



Using Avaya J100 Series SIP IP Phone for Call Center Agents

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Note

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

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Regulatory Statements

Australia Statements

Handset Magnets Statement:



Danger:

The handset receiver contains magnetic devices that can attract small metallic objects. Care should be taken to avoid personal injury.

Industry Canada (IC) Statements

RSS Standards Statement

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

1. This device may not cause interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

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1. L'appareil ne doit pas produire de brouillage, et
2. L'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

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Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (EIRP) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

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.

Radiation Exposure Statement

This equipment complies with FCC & IC RSS102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

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Japan Statements

Class B Statement

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Denan Power Cord Statement



Danger:

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- Please only use the connecting cables, power cord, and AC adapters shipped with the equipment or specified by Avaya to be used with the equipment. If you use any other equipment, it may cause failures, malfunctioning, or fire.
- Power cords shipped with this equipment must not be used with any other equipment. In case the above guidelines are not followed, it may lead to death or severe injury.



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1. It is possible that this equipment or device may not cause harmful interference, and
2. This equipment or device must accept any interference, including interference that may cause undesired operation.

La operación de este equipo está sujeta a las siguientes dos condiciones:

1. Es posible que este equipo o dispositivo no cause interferencia perjudicial y
2. Este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

Brazil Statement

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados

Power over Ethernet (PoE) Statement

This equipment must be connected to PoE networks without routing to the outside plant.

Taiwan Low Power Radio Waves Radiated Devices Statement

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Article 14 — The low power radio-frequency devices shall not influence aircraft security and interfere legal communications; If found, the user shall cease operating immediately until no interference is achieved. The said legal communications means radio communications is operated in compliance with the Telecommunications Act. The low power radio-frequency devices must be susceptible with the interference from legal communications or ISM radio wave radiated devices.

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Taiwan Low Power Radio Waves Radiated Devices Statement

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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.

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.

Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 8 in or 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

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Avaya J159 IP Phone, Avaya J179 IP Phone, and Avaya J189 IP Phone complies with the EMC Directives.

WiFi transmitter

- Frequencies for 2412-2472 MHz, transmit power: < 20 dBm
- Frequencies for 5180-5240 MHz, transmit power: < 20 dBm

BT transmitter

For Avaya J179 IP Phone, Avaya J159 IP Phone, and Avaya J189 IP Phone:

- Frequencies for 2402-2480 MHz, transmit power: < 6.0 dBm

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.
 - For Accessory Power Supply in Avaya J100 Series IP Phones– Use Only Limited Power Supply Pihong Technology Co. Ltd. Model: PSAC12R-050, Output: 5VDC, 2.4A.

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Chapter 1: Introduction

Purpose

This document describes how to use Avaya J100 Series IP Phones in a Call Center environment. It also describes various Avaya Aura® Call Center Elite features and their usability.

Please note that only Avaya J169/J179 IP Phone and Avaya J189 IP Phone support Avaya Aura® Call Center Elite features.

Chapter 2: Call center phone overview

Phone overview-Avaya J169/J179 IP Phone

Avaya J169/J179 IP Phone is a phone for business communications.

The phone supports line 96 buttons. The primary display of the phone provides 96 buttons that you can access by scrolling or paging using the Navigation Cluster. Optionally, the phone supports up to three button modules, and each button module displays 24 line buttons out of the 96 buttons.

Avaya J169 IP Phone has a grayscale display, and Avaya J179 IP Phone has a color display.

Physical specifications

- Eight buttons with red and green dual LEDs
- 320x240 pixel display
- Dual-position stand, optional wall mount stand
- Gigabit Ethernet (10/100/1000 Mbps) line interface
- Second Gigabit Ethernet (10/100/1000 Mbps) interface
- PoE Class 1, supports 802.3az, optional AC to 5V adapter
- Four soft keys
- Hard buttons for phone:
 - Messages
 - Contacts
 - Recents
 - Navigation cluster
 - Headset
 - Speaker
 - Volume
 - Mute
 - Main menu
 - Phone key
- LED buttons for phone:
 - Recents

Call center phone overview

- Headset
- Speaker
- Mute

Related links

[Understanding Avaya J179 IP Phone \(video\)](#)

[Configuring the Avaya J100 Expansion Module \(video\)](#)

Physical layout of a J169/179 IP Phone



No.	Name	Description
1	Beacon LED	Provides visual alerts for the following: • Incoming call • Voice mail
2	Phone display	Displays two areas: • Top Bar: It is always visible, displays communication status, time, date, and device status. • Application area displays the following: - Application header: It displays the context specific application title, and one or more subtitles. Depending on the appearance type and the call state, the header displays details of the call. - Application content area: It displays menus, lists, pop-up windows, images, or other application content. - Soft key labels area: It displays labels with information about the state of soft key buttons.
3	Line keys	Used to select the corresponding line or feature. Each line key has a combination of red and green LEDs that provide call or feature specific visual alert. The default action depends on the application and the context.
4	Soft keys	Used to select the corresponding label of context-specific actions. With the Help soft key, you can view a short description of the features available on your phone.
5, 7	Navigation cluster	Used to navigate on the Phone screen and other menus. • 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. Used to select the action assigned to the first soft key.
11	Voicemail	Used to dial the configured voice mail number to receive a voice message.
12	Headset	Used to turn on headset, and also to toggle an ongoing call from the speaker to the headset.
13	Speaker	Used to turn on the speaker.
14	Volume	Used to adjust volume of a handset, a speaker, or a ringtone. • (+): To increase the volume. • (-): To decrease the volume.
15	Mute button	Used to mute or unmute the outgoing audio.
16	Handset	Used to receive or make calls.

Application keys provide direct access to the corresponding applications.

No.	Application keys	Description
6	Phone key	Displays the Phone screen.
8	Main menu	Displays a list of options, such as Features, Applications, Settings, Network information, Administration, and About.
9	Contacts	Displays the entries in your Contacts list.
10	Recents	Displays the list of recently called or received calls.

Connection jacks for J169/179 IP Phone

The following image illustrates the connection jacks that are present on the back panel of Avaya J169/J179 IP Phone.

The image schematically describes which device to connect to which jack.



No.	Name	Description
1	5V DC Jack	To connect the power supply.
2	Network port	To connect the Ethernet cable.
3	PC port	To connect the computer. * Note: PC port is disabled when a Wi-Fi network is used.
4	Headset Jack	To connect the headset.
5	Handset Jack	To connect the handset.
6	WLAN Module Panel	To integrate the wireless module for Wi-Fi/Bluetooth support. * Note: WLAN Module Panel is not provided in the Avaya J169 IP Phone.

Optional components

You can use the following components for your phone. These components are not a part of your phone package and needs to be ordered separately. You might need the assistance from your system administrator to install few of these items:

- PSAC12R-050 – 5V DC Power adapter.
- Avaya J100 Expansion Module.
- PoE power supply.
- Avaya J100 Wireless Module (Wi-Fi Module).
- USB devices such as USB Flash drive and keyboard.
- Handset adapter.

* **Note:**

Avaya does not supply USB devices.

Avaya does not supply the handset adapter.

Phone overview-Avaya J189 IP Phone

Avaya J189 IP Phone is a phone for business communications. The phone has two color displays and supports 96 line buttons. The primary display of the phone provides 96 buttons that you can access by scrolling or paging using the Navigation Cluster. Optionally, the phone supports up to two Avaya J100 Expansion Modules. The Secondary screen is the first effective button module. The phone supports up to five call appearances with two lines of call display.

For more information about Avaya J100 Expansion Modules, see Using Avaya J100 Expansion Module for SIP at <https://support.avaya.com/>.

The phone supports the OPUS Super wideband codec and Local Conference.

