



Using Avaya J100 Expansion Module for SIP

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

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- 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.

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- Use only the Avaya approved Limited Power Source power supplies specified for this product.
- Ensure that you:
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 - Do not use the device during a lightning storm.
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Contents

Chapter 1: Introduction	6
Purpose	6
Change history	6
Chapter 2: Overview	7
Avaya J100 Expansion Module overview	7
Physical layout	9
Avaya J100 Expansion Module icons	10
Avaya J100 Expansion Module upgrade indication	10
The expansion module lines and icons in CCMS mode	11
Chapter 3: Call operations	12
Making a call	12
Answering a call	12
Answering a call when on another call	13
Accessing features	13
Applications	13
Applications overview	13
Accessing applications	14
Chapter 4: Settings	15
Customizing the display	15
Setting a background image unique to JEM24 display	15
Setting the custom screen saver image	16
Adjusting the expansion module brightness	17
Setting the text size	17
Customizing keys	18
Adding a labeled key	18
Relabeling a key	18
Moving a key	19
Deleting a key	19
Restoring customized keys to default	20
Chapter 5: Troubleshooting	21
Viewing the expansion module details	21
Viewing the expansion module details from Administration menu	21
Viewing the expansion module details from Main menu	21
Common troubleshooting scenario	22
Chapter 6: Resources	23
Finding documents on the Avaya Support website	23
Avaya Documentation Center navigation	23
Viewing Avaya Mentor videos	24
Support	25

Chapter 1: Introduction

Purpose

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

Change history

Issue	Date	Summary of changes
Release 1.0, Issue 1	December 2018	First released version.
Release 4.0.14, Issue 1	October 2022	Updated "Settings" chapter.

Chapter 2: Overview

Avaya J100 Expansion Module overview

With Avaya J100 Expansion Module (JEM24), you can extend the number of call appearances and feature buttons on Avaya J169/J179 IP Phone and Avaya J189 IP Phone. The call appearances and features appears on Avaya J100 Expansion Module and the corresponding lines of the phone.

You can connect a maximum of three expansion modules to Avaya J169/J179 IP Phone and two expansion modules to Avaya J189 IP Phone. Avaya J189 IP Phone also has a secondary screen that behaves as an inbuilt module. When an expansion module is connected to a phone, it inherits the display properties of the phone.

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

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

You cannot use the toggle button on the JEM24 in the following scenarios:

- When you connect more than one JEM24 to the phone.
- When you connect one or more JEM24 to an Avaya J189 IP Phone.

The following table shows the number of physical feature keys available on the J100 phone models and JEM24s:

Phone model	Features keys on the phone	Features keys on built-in expansion module	Features keys on JEM24 expansion module
J129	3	NA	Does not support JEM24
J139	4	NA	Does not support JEM24
J159	4	6	Does not support JEM24
J169	8	NA	24
J179	8	NA	24
J189	10	6	24

The following table shows the number of feature keys available on the J100 phone models and JEM24s:

Phone model	Feature keys accessible on the phone screen	Feature keys accessible on the built in Expansion Module using the JEM24 toggle button	Feature keys accessible with only one Expansion Module	Feature keys accessible on first JEM24 when there is more than one JEM24	Feature keys accessible on 2nd JEM24	Feature keys accessible on 3rd JEM24
J129	NA	NA	NA	NA	NA	NA
J139	96	NA	NA	NA	NA	NA
J159	96	25-48	NA	NA	NA	NA
J169	96	NA	25-96	25-48	49-72	73-96
J179	96	NA	25-96	25-48	49-72	73-96
J189	96	25-48	49-72	49-72	73-96	NA

