following:

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

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

Note:

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

Answering a call when on another call

About this task

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

Procedure

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

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

Accessing features

About this task

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

Procedure

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

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

Applications

Applications overview

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

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








Application name	Icon	Description
Activate screen saver		Immediately displays the selected screen saver on the phone and the expansion module.

Table continues...

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

Accessing applications

Procedure

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

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

Chapter 4: Settings

Customizing the display

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

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

 **Note:**

Avaya J100 Expansion Module displays less characters in a line than JBM24 Button Module. If required, decrease the font size in the Settings menu on the phone. For more information, see [Setting the text size](#) on page 16.

Setting the background image

About this task

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

Procedure

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

8. Press one of the following:
 - **Save**
 - **OK**

Setting the screen saver

About this task

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

Procedure

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

Adjusting the expansion module brightness

Procedure

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

7. Use the horizontal **Arrow** keys to increase or decrease the brightness.

Setting the text size

Procedure

1. Press **Main menu**.
2. Scroll to **Settings**, and press **Select**.
3. Scroll to **Display**, and press **Select**.
4. Scroll down to **Text size**, and press **Select**.
5. Press one of the following:
 - **Right** arrow key: To increase the font size.
 - **Left** arrow key: To decrease the font size.
6. **(Optional)** Press **Default** to restore the default font size.
7. Press one of the following:
 - **Save**
 - **OK**

Customizing keys

Adding a labelled key

About this task

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

Before you begin

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

Procedure

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

5. Scroll to **Customize key**, and press **Select**.
6. Use **Navigation** keys to select an empty line.
7. Press **Add**, and select one of the following:
 - **Contact**
 - **Feature**
 - **App**
8. In the new screen, scroll to the contact, feature or application you want to add, and press **Select**.

Relabeling a key

About this task

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

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

Procedure

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

When you scroll down using **Navigation** keys, the expansion module display highlights the key area.

7. To relabel a key, do the following:
 - a. Press **Relabel**.
 - b. Type the name of the label, and press **Save**.

Moving a key

Procedure

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

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

Deleting a key

Procedure

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

Restoring customized keys to default

About this task

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

Procedure

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

Chapter 5: Troubleshooting

Viewing the details of Avaya J100 Expansion Module

Viewing the expansion module details from Administration menu

Before you begin

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

Procedure

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

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

Viewing the expansion module details from Main menu

Procedure

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

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

Common troubleshooting scenario

Condition

Either of the following is observed:

- Avaya J100 Expansion Module display screen is dark.
- The expansion module lines are not displayed.
- The action on Avaya J100 Expansion Module does not cause the corresponding result on the phone.
- The action on the phone does not cause the corresponding result on Avaya J100 Expansion Module.

Solution

1. Check if the phone has the power supply.
2. Check if Avaya J100 Expansion Module is attached to the phone correctly.
3. Reboot the phone. The expansion module will reboot automatically.
4. Plug out and in Avaya J100 Expansion Module.

Chapter 6: Resources

Finding documents on the Avaya Support website

Procedure

1. Go to <https://support.avaya.com/>.
2. At the top of the screen, type your username and password and click **Login**.
3. Click **Support by Product > Documents**.
4. In **Enter your Product Here**, type the product name and then select the product from the list.
5. In **Choose Release**, select an appropriate release number.
6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.

For example, for user guides, click **User Guides** in the **Content Type** filter. The list displays the documents only from the selected category.

7. Click **Enter**.

Avaya Documentation Portal navigation

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

Important:

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

Using the Avaya Documentation Portal, you can:

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

- Find a document from the **Publications** menu.
- Publish a PDF of the current section in a document, the section and its subsections, or the entire document.
- Add content to your collection by using **My Docs** (☆).

Navigate to the **My Content > My Docs** menu, and do any of the following:

- Create, rename, and delete a collection.
 - Add content from various documents to a collection.
 - Save a PDF of selected content in a collection and download it to your computer.
 - Share content in a collection with others through email.
 - Receive content that others have shared with you.
- Add yourself as a watcher by using the **Watch** icon (👁).

Navigate to the **My Content > Watch list** menu, and do the following:

- Set how frequently you want to be notified, starting from every day to every 60 days.
- Unwatch selected content, all content in a document, or all content on the Watch list page.

As a watcher, you are notified when content is updated or deleted from a document, or the document is removed from the portal.

- Share a section on social media platforms, such as Facebook, LinkedIn, Twitter, and Google +.
- Send feedback on a section and rate the content.

*** Note:**

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

Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

Procedure

- To find videos on the Avaya Support website, go to <https://support.avaya.com/> and do one of the following:
 - In **Search**, type `Avaya Mentor Videos` to see a list of the available videos.
 - In **Search**, type the product name. On the Search Results page, select **Video** in the **Content Type** column on the left.
- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and do one of the following:
 - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.
 - Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the website.

 **Note:**

Videos are not available for all products.

Support

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

Index

A

accessing applications	13
accessing features	12
answering a call	11
answering a call when on another call	12
applications overview	12
Avaya support website support	23

B

background image	14
------------------------	--------------------

C

call operations	
answering a call	11
answering a call when on another call	12
making a call	11
collection	
delete	21
edit name	21
generating PDF	21
sharing content	21
content	
publishing PDF output	21
searching	21
sharing	21
watching for updates	21

D

display customization	
overview	14
display settings	
setting text size	16
documentation portal	21
finding content	21
navigation	21
document changes	6

E

expansion module	
details	
Administration menu	19
Main menu	19
icons	9
overview	7
physical layout	8
upgrade indication	9

F

finding content on documentation portal	21
-----------------------------------------------	--------------------

I

icons	9
-------------	-------------------

L

legal notices	
---------------------	--

M

making a call	11
My Docs	21

P

physical layout	8
-----------------------	-------------------

S

screen saver	15
searching for content	21
settings	
customizing keys	
adding a key	16
deleting a key	18
moving a key	17
relabeling a key	17
restoring keys to default	18
display settings	
background image	14
brightness	15
screen saver	15
sharing content	21
support	23

T

troubleshooting	
common steps	20

V

videos	22
--------------	--------------------

W

watch list	21
------------------	--------------------