Physical specifications

- 10 buttons on Primary display and 6 buttons on Secondary display with red and green dual LEDs
- Primary display: 800x480 pixels, Secondary display: 240x320 pixels
- Dual-position stand, optional wall mount
- Gigabit Ethernet (10/100/1000 Mbps) line interface
- Secondary Gigabit Ethernet (10/100/1000 Mbps) interface
- PoE Class 2 IEEE 802.3af when PoE Slideswitch is in L position, and PoE Class 3 IEEE 802.3af when PoE Slideswitch is in H position
- Optional AC to 5V adapter
- Wideband audio in handset and headset
- SuperWideBand RJ9 headset
- Full duplex speakerphone
- SuperWideBand Full Duplex Handsfree
- Ergonomic hearing aid compatible handset supports TTD acoustic coupler
- Five call appearances in Full Screen mode and 10 call appearances in Half Screen mode
- Four soft keys and two-page keys for the secondary display
- Type-A and Type-C USB support
- Hard buttons:
 - Phone
 - Messages
 - Contacts
 - Recents
 - Main menu
 - Navigation cluster
 - Headset
 - Speaker
 - Volume
 - Mute
 - Hard Release Key (End call)
- LEDs:
 - Speaker

- Mute
- Headset
- Recents

Related links

[Physical layout](#) on page 17

[Connection jacks for J189 IP Phone](#) on page 19

[Secondary display](#) on page 21

[Optional components](#) on page 15

Physical layout



No.	Name	Description
1	Beacon LED	Provides visual alerts for the following: • Incoming call • Voice mail
2	Phone display	Displays two areas: 1. Top Bar: It is always visible, and displays communication status, time and date, and device status. 2. Application area displays the following: • Application header: It displays the context specific application title, and one or more subtitles. Depending on the appearance type and the call state, the header displays details of the call. • Application content area: It displays menus, lists, pop-up windows, images, and other application content. • Softkey labels area: It displays labels with information about the state of the soft key button.
3	Line keys	Used to select the corresponding line or feature. Each line key has a combination of red and green LEDs that provide call or feature specific visual alert.  Note: The default action depends on the application and the context.
4	Soft keys	Used to select the corresponding label of context-specific actions. With the Help soft key, you can view a short description of the features available on your phone.
5	Navigation cluster	Used to navigate on the phone screen. • Up and Down arrow keys: To scroll up and down. • Right and Left arrow keys: To move cursor in the text input field, and to toggle values in the selection fields. • OK button: To select the action assigned to the first soft key.
7	Voicemail	Used to dial the configured voice mail number to receive a voice message.
8	Line keys	Used to select the corresponding line or feature. Each line key has a combination of red and green LEDs that provide call or feature specific visual alert.  Note: The default action depends on the application and the context.

Table continues...

No.	Name	Description
9	Secondary display	Provides quick access to line appearances, features, and phone menus.
10	Volume	• (+) : To increase the volume. • (-): To decrease the volume.
11	Left, Right keys	Used to navigate on the Secondary Display screen.
12	Mute	Used to mute and unmute the outgoing audio.
16	Hard Release key	Used to terminate an active call or an active call appearance.
17	Handset	Used to receive and make calls.
18	Headset	Used to turn on headset, and also to toggle your call from the speaker and handset to headset.
19	Speaker	Used to turn on the speaker, and also to toggle your call from the headset and handset to speaker.

Application keys provide direct access to the corresponding applications:

No.	Application keys	Description
6	Phone key	Displays the Phone screen.
13	Main Menu	Displays the list of options, such as Features, Applications, Settings, Network Information, Administration, and About.
14	Contacts	Displays the entries in your Contact list.
15	Recents	Displays the list of all calls.

Related links

[Phone overview-Avaya J189 IP Phone](#) on page 15

Connection jacks for J189 IP Phone

The following image illustrates the connection jacks that are present on the back panel of Avaya J189 IP Phone.



The image schematically describes which device to connect to which jack.

No.	Name	Description
1	5V DC Jack	To connect the power supply.
2	Network and PoE port	To connect the Ethernet cable. It also can be used as both Power and Ethernet port.
3	PC port	To connect the computer. ★ Note: PC port is disabled when a Wi-Fi network is used.
4	Headset Jack	To connect the headset.
5	Handset Jack	To connect the handset.

Table continues...

No.	Name	Description
6	WLAN Module Panel	To integrate the wireless module for Wi-Fi/Bluetooth support.
7	Type-C USB port	To connect to external devices.
8	Type-A USB port	To connect to external devices.
9	PoE Slide Switch	To set the PoE value to one of the following: • L: Class 2 • H: Class 3

Related links

[Phone overview-Avaya J189 IP Phone](#) on page 15

Secondary display

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

Related links

[Phone overview-Avaya J189 IP Phone](#) on page 15

Optional components

You can use the following components for your phone. These components are not a part of your phone package and needs to be ordered separately. You might need the assistance from your system administrator to install few of these items:

- PSAC12R-050 – 5V DC Power adapter.
- Avaya J100 Expansion Module.
- PoE power supply.
- Avaya J100 Wireless Module (Wi-Fi Module).
- USB devices such as USB Flash drive and keyboard.
- Handset adapter.

 Note:

Avaya does not supply USB devices.

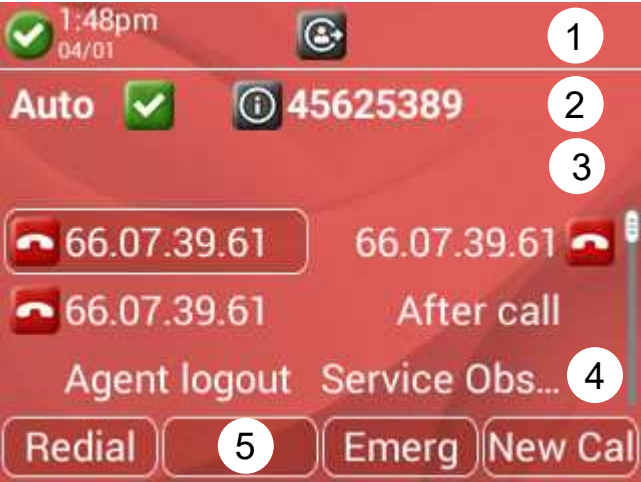
Avaya does not supply the handset adapter.

Phone icons and display

Agent phone screen

Your phone screen displays information about your phone, agent settings, and the information about incoming calls.

Depending on the phone model, the screen color and the display of icons vary. The Avaya J169 IP Phone is a grayscale display, while Avaya J179 IP Phone and Avaya J189 IP Phone is a color display.



No.	Name	Description
1	Top bar	Displays information such as agent id, date, and time.
2	Agent status line	Displays agent status such as work mode, call center status, and collected digits.
3	Agent information line	Displays agent information such as VuStats or QStats.
4	Application line	Displays the configured features. Use the navigation cluster to access the configured call center features.
5	Soft keys	Displays the soft keys of the available active features.

Call Center related icons

All the phone models display grayscaled icons for call center environment.

Icon	Icon name	Where it appears	Description
	After Call Work (ACW)	Agent Status line	The phone displays this icon when you activate ACW. Use this state when you perform after call work, such as filling in paperwork after an Automatic Call Distribution (ACD) call.
	Aux Work	Agent Status line	The phone displays this icon when you activate Aux Work. Go into this state when you perform non-ACD activities, such as taking a break, or making an outgoing call. You need to enter a reason code for going into the Aux Work state, if configured by the system administrator.
	Available	Agent Status line	You are available for incoming calls. The phone displays the Agent Login icon when you are not active on a call, in ACW, or in Aux Work.
	Agent Login	Top line display	The phone displays the Agent Login icon when an agent logs in.
	Agent Logout	Top line display	The phone displays the Agent Logout icon when an agent logs out.
	Alerting	Agent Status line	The phone displays the Alerting icon when you receive an incoming call. When you receive an ACD or a Direct Agent call (DAC), the icon displays the respective type of the call next to the bell.
	On Call	Agent Status line	The phone displays the On Call icon when you are on an active call. When you receive an ACD or DAC call, the icon displays the respective type of the call.
	Held Call	Agent Status line	The phone displays the Held Call icon when you put a call on hold. When you put an ACD or DAC call on hold, the icon displays the respective type of the call.
	Queue Stats	Agent Information line	The phone displays this icon when you activate Queue Stats. The Clock icon appears before the oldest call time and the Calls icon appears next to the number of calls in the queue.
	Time in Queue Threshold Warning	Queue Stats feature button	The phone displays the Time in Queue Threshold Warning icon to indicate when the first call in the line reaches the time threshold.