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

*** Note:**

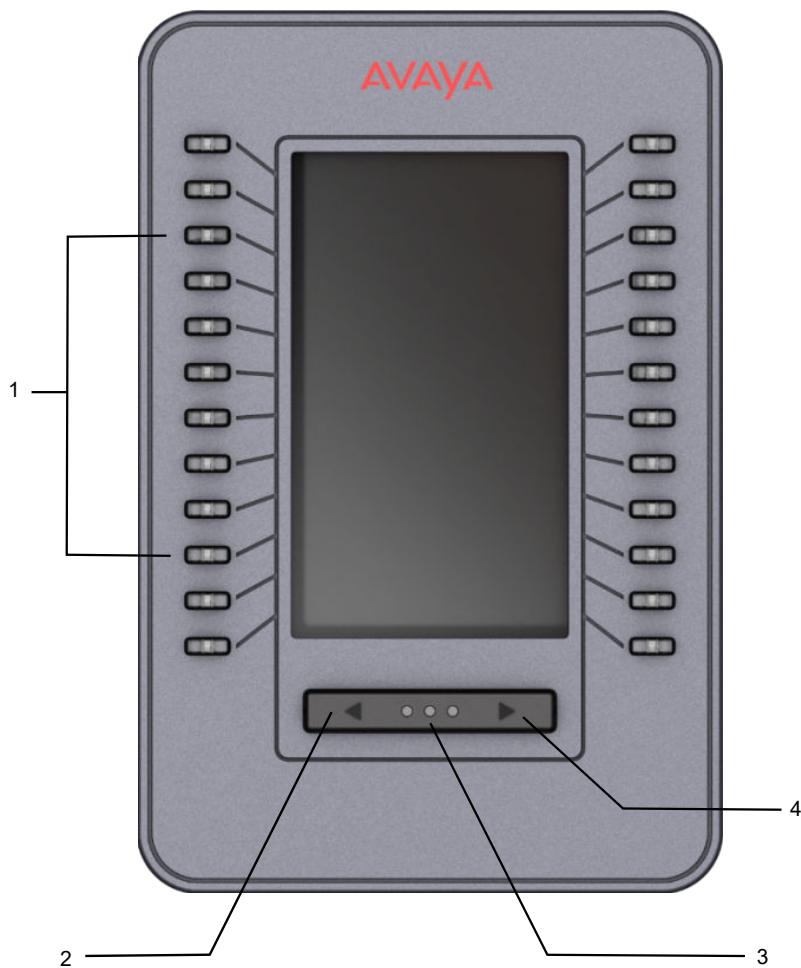
The wall mounting bracket for Avaya J100 Expansion Module must be ordered separately, along with the wall mounting kit. For Avaya J100 Expansion Module wall mounting instructions, see *Installing and Administering Avaya J100 Series IP Phones*.

If you use PoE to power up your phone, you can attach only one expansion module. To attach more expansion modules, use a power supply unit.

! Important:

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

Physical layout



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

Avaya J100 Expansion Module icons

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

 Note:

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

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

Avaya J100 Expansion Module upgrade indication

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

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

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

 Note:

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

The expansion module lines and icons in CCMS mode

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

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

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

 Important:

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

Chapter 3: Call operations

Making a call

About this task

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

Procedure

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

Answering a call

About this task

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

Procedure

Do one of the following:

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

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

Note:

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

Answering a call when on another call

About this task

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

Procedure

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

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

Accessing features

About this task

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

Procedure

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

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

Applications

Applications overview

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

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

 Note:

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

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

Accessing applications

Procedure

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

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

Chapter 4: Settings

Customizing the display

You can set a customized screen saver and background image for Avaya J100 Expansion Module (JEM24). Your administrator provides access to set these images.

You can set the background and screen saver image of the JEM24 using the:

- Pre-defined images
- Customized images
- Images that are the same as the primary display images

If you and your administrator do not set the screen saver and background image for the JEM24, the phone uses the Avaya Device Image by default.

If your administrator makes the required settings, you can set the same background and screen saver image for the primary display and the JEM24 module. The JEM24 display reflects any changes made to the primary display. If you select a custom image for the primary display, the JEM24 displays the default Avaya device image.

Use the phone **Settings** menu to configure the following Avaya J100 Expansion Module features:

- Background image
- Screen saver
- Font size
- Brightness

 Note:

Avaya J100 Expansion Module does not support adjusting the display contrast.

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

Setting a background image unique to JEM24 display

About this task

Use this procedure to set a custom background image for Avaya J100 Expansion Module (JEM24).

You can set a built-in image or a custom image for your JEM24 display. Contact your administrator to upload custom background images to the phone.

You can change the background image of the JEM24 using the phone menu.

 Note:

You cannot set a background image when the phone is downloading custom images. During the download, the phone screen displays *Downloading images to module*.

Before you begin

Ensure that your administrator provides access to set a background image.

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. Select **Module Display**.

You can set a background image for Avaya J100 Expansion Module. You can use either the built-in images or a custom image from the image list.

6. Scroll to the new image.
7. **(Optional)** To preview the image, press **Preview**, and then press **Back**.
8. Press **Select**.
9. Press **Save**.

Setting the custom screen saver image

About this task

Use this procedure to set a custom screen saver image for Avaya J100 Expansion Module (JEM24).

You can set a built-in image or a custom image for your JEM24 display. Contact your administrator to upload custom screen saver images to the phone.

You can change the screen saver image of the JEM24 using the phone menu.

 Note:

You cannot set a screen saver image when the phone is downloading custom images. During the download, the phone screen displays *Downloading images to module*.

