AVAYA

Avaya B189 IP Conference Phone Quick Reference Guide

Release 6.6
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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
	Call
	Error
	Message
	Warning
	Dial pad
	Features

Icon	Description
	Contacts
	Settings
	Last number redial
	Ringer off
	Conference
	Drop participant
	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 **To pair incoming calls and contacts.**
Call settings		Pair Contacts to Calls	To pair incoming calls and contacts.
		Edit Dialing	To edit the last dialed number.

Main menu option	Icon	Sub option	Purpose **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. You can also view information about PA system audio parameters such as internal microphone, speaker, and VU-meter.
		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

Main menu option	Icon	Sub option	Purpose
			To pair incoming calls and contacts.
			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.
		Miscell aneous	To view information about the phone model number and serial number, MAC address, 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 Conferen ce Phone	ℹ		To view the firmware version and year.
Administr ation 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
1. On the phone screen, enter the extension number and the password in the corresponding fields.
2. Tap **Log In**.

Making a call
1. To make a call, perform one of the following actions:
   • 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.

2. To edit a dialed number, tap the backspace icon.

To enable the edit dialing feature, go to **Settings** > **Call Settings** > **Edit dialing**.

Calling a number from the contacts list
1. On the touch screen, tap **Contacts**.

The phone displays the Contacts screen with the contacts.
2. Scroll to the contact that you want to dial.
3. 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

1. To answer the call from B and put A on hold, tap **Answer Hold**.
2. To answer the call from B and drop the call from A, tap **Answer Drop**.
3. To ignore the call from B and continue the call with A, tap **Ignore**.

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

Using the Features button
1. Tap **Features**.

The **Phone Features** screen displays a list of the features that the administrator has configured for your phone.
2. 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
1. 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.
2. Dial the number of the first party that you want to include in the conference.
3. Tap **Conference**.

   The phone displays the dial pad.
4. Dial the number of the second party that you want to include in the conference call.

   On an active call, when you dial another number to set up a conference, you might see the * symbol instead of the dialed digits. Contact the phone administrator to enable viewing the dialed digits.
5. 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
1. On the conference screen on the phone, tap **Add**.

   The phone screen displays the dial pad.
2. Dial the number of the party that you want to include in the conference call.
3. 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
1. 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.

2. 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

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.

1. 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.

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. The feature only works if the participant is over a non-IP phone.

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

1. On the conference screen, 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.