Table continues...

Icon	Icon name	Where it appears	Description
	Call Threshold Warning	Queue Stats feature button	The phone displays the Call Threshold Warning icon when the number of calls in the queue reaches the maximum configured by the system administrator.
	Collected Digits Information	Agent Status line	If the incoming call contains collected digits information, the phone displays the Collected Digits Information icon next to the digits. The collected digits are digits that the caller enters before reaching you.
	Service Observe	Agent Status line	The phone displays the Service Observe icon when the service observe feature is active.
	An agent greeting is playing back	Incoming Call screen	The phone displays the Agent Greeting Playback icon during an active call when an Agent greeting is playing.
	An agent greeting is inactive	Incoming Call screen	The phone displays the Agent Greeting Inactive icon icon during an active call when an Agent greeting is available but inactive.
	Supervisor Assist	Agent Status line	The phone displays the Supervisor Assist icon when you when you request for supervisor assistance.
	Agent Logout Override	Top line display	The phone displays the Agent Logout Override icon if you activate Agent Logout Override.
	VuStats	Agent Status line	The phone displays the VuStats icon to display specific reporting details.
	Stroke Counts	Agent Status line	The phone displays the Stroke Counts icon to display the administrator-defined different customer related events.
	Call Work Codes	Agent Status line	The phone displays the Call Work Codes icon to enter call work codes.
	Manual-In	Agent Status line	The phone displays the Manual-In icon when the agent becomes available to service.
	Auto-In	Agent Status line	The phone displays the Auto-In icon when the agent opts for Automatic Call Distribution.

Agent Status line display

The Agent Status line of the phone screen displays the current agent work mode, for example idle, active, held, or attending incoming calls.

Use this chart as a guide to possible Agent Status line display.

- ACD=Automatic Call Distribution
- ACW=After Call Work

- Auto=Auto-In
- Aux=Auxiliary Work state
- DAC=Direct Agent Call
- Man=Manual-In
- RC=Reason Code #

Agent Work Mode	Agent Status icon	Description
Auto or Man		You are ready to receive DAC or ACD calls.
Auto or Man		You have an incoming ACD call.
Auto or Man		You have an incoming DAC call.
Auto or Man		You are on an ACD call.
Auto or Man		You are on a DAC call.
Auto or Man		You have an ACD call on hold.
Auto or Man		You have a DAC on hold.

Incoming calls display

An incoming call displays the information about the call type.

VDN information

A Vector Directory Number (VDN) is a contact number in Communication Manager that is used as a point of entry of a call into a Call Center. In many cases, it is the mapping of 1–800 telephone number that a caller dials to access the services provided by a Call Center. Depending on the vector programming configuration for your system, an incoming call may traverse multiple VDNs or stay within the original VDN that received it.

If the call traverses multiple VDNs, one of these VDNs is configured as the active VDN for the call. The active VDN controls the display of information on the phone that receives the call.

Your phone displays the following information: `caller_ID info` → `VDN_name`, where `caller_ID info` is the calling party identification, if available, and `VDN_name` is the administered name of the active VDN before delivery to you. The incoming call displays the active VDN and Call Redirected indicator (CR) for an unanswered redirected call and Routing On No Answer (RONA) call.

Adjunct/Switch Application Interface User-to-User Information

When you receive a call with Adjunct/Switch Application Interface User-to-User Information (ASAI UII), the UII feature button lights on the phone screen. When you press the UII key, the UII icon is displayed, followed by the UII details. The UII icon is used to distinguish UII from other call information, such as collected digits.

Collected digits

The Agent Status line displays the Info icon followed by the collected digits that are associated with the incoming call.

When this information is cleared from the Agent Status line is dependent on your system configuration.

Incoming call ring alert type

- All internal ACD or DAC calls ring with an internal alert type.
- All external ACD or DAC calls ring with an external alert type.
- All internal ACD or DAC priority calls ring with a priority alert type.
- All supervisor assist calls ring with the priority alert type.

Message Waiting Indicator

An illuminated red LED in the upper-right corner of your phone and the **Message** button on the phone faceplate indicate you have unopened voice mail messages. If Visual Alerting is enabled, the corner LED also flashes when you receive an incoming call. Depending on your system configuration, the message waiting indicators indicate messages either for the phone extension, or for the Agent Login ID after agent login. When configured for Agent Login ID, the message waiting indications are for the agent when the agent is logged in. Immediately after agent login, the phone screen displays `MWI is indicated for the Agent ID` or `MWI is indicated for the extension`.

Chapter 3: Getting started

Call center supervisor and agent

Supervisor

A supervisor can be any user in a group or an enterprise. The supervisor manages activities such as mentoring the agents, monitoring the call center performance, assisting the agents in improving customer satisfaction, and handling calls of specific clientele.

Agent

The call center agent is a user who can have the following responsibilities:

- Periodically receive calls from Automatic call distribution (ACD) or non-ACD related calls along with direct inbound calls.
- Handle a high volume of inbound ACD calls and make outbound calls.

The administrator assigns the Supervisor and Agent roles to the users.

Agent work modes and states

The Agent Status line shows your current work mode and state.

The following table shows the possible agent states:

State	Description
Available	It is automatically assigned when you are available to receive ACD calls. With Auto In, you are returned to Available after each call is released. With Manual-In, you must press Manual-In to return to the Available state.
Aux Work	You are placed in the Auxiliary Work state after agent login without a specified work mode. You must change to Auto-In or Manual-In work mode to become available to receive incoming Call Center calls and to select your mode of operation. You can change back to Auxiliary Work to indicate you are not available to receive Call Center calls, for example, to take a break. Depending on how your system is administered, you might be prompted to enter a reason code when changing to Aux Work.

Table continues...

State	Description
Interruptible Aux Work	Interruptible Aux Work mode notifies the agents in Aux work mode with an interruptible reason code (RC) to become available. When the configured threshold exceeds, the phone receives a visual and an audio indication of a full ring cycle.
After Call Work	Switch to ACW to perform after-call work, such as completing a call-related form. The call distribution system automatically changes your agent state to ACW if you are in Manual-In mode. You may also enter this state automatically when you are in Auto-In mode if your system administrator configures automatic ACW for a preset time after call completion.
On Call	This state is automatically assigned when you are active on a call. The phone displays the On-ACD Call icon when you are active on an ACD call. Else, it displays the On non-ACD Call icon.
Forced Logout	This state is assigned at a specified time that your system administrator determines. The Top line displays the Forced Logout icon only if the administrator assigns a logout time for you. If you are not on a call, you are logged out from ACD regardless of which agent state you are in.
Logout Override	You can set this state to continue working after your scheduled logout time. The Logout Override icon is displayed on the Top line only if you have set the status to override the administered Forced Logout before the scheduled time.

When you receive an ACD call, the work mode changes from **Aux Work** to **Auto In** or **Manual In**.

Pending states are assigned whenever you request a state change while active on a call. For example, you request to change to an Aux Work state while active on a call. When the call is released, the pending state change becomes effective immediately.

Agent login and logout only mode

For Avaya J159 IP Phone, a limited login and logout agent mode is available. This mode needs to be enabled by your system administrator. With this mode enabled, the agent login and logout feature button is available on your phone user interface in **Features > Agent login** or **Features > Agent logout**.

When this mode is enabled, the phone does not display Agent Information or Agent Status lines, MWI indication or Agent Skills pop-up after you log in as an agent. The phone displays your Agent ID on the application header. With Avaya J159 IP Phone, you need to use other call center applications to perform advanced Agent tasks.

Logging in to the phone

About this task

Log in to the phone as an agent to handle call center operations. To log in, your system administrator must set up your agent account.

Before you begin

Obtain your agent ID and password from the system administrator.

Procedure

1. Press the **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to **Agent Login** and press **Select**.
4. In **Agent ID**, type your agent ID.
5. In **Password**, type your password.
6. Press **Enter**.