Before you begin

Ensure that your administrator provides access to set a screen saver image.

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. Select **Module Display**.

You can set a screen saver for Avaya J100 Expansion Module. You can use either the built-in images or the custom image from the image list.

6. Scroll to the new image.

7. **(Optional)** To preview the image, press **Preview**, and then press **Back**.

8. Press **Select**.

9. Press **Save**.

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. Press one of the following:

- **Right** arrow key: To increase the brightness.
- **Left** arrow key: To 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. Scroll down to **Primary display** and press **Select**.

6. Press one of the following:

- **Right** arrow key: To increase the font size.
- **Left** arrow key: To decrease the font size.

7. **(Optional)** To restore the default font size, press **Default**.

8. Press **Save**.

Customizing keys

Adding a labeled key

About this task

Use this procedure to add a labeled 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 labeled 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. To select an empty line, use **Navigation** keys.
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. To select the required button key, use **Navigation** keys.

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. To select the button key you want to move, use **Navigation**.
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. The phone clears all your favorites, including Contact, Feature, and App favorites, and applies administrator settings. The procedure does not affect your customized labels.

Before you begin

Ensure that the administrator set customization mode as Full.

Procedure

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

Chapter 5: Troubleshooting

Viewing the expansion module details

Viewing the expansion module details from Administration menu

Before you begin

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

Procedure

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

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

Viewing the expansion module details from Main menu

Procedure

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

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

Common troubleshooting scenario

Condition

Either of the following is observed:

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

Solution

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

Chapter 6: Resources

Finding documents on the Avaya Support website

Procedure

1. Go to <https://support.avaya.com>.
2. At the top of the screen, type your username and password and click **Login**.
3. Click **Support by Product > Documents**.
4. In **Enter your Product Here**, type the product name and then select the product from the list.
5. In **Choose Release**, select the appropriate release number.
The **Choose Release** field is not available if there is only one release for the product.
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 only displays the documents for the selected category.
7. Click **Enter**.

Avaya Documentation Center navigation

For some programs, the latest customer documentation is now available on the Avaya Documentation Center website at <https://documentation.avaya.com>.

Important:

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

Using the Avaya Documentation Center, you can:

- Search for keywords.
To filter by product, click **Filters** and select a product.
- Search for documents.

From **Products & Solutions**, select a solution category and product, and then select the appropriate document from the list.

- Sort documents on the search results page.
- Click **Languages** (🌐) to change the display language and view localized documents.
- Publish a PDF of the current section in a document, the section and its subsections, or the entire document.
- Add content to your collection using **My Docs** (★).

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

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

Navigate to the **Manage Content > Watchlist** menu, and do the following:

- Enable **Include in email notification** to receive email alerts.
- 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 website.

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

★ **Note:**

Some functionality is only available when you log in to the website. The available functionality depends on your role.

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.

- 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`, click **Clear All** and select **Video** in the **Content Type**.
 - In **Search**, type the product name. On the Search Results page, click **Clear All** and select **Video** in the **Content Type**.

The **Video** content type is displayed only when videos are available for that product.

In the right pane, the page displays a list of available videos.

- 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 a topic name to see the list of videos available for the topic. For example, Contact Centers.

 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	14
accessing features	13
answering a call	12
answering a call when on another call	13
applications overview	13
Avaya support website	25

B

background image	
JEM24 display	15

C

call operations	
answering a call	12
answering a call when on another call	13
making a call	12
collection	
delete	23
edit name	23
generating PDF	23
sharing content	23
content	
publishing PDF output	23
searching	23
sharing	23
sort by last updated	23
watching for updates	23

D

display customization	
overview	15
display settings	
setting text size	17
document changes	6
documentation center	23
finding content	23
navigation	23
documentation portal	23
finding content	23
navigation	23

E

expansion module	
details	
Administration menu	21
Main menu	21

details (continued)

icons	10 , 11
lines	11
overview	7
physical layout	9
upgrade indication	10

F

finding content on documentation center	23
---	--------------------

I

icons	10
-------------	--------------------

M

making a call	12
My Docs	23

P

physical layout	9
-----------------------	-------------------

R

restoring keys to default	20
---------------------------------	--------------------

S

screen saver image	16
searching for content	23
setting	
background image	15
settings	
customizing keys	
adding a key	18
deleting a key	19
moving a key	19
relabeling a key	18
display settings	
brightness	17
screen saver image	16
sharing content	23
sort documents by last updated	23
support	25

T

troubleshooting	
common steps	22

V

videos [24](#)

W

watch list [23](#)