

Overview

Icons

Table 1: Icons on the phone buttons




















Icon	Description
	Phone
	Phone On-hook/Off-hook
	Mute microphone
	Volume control

Table 2: Icons on the touch screen





Icon	Description
	Mute Alert
	Error
	Message
	Warning
	Dial pad
	Features
	Contacts
	Settings
	Last number redial
	Ringer off
	Conference
	Drop participant






Icon	Description
	Hold
	Mute participant
	Unmute

LED status indicators

LED color	Description
Steady red	Microphones are on mute.
Flashing red	A call is on hold.
Steady blue	A call is in progress.
Flashing blue	An incoming call is ringing.

Settings Menu

Main menu option	Icon	Sub option	Purpose
Call settings		Pair Contacts to Calls	To pair incoming calls and contacts.
Screen & Sound Options		Brightness	To increase or reduce the brightness of the touch screen.
		Language	To change the language on the phone.
		Button Clicks	To enable or disable the sound of button clicks.
		Error Tones	To enable or disable error tones.
Backup/Restore		Backup Procedure	To backup the settings for the display language, the button clicks, the error tone, and the pairing contacts on your phone.
		Restore Procedure	To restore the information that you have backed up.
Network Info		Audio Parameters	To view information about audio parameters such as received coding, packet loss, packetization delay, one way network delay, and network jitter delay during a call.
		IP Parameters	To view the information related to IP such as phone IP address, HTTP server IP address, HTTPS server IP address, subnet mask, router IP address, call server IP address, and information about 802.1x supplicant, VLAN IDs, and VLAN test.
		Quality of Service	To view the values for QoS parameters such as L2 Audio, L2 Signaling, L3 Audio, and L3 Signaling.
		Miscellaneous	To view information about the phone model number and serial number, MAC address,

Main menu option	Icon	Sub option	Purpose
			group, protocol, application file, ethernet port, kernel file, and backup app file names.
Guest Login		Guest Login	To enable a guest to log in for a specified duration of time.
Log Out			To log out of the phone.
About Avaya IP Conference Phone			To view the hardware release version and year of manufacture.
Administration Menu			To view and administer settings, troubleshoot, and test the phone.
Screen Cleaning			To clean the touch screen.

Handling calls

Logging into the conference phone



Procedure

- On the phone screen, enter the extension number and the password in the corresponding fields.
- Tap **Log In**.

Making a call

Procedure

To make a call, perform one of the following:

- If the phone displays a dial pad, start dialing the number.
- If the phone does not display a dial pad, tap the dial pad  icon and dial the number when the screen displays the dial pad.
- Press the Phone On-hook/Off-hook  button and start dialing the number.

Calling a number from the contacts list

Procedure

- On the touch screen, tap **Contacts**.
The phone displays the **Contacts** screen with the contacts.
- Scroll to the contact that you want to dial.
- Tap the contact that you want to dial.

Answering a call while on another call


You can answer another incoming call when you are on a call without dropping the first call.

For example, you are on a call with A. You get an incoming call from B. The status indicator LED starts flashing blue.

The screen displays the calling party number and the following options:

- Answer Hold
- Answer Drop
- Ignore

Procedure

- To answer the call from B and put A on hold, tap **Answer Hold**.
- To answer the call from B and drop the call from A, tap **Answer Drop**.
- To ignore the call from B and continue the call with A, tap **Ignore** or press the Phone On-hook/Off-hook  button.

The conference phone stops ringing. However, the status indicator LED keeps flashing blue as long as B keeps calling.

Using the Features button

Procedure

- Tap **Features**.
The **Phone Features** screen displays a list of the features that the administrator has configured for your phone.
- Tap the feature that you want to activate.


* Note:

The screen can display only four feature buttons. If there are more than four features configured for your phone, scroll down the list to access these features.

Conference Calls

Setting up a conference call

Procedure

- To make a conference call, perform any one of the following three actions:
 - Touch a call appearance on the phone screen.
 - Press the Phone Off-hook/On-hook  button.
 - Tap the dial pad icon.

The screen displays the dial pad.

- Dial the number of the first party that you want to include in the conference.
- Tap **Conference**.

The phone displays the dial pad.

- Dial the number of the second party that you want to include in the conference call.
- Tap **Join** when the called party answers.

The phone displays the conference call window and initiates the conference call. The conference call window displays the name or number of the participants on the call and a call timer.



Adding more participants to a conference call

Procedure

- On the conference screen on the phone, tap **Add**.
The phone screen displays the dial pad.
- Dial the number of the party that you want to include in the conference call.
- Tap **Join** to include the called party in the call.
The phone includes the called party in the conference call when the party answers the call.

Putting a conference call on hold

Procedure

- On the conference screen, tap the Hold  icon.
The phone minimizes the call conference window and puts the conference call on hold. The **Mute** button and status indicator LED flashes red.
- To rejoin the conference call, tap the Hold  icon.
The call conference window maximizes and displays the options that are available for a conference call. The **Mute** button and status indicator LEDs turn blue.

Muting a participant on a conference call

About this task

You can mute any participant on a conference call. This action does not mute the other participants.



* Note:

You can mute a participant only if your administrator has enabled the feature for your extension.

Procedure

- On the conference screen, tap **Details**.

The phone displays the conference details screen with the list of the participants.

2. To mute a participant, tap the Mute  icon.
3. To unmute the participant, tap the Unmute  icon.

Dropping a participant on a call

Use this feature to drop a participant on a conference call.

Before you begin


You must have an active conference call with at least three participants on the conference call.



Note:

You can drop a participant only if the administrator has enabled this feature for your phone.

Procedure

1. On the conference screen, tap **Details**.
The phone screen displays the names of all the participants on the call.
2. Tap the Drop participant  icon next to the participant entry.
The phone screen displays the confirmation prompt.
3. Tap **Yes**.
The phone drops the participant from the call.

Transferring a conference call to another extension

Procedure

1. On the conference screen on the phone, tap **Transfer**.
The screen displays the dial pad.
2. Dial the number to which you want to transfer the conference call.
3. Tap **Complete**.
The phone transfers the conference call to the new number.



Avaya B189 Conference IP Phone Quick Reference Guide