Result

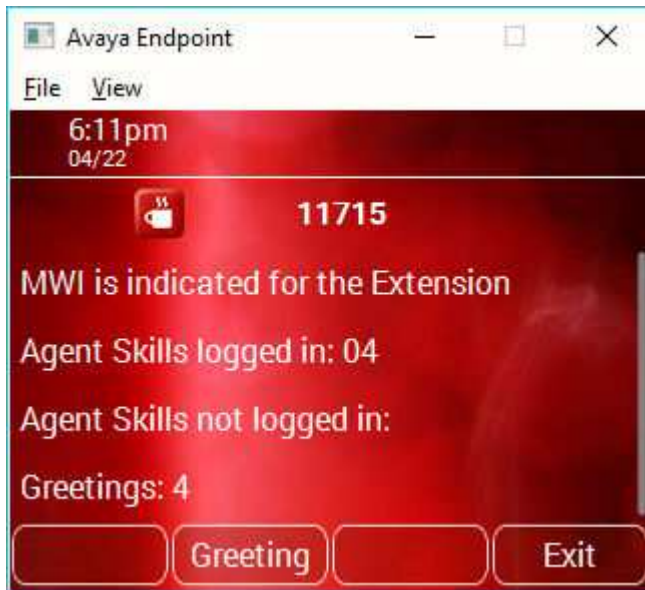
The phone displays the following information:

- Whether Message Wait Indicator is configured for your Agent ID or the extension.
- Your assigned and logged-on agent skills.
- Agent skills that are assigned and not logged into.

Note:

If the assigned Agent skills have reached the predetermined system limit, the phone does not display the details.

- Recorded Agent greetings for your account.



Logging out of the phone

About this task

Log out of your agent extension to end your session. If the system administrator configures the logout reason codes as forced, you must enter a reason code to log out.

Procedure

1. Press the **Main menu** and scroll to **Features**.
2. Press **Select**.
3. **(Optional)** Enter the **Reason Code** for logout.
4. Press **Enter**.

Chapter 4: Navigation

Cursor navigation

You can use the navigation cluster for cursor movement or selection of options on the Phone screen or in other menus. The navigation cluster has the following keys on the phone:

- **Left Arrow**
- **Right Arrow**
- **Up Arrow**
- **Down Arrow**
- **OK**

Navigation cluster

The effect of pressing a navigation key depends on the current application and context.

Key name	Description
Left Arrow and Right Arrow	Use to do the following: • Move the cursor position in the text input fields. • Toggle field values and select options in lists and menus in the selection fields. • Move selection left or right on half-width displays. • Scroll between pages and navigate the phone screen. The system administrator must enable Page Scroll mode. The directional keys are context-sensitive.
Up Arrow and Down Arrow	Use to scroll vertically in lists, menus, and pop-up windows.
OK , center button of the navigation cluster.	Use for the first or left-most soft key action, unless otherwise specified. With two or more pages of soft keys, the OK key is active only when the phone screen displays the first page of soft keys.

Text input

You can use the dial pad or the text input soft keys to edit and enter text in the text input fields of the phone.

Input field

Depending on the current menu and context, a text input field is a text box with a label. The user interface displays labels on the left side of the text box or in the line preceding the text box. An input field can be blank or display a current value that you can modify. The user interface displays input cursors on the right side of the current value or, if the input field is blank, on the left side of the text box.

Hint text

Depending on the current menu and context, a text box contains hint text. The user interface displays hint text on the left side of the text box in grey, italic font. The interface replaces the hint text with the actual text that you enter. The interface displays the hint text again when you clear the entered text. The interface does not display the hint text if the field contains a value.

Text truncation

When the space in the input area cannot display the full current value, the user interface truncates the text. The interface truncates the text from the left side and displays a blank space with a cursor on the right side of the input field for a new entry. When you enter a new character, the interface truncates the existing character from the left side of the display.

Active language text direction

When the text direction of the active language is right-to-left, the text entry rules are reversed. The user interface:

- Displays the hint text on the right side of the text box.
- Displays the input cursor on the left side of the current character or, if the input field is blank, on the right side.
- Displays the new character on the left side of the current character.
- Deletes the character on the right side of the cursor when you press **Backspace**.

Line keys

The line keys are context-sensitive. When you press a line key:

- In full-width lists, the user interface selects the corresponding line or the object.
- In half-width lists, the interface selects the list item adjacent to the key.
- In Page Scroll mode and then scroll on to the next or previous page, the selected item remains highlighted.

Input line

When you press the line key against the input lines, the user interface:

- Selects the corresponding line for the line which accepts user input.
- Displays the cursor after the last character of the existing content if the line is an input line. If you type an entry, the phone performs no action even if the cursor is in the middle of the line.
- Performs the action of the first soft key for the line which does not accept user input even if the input line is active.

For example, when you press a line key in Contacts, the interface initiates a call to the contact because the first soft key represents the **Call** key.

Main menu

The following table lists the Main menu icons used in Avaya J169/J179 IP Phones:

 Note:

The icons of Avaya J169 IP Phone and Avaya J179 IP Phone look similar but Avaya J169 IP Phone has grayscale icons and Avaya J179 IP Phone has color icons.

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

Icons	Name	Description
	Features	To access administrator activated features.
	Applications	• To access phone applications such as Contacts, Recents, Calendar, My Presence, and Activate screen saver. • To sign off the phone, to protect your settings, or to let another user log in.
	Settings	To change your phone settings, customize button labels, adjust brightness, audio settings, assign speed dial entries, etc. Used to view the connected USB devices such as USB stick and keyboard.
	Network information	To check network settings.
	Administration	To access administration settings.
	About	To view the phone model, software version, default device type, and the default server type.

General phone icons

The following table lists the icons used in Avaya J169/J179 IP Phone the Avaya J189 IP Phone:

Icon	Description
	Microphone is muted.
	Missed call on your phone. You can see the Missed Call icon in the Recents application.
	Incoming call indicates you answered this call. You can see the Incoming Call icon in the Recents application.
	Outgoing call indicates you made this call. You can see the Outgoing Call icon in the Recents application.
	The Bridged Call icon indicates the line is used for a call on another phone.
	Incoming call is alerting.
	Outgoing call indicates you made this call.
	Call is active.
	Call is on hold.
	Call is on hold during a conference or transfer call setup.
	Conference is active.
	Conference is on hold.
	Use the Right or Left navigation arrow to see more pages, screens, or options.
	Scroll left for more options.
	Scroll right for more options.
	Team icon indicating the team member is available.
	Team icon indicating the team member is busy on a call and unavailable.
	Team icon indicating the team member is not on a call, but is forwarding incoming calls.
	Team icon indicating the team member is busy on a call and is forwarding incoming calls.

Table continues...

Icon	Description
	Indicates that the phone is not connected to the call server and operates in Failover mode. Some features might not be available or work incorrectly. If the appearance line displays this icon, it indicates that the phone encountered a failure and preserved the media session until the user hangs up. This icon can also indicate that the phone is connected to the call server but the features are not available.
	The EC500 feature is on.
	The Do not disturb feature is on.
	The Send All Calls feature is on.
	The Call forward feature is on.
	Indicates that the call uses a wideband codec for excellent voice quality.
	Indicates a low network performance or local network issues that might result in lower call quality.
	The Limit Number of Concurrent Calls (LNCC) feature is on.
	Indicates that the SLA Mon™ agent took control of the phone.
	Indicates that the call is recorded for SLA Mon™.
	Indicates that the audio of this call is secure.
	Indicates that the audio alert for incoming calls is off.
	Indicates the Bluetooth feature is on.
	Indicates that you missed a call. The number in the icon indicates the number of missed calls. In the example icon, the agent missed 9 calls.
	Indicates that you missed a call. The plus sign (+) in the icon indicates that the number of missed calls is more than 9.
	Autodialing feature.
	Toll call.
	Toll-free call.

Presence icons

Presence icons for Avaya J169 IP Phone and Avaya J179 IP Phone look similar, but Avaya J169 IP Phone has grayscale icons and Avaya J179 IP Phone has color icons.

The following table lists presence icons for the Avaya J189 IP Phone and their description:

Icon	Status	Description
	Available	Contact is available and can communicate.
	On a call	Contact is on a call.
	Busy	Contact is busy.
	Away	Contact is away from the phone.
	Do Not Disturb	Contact is not available for the call.
	Out of Office / Offline	Contact is out of office, offline or wants to appear invisible.
	Unknown	The presence status of the contact is unknown or the phone is not registered.
	Automatic	The presence status is automatically set based on your current activity on the phone.

Related links

[Presence](#) on page 55

Multiple Level Precedence and Preemption icons

The following table lists the icons used in Avaya J169/J179 IP Phone. Note that the icons of Avaya J169 IP Phone and Avaya J179 IP Phone look similar but Avaya J169 IP Phone has grayscale icons and Avaya J179 IP Phone has color icons.

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

Icon	Precedence level	Description
	Priority	Priority icon for a priority call.
	Routine	Routine icon for a regular call.

Table continues...

Icon	Precedence level	Description
	Immediate	Immediate icon for a priority call with a higher precedence value than Priority.
	Flash	Flash icon for a priority call with a higher precedence value than Immediate.
	Flash Override	Flash override icon for a priority call with the highest precedence.

Bluetooth icons

The following table lists the Bluetooth icons used in the Avaya J179 IP Phone and Avaya J189 IP Phone:

*** Note:**

Avaya J169 IP Phone does not support the Bluetooth feature.

Icon	Description
	Indicates the Bluetooth feature is on.
 For Avaya J179 IP Phone	Bluetooth headset is connected.
	Default Bluetooth headset.
	Unpaired Bluetooth headset.
 For Avaya J189 IP Phone	Bluetooth headset is connected.
	Bluetooth headset is disconnected, but headset is paired.

Wi-Fi icons

The following table lists the Wi-Fi icons used in the Avaya J179 IP Phone and Avaya J189 IP Phone:

 Note:

Avaya J169 IP Phone does not support the Wi-Fi feature.

Icon	Description
	Non-secure Wi-Fi network is detected.
	Secure Wi-Fi network is detected.
	Wi-Fi network is out of range or offline.

Call Center related icons

All the phone models display grayscaled icons for call center environment.

Icon	Icon name	Where it appears	Description
	After Call Work (ACW)	Agent Status line	The phone displays this icon when you activate ACW. Use this state when you perform after call work, such as filling in paperwork after an Automatic Call Distribution (ACD) call.
	Aux Work	Agent Status line	The phone displays this icon when you activate Aux Work. Go into this state when you perform non-ACD activities, such as taking a break, or making an outgoing call. You need to enter a reason code for going into the Aux Work state, if configured by the system administrator.
	Available	Agent Status line	You are available for incoming calls. The phone displays the Agent Login icon when you are not active on a call, in ACW, or in Aux Work.
	Agent Login	Top line display	The phone displays the Agent Login icon when an agent logs in.
	Agent Logout	Top line display	The phone displays the Agent Logout icon when an agent logs out.
	Alerting	Agent Status line	The phone displays the Alerting icon when you receive an incoming call. When you receive an ACD or a Direct Agent call (DAC), the icon displays the respective type of the call next to the bell.

Table continues...

Icon	Icon name	Where it appears	Description
	On Call	Agent Status line	The phone displays the On Call icon when you are on an active call. When you receive an ACD or DAC call, the icon displays the respective type of the call.
	Held Call	Agent Status line	The phone displays the Held Call icon when you put a call on hold. When you put an ACD or DAC call on hold, the icon displays the respective type of the call.
	Queue Stats	Agent Information line	The phone displays this icon when you activate Queue Stats. The Clock icon appears before the oldest call time and the Calls icon appears next to the number of calls in the queue.
	Time in Queue Threshold Warning	Queue Stats feature button	The phone displays the Time in Queue Threshold Warning icon to indicate when the first call in the line reaches the time threshold.
	Call Threshold Warning	Queue Stats feature button	The phone displays the Call Threshold Warning icon when the number of calls in the queue reaches the maximum configured by the system administrator.
	Collected Digits Information	Agent Status line	If the incoming call contains collected digits information, the phone displays the Collected Digits Information icon next to the digits. The collected digits are digits that the caller enters before reaching you.
	Service Observe	Agent Status line	The phone displays the Service Observe icon when the service observe feature is active.
	An agent greeting is playing back	Incoming Call screen	The phone displays the Agent Greeting Playback icon during an active call when an Agent greeting is playing.
	An agent greeting is inactive	Incoming Call screen	The phone displays the Agent Greeting Inactive icon during an active call when an Agent greeting is available but inactive.
	Supervisor Assist	Agent Status line	The phone displays the Supervisor Assist icon when you request for supervisor assistance.
	Agent Logout Override	Top line display	The phone displays the Agent Logout Override icon if you activate Agent Logout Override.
	VuStats	Agent Status line	The phone displays the VuStats icon to display specific reporting details.

Table continues...

Icon	Icon name	Where it appears	Description
	Stroke Counts	Agent Status line	The phone displays the Stroke Counts icon to display the administrator-defined different customer related events.
	Call Work Codes	Agent Status line	The phone displays the Call Work Codes icon to enter call work codes.
	Manual-In	Agent Status line	The phone displays the Manual-In icon when the agent becomes available to service.
	Auto-In	Agent Status line	The phone displays the Auto-In icon when the agent opts for Automatic Call Distribution.

Agent Status line display

The Agent Status line of the phone screen displays the current agent work mode, for example idle, active, held, or attending incoming calls.

Use this chart as a guide to possible Agent Status line display.

- ACD=Automatic Call Distribution
- ACW=After Call Work
- Auto=Auto-In
- Aux=Auxiliary Work state
- DAC=Direct Agent Call
- Man=Manual-In
- RC=Reason Code #

Agent Work Mode	Agent Status icon	Description
Auto or Man		You are ready to receive DAC or ACD calls.
Auto or Man		You have an incoming ACD call.
Auto or Man		You have an incoming DAC call.
Auto or Man		You are on an ACD call.
Auto or Man		You are on a DAC call.
Auto or Man		You have an ACD call on hold.
Auto or Man		You have a DAC on hold.

Incoming calls display

An incoming call displays the information about the call type.

VDN information

A Vector Directory Number (VDN) is a contact number in Communication Manager that is used as a point of entry of a call into a Call Center. In many cases, it is the mapping of 1–800 telephone number that a caller dials to access the services provided by a Call Center. Depending on the vector programming configuration for your system, an incoming call may traverse multiple VDNs or stay within the original VDN that received it.

If the call traverses multiple VDNs, one of these VDNs is configured as the active VDN for the call. The active VDN controls the display of information on the phone that receives the call.

Your phone displays the following information: `caller_ID info`→ `VDN_name`, where `caller_ID info` is the calling party identification, if available, and `VDN_Name` is the administered name of the active VDN before delivery to you. The incoming call displays the active VDN and Call Redirected indicator (CR) for an unanswered redirected call and Routing On No Answer (RONA) call.

Adjunct/Switch Application Interface User-to-User Information

When you receive a call with Adjunct/Switch Application Interface User-to-User Information (ASAI UUI), the UUI feature button lights on the phone screen. When you press the UUI key, the UUI icon is displayed, followed by the UUI details. The UUI icon is used to distinguish UUI from other call information, such as collected digits.

Collected digits

The Agent Status line displays the Info icon followed by the collected digits that are associated with the incoming call.

When this information is cleared from the Agent Status line is dependent on your system configuration.

Incoming call ring alert type

- All internal ACD or DAC calls ring with an internal alert type.
- All external ACD or DAC calls ring with an external alert type.
- All internal ACD or DAC priority calls ring with a priority alert type.
- All supervisor assist calls ring with the priority alert type.

Message Waiting Indicator

An illuminated red LED in the upper-right corner of your phone and the **Message** button on the phone faceplate indicate you have unopened voice mail messages. If Visual Alerting is enabled,

the corner LED also flashes when you receive an incoming call. Depending on your system configuration, the message waiting indicators indicate messages either for the phone extension, or for the Agent Login ID after agent login. When configured for Agent Login ID, the message waiting indications are for the agent when the agent is logged in. Immediately after agent login, the phone screen displays MWI is indicated for the Agent ID or MWI is indicated for the extension.

Chapter 5: Call Center agent operations

Activating After Call Work

About this task

You can activate After Call Work at any time while you are logged in as an agent. When you activate After Call Work during a call, after the call is released, the phone indicates the pending status of After Call Work.

Procedure

1. Press the **Main menu** and scroll to **Features**.
2. Press **Enter**.
3. From the **Features** list, scroll to **After Call Work**.
4. Press **Enter**.

Result

The After Call Work icon appears on the Agent Status line.

Activating Auxiliary Work

About this task

Use this procedure to notify the system that you are unavailable to answer calls.

Before you begin

Ensure that you specify a reason by entering a reason code.

Procedure

1. Press the **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to **Aux Work**.
4. Press **Select**.
5. If your system administrator has assigned you with a forced reason code, enter the **Reason Code**.

6. Press **Select**.

Result

The phone screen displays one of the following icons:

- The Agent Status line displays the Aux Work icon followed by the reason code.
- The Top line displays the Aux Work Pending icon followed by the reason code.

Activating Interruptible Auxiliary Work

About this task

Use this procedure to notify agents in Aux Work mode when the configured threshold is exceeded.

Before you begin

Ensure that you specify a reason by entering an **Interruptible Reason Code**.

Procedure

1. Press the **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to **Interruptible Aux Work**.
4. Press **Select**.
5. If your system administrator has assigned you with a forced reason code, enter the **Interruptible Reason Code**.
6. Press **Select**.

Result

Interruptible Aux Work mode notifies the agents in Aux work mode with an interruptible reason code (RC) to become available. When the configured threshold is exceeded, the phone receives a visual as well as audio indication of a full ring cycle.

Activating Auto-In

About this task

The Auto-In work mode enables you to go back to the Automatic Call Distribution (ACD) available queue as soon as you end an ongoing call.

Note:

The configuration is available either with the Auto-In feature or the Manual-In feature.

Procedure

1. Press the **Main menu** and scroll to **Features**.
2. Press **Enter**.
3. From the **Features** list, scroll to **Auto In**.
4. Press **Enter**.

Result

The Agent Status line displays the Auto and Available icons.

Activating Manual-In

About this task

Use this procedure to make your status available to service the ACD queue. When you are in Manual-In mode, the system automatically changes your status to After Call Work (ACW) as soon as you end the ongoing call.

Note:

The configuration is available either with Auto-In feature or Manual-In feature.

Before you begin

Depending on your provisioning, you must enter a stroke count or a Call Work code before being allowed to enter Manual-In mode.

Procedure

1. Press the **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to **Manual In**.
4. Press **Select**.
5. To go back to the ACD Available queue, press **Manual In** mode again.

Result

The Agent Status line displays the Manual and Available icons.

Agent Greetings

If configured by the system administrator, you can use the Agent Greetings feature to record greetings with your own voice and play them back for incoming calls. You can create up to 6 greeting messages and save them on your phone.

By default, the phone deletes your greetings after you log out. The phone saves the recorded greetings if the system administrator enabled this function.

When you record your greeting, you can specify a name type, a subtype, or an incoming call matching pattern, and textual data for the subtype.

When you log in as an agent, you can edit, delete, or record greetings messages.

You can record and use the following types of greetings:

Greeting type	Description	Match criteria
Manual	Use the Greetings soft key to manually start playback of a greeting for an incoming call.	None
Auto Answer (default)	The phone automatically plays a greeting for incoming calls or for any incoming calls that does not match other options.	By default or in Ready mode when the agent status is Available, the phone plays a greeting message for all incoming calls.
VDN	Vector directory number. Call vectors are commands that route incoming calls and determine how the contact center processes these calls. VDNs distribute calls depending on the following factors: • Number the caller dials • Number the caller calls from • Number of calls in the queue • Time of the call	Available matches are: • Anywhere: The data matches any set of characters in the message displayed for a call. This is a default option. • On the left: The data matches the characters on the left end of the message displayed for a call. • On the right: The data matches the characters on the right end of the message displayed for a call. • Exact match: The data matches the entire message displayed for a call.

Table continues...

Greeting type	Description	Match criteria
ANI	Automatic number identification routes a call based on the caller identity and the number of the initial line.	Available matches are: • Anywhere: The data matches any set of characters in the message displayed for a call. This is a default option. • On the left: The data matches the characters on the left end of the call-associated display message. • On the right: The data matches the characters on the right end of the message displayed for a call. • Exact match: The data matches the entire message displayed for a call.
Prompted Digits	Prompted digits are used in contact centers with automatic recordings that prompt the caller to enter digits for reaching a specific area of assistance. For example, the contact center might prompt to press 1 to reach sales or 2 for billing requests.	Available matches are: • Anywhere: The data matches any set of characters in the message displayed for a call. This is a default option. • On the left: The data matches the characters on the left end of the message displayed for a call. • On the right: The data matches the characters on the right end of the message displayed for a call. • Exact match: The data matches the entire message displayed for a call.

You can only record two or more greetings for the manual type. You can record and save only one greeting of other types at a time.

If your phone plays a greeting and another audio signal comes, such as an incoming call ring, the phone stops playing the greeting.

Related links

[Creating Agent Greetings](#) on page 48

[Recording a greeting message](#) on page 48

[Playing a manual greeting during an incoming call](#) on page 49

[Retrieving Agent greetings](#) on page 49

[Deleting an Agent Greeting](#) on page 50

Creating Agent Greetings

About this task

Record a new agent greeting and save it on your phone or edit an existing greeting message. You can add up to 6 greeting messages. You can record greeting messages only using a headset microphone.

Before you begin

- Ensure that your administrator enables the feature.
- Plug in your headset.

Procedure

1. Press **Main menu**.
2. Navigate to **Applications > Agent Greetings** and press **Select**.
3. Toggle to an empty greeting line and press **Create**.
The phone displays the Agent greeting configuration page.
4. Toggle to **Label** and enter the agent greeting name.
If you enter a label which already exists, the phone displays an error message.
5. Toggle to **Greeting Type** and select the required greeting type.
6. Toggle to **Recording** and press **Record**.
You can record a message up to 10 seconds long.
7. Press **Save**.
8. To select the required matching pattern for the greeting, toggle to **Match Criteria** and press the **Toggle** softkey.
This option is not available if you selected manual greeting type.
9. Press **Save**.
10. Toggle to **Match String** and enter the required match string.
11. Press **Save**.
This option is not available if you selected manual greeting type.

Related links

[Agent Greetings](#) on page 45

Recording a greeting message

About this task

Record a greeting message in the Recording dialogue box to play it back for incoming calls. You can record an agent greeting only using a headset microphone. When you record a greeting, you can specify a name, a type, a subtype, and textual data for the subtype. For the name and the subtype, you can use up to 14 symbols.

Before you begin

- Ensure that your administrator enables the feature.
- Plug in your headset.

Procedure

1. Navigate to **Main menu > Applications > Agent Greetings**.
2. Toggle to an existing or empty greeting on the list and press **Select**.
3. Toggle to **Recording** and press **Record**.

The phone displays the Recording dialogue box.

4. To start recording, press **Start** and read your greeting message.
5. To finish the recording, press **Stop**.

The recording stops after 10 seconds automatically.

6. Press **Save**.
7. **(Optional)** To playback the recorded message, press **Play**.

Related links

[Agent Greetings](#) on page 45

Playing a manual greeting during an incoming call**About this task**

Play greetings manually on an incoming call. Only the caller can hear a greeting message. When the phone plays a greeting, the call is in the On hold state.

Before you begin

Ensure that you added at least one greeting message on the phone.

Procedure

1. On an incoming call, press **Greeting**.
2. Toggle to the required greeting and press **Select**.

The phone plays a greeting message to the caller.

Related links

[Agent Greetings](#) on page 45

Retrieving Agent greetings**About this task**

If have stored your greetings on a backup server, you can use this procedure upon logging into another Agent device.

Before you begin

Make sure your system administrator has enabled the back up server option for greeting messages storage.

Procedure

1. Log in with your Agent credentials.

The phone displays the Agent Skills view.

2. Press the **Greetings** softkey.

3. From the Agent Greetings list menu, press **Update**

The phone displays the following message when each greeting is loaded:

Updating...

Related links

[Agent Greetings](#) on page 45

Deleting an Agent Greeting

About this task

Delete a greeting message that you do not need from your phone. Delete one or several greetings at a time. You cannot restore the deleted greeting message.

Before you begin

Ensure that you added at least one greeting message.

Procedure

1. Press **Main menu**.
2. Navigate to **Applications > Agent Greetings** and press **Select**.
3. Toggle to the greeting message to delete and press **Delete**.

The phone deletes the greeting without confirmation.

Related links

[Agent Greetings](#) on page 45

Chapter 6: Call Center phone operations

Answering a call

About this task

When you receive an ACD call, the phone displays a string of up to 16 digits on the Agent Information line, if collected digits are associated with the call.

Procedure

1. When you receive an incoming call, you can:
 - Press **Answer** to answer the call.
 - Press **Ignore** to silence the alerting without answering the call.
2. Press **End Call** to end the ongoing call.

Result

If the incoming call has collected digits information, it is automatically displayed on the Agent Information line. The Information icon appears before the digits.

If the incoming call has user-to-user information associated with it, the UUI feature button lights. When you press the UUI feature button, the phone displays UUI on the Agent Information line, with the UUI icon appearing before the call information. The UUI replaces the collected digits information for a short period of time before returning to display the collected digits information.

When you receive an incoming call, the phone uses the Vector Directory Number (VDN) name feature and displays certain information about the caller on the phone screen.

To use a headset to answer the calls, connect the headset to the phone, and press the **Headset** button. The handset is deactivated and the **Headset** button lights.

* Note:

If you press the **End Call** softkey to end the call, the light on the **Headset** button might turn off. You can still use the headset to answer the next call.

Handling calls and conferences using Multiple Device Access

About this task

With the Avaya Aura® and Multiple Device Access feature, you can have up to ten devices configured with the same extension number. You can use this extension number to transfer active calls between your devices.

Before you begin

Ensure that the system administrator has activated the Multiple Device Access feature (MDA) for your extension.

Procedure

1. Initiate a call from your phone.
2. To transfer the call to another phone, press **Bridge** on your phone.

If the MDA phone that is joining the call uses a different signaling mode address family, you might notice the Limited Service icon appear on your device for a brief moment. After the MDA phone that is joining the call switches to using the signaling mode address family of the active call, the icon disappears.

Stroke counts

If configured by the system administrator, you can use the Stroke Counts feature to define up to nine different customer-specific events using keys 0 through 9. By default, you define audio quality issues using a stroke count of 0. You can enter a stroke count in any agent state or work mode.

You can use pre-defined keys to report the number of times that a particular event occurs. On a single call, you can send any of the configured stroke counts and repeat them as many times as the incident occurs. For example, you can use a stroke count that refers to bad voice quality when you cannot hear the caller.

You can enter a stroke count in one of the following states:

- Active state on an ACD or DAC call
- ACW state after disconnecting from a call
- Timed ACW state after disconnecting from a call

The phone displays `INVALID STATE` on the Top line and you cannot see the stroke information, if you are not in one of these states. The LED associated with this feature starts blinking.

The Feature screen displays `Stroke Count (#)`, where # is the number from 0 to 9 that your system administrator defined for specific customer events.

Related links

[Sending stroke counts](#) on page 53

Sending stroke counts

About this task

Send the stroke count information to the call server to define a specific customer event.

Procedure

1. Press the **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to **Stroke Count** and press **Select**.

Related links

[Stroke counts](#) on page 52

Call Work codes

If configured by the system administrator, you can use the Call Work Code feature to assign an incoming call with a Call Work code. The Call Work code length can be up to 16 digits.

To enter Call Work codes, you must log in as an agent and be in one of the following states:

- Active on an ACD or DAC call
- ACW state after disconnecting from a call
- Timed ACW state after disconnecting from a call

Related links

[Sending Call Work codes](#) on page 53

Sending Call Work codes

Procedure

1. Press the **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to **Call Work Code** and press **Select**.
4. Type the code.
5. Press **#**.

Related links

[Call Work codes](#) on page 53

Queue Stats

The Queue Stats feature displays the following information on the phone screen for 10 seconds:

- The configured name of the skill group associated with the Queue Stats feature button
- The time of the oldest call in queue
- The number of calls in queue

The Queue Stats feature button label is displayed as Queue Stats followed by the skill number in brackets, for example, **Queue Stats (4)**.

Related links

[Viewing Queue Stats](#) on page 54

Viewing Queue Stats

Procedure

1. Press the **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll down to **Queue Stats**.
4. Press **Select**.

Related links

[Queue Stats](#) on page 54

Enabling wireless headset bidirectional signaling

Before you begin

Check if the headset supports electronic hook switch (EHS) signaling.

Note:

Headset Signaling setting is used to configure only DECT headsets and cannot be applied to Bluetooth headsets.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Audio** settings and press **Select**.
4. Scroll to **Headset signaling**.
5. Press **Select** to select **Options & Settings > Call Settings > Headset Signaling**.

6. Press **Toggle** to select one of the following options:
 - **Disabled**: Disables signaling from the phone to the headset.
 - **Switch hook and alert**: Activates the link to the headset if you press **Headset**. When the phone receives an incoming call you hear the alert tone in the headset.
 - **Switch hook only**: Activates the link to the headset if you press **Headset**. When the phone receives an incoming call you do not hear the alert tone in the headset.
7. Press **Save**.

Presence

With the Presence feature, you can monitor the status of your contacts in real-time and also change the phone status manually according to your availability for communication.

The administrator must activate this feature to display presence information on your phone screen. The phone displays your presence status on the top line of the phone screen.

Related links

[Presence icons](#) on page 36

[Viewing the Presence status of your contacts](#) on page 56

[Changing your Presence status](#) on page 56

Presence icons

Presence icons for Avaya J169 IP Phone and Avaya J179 IP Phone look similar, but Avaya J169 IP Phone has grayscale icons and Avaya J179 IP Phone has color icons.

The following table lists presence icons for the Avaya J189 IP Phone and their description:

Icon	Status	Description
	Available	Contact is available and can communicate.
	On a call	Contact is on a call.
	Busy	Contact is busy.
	Away	Contact is away from the phone.
	Do Not Disturb	Contact is not available for the call.
	Out of Office / Offline	Contact is out of office, offline or wants to appear invisible.

Table continues...

Icon	Status	Description
	Unknown	The presence status of the contact is unknown or the phone is not registered.
	Automatic	The presence status is automatically set based on your current activity on the phone.

Related links

[Presence](#) on page 55

Viewing the Presence status of your contacts

About this task

You can view or monitor the real-time Presence status of your contacts to know the appropriate time for communication with a contact.

Before you begin

- Ensure that your administrator enables the feature.
- Ensure you have a contact in your Contacts list.
- Set the **Track Presence** option to **Yes** when you add or edit a contact in the Contacts list.

Procedure

1. Press **Contacts**.
2. Scroll to the required contact.

The phone displays the corresponding Presence status icon of the contact.

Related links

[Presence](#) on page 55

Changing your Presence status

About this task

You can change your phone presence status manually. The phone displays your Presence status on the top line of the phone screen.

Before you begin

Ensure that your administrator enables the feature.

Procedure

1. Press **Main Menu**.
2. Scroll to **Applications** and press **Select**.
3. Scroll to **My Presence** and press **Select**.
4. **(Optional)** Scroll to **Automatic**.

5. Scroll and press **Select** to choose one of the following:
 - **Available:** To show you are available for communication.
 - **Busy:** To show you are busy.
 - **Away:** To show you are away from the phone.
 - **Do not Disturb:** To show you are not available for communication.
 - **Out of Office:** To show you are out of office.
 - **Offline:** To appear offline to other users. However, your phone continues an active presence subscription with the Presence Server. The phone receives notifications for the contacts for whom you have subscribed to watch.
6. Press **Save**.

Related links

[Presence](#) on page 55

[Setting Presence status \(video\)](#)

Redirecting calls when Do Not Disturb is active

About this task

When your Presence status is set to **Do not disturb**, the incoming calls are redirected to the voice mail. Use this procedure to define the link between the **Send All Calls** feature and the presence status **Do not disturb**. Depending on the settings made by your administrator, the phone screen displays the feature menu options.

Before you begin

Ensure that your administrator enables this feature.

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Applications** and press **Select**.
4. Scroll to **Presence integration** and press **Select**.
5. Scroll to **System DND link**.
6. Select one of the following depending on your requirement:
 - **Default (No link)**
 - **No link:** Do not activate the Send all call feature when you enable Do Not Disturb.
 - **One-way link:** Activate the Send all call feature when you enable Do Not Disturb.
 - **Two-way link:** Activate the Send all call feature when you enable Do Not Disturb and vice versa.

7. Press **Save**.

VuStats

With the VuStats feature, the phone displays specific reporting details, such as information related to VDNs, skills, trunks, or agents.

The format of the displayed information depends on how the system administrator configured the format number associated with the feature button. Supported format numbers are 1 to 50. This information is displayed on the Agent Information line.

If the current format number is associated with another format number, the phone displays the **Next** soft key when you select the Agent Information line is selected while VuStats is displayed. Press **Next** to view the VuStats information associated with the next format number. Press **ExitVu** on the Agent Information line to deactivate the VuStats session.

Related links

[Viewing VuStats details](#) on page 58

Viewing VuStats details

About this task

View VuStats information to get specific reporting details, such as information related to VDNs, skills, trunks, or agents.

Procedure

1. Press the **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to **Vu Stats**.
4. Press **Select**.

The phone displays the reporting details.

5. **(Optional)** To view the full VuStats information that exceeds one line, press the feature button next to the the Agent Information line and press the **All** softkey.

Related links

[VuStats](#) on page 58

Supervisor Assist

Use the Supervisor Assist feature if you need assistance from your supervisor during a call, or if you are not on a call and need to contact your supervisor. When your supervisor answers the

call, you can opt to conference your supervisor with the caller, transfer the ongoing call to your supervisor, or drop your supervisor and go back to the current call.

The phone displays the Supervisor Assist feature button label as **Assist (#)**, where **#** is the skill number. However, the skill number may be blank. If the skill number is blank, Avaya Aura® Call Center Elite determines the appropriate skill number to be associated with the Supervisor Assist call.

Viewing Adjunct/Switch Application Interface User-to-User Information

About this task

If an incoming call has user-to-user Information (UUI) associated with it, the **UUI** feature button lights on the phone screen. When you press the **UUI** feature button, the phone displays the user-to-user information on the Agent Information line with the UUI icon before the call information. UUI replaces the collected digits information for a short period of time.

Procedure

1. During an incoming call, press the **UUI** feature button.
2. **(Optional)** If UUI associated with the call does not fit in the phone screen, to view all the UUI details, press **Next**.
3. To clear UUI from the phone screen, press **Exit**.

Service Observe

With the Service Observe feature, as a supervisor, you can monitor a phone call to observe the call quality. You can also provide on the job training by coaching the agent during the service observe.

You can activate the feature from the phone when you are not logged in as an agent or when you are logged in as an agent, but you are in AUX state. You can activate the feature from the phone.

The Service Observe feature has the following modes:

- **Basic:** You can activate the feature in Listen-only mode. You can switch from Listen-Only mode to Talk or Coach mode if your administrator configures it.
- **No-Talk:** You can activate the feature in Listen-only mode and cannot switch to Talk mode.
- **Next Call:** You can activate the feature in Listen-only mode for the next call. You can switch from Listen-Only mode to Talk or Coach mode if your administrator configures it.
- **By-Location:** You can activate the feature in Listen-only mode for a Vector Directory Number (VDN). You must provide a VDN and a location ID. You can observe the call only when the agent at the required location connects to a call. You can switch from Listen-only mode to Talk or Coach mode if your administrator configures it.

Depending on your requirement you can use the following options:

- **Listen-only:** In the Listen-only mode, you can silently monitor the call.
- **Talk:** In the Talk mode, you can talk to the agent and the caller.
- **Coach:** In the Coach mode, you can talk only to the agent. The caller will not hear you talking to the agent.

Use the Computer Telephony Integration (CTI) client to remotely activate or deactivate the Service Observe feature. For information on using the CTI client, see Avaya Aura® Application Enablement Services documentation.

Related links

[Activating Service Observe](#) on page 60

[Deactivating Service Observe](#) on page 61

[Assisting an agent on an observed call](#) on page 61

Activating Service Observe

About this task

You can activate the Service Observe feature to observe a call to an IP Phone, agent, or a Vector Directory Number (VDN). The phone displays the observing modes depending on the configuration made by your administrator.

Before you begin

Ensure that you are not logged in as an agent. If you have already logged in as an agent, ensure that you are in AUX mode.

Procedure

1. Press the **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll down to **Service Observe**.
4. Press **Select**.
5. Select one the following options:
 - **Basic**
 - **No-Talk**
 - **Next Call**
 - **By-Location**
6. Enter the extension of the phone or agent or the VDN that you want to observe and press **Enter**.

Related links

[Service Observe](#) on page 59

Deactivating Service Observe

About this task

You can deactivate the Service Observe feature by using any one of the items in the procedure.

Before you begin

Ensure that the Service Observe feature is active.

Procedure

To deactivate Service Observe, perform one of the following:

- While on the Call Observation line, press the **EndCall** softkey.
- Answer an incoming call.
- Select an idle Call Appearance line.
- Change to an on-hold call.
- Go on-hook.
- Log out.
- Press **Hard Release Key**.

Available only on Avaya J189 IP Phone.

Related links

[Service Observe](#) on page 59

Assisting an agent on an observed call

About this task

You can assist an agent whose call you are observing by choosing either Coach or Talk mode. If you choose Coach, the caller cannot hear you when you are speaking to the agent. If you choose Talk, you can talk to the caller and the agent.

You can assist an agent whose call you are observing by choosing Talk mode. If you choose Talk, you can talk to the caller and the agent.

Before you begin

Ensure that your administrator configures the Coach and Talk feature and you are already observing a call.

Procedure

1. While on the Call Observation line, press the **Coach** softkey to assist your agent.
2. While on the Call Observation line, press the **Talk** softkey to talk to your agent and the caller.

Related links

[Service Observe](#) on page 59

Long-term acoustic exposure protection

Avaya J100 Series IP Phones have the long-term acoustic exposure protection to prevent the users from getting acoustic shocks. This feature reduces the loud volume of the conversations on the phone call to permissible acoustic limits. The user can set the permissible acoustic limit to dynamic or predefined static values. If a dynamic setting is selected, the feature activates itself and gradually reduces the loud volume of the phone conversations to prevent from reaching the damaging decibel levels.

Long-term acoustic exposure protection feature satisfies OSHA, ETSI and employee health safety requirements.

Important:

Only L100 Series Headsets with RJ9 connector support long-term acoustic exposure protection when the headset profile is set to **Profile1**.

Related links

[Configuring Long term acoustic protection](#) on page 62

Configuring Long term acoustic protection

About this task

Long-term acoustic protection feature reduces the loud volume of the conversations on the phone call to permissible acoustic limits, you can configure the long-term acoustic exposure protection for your headset.

Before you begin

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

Procedure

1. Press **Main Menu**.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Audio** settings and press **Select**.
4. Scroll to **Long term acoustic protection** and press **Select**.
5. Choose one of the following and press **Select**:
 - **Default** : Sets the acoustic protection values to one of the following options that your administrator sets:
 - Dynamic
 - 8 hours
 - 4 hours
 - OffAdministrator configured value will be chosen as the default value.
 - **Off**: Sets the acoustic protection off.

- **Dynamic:** Sets the acoustic feature to Dynamic, which activates itself and gradually reduces the loud volume of the phone conversations to prevent from reaching the damaging decibel levels.
- **4 hours:** Sets the acoustic protection for 4 hours.
- **8 hours:** Sets the acoustic protection to 8 hours.

6. Press **Save**.

Related links

[Long-term acoustic exposure protection](#) on page 